EA02030

5/19/2003

Book 12 of 22

GM621A
EA02-030

ATTACHMENT "2C-AC"

ESIS 317570

[redacted]

Detroit, MI [redacted]

June 14, 1996

Frank W. Szukics
State Farm Insurance Company
P.O. BOX 906
Farmingdale, NJ 07727

Your File Number: 30-3346-537
Our File Number: 317570 [redacted]
Our Client: [redacted]
Date of Event: April 18, 1996

Dear Mr. Szukics:

Regarding our telephone conversation of June 13, 1996, in order to evaluate your claim, the following documents and information are respectfully requested:

1. Proof of a defect in the subject vehicle. The proofs should establish the defect as the cause of this incident. All supporting documents including reprints of photographs should be supplied.

2. Any official police or incident reports on this matter.

3. The vehicle operator's statement describing this incident. Names, addresses and telephone numbers of witnesses to the event, along with their statements.

4. Did the vehicle owner and/or operator note anything wrong or unusual about the vehicle prior to the incident?

5. Copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.

6. Was any after-market equipment installed on the subject vehicle? If so, provide copies of receipts and/or invoices for installation of said equipment.

7. Were there any modifications, alterations, or changes to the subject vehicle? If so, provide copies of relevant installation receipts.

8. Did the vehicle owner receive any Recall Notices for the subject vehicle?

9. The description of any items that were being transported by the subject vehicle at the time of this incident.

10. Was the vehicle involved in any prior accidents? If so, identify the nature and extent of damages and repairs completed. Supply repair orders and photographs depicting damage sustained.

11. The present location of the subject vehicle and its availability for inspection.

12. An itemization of damaged being claimed in this matter.

your cooperation in providing the above-requested documents and information would be sincerely appreciated. **During this entire process, the subject vehicle and it's components should remain available for inspection if necessary.**

If you have any questions, please feel free to contact me.

Sincerely,

Gennie Allen
Claim Administrator
(313) 974-1747

GM 1241
05/08/95 OLDSMOBILE D M

CASE #: 960065961
GM CONFIDENTIAL
76-1803
DESIGNATION CODE

REPORT OF PRELIMINARY INVESTIGATION

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

DATE OF INCIDENT: 04/18/95 HOUR 08:00 PM

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

TITLE : [redacted] B PHONE : - -
NAME OF OWNER : [redacted] H PHONE : [redacted]
ADDRESS : [redacted]
CITY : SEA GIRT ST: NJ ZIP: [redacted] AGE: [redacted]
COMPANY :
TITLE : [redacted] B PHONE : - -
NAME OF DRIVER : [redacted] H PHONE : [redacted]
ADDRESS : [redacted]
CITY : SEA GIRT ST: NJ ZIP: [redacted] AGE: [redacted]
TITLE : [redacted] B PHONE : - -
NAME OF CLAIMANT: [redacted] H PHONE : [redacted]
ADDRESS : [redacted]
CITY : SEA GIRT ST: NJ ZIP: [redacted] AGE: [redacted]
IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO UNK
IF YES, GIVE NAME AND ADDRESS:

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

MAKE: OLDSMOBILE VIN: 1G3HY52K9P4[illegible] YEAR: 96 MODEL: 96YR
TRANS: 4T60E AXLE: ENGINE: 3800 MILEAGE: 150
DATE OF DEL: 03/30/95 NEW,USED,OR DEMO: N LICENSE NUM: AA19XD STATE: NJ
PRODUCTION DATE : 02/02/96
SELLING DEALER : DEFELICE OLDSMOBILE
ADDRESS : 2508 RT 88, POINT PLEASANT, NJ 08750
SERVICING DEALER: DEFELICE OLDSMOBILE
ADDRESS : POINT PLEASANT, NJ 08750
INSP. SEICKER NUM: INSP. STATION NO: EXP DATE:
PRINCIPAL USES OF VEHICLE: PLEASURE
SPECIAL FEATURES/EQUIP: NONE SEEN

NATURE AND EXTENT OF DAMAGE AND ESTIMATED COST OF REPAIRS: $19,[illegible].00
[illegible]

IS VEHICLE SUBJECT TO ANY RECALL CAMPAIGN? YES X NO IF YES, IDENTIFY CAMPAIGN(S):

WAS CAMPAIGN PERFORMED? YES NO

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

WAS ANOTHER VEHICLE INVOLVED? NO NO. OF VEHICLES INVOLVED: 00
MAKE, MODEL OF VEH:
OTHER VEHICLE OPERD BY: HPH BY WHOM
NAME OF OWNER :
ADDRESS :
NAME OF DRIVER:
ADDRESS :
EXTENT OF DAMAGE:
WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER, AND EXTENT OF DAMAGE): ,

WAS ANOTHER VEHICLE INVOLVED?

MAKE, MODEL OF VEH:

OTHER VEHICLE SPEED EST: MPH BY WHOM:

NAME OF OWNER :

ADDRESS :

NAME OF DRIVER:

ADDRESS :

EXTENT OF DAMAGE:

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

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

INDICATE FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S) WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR (D) OTHERS

00. NAME : H PHONE : - -

B PHONE : - -

ADDRESS:

CITY : ST: ZIP: - AGE:

CODE A/B/C/D: SEAT POSITION:

NATURE OF INJURY:

WHERE WERE INJURIES TREATED & BY WHOM?

********** V INVE TION **********

WHO NOTIFIED OF INCIDENT

HOW : PHONE CALL

WHEN : 4/19/96

WHOM: [redacted]

LOCATION OF INCIDENT: ROCKDALE COMMUNITY COLLEGE, LOT A, LIBERTY MO

KIND OF ROAD :	CONCRETE	GRAVEL	X ASPHALT	CRUSHED ROCK	DIRT	UNKNOWN	
COND OF ROAD :	WET	X DRY	ICY	OTHER		UNKNOWN	
KIND OF SHOULDER:	CONCRETE	X GRAVEL	ASPHALT	CRUSHED ROCK	DIRT	UNKNOWN	
COND OF SHOULDER:	WET	X DRY	ICY	OTHER		UNKNOWN	

NATURE OF WEATHER: CLEAR & DRY

VISION OBSTRUCTION: NONE

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

WHERE CAN VEHICLE BE SEEN? DEPENDING ORDS, POINT PLEASANT, MO

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

SOURCE OF ESTIMATE: OWNER

POSTED SPEED LIMIT: 40 MPH

BRAND AND SIZE TIRES: GOODYEAR P235/60R16

CONDITION	R.F.	X GOOD	POOR	FLAT	UNK	R.R.	X GOOD	POOR	FLAT	UNK
OF TIRES:	L.F.	X GOOD	POOR	FLAT	UNK	L.R.	X GOOD	POOR	FLAT	UNK

SPARE: GOOD

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

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY 03)

IF 'NO', EXPLAIN

POLICE REPORT ATTACHED? X YES NO IF 'NO', WHAT STATION OR OFFICER MADE REPORT? : [NO REPORT FILED]

NAMES AND ADDRESSES OF WITNESSES: 2 WITNESSES - SEE THIRD PARTY INFORMATION

WERE PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 35 AND BY WHOM (NAME/ADDRESS): PETER DUNEGAN, 2500 WESTCHESTER AVE, PURCHASE NY 10577

NAME OF CLAIMS REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NONE

CASE #: 960056961

********** VI DESCRIPT CLAIM **********

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S OPINION OF THE INCIDENT'S CAUSE:

[redacted] NOW, I HEARD [redacted] COMING FROM THE [redacted] AND SAW FLAMES COMING FROM BEHIND THE [redacted]

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

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

PETER CUSHMAN

WHAT VEHICLE COMPONENTS ARE ALLEGEDLY DEFECTIVE?

UNKNOWN.

WHO MADE ALLEGATION OF DEFECT? [redacted]

IF THE ALLEGED DEFECTIVE [redacted] VEHICLE, INDICATE EXACT PART(S), [redacted] AND CONDITION:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: INSPECTION INDICATED HOT SPOT TO BE BETWEEN ENGINE AND COWL AREA, BRAKE FLUID LEVEL WAS COMPARABLE TO ANOTHER CAR WITH NO HOT SPOTTING, OIL LEVEL WAS FULL, P/S RESERVOIR MELTED, P/S PRESSURE LINE UPPER HALF MELTED, THERE METAL LINER WAS DISLODGED FROM ORIGINAL POSITION.

HOW & WHAT WAS MADE REPS WITH CLAIMANT? ADVISED OWNER 4/21 NO DEFECT FOUND BASED ON LOW MILES. OFFERED GOODWILL REPL OF VEH OR OWNER TRADE & MONEY BACK

****

DATE OF INVESTIGATION: 04/22/95

PETER B CUSHMAN
DIVISIONAL REPRESENTATIVE
COMPLETING INVESTIGATION
GENERAL MOTORS CORPORATION

MAXI PURE CENTER BOROUGH, NOTICED FEW POWER WIRES GOING TO WHAT USED TO BE MAXI PURE CENTER WHEN SUMMIT IN HELP. COULD NOT SEE ANY TRAIL OF FLUID ON UNDERSIDE OF VEHICLE. WHEN I SPOKE WITH OWNER HE STATED THAT THERE WAS A TRAIL OF FLUID IN HIS DRIVEWAY, SEEMED TO HAVE REDDISH COLOR TO IT. AT SIGHT OF FIRE I NOTICED A TRAIL OF FLUID, SEEMED TO BE SOME TYPE OF OIL. TRAIL WAS VISIBLE GOING INTO INITIAL PARKING SPOT, SEEMED TO BE AN OILY AREA WHERE VEHICLE SAT INITIALLY THEN COULD SEE OIL TRAIL TO OTHER SPOT WHERE CAR WAS MOVED TO. OWNERS STATED THAT DID NOT SEE ANY INDICATOR LIGHTS COME ON ON DASH, CAR PERFORMED AND STARTED FINE. I WAS UNABLE TO DETERMINE CAUSE OF FIRE, NO DEFECT WAS FOUND.

I ADVISED OWNER ON 4/26 THAT WAS UNABLE TO DETERMINE CAUSE AND MADE A GOODWILL OFFER TO REPLACE CAR SAME AS GUARANTEED SATISFACTION, OR REFUND OWNERS TRADE AND MONEY PAID, DUE TO LOW MILEAGE. OWNER CALLED MY VOICE MAIL LATER ON 4/26 AND ADVISED THAT HE DECIDED TO ACCEPT HIS INSURANCE COMPANY'S SETTLEMENT OFFER INSTEAD. PETE CUSHMAN/KENNY

***** END OF COMMENTS FOR GM1241 CASE *****

THIRD PARTY TYPE: CLAIMANT
NAME: [redacted]
ADDRESS: [redacted]
SEA GIRT,NJ [redacted]
HOME PHONE: [redacted]
WORK PHONE:

THIRD PARTY TYPE: DRIVER
NAME: [redacted]
ADDRESS: [redacted]
SEA GIRT,NJ. [redacted]
HOME PHONE: [redacted]
WORK PHONE:

THIRD PARTY TYPE: WITNESS
NAME: [redacted]
ADDRESS: [redacted]
SEA GIRT,NJ. [redacted]
HOME PHONE: [redacted]
WORK PHONE:

THIRD PARTY TYPE: WITNESS
NAME: [redacted]
ADDRESS: [redacted]
SEA GIRT,NJ. [redacted]
HOME PHONE: [redacted]
WORK PHONE:

***** END OF THIRD PARTIES FOR GM1241 CASE *****

GM 1241
05/08/96

OLDSMOBILE D W

CASE #: 960056861
GM CONFIDENTIAL
76-1503
DESIGNATION CODE

REPORT OF PRELIMINARY INVESTIGATION

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

-- END OF REPORT --

TITLE : [redacted] TOMER INFORMATION
FIRST : [redacted] MI: LAST : FERRARIS
STREET : [redacted]
CITY : SEA GIRT ST: NJ ZIP : [redacted]
H PHONE: [redacted] B PHONE:
COMPANY:

VEHICLE/RETAILER INFORMATION

YR/MDL : 95 THIS LSE SEDAN DEL DTE: 03 30 96 MILEAGE: 000150
VIN : 1G3HY52K9T4838975
RETAILER : DE FELICE OLDSMOBILE, INC. ZIP : 02195
CITY : POINT PLEASANT STATE : NJ REL RTL : Y (Y/N)
CDE # DESC CDE COMMENT REL LEVEL: 0
X31 1 AUTO LEASE POSSIBLE TRANS LEAK--PREV. SERVO LEAK WORK
T01 1 (GM 1241) - PRO RTLR STATES POSSIBLE 1241 FIXE**********

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CATEGORY : 00
REQUEST AREA : SERV REQUEST SOURCE : H T RTA
CONTACT TYPE : OWNER THIRD PARTIES : 004
URGENCY : I (IN/OUT/UNK) DM ASSIGNED : ROFRC
DIST SERV/SALE : 12 12 ZONE CODE : T01
TRANSFER TO ID : DOCUMENT # :

CASE INFORMATION

CASE OPEN DATE : 04 19 96 SCRAP DATE : 05 08 97
MOVING CODE : ZON CAS LOC: ADV WARRANTY : N (Y/N)
CONSEN TYPE : TRANSMIT DATE :
FOLLOW UP DATE : TRS CASE # :
CODES : X31 T01 CENTRAL FILE : Y (Y/N) LTR : N
FILE RETENTION : D6 LAST ALTERED DATE : 05 08 96
LAST ALTERED ID : OMRDC REOPEN CASE : N (Y/N)
REJECT CLOSE : N (Y/N)

CASE CLOSING INFORMATION CLAIM RECV:

CONSERVATION RECV: 04 19 96 CLOSE CASE: (Y/N)
REL CONTACT DATE : 04 19 96 CONCLUSION DATE: 04 28 96 CLOSE DATE: 05 08 96
REPAIR ORDER # : RO DATE: RESPONSIBLE ZIP: 02195
CASE ESCALATED : Y (Y/N) FILE RETENT: D6 ARB SENT: N (Y/N)
RE REVIEW CLOSE : RE REVIEWED: (Y/N) DATE:
RO REVIEW CLOSE : OMRDC RO REVIEWED: Y (Y/N) DATE: 05 08 96
CDE # DESC CONSERVE SURVEY THIS CASE: N (Y/N)
X31 1 AUTO LEASE POSSIBLE TRANS LEAK--PREV. SERVO LEAK WORK
NONE FOUND

T01 1 (GM 1241) - PRO RTLR STATES POSSIBLE 1241 FIXE**********
1241 INSPECTION DONE

GENERAL COMMENTS

USER: OMPGR DATE: 04/19/96 TIME: 11:51 COMMENT #: 0001

ED DE PELICE JR CALLED 1241 DEPT TO REPORT A CUSTOMERS CAR CAUGHT FIRE LAST NIGHT AT A CHALENE. THE OWNER IS IN A RETAILER RENTAL, HIS CAR IS AT RETAILER NOW. CAR ONLY 3 WEEKS OLD. ED SAYS TONS OF TIMES ARE MELTED. NO AID-ON EQUIPMENT KNOWN. SOLD/SERVICED THERE. FIRE DEPT DID COME. OWNER OPENED HOOD SAW FLAME AND/OR SMOKE AT BACK OF ENGINE COMPARTMENT.

AT POI, A LEAKY ENGINE OIL LEVEL SENSOR WAS REPLACED, A FEW DAYS LATER THE OWNER BROUGHT IN FOR TRANS LEAK—WAS SERVD REAL. ABOUT A WEEK LATER THE CAR CAUGHT FIRE.

VHE WILL BE LEFT FOR ATS, PETE CUSHMAN TO CALL OWNER, INSPECT CAR , RESOLVE CASE AS NECESSARY, ENTER CASE INTO SYSTEM. PHIL BACK/OLDS.

USER: CHUCK DATE: 04/19/96 TIME: 17:01 COMMENT #: 0002

O/ CALLED STATING FOR THE RECORD THAT SHE WOULD NOT LIKE TO BE PUT INTO NEW OLDSMOBILE VEHICLE IF OLDS IS AT FAULT ...O/ STATED THAT SHE WILL NEVER FEEL COMFORTABLE IN OLDS PRODUCT AGAIN....O/ WANTS CHECK FOR AMOUNT OF VEHICLE...WRITER ADVISED THEM WILL ALL NEED TO BE DISCUSSED UPON INSPECTION OF THE VEHICLE...J BRANCH/OCAR

USER: CHELS DATE: 05/06/96 TIME: 12:57 COMMENT #: 0003

W/TRANSFERRED PETER BLACKSHELL FROM STATE FARM INSURANCE TO PHIL BACK.

.

RANDY SMITH/OCAF

CASE HISTORY

USERID	DATE	TIME	EVENT
OMPGR	04/19/96	11:35	GENERAL CASE WAS OPENED.
OMPGR	04/19/96	11:35	START TIME HANDLING - CAC
OMPGR	04/19/96	11:35	CASE WAS OPENED WITH CENTRAL FILE IND = Y.
OMPGR	04/19/96	12:02	MILEAGE CHANGED FROM EMPTY, TO: 000150
OMPGR	04/19/96	13:14	ROUTING CODE CHANGED FROM CAC.
OMPGR	04/19/96	13:14	STOP TIME HANDLING - CAC
OMPGR	04/19/96	13:14	START TIME HANDLING - ECM
OMPGR	04/19/96	13:14	AFTER CALL INFORMATION WAS UPDATED.
OMPGR	04/19/96	13:14	CASE WAS REQUESTED FOR TRANSMISSION.
OMPGR	04/19/96	13:14	ROUTING CODE CHANGED FROM ECM.
OMPGR	04/19/96	13:14	STOP TIME HANDLING - ECM
OMPGR	04/19/96	13:14	START TIME HANDLING - CDI
OMPGR	04/19/96	13:15	ROUTING CODE CHANGED FROM CDI.
OMPGR	04/19/96	13:15	STOP TIME HANDLING - CDI
OMPGR	04/19/96	13:15	START TIME HANDLING - ECM
SCFBC	04/24/96	11:51	GM1241 CASE OPENED
SCFBC	04/24/96	13:02	WITNESS
SCFBC	04/24/96	16:43	CASE CONVERTED TO 1241X
SCFBC	04/29/96	15:03	CASE CONVERTED TO 1241
SCFBC	04/29/96	15:08	WITNESS
SCFBC	04/29/96	15:49	GM1241 APPROVED BY SCFBC.
OLDSE	04/29/96	15:52	RO REVIEWER CHANGED FROM SPACES TO OMRDC
SCFBC	04/29/96	15:52	CASE STAT CHGD FROM OPEN TO IN PROC BY USER SCFBC
SCFBC	04/29/96	15:52	STOP TIME HANDLING - ECM
OMRDC	05/06/96	11:56	CASE WAS REVIEWED BY RO-USER OMRDC

CASE HI

OBSRID	DATE	TIME	EVENT
GRDOC	05/06/96	11:58	CASE WAS CLOSED BY GRDN GRDOC

THIRD PARTY NATION

THIRD PARTY TYPE: CLAIMANT

TITLE : [redacted]
FIRST :
MI :
LAST :
STREET :
CITY : ERA GIRY
STATE : NJ
ZIP :
H PHONE:
W PHONE:
COMPANY:
INDEMNIFICATION REQ. DATE: # OF REQUESTS: 0
INDEMNIFICATION DECISION : (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION :

THIRD PARTY TYPE: DRIVER

TITLE : [redacted]
FIRST :
MI :
LAST :
STREET :
CITY : ERA GIRY
STATE : NJ
ZIP :
H PHONE:
W PHONE:
COMPANY:
INDEMNIFICATION REQ. DATE: # OF REQUESTS: 0
INDEMNIFICATION DECISION : (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION :

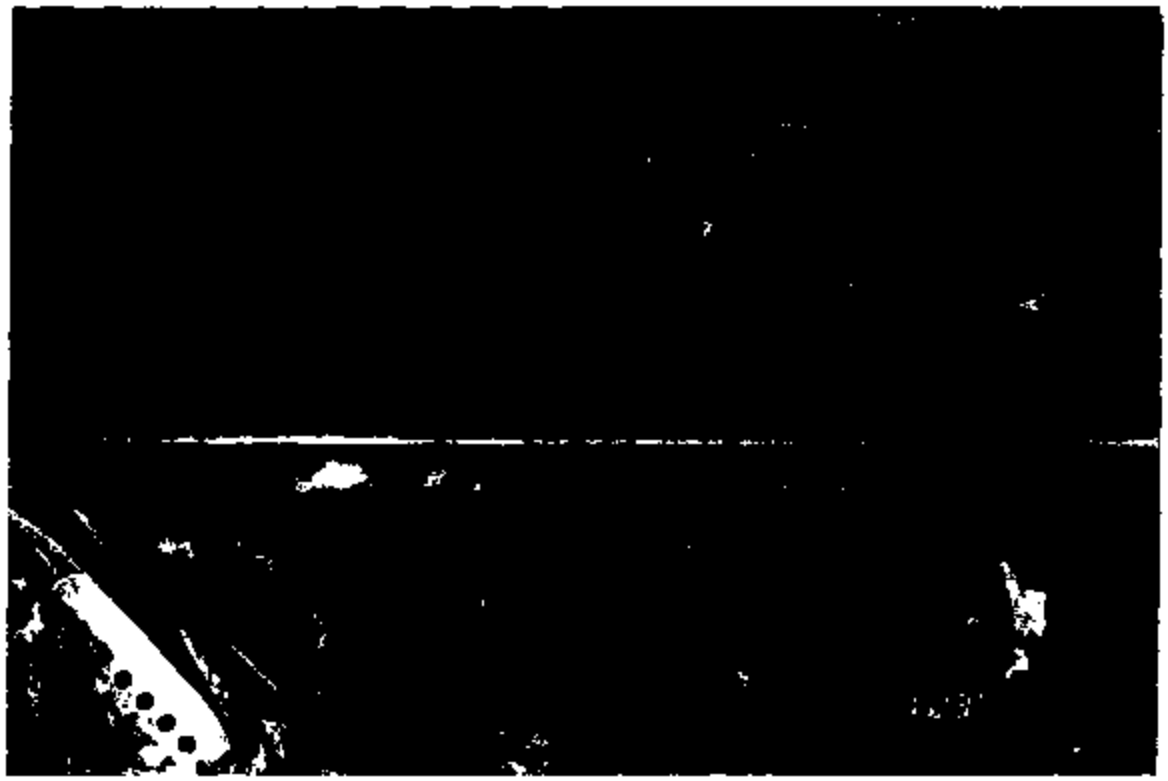
THIRD PARTY TYPE: WITNESS

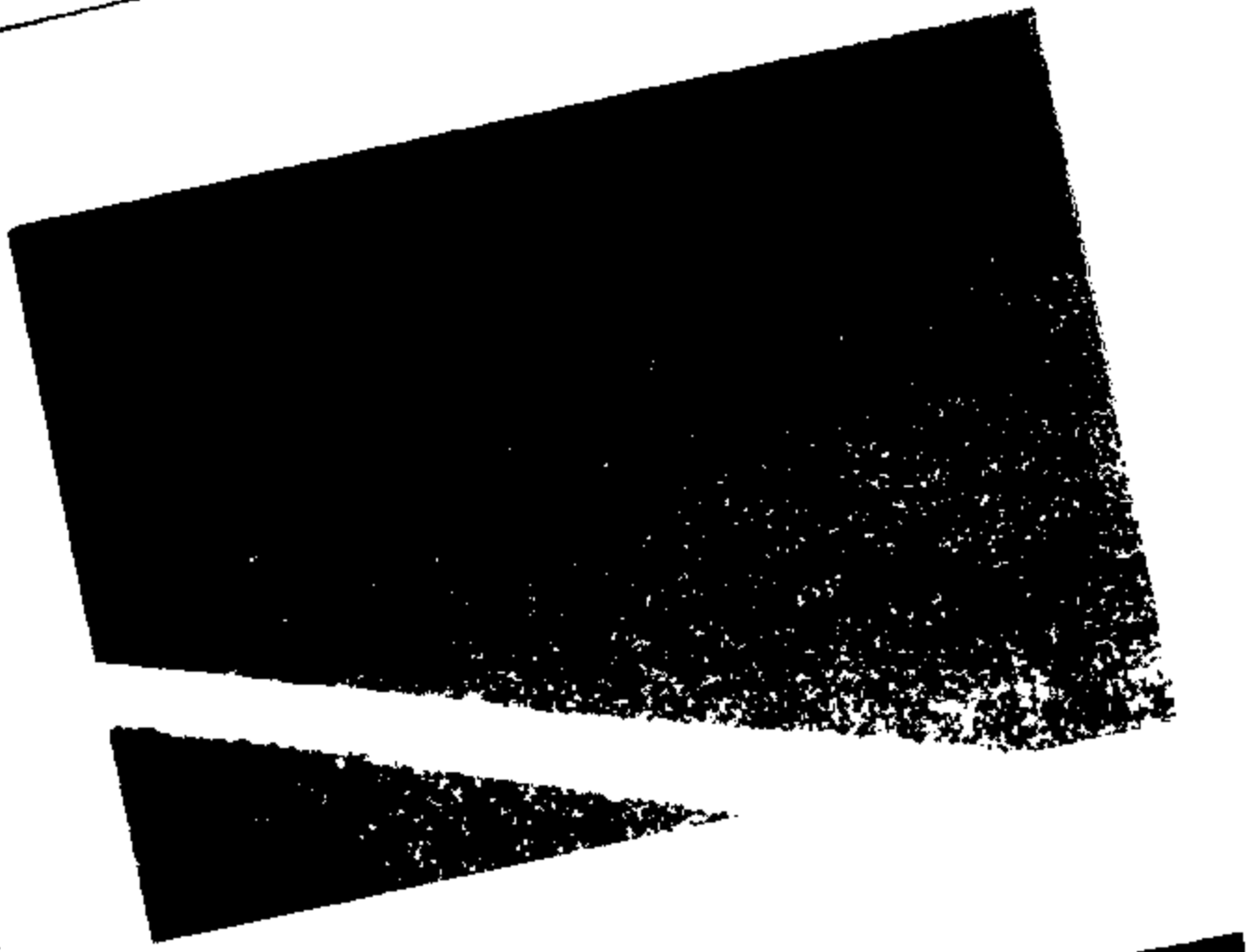
TITLE : [redacted]
FIRST :
MI :
LAST :
STREET :
CITY : ERA GIRY
STATE : NJ
ZIP :
H PHONE:
W PHONE:
COMPANY:
INDEMNIFICATION REQ. DATE: # OF REQUESTS: 0
INDEMNIFICATION DECISION : (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION :

THIRD PARTY WITION

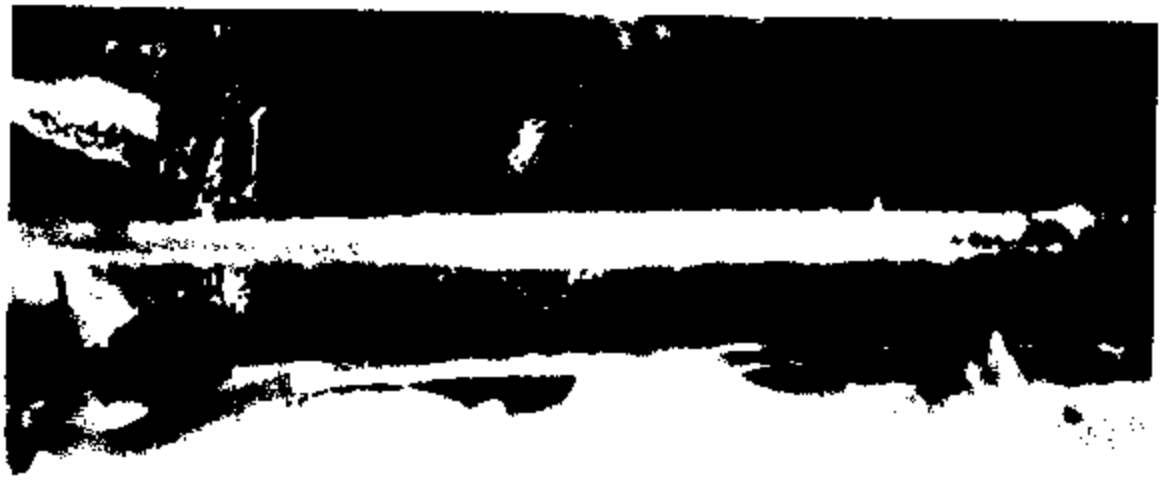
THIRD PARTY TYPE: WITNESS

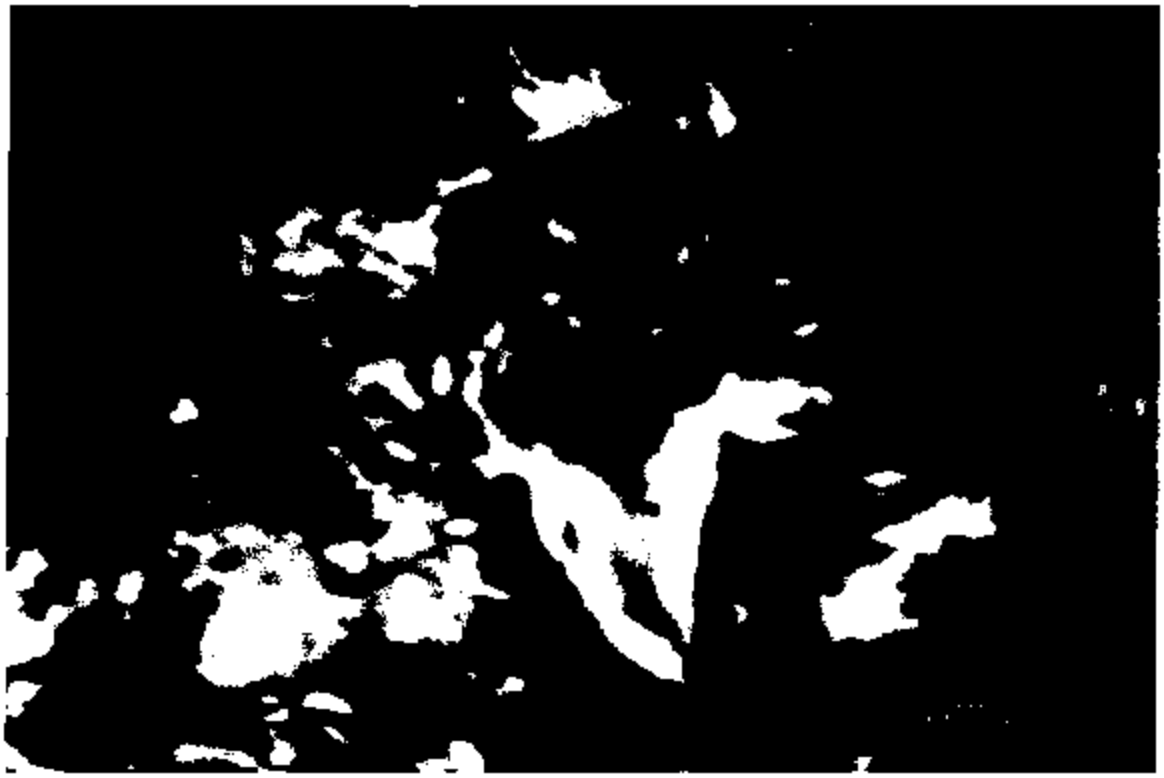
TITLE : [redacted]
FIRST :
MI :
LAST :
SUFFIX :
CITY : SEA GIRT
STATE : NJ
ZIP :
W PHONE: [redacted]
H PHONE:
COMPANY:
INDEMNIFICATION REQ. DATE: # OF REQUESTS: 0
INDEMNIFICATION DECISION : (ACCEPTED/REJECTED) DECISION DATE:
CORRESPONDENCE SELECTION :

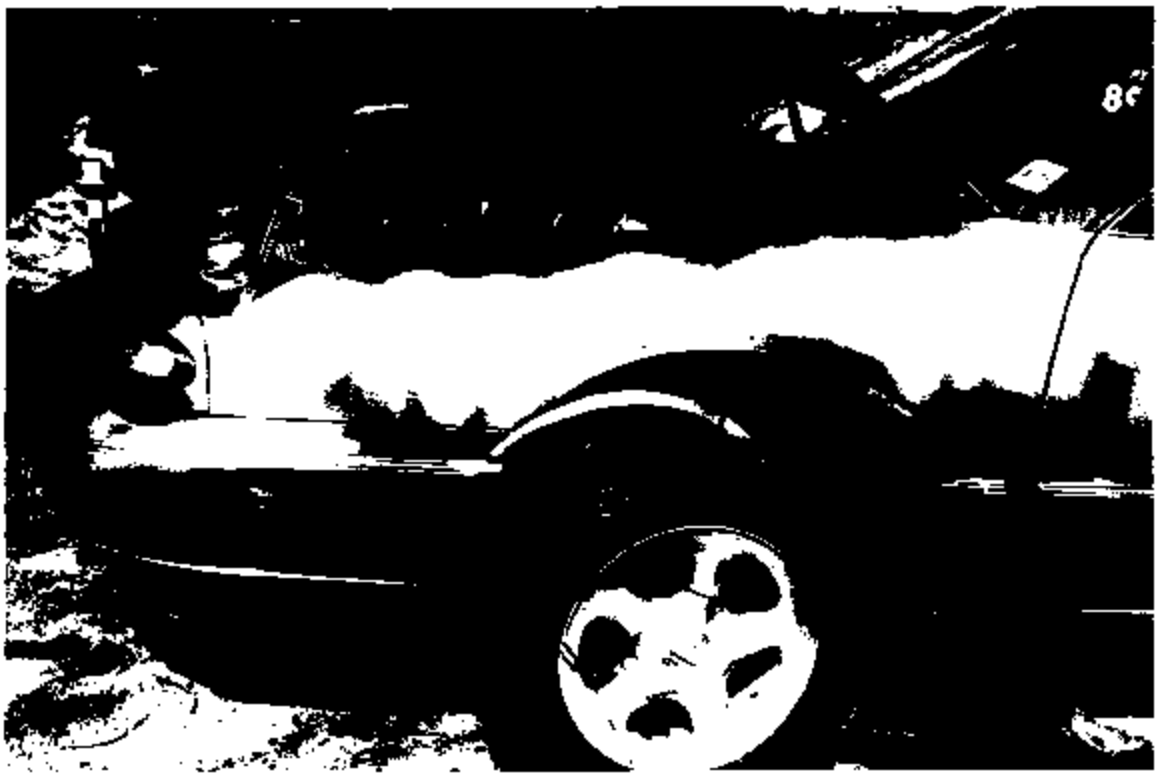




4 24 96



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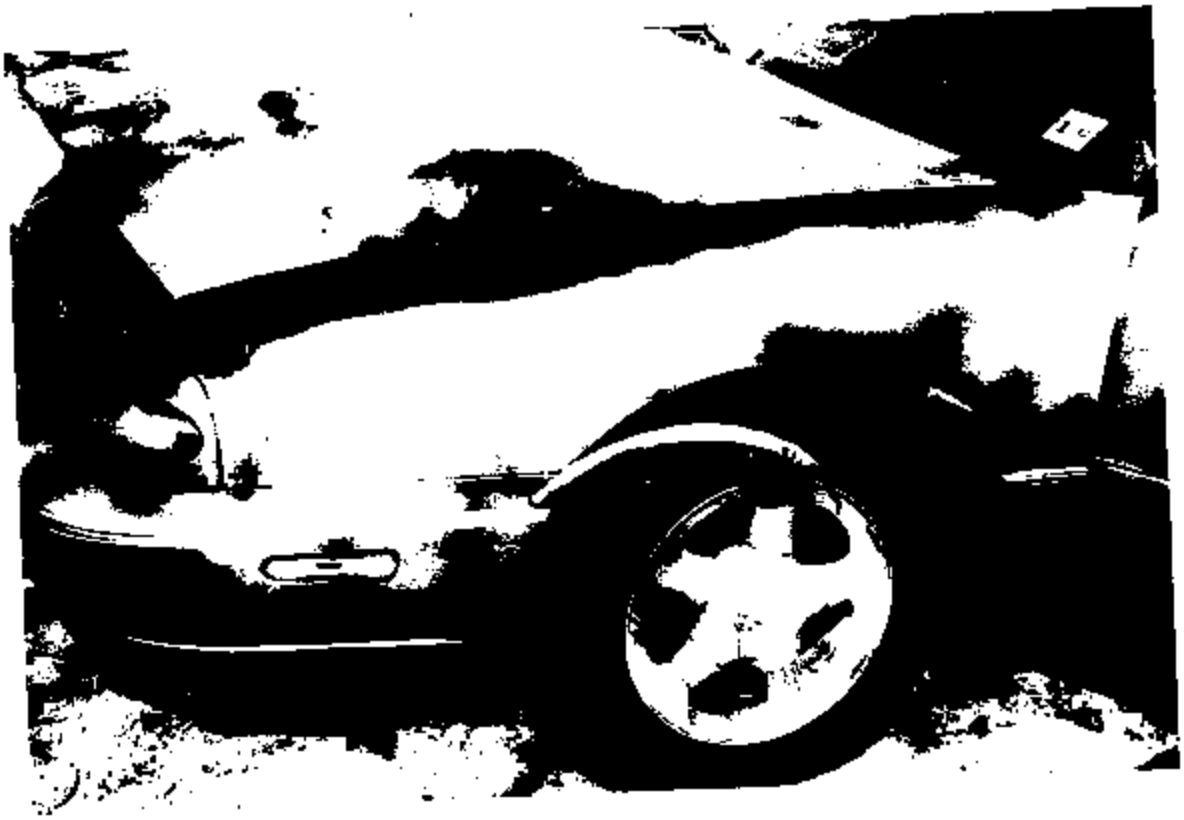
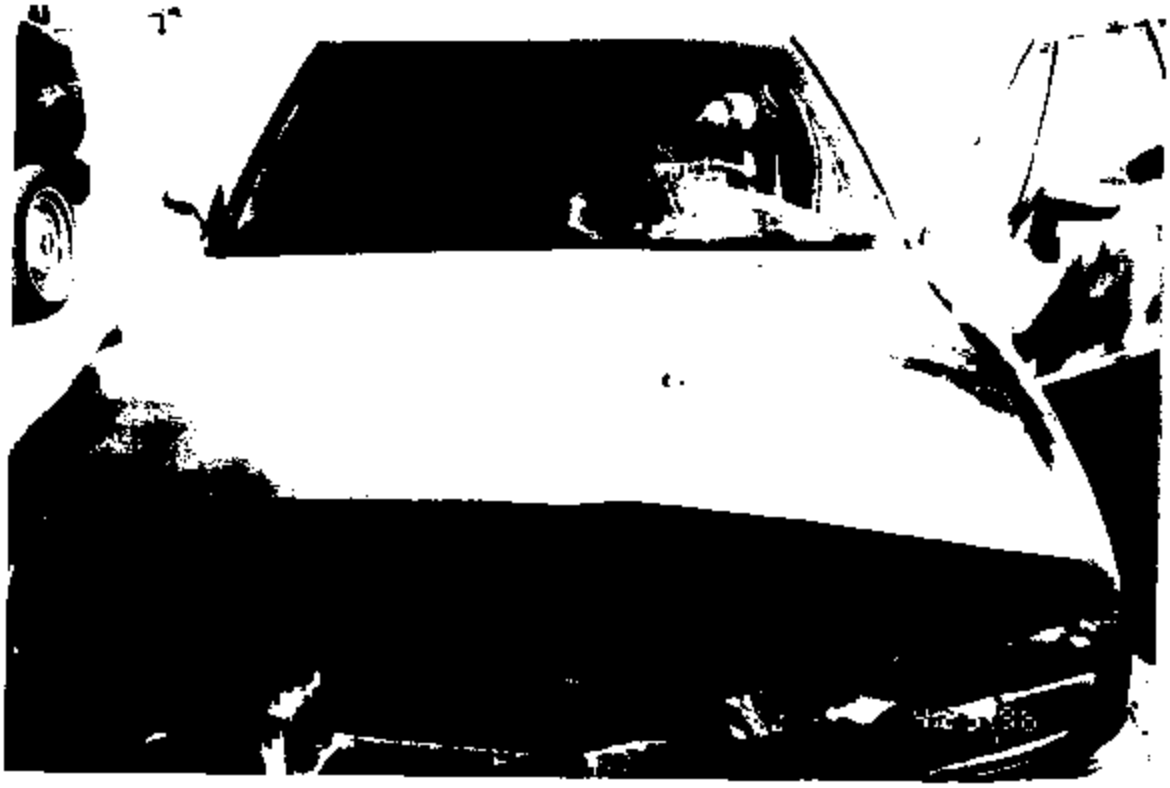
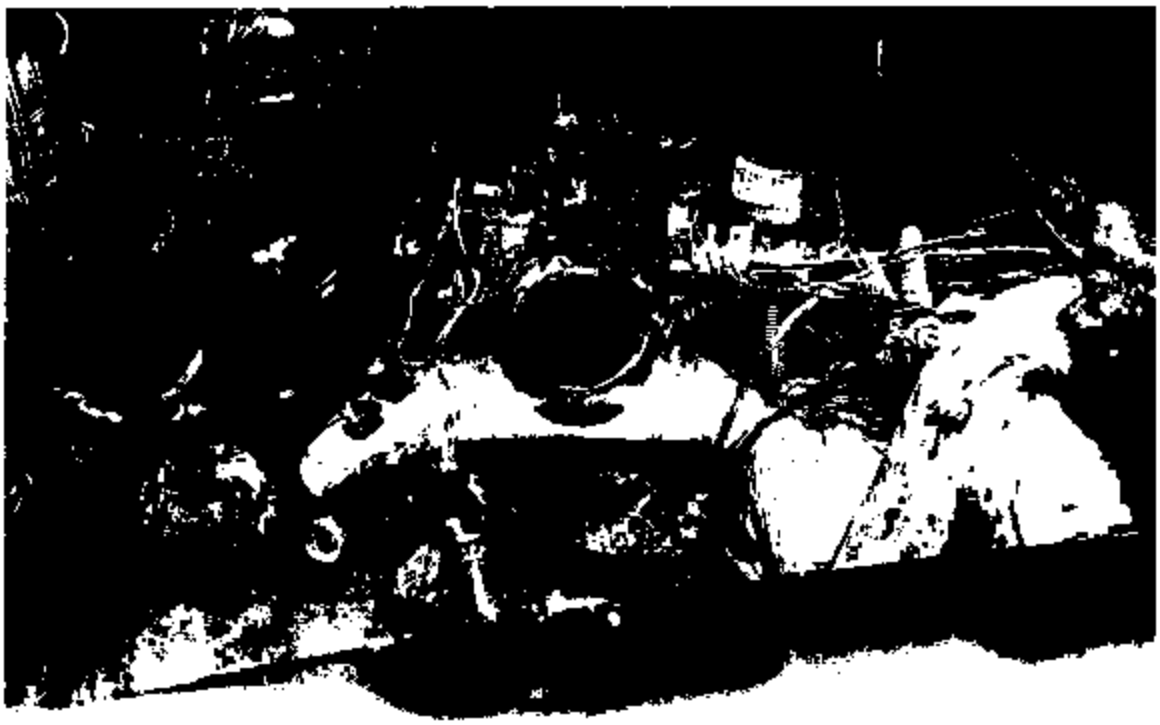
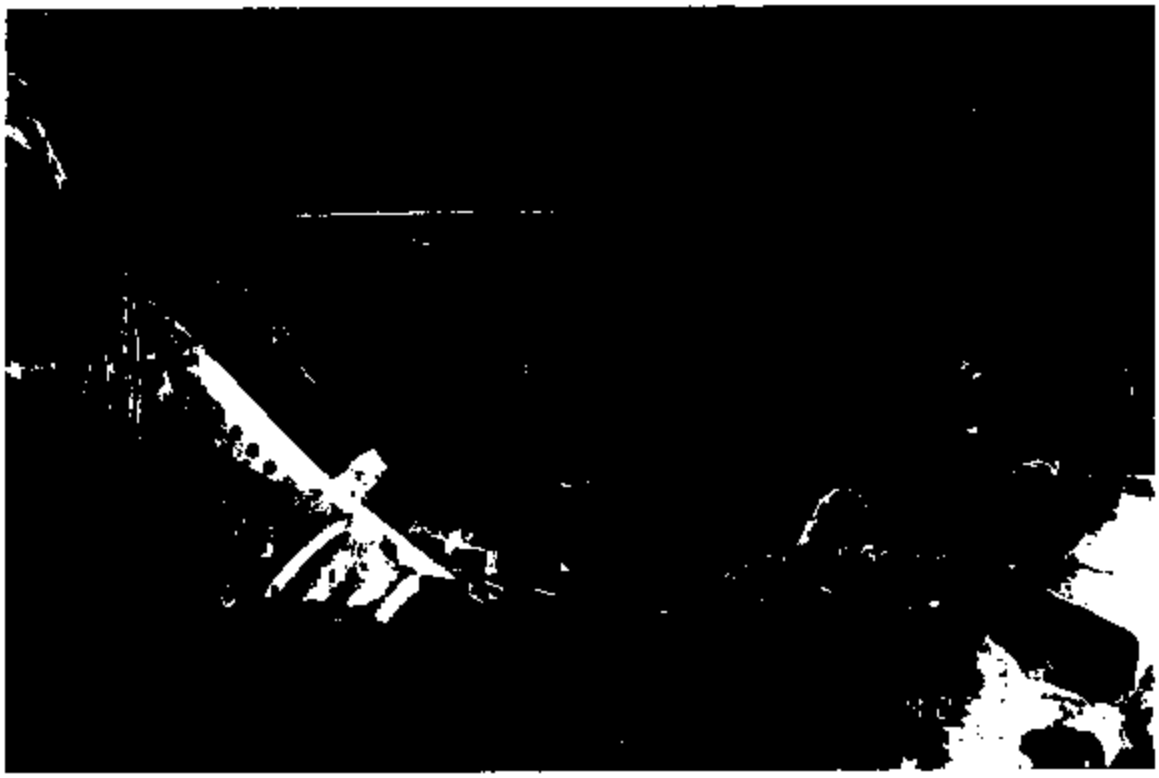
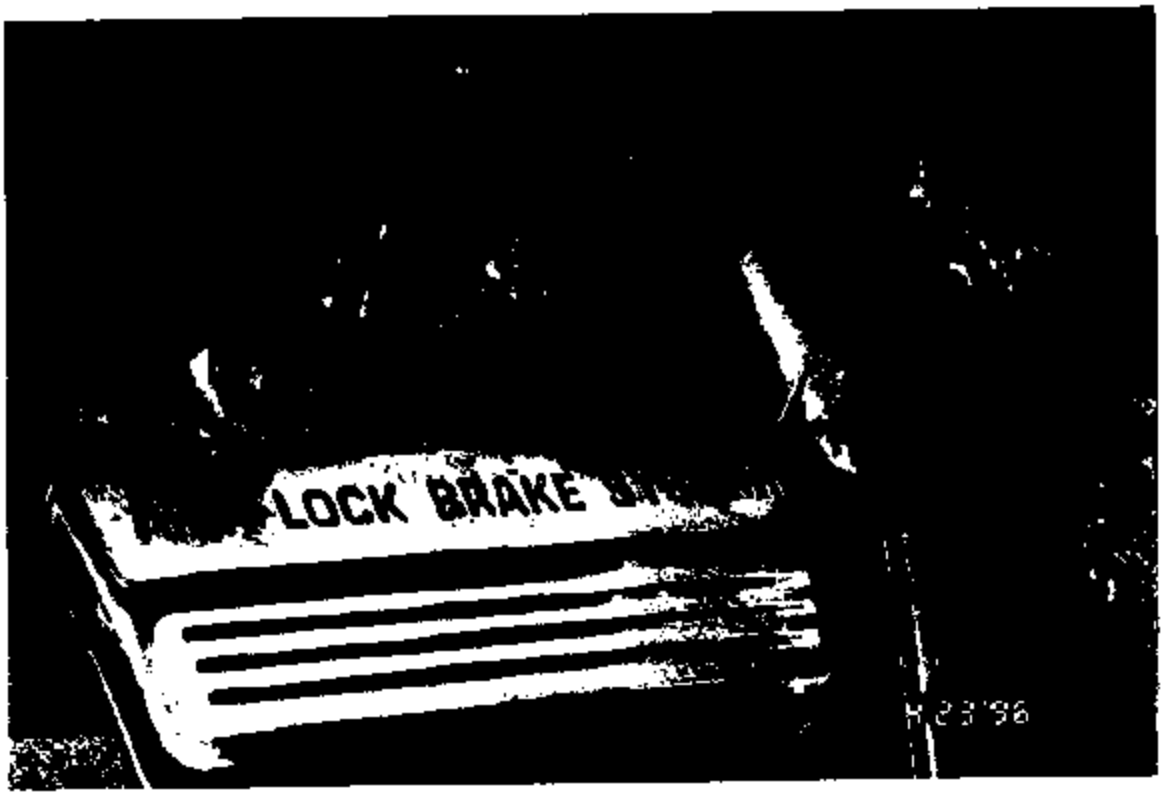
DeFelice
OLDSMOBILE
SALES · SERVICE · PARTS










LOCK BRAKE

COST			ITEM NO.	DESCRIPTION	PRICE

INTERNAL REPAIR ORDER

B 9108

DEPARTMENT 1G3H452K874838975 ~~1G1H5314874838975~~

STOCK NO. 1086

DATE 2/15/92

YEAR 92 MAKE BUS TYPE OR MODEL 88 LSB.

VIN NO.

MILEAGE

LICENSE NO.

TIME PROMISED Tu 6PM

HOT SLS. JR. Don 3PM

OPER. NO.	REPAIR ORDER INSTRUCTIONS	LABOR CHARGE
72000	1.6	
	Spoke Car (19) 2/26/90	

FEB 27 1990

DISTRIBUTION			NEW VEH. INSPECTION				WARRANTY CLAIMS					INTERNAL			
ACCT.	AMOUNT		COST		SALE		COST		SALE			COST		SALE	
			26	56	92	80					LABOR-MECH.				
											LABOR-BODY SHOP				
											SUBLET-MECH.				
											SUBLET-BODY SHOP				
											PARTS & ACCESS.				
											PAINT & MATERIAL				
											GAS, OIL & GREASE				
					92	80					TOTAL				

P.O. NO. SUBLET REPAIRS

GAS, OIL AND GREASE	AMOUNT
GALS. GAS @	
QTS. OIL @	
LBS. GR. @	
TOTAL	

REPAIR LIMIT $

X AUTHORIZED BY

REPAIR ORDER # FAP-004-1-1B ST P PART, BLUE TAG)
REPAIR ORDER # FAP-004-1-1B MT P PART, PINK TAG)
REPAIR ORDER # FAP-004-1-1B PAINT, PINK TAG)
REPAIR ORDER # FAP-004-1-1B POST IN PART, PINK, BLUE, GREEN, TAG)

DeFelice OLDSMOBILE
"TWO NAMES YOU CAN TRUST"
3505 ROUTE 34 EAST
POINT PLEASANT, NEW JERSEY 08742
Sales (908) 892-3844
Service (908) 892-0082
Fax: (908) 892-0177

SERVICE ADVISOR TOM DEVLIN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATE	INVOICE NO.
29MAR96	29MAR96	1086	1G3HY52K8T4838975				29MAR96	11256

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST OF MERCHANDISE	REPAIR DATE	REPAIRED BY	SA.
11:08	14:52	96	OLDSMOBILE 88 ROYALE		58.00	15FEB96	S	S

MILEAGE IN	MILEAGE OUT	LICENSE NO.
6	6	

OIL LEAK CK.OUT
CAUSE: SENSOR DEFECT
N4580 SENSOR, ENGINE OIL LEVEL - REPLACE
7 .W94 0.70 (N/C)
1 25626343 SENSOR AS (N/C)
4 12345612 OIL 5W30D (N/C)
FC: 2K
PART#: 25626343
COUNT: 5

[illegible]
AUTH. CODE: [illegible]
VIN [illegible]

"LIMITED WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS INCURRED, TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

** PRE-INVOICE **

THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY INCLUDED IN ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts 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 repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

HOURS OF SERVICE

7:30 AM TO 4:30 PM
MONDAY THROUGH FRIDAY

CUSTOMER PICKUP HOURS

8 PM MONDAY - THURSDAY
6 PM FRIDAY
5 PM SATURDAY

CUSTOMER COPY

CUSTOMER #14492557

[redacted]

[redacted] STRT NJ 08750
HOME [redacted] BUS:

11366

WORKORDER

PAGE 1

DeFelice OLDSMOBILE
"TWO NAMES YOU CAN TRUST"
2808 ROUTE 88 EAST
POINT PLEASANT, NEW JERSEY 08742
Sales (908) 899-2844
Service (908) 899-0282
Parts (908) 899-0177

SERVICE ADVISOR: 5 DEVLIN, TOM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	96	OLDSMOBILE 88 ROYALE	1G3HY52K8T4838975		71/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15FEB96		30JAN99	16:00 08APR96		58.00		

R.O. OPENED	READY	OPTIONS: STK:1086
08APR96 15:42		

LINE OR COLR	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
A 70.		CP	TRANS LEAK AT REVERSE SERVO ASSBLY.

B 57.

C 27901

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, 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.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts 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 repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X _____

TECHNICIAN COPY

(18) Rivet Servo. Seal Leaking
(19) AR Rivet Servo O-ring seal
top abt fluid.

'96 APR 8 PM 4:11

MIDDLETOWN TOWNSHIP FIRE DEPARTMENT
INCIDENT REPORT

DATE: 4/18/96 | TIME IN: 1843 | TIME UNDER CONTROL: 1850 | TIME OUT: 1950

ADDRESS OF INCIDENT: Brookdale Community College Lot #4

INCIDENT TYPE (CHECK ONE)		OWNER INFORMATION
STRUCTURE FIRE		NAME [redacted]
VEHICLE FIRE	X	ADDR [redacted]
WOOD/BRUSH FIRE		CITY/STATE: SEA GIRT NJ [redacted]
HAZ-MAT		PHONE #: [redacted]
OTHER:		

OCCUPANT (IF OTHER THAN OWNER):

ADDRESS: PHONE #:

PERSON REPORTING FIRE: Hazlet Tech High School PHONE #:

STRUCTURE FIRE SECTION

OCCUPANCY TYPE (CHECK ONE)		OCCUPANT INFORMATION	
RESIDENTIAL SINGLE FAMILY		BUILDING VACANT / OCCUPIED (CIRCLE)	
RESIDENTIAL MULTI FAMILY		OCCUPANTS PRESENT / AWAY (CIRCLE)	
COMMERCIAL		FIRE DETECTION SYSTEM (Y/N)	
ASSEMBLY		DETECTION SYSTEM OPERATED (Y/N)	
INSTITUTIONAL		FIRE SUPPRESSION SYSTEM (Y/N)	
OTHER:		SUPPRESSION SYSTEM OPERATED (Y/N)	

REASON FOR DETECTION/SUPPRESSION SYSTEM FAILURE:

CONDITIONS ON ARRIVAL:

DETAILS OF FIRE:

Peel-off "brand fast transcribed memo pad" total pages ▸ 1
Delaney Marchetta 24 Hawthorne
MFD MFD
dept.
name 2

DAMAGE TO FIRE BUILDING:

TO PETE CUSHMAN 899-0114

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

1DDPARKFREVENTIONBUR TEL:908 231 8215

VEHICLE FIRE SECTION

MAKE OF VEHICLE: OLDSMOBILE	MODEL: CSS	YEAR: 96
REGISTRATION #: (NJ) SA 293D	VIN #: 1G3HY52K8T4839975	

AMOUNT OF DAMAGE: ENGINE COMPARTMENT CONTENTS HEAVY FIRE, SMOKE + SOME WATER TO THE PASSENGER COMPT. CAUSED TRACTION

POSSIBLE CAUSE: UNDER INVESTIGATION

BRUSH/ MISCELLANEOUS SECTION

TYPE OF FIRE:		WOODS/BRUSH		OTHER (EXPLAIN):

MATERIAL BURNED: | APPROX. AREA BURNED:

EXTENT OF DAMAGE:

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

CIVILIAN INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIREFIGHTER INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIRE DEPARTMENT INFORMATION

RESPONDING MTFD COMPANIES: STATION 10

RESPONDING TWP. EMS: LINCROFT FAS

RESPONDING MUTUAL AID DEPTS: NONE

OTHER RESPONDING AGENCIES: BERKELEY R.D.

PIECES OF APPARATUS: 2 | NUMBER OF FIREFIGHTERS:

SHIFTS IN ATTENDANCE (CHECK): 100 ✓ | 101 | 102 | 103 | 104

INVESTIGATING AGENCY(S): DET BRILEY GEORGE

OFFICER IN CHARGE: LT DUFOURE | REPORT FILED BY: DUFOURE

TOTAL P.02

*** VEHICLE TITLE INQUIRY - GM CONFIDENTIAL ***

VTI Y4638975 KEY CURR DATE 04/26/96 CU. TME 10:18:31

VI Y69K 1G3H Y52K8Y4638975 MOD HY69 ORD NO A1G656 ORD SLD COUN

TIRE TRIM B1 BC 03 TC 03 ACCMT PRICE CD SM REC DATE 20 01/03/96 STATUS S

SALES PROC DTS S 04/01/96 0 02/06/96 FLSH BODY

INV DATE 40 02/05/96 DLR 1502195 NO 0814051 ADJ NO SHIP DATE 42 02/14/96

EXP DLR 1502195 CARR 04J FRT BLL 0010 RAIL CAR POS ENC RAIL PA NO

REC DATE 02/15/96 RAIL CAR NO NO FRT CLAIM SLS CLS A

TEN DAY DLR 1502195 SALESMAN MD NOM CARD OWNER NO 1 UPD DTE 04/01/96 LETTER

NAME[redacted] STREET[redacted]

CITY SEA GINT STATE NJ ZI[redacted] PHONE [redacted]7 RESP DLR 1502195

APTNO LESSEE

EPT *** TRAN DATE WARR DATE 03/30/96 TYPE 10 MILES INIT 004 CURR 00000

CODE W DATE 04/15/96 WARR EXT APP WARR EXT DAYS MILE FUEL ECN BHAHKA

CAMPAIGN INFO AUDIT CODES **N TIRE STATUS

IGN KEY TRUNK KEY

ZONE TERMINAL DATE DEALER CODE FLEET ACCOUNT

D/H PROC NO DLR 1502195 KRS CM 610 YEAR ORDER DATE 10 01/03/96

LAST RO NO 011366 DATE 04/09/96 DLR 02195 AFA PROC TIRE PLAC CODE HAC

GVWR FRONT REAR TOT CONSUMER INFO SUPL DLR CODES INV RESP

SHIP TEN DAY D/H TC FLAG PROD 38 02/02/96

RET TO ELT RELEASED PREP DATE 5009

ACF2 PASSWORD:

VEHICLE INQUIRY REPORT

VEHICLE IDENTIFICATION NUMBER: 1G3HY52K6T4838975 COMMENT: 317570(MI)

PRODUCTION DATE:	02/02/1996	PDI STATUS:	PAID	SHIP-TO DEALER:	1502195	MIC PROTECTION PLAN:	N
INVOICE DATE:	02/05/1996	ODOMETER TYPE:	MILES	INVOICE DEALER:	1502195	VALUE PROTECTION PLAN:	N
DELIVERY DATE:	03/30/1996	DELIVERY DISTANCE:	4	DELIVERY DEALER:	1502195	UNLIMITED DISTANCE BUYBACK:	N
POST SERVICE DATE:	N/A	POST SERVICE DISTANCE:	N/A	SALES MODEL CODE:	3HY69	BAILMENT VEHICLE:	N
DELAYED WARRANTY DATE:	N/A	DELAYED WARRANTY DISTANCE:	N/A	PRODUCT LINE:	PASSENGER VEHICLE	MATRIX WARRANTY COVERAGE:	N
BUYBACK DATE:	N/A	BUYBACK DISTANCE:	N/A	ORDER TYPE:	D70-RETAIL STOCK		
BRANDED TITLE DATE:	N/A	WARRANTY BLOCK CODE:	N/A	SERVICE TYPE:	N/A		
CARLINE CODE:	N	SERIES CODE:	Y	DELIVERY TYPE:	D10-RETAIL		

STANDARD OPTIONS AND ACCESSORIES

RPO	DESCRIPTION	RPO	DESCRIPTION	RPO	DESCRIPTION	RPO	DESCRIPTION
	H BODY		4 DOOR		SEDAN		OLDSMOBILE
	V6 ENGINE	L36	3.8 LITRE V6 MFI		U.S. FEDERAL EMISSIONS	MX0	AUTO TRANS W/OVERDRIVE
	AUTO TRANS	M13	4T60-E AUTO ELEC TRANS	UH8	INSTRUMENT CLUSTER		INFLATABLE RESTRAINT
	ANTILOCK BRAKE	CJ2	AIR CONDITIONING		BUCKET SEATS		PASS ST BK PWR RECLINER
	FRT DR ST BK PWR RECLIN	F41	FIRM RIDE SUSPENSION		ELECT LEVEL CONTROL		TRACTION CONTROL
	POWER STEERING		TILT STEERING COLUMN	DG7	DR/PASS REMOTE ELEC	US7	POWER ANTENNA
UP0	AM/FM STER S&S CASS CD	CF5	ELECTRIC SUNROOF-GLASS		FLOOR CONSOLE		POWER WINDOW
	ELECTRIC DOOR LOCKS	A90	ELECTRIC TRUNK RELEASE		KEYLESS ENTRY SYSTEM		CRUISE CONTROL
C49	ELECTRIC DEFROSTER R/W		PULSE W/SHIELD WIPERS		DAYTIME AND TWILIGHT	UK3	STEERING WHEEL CONT
VK3	LICENSE PLATE BRKT						

CLAIM HISTORY

REPAIR ORDER DATE	REPAIR ORDER NUMBER	DOCUMENT NUMBER	SERVICE AGENT	CLAIM TYPE	TRANSACTION TYPE	AUTH CODE	DISTANCE	CYC NUM	CLAIM TOTAL AMOUNT	DEDUCTIBLE AMOUNT	REDUCE DEBIT CODE	COST CATEG
04/09/1996	011366	10101302	1502195	REGULAR WARRANTY	PAID WARRANTY CLAIM		75	616	25.00	0.00		N
LABOR OPERATION: Z7901-COURTESY TRANSPORTATION-RENTAL 1 DAY												
04/09/1996	011366	10101401	1502195	REGULAR WARRANTY	PAID WARRANTY CLAIM		75	616	133.63	0.00		N
LABOR OPERATION: K6623-SERVO ASSEMBLY, REVERSE - R&R OR REPLACE										PART NUMBER: 12346143		
03/29/1996	011256	09500701	1502195	REGULAR WARRANTY	PAID WARRANTY CLAIM		6	615	68.38	0.00		N
LABOR OPERATION: N4580-SENSOR, ENGINE OIL LEVEL - REPLACE										PART NUMBER: 25626343		
02/15/1996	001086	05900101	1502195	PDI	PAID WARRANTY CLAIM		4	610	92.80	0.00		L
LABOR OPERATION: Z7000-PASSENGER CAR AND TRUCK NVI												1

1996 LSS SEDAN
03U MEDIUM GRAY METALLIC /V66
12I GRAPHITE
ORDER NO. A18656/ A STOCK NO.
VIN 1G3 HY52 KS T4838975

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
920 TOWNSEND STREET
LANSING MI 48921-0001
VEHICLE INVOICE 3AD08140516

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
3HY69 LSS SEDAN	26010.00	24319.35	INVOICE 02/05/96
CF5 ELECTRIC SLIDING GLASS SUNROOF	995.00	855.70	SHIPPED 02/05/96
FE9 50 STATE EMISSION CERTIFICATION	0.00	0.00	EXP I/T 02/11/96
L36 3800 SERIES II V6 ENGINE	0.00	0.00	INT COM 02/12/96
UPO AM/FM AUDIO SYSTEM WITH CASSETTE AND COMPACT DISC	200.00	172.00	PEC EFF 02/02/96
			KEYS SECURED
03U MEDIUM GRAY METALLIC	N/C	N/C	WPP-F DTR OPT-1
15A ADDITIONAL CONTENT INCLUDED:	0.00	0.00	BANK: GMAC - 042
*LEATHER SEATING AREA INCLUDING LEATHER WRAPPED STEERING WHEEL WITH TOUCH CONTROLS FOR THE RADIO AND AIR CONDITIONER			CHG-TO 02-195
*KEYLESS REMOTE LOCK CONTROL INCLUDING ILLUMINATED ENTRY/ EXIT SYSTEM AND RETAINED ACCESSORY POWER			SHIP WT: 3494
*TRACTION CONTROL SYSTEM			HP: 34.7
*REAR STORAGE ARMREST WITH DUAL CUP HOLDERS			MEMO 1360.25
*DR/PASS ILLUM VISOR MIRRORS			
*REMINDER PACKAGE-LOW FUEL,OIL COOLANT,WASHER FLUID AND HIGH ENGINE TEMP INDICATOR			
*TOURING SUSPENSION WITH AUTOMATIC LOAD LEVELING SYSTEM			
*TRUNK CARGO NET			
12I GRAPHITE	N/C	N/C	

TOTAL MODEL & OPTIONS	27205.00	25347.05	ACT 231	25120.90
DESTINATION CHARGE	590.00	590.00	S/B 261	816.15
DEALER ADVERTISING		217.64	ADV 65A	217.64
TOTAL	27795.00	26154.69	PAY 310	26154.69

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24048.39

THIS INVOICE MAY NOT REFLECT THE DEALER'S ULTIMATE VEHICLE COST IN VIEW OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, WHOLESALE FINANCE CREDIT, ETC.
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

DE FELICE OLDSMOBILE, INC.
2506 STATE HIGHWAY 88
POINT PLEASANT NJ 08742-2249

REMIT TO GMAC NO. 042
VIN 1G3HY52K3T4838975
$ 26154.69 INV 3AD08140516
DUE 02/12/96 DEALER 02-195

INDEX

State Farm Insurance Companies

CLAIM OFFICE
1433 Highway 34, Building A
P.O. Box 906
Farmingdale, NJ 07727
Telephone: (908) 919-6100
Fax: (908) 919-6148

May 6, 1996

MAY 14 1996

General Motors EDIS Unit
PO Box 02489
Detroit, Michigan 48202

MAY 09 1996

RE: Claim Number: 30-3346-537
Date of Loss: April 18, 1996
Our Insured: [redacted]
Your Insured:
Your File #: 960056961

Dear Cheryl Wilson:

This letter is to inform you of our subrogation claim against General Motors. I have enclosed proof of our damages along with proof of payment.

Our insured's vehicle was deemed a total loss due to fire damage sustained to the engine. Peter Cushman of your products liability division has inspected the car. It is my understanding that he offered on the behalf of GM to replace the vehicle.

Our insured though, pursued a comprehensive claim with State Farm. At this time, I am requesting General Motors to reimburse State Farm in the amount of $28,573.00. If you wish to inspect the vehicle, please contact me at the number below so we can arrange same.

Thank you for your cooperation in this matter.

Sincerely,
State Farm Indemnity Company

Frank W. Szukios
Claim Specialist
(908) 919-6114

MAY 08 1996

MIDDLETOWN TOWNSHIP FIRE DEPARTMENT
INCIDENT REPORT

DATE: 4/10/96	TIME IN: 1843	TIME UNDER CONTROL: 18[illegible]
ADDRESS OF INCIDENT: Beacon Community Church		

INCIDENT TYPE (CHECK ONE)		OWNER INFORMATION
STRUCTURE FIRE		NAME: [redacted]
VEHICLE FIRE	X	ADDRESS: [redacted]
WOOD/BRUSH FIRE		CITY/STATE: SEA GIRT NJ [redacted]
HAZ-MAT		PHONE #: [redacted]
OTHER:		

OCCUPANT (IF OTHER THAN OWNER):

ADDRESS: PHONE #:

PERSON REPORTING FIRE: Hay Tech High School PHONE #: [redacted]

STRUCTURE FIRE SECTION

OCCUPANCY TYPE (CHECK ONE)		OCCUPANT INFORMATION
RESIDENTIAL SINGLE FAMILY		BUILDING VACANT / OCCUPIED (CIRCLE)
RESIDENTIAL MULTI FAMILY		OCCUPANTS PRESENT / AWAY (CIRCLE)
COMMERCIAL		FIRE DETECTION SYSTEM (Y/N)
ASSEMBLY		DETECTION SYSTEM OPERATED (Y/N)
INSTITUTIONAL		FIRE SUPPRESSION SYSTEM (Y/N)
OTHER:		SUPPRESSION SYSTEM OPERATED (Y/N)

REASON FOR DETECTION/SUPPRESSION SYSTEM FAILURE:

CONDITIONS ON ARRIVAL:

DETAILS OF FIRE:

Post-it™ brand fax transmittal memo 7671

Louis Marchetta	Dave Sullivan
Mike	Mike
	542217
294215	542562

DAMAGE TO FIRE BUILDING:

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

VEHICLE FIRE SECTION

NAME OF VEHICLE: OLDSMOBILE	MODEL: E 88	YEAR: [illegible]
REGISTRATION #: (NJ) SA 293D	VIN #: 1G3HY52K8T4[illegible]389	

EXTENT OF DAMAGE: ENGINE COMPARTMENT CONTENTS HEAVY [illegible] FIRE, SMOKE + SOME WATER TO THE PASSENGER COMPT, THE [illegible]

POSSIBLE CAUSE: UNDER INVESTIGATION

BRUSH/ MISCELLANEOUS SECTION

TYPE OF FIRE:		WOODS/BRUSH		OTHER (EXPLAIN):

MATERIAL BURNED: | APPROX. AREA BURNED:

EXTENT OF DAMAGE:

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

CIVILIAN INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIREFIGHTER INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIRE DEPARTMENT INFORMATION

RESPONDING NTFD COMPANIES: STATION 10

RESPONDING TWP. EMS: LINCROFT FAS

RESPONDING MUTUAL AID DEPTS: NONE

OTHER RESPONDING AGENCIES: BROOKDALE P.D

# PIECES OF APPARATUS: 2	NUMBER OF FIREFIGHTERS:							
CHIEFS IN ATTENDANCE (CHECK): 100	✓	101		102		103		104

INVESTIGATING AGENCY(S): DET BARRY GEORGE

OFFICER IN CHARGE: 100 DW FOWLER | REPORT FILED BY: DW FOWLER

TOTAL P.02

POLICE DEPARTMENT
MONMOUTH COUNTY UNIFORM CRIME REPORT

[ ] SUPPLEMENTARY REPORT
[X] DEPARTMENTAL REPORT

AGENCY: BROOKDALE COLLEGE PD

NATURE OF INCIDENT	DATE	TIME	CLASSIFICATION	CASE NUMBER
FIRE CALL (VEHICLE)	4/18/96	1844	10-19	[redacted]

[redacted]

[redacted]/SEA GIRT, NEW JERSEY [redacted]

LOCATION OF INCIDENT: REAR OF PARKING LOT 4 (BCC)

REPORTED BY: VICTIM

ADDRESS:

ON THIS DATE AT 1844 HOURS THIS OFFICER, ALONG WITH SERGEANT JOSEPH HOELLER RESPONDED TO A FI CALL AT THE ABOVE LOCATION. CALLER STATED THAT A VEHICLE WAS ON FIRE IN PARKING LOT DISPATCHER THERESA ETHRIDGE IMMEDIATELY NOTIFIED THE MIDDLETOWN FIRE DEPARTMENT. UPON ARRIV THIS OFFICER OBSERVED FLAMES AND THICK GRAY SMOKE COMING FROM THE ENGINE COMPARTMENT OF T VEHICLE. VICTIMS AND OTHER ON-LOOKERS WERE KEPT WELL BACK IN A SAFE AREA BEFORE BOTH OFFICE ATTEMPTED TO CONTAIN THE FIRE WITH EXTINGUISHERS. UNABLE TO PUT OUT THE FLAMES, BOTH OFFICE THEN PROCEEDED TO PROTECT THE SCENE WHEN MIDDLETOWN FIRE CHIEF, DENNIS FOWLER AND TWO OTHER FIRE ENGINES ARRIVED ON LOCATION. IN A SHORT TIME, ENTRY WAS GAINED TO THE ENGINE COMPARTMENT AND THE FIRE WAS EXTINGUISHED. DENNIS FOWLER ALSO TOOK SEVERAL PHOTOGRAPHS OF BURNED VEHICLE TO BE SENT TO MIDDLETOWN POLICE DEPARTMENT FOR FURTHER INVESTIGATION. THE OWNER [illegible] FERRANTE STATED THAT HE AND HIS WIFE ARRIVED AT BROOKDALE AT APPROXIMATELY 1845 HOURS. AFTER PARKING THE VEHICLE IN THE LOT, THEY BOTH BEGAN TO SMELL SOMETHING BURNING. [redacted] REPARKED THE VEHICLE AWAY FROM THE OTHERS AND QUICKLY EXITED. A BY-STANDER THEN NOTIFIED THE BROOKDALE COLLEGE POLICE.

VEHICLE INFORMATION: GRAY 1996 / 4 DOOR OLDSMOBILE

VIN #1G3HY52KST4838975 / NJ. REG: BA293D

NAME	BADGE NO	HOURS	DATE	REVIEWED	PERS NO	COMPLETE
PTL. TREVOR DICKERSON SIGNATURE: Trevor C. Dickerson	122	60 MINS.	4/18/96	[illegible]		

TOP LEFT PICTURE

Total Eng Burnout

TOP RIGHT PICTURE

BOTTOM LEFT PICTURE

Rear Eng Comp. / Firewall Elect. Box.

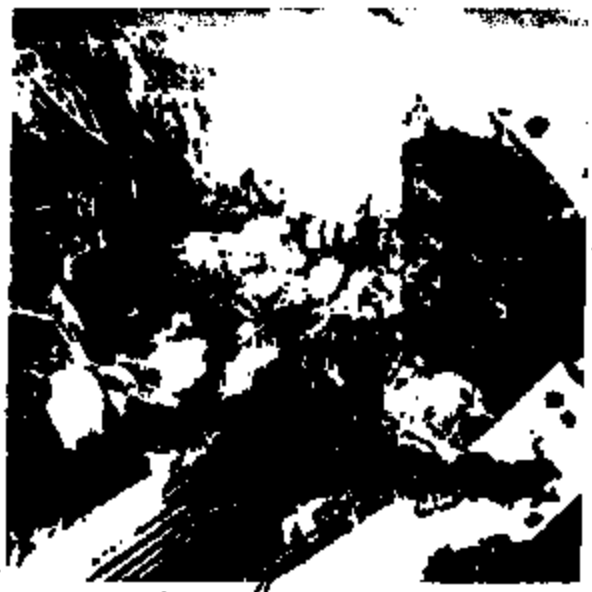
BOTTOM RIGHT PICTURE

TOP LEFT PICTURE

CLICK'N STICK® PHOTO STATIONERY

TOP RIGHT PICTURE

BOTTOM LEFT PICTURE



St Apron

BOTTOM RIGHT PICTURE

Lt Fuel Pump

P.G.S. FORM 200-4, REVERSE P.G.S. INDUSTRIES, P.O. BOX 1348, ASBURY PARK, NJ 07712/1-908-919-0707 FAX 1-908-919-7319

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 LOSS DATE 04/18/96 DRAFT NO 1 17 219697 J

DATE 04/30/96

AMOUNT $***28,573.00

PAYEE

[redacted]

SEA GIRT NJ [redacted]

TIN

REMARKS SETTLEMENT OF FIRE TOTAL LOSS.

COVERAGE
COMPREHENSIVE - FMT, CAC, OR LOHV
311-1 $28,573.00

CREATED BY Carlos Rijo

STATE FARM INDEMNITY COMPANY
NORTHEASTERN OFFICE
WAYNE, NJ
Farmingdale 17-171

VALLEY NATIONAL BANK 55-138/212
PASSAIC, NJ

1 17 219697 J

DATE 04/30/96

COVERAGE
COMPREHENSIVE - FMT, CAC, OR LOHV
311-1 $28,573.00

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 CLAIM UNIT 330

LOSS DATE 04/18/96

INSURED [redacted]

**********EXACTLY TWENTY-EIGHT THOUSAND FIVE HUNDRED SEVENTY-THREE AND 00/100 DOLLARS $***28,573.00

Pay to the Order of:

[redacted]

SEA GIRT NJ [redacted]

TIN

AUTH CRIJO

APPROVED BY

State Farm Insurance Companies

CLAIM OFFICE
1433 Highway 34, Building A
P.O. Box 908
Farmingdale, NJ 07727
Telephone : (908) 919-6100
Fax: (908) 919-6148

Claims A 21775 70

753

June 11, 1996

General Motors ESIS Unit
P.O. Box 02489
Detroit, MI 48202

ESIS-LEGAL
JUN 18 1996

ATTN: Claims Department

RE: Claim Number: 30-3346-537
Date of Loss: April 18, 1996
Our Insured: [redacted]
Amount of Loss: 28,956.10
Your Insured: [redacted]
Address: [redacted]
Sea Girt, NJ [redacted]
Your File No.: 30-3346-537
Place of Loss: Brookdale Community College

ESIS-LEGAL
JUN 20 1996

mf 6/26/96

Dear Sir/Madam:

Please accept this letter as notice of our subrogation rights.

Our investigation has established that your insured was responsible for the damage to our policyholder's property.

Should you have any further questions, please call me at 908 919 6114.

Sincerely,
State Farm Indemnity Company

Frank

Frank Szukics
Claim Representative

cc: Insured
Agent

PRIVILEGED MATERIAL REDACTED

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 LOSS DATE 04/18/96 DRAFT NO 1 17 770791 J

DATE 05/09/96

AMOUNT $******126.00

PAYEE [redacted]

SEA GIRT NJ [redacted]

TIN

REMARKS 9 DAYS RENTAL AT $14 PER DAY.

COVERAGE	
RENTAL REIMBURSEMENT 501-1	$126.00

CREATED BY Bridget M Robertson

STATE FARM INDEMNITY COMPANY
NORTHEASTERN OFFICE
WAYNE, NJ
Farmingdale 17-171

VALLEY NATIONAL BANK 55-138/212
PASSAIC, NJ

1 17 770791 J
DATE 05/09/96

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 CLAIM UNIT 330

LOSS DATE 04/18/96

INSURED [redacted]

COVERAGE	
RENTAL REIMBURSEMENT 501-1	$126.00

**********EXACTLY ONE HUNDRED TWENTY-SIX AND 00/100 DOLLARS $******126.00

Pay to the order of [redacted]

SEA GIRT NJ [redacted]

TIN

AUTH CRIJO

APPROVED BY

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 LOSS DATE 04/18/96 DRAFT NO 1 17 771471 J

DATE 05/16/96

AMOUNT $******157.10

PAYEE DEFELICE OLDSMOBILE
2508 ROUTE 88
POINT PLEASANT NJ 08742

TIN 30-222461014

REMARKS 14 DAY STORAGE

COVERAGE	
COMPREHENSIVE - FWT, CAC, OR LOMV 311-3	$157.10

CREATED BY Catherine M Marrone

STATE FARM INDEMNITY COMPANY
NORTHEASTERN OFFICE
WAYNE, NJ
Farmingdale 17-171

VALLEY NATIONAL BANK 55-138/212
PASSAIC, NJ

1 17 771471 J
DATE 05/16/96

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 CLAIM UNIT 330

LOSS DATE 04/18/96

INSURED [redacted]

COVERAGE	
COMPREHENSIVE - FWT, CAC, OR LOMV 311-3	$157.10

**********EXACTLY ONE HUNDRED FIFTY-SEVEN AND 10/100 DOLLARS $*******157.10

Pay to the order of

DEFELICE OLDSMOBILE
2508 ROUTE 88
POINT PLEASANT NJ 08742

TIN 30-222461014

AUTH CRIJO

APPROVED BY

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 LOSS DATE 04/18/96 DRAFT NO 1 17 219697

PAYEE [redacted]

SEA GIRT NJ [redacted]

DATE 04/30/96

AMOUNT $***28,573.0

COVERAGE
COMPREHENSIVE - FWT, CAC, OR LOMV
311-1 $28,573.00

REMARKS SETTLEMENT OF FIRE TOTAL LOSS.

CREATED BY Carlos Rijo

STATE FARM INDEMNITY COMPANY
NORTHEASTERN OFFICE
WAYNE, NJ
Farmingdale 17-171

VALLEY NATIONAL BANK 55-138/212
PASSAIC, NJ

1 17 219697 J

DATE 04/30/96

COVERAGE
COMPREHENSIVE - FWT, CAC, OR LOMV
311-1 $28,573.00

CLAIM NO 30-3346-537 POLICY NO X272-432-30B 001 CLAIM UNIT 330

LOSS DATE 04/18/96

ISSUED [redacted]

**********EXACTLY TWENTY-EIGHT THOUSAND FIVE HUNDRED SEVENTY-THREE AND 00/100 DOLLARS $[redacted]

Pay to the Order of: [redacted]

SEA GIRT NJ [redacted]

TIN

AUTH CRIJO

APPROVED BY

PB

MIDDLETOWN TOWNSHIP FIRE DEPARTMENT
INCIDENT REPORT

DATE: 4/18/96	TIME IN: 1843	TIME UNDER CONTROL: 1850	TIME OUT: 1952

ADDRESS OF INCIDENT: Brookdale Community College Lot #4

INCIDENT TYPE (CHECK ONE)		OWNER INFORMATION
STRUCTURE FIRE		NAME: [redacted]
VEHICLE FIRE	X	ADDRE[redacted]
WOOD/BRUSH FIRE		CITY/STATE: SEA GIRT NJ [redacted]
HAZ-MAT		PHONE #: [redacted]
OTHER:		

OCCUPANT (IF OTHER THAN OWNER):

ADDRESS: PHONE #:

PERSON REPORTING FIRE: High Tech High School PHONE #:

STRUCTURE FIRE SECTION

OCCUPANCY TYPE (CHECK ONE)		OCCUPANT INFORMATION	
RESIDENTIAL SINGLE FAMILY		BUILDING VACANT / OCCUPIED (CIRCLE)	
RESIDENTIAL MULTI FAMILY		OCCUPANTS PRESENT / AWAY (CIRCLE)	
COMMERCIAL		FIRE DETECTION SYSTEM (Y/N)	
ASSEMBLY		DETECTION SYSTEM OPERATED (Y/N)	
INSTITUTIONAL		FIRE SUPPRESSION SYSTEM (Y/N)	
OTHER:		SUPPRESSION SYSTEM OPERATED (Y/N)	

REASON FOR DETECTION/SUPPRESSION SYSTEM FAILURE:

CONDITIONS ON ARRIVAL:

DETAILS OF FIRE:

Post-it™ brand fax transmittal memo 7671 | # of pages ▸ 1
To Conor Worthington | From Lt Fowler
Co. MFPD | Co. MFPD
Dept. | Phone # 542-267
Fax # 291-4215 | Fax # 542-2562

DAMAGE TO FIRE BUILDING:

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

MAKE OF VEHICLE: OLDSMOBILE	MODEL: CSS	YEAR: 96
REGISTRATION # (NJ) SA 293D	VIN #: 1G3HY52K8T4838975	

EXTENT OF DAMAGE: ENGINE COMPARTMENT CONTENTS HEAVY FIRE, SMOKE + SOME WATER TO THE PASSENGER COMPT, SMOKE IN THE TRUNK

POSSIBLE CAUSE: UNDER INVESTIGATION

BRUSH/ MISCELLANEOUS SECTION

TYPE OF FIRE:		WOODS/BRUSH		OTHER (EXPLAIN):

MATERIAL BURNED: | APPROX. AREA BURNED:

EXTENT OF DAMAGE:

DAMAGE TO EXPOSURES:

POSSIBLE CAUSE:

CIVILIAN INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIREFIGHTER INJURY REPORT

NAME	TYPE OF INJURY	TRANSPORTED	HOSPITAL

FIRE DEPARTMENT INFORMATION

RESPONDING MTFD COMPANIES: STATION 10

RESPONDING TWP. EMS: LINCROFT EAS

RESPONDING MUTUAL AID DEPTS: NONE

OTHER RESPONDING AGENCIES: BROOKDALE P.D

# PIECES OF APPARATUS: 2	NUMBER OF FIREFIGHTERS:

CHIEFS IN ATTENDANCE (CHECK): 100	✓	101		102		103		104

INVESTIGATING AGENCY(S): DET BARRY GROSS

OFFICER IN CHARGE: 100 DW FOWLER	REPORT FILED BY: DW FOWLER

TOTAL P.02

SPECIAL REPORT

POLICE DEPARTMENT
MONMOUTH COUNTY UNIFORM CRIME REPORT

C178/96
[X] OPERATION REPORT

AGENCY: BROOKDALE COLLEGE PD

NATURE OF INCIDENT	2. DATE	3. TIME	4. CLASSIFICATION	5. COMPLAINT NUMBER
FIRE CALL (VEHICLE)	4/18/96	1844	10-19	3855

[redacted]

ADDRESS: [redacted] SEA GIRT, NEW JERSEY [redacted]
PHONE: [redacted]

LOCATION OF INCIDENT: REAR OF PARKING LOT 4 (BCC)

REPORTED BY: VICTIM
RADIO | PHONE: X | VIEW | OTH

ADDRESS
PHONE

3.

4.

5. ACTION TAKEN

ON THIS DATE AT 1844 HOURS THIS OFFICER, ALONG WITH SERGEANT JOSEPH BOEHLER RESPONDED TO A FIRE CALL AT THE ABOVE LOCATION. CALLER STATED THAT A VEHICLE WAS ON FIRE IN PARKING LOT 4. DISPATCHER THERESA ETHRIDGE IMMEDIATELY NOTIFIED THE MIDDLETOWN FIRE DEPARTMENT. UPON ARRIVAL THIS OFFICER OBSERVED FLAMES AND THICK GRAY SMOKE COMING FROM THE ENGINE COMPARTMENT OF THE VEHICLE. VICTIMS AND OTHER ON-LOOKERS WERE KEPT WELL BACK IN A SAFE AREA BEFORE BOTH OFFICERS ATTEMPTED TO CONTAIN THE FIRE WITH EXTINGUISHERS. UNABLE TO PUT OUT THE FLAMES, BOTH OFFICERS THEN PROCEEDED TO PROTECT THE SCENE WHEN MIDDLETOWN FIRE CHIEF, DENNIS FOWLER AND TWO LINCROFT FIRE ENGINES ARRIVED ON LOCATION. IN A SHORT TIME, ENTRY WAS GAINED TO THE ENGINE COMPARTMENT AND THE FIRE WAS EXTINGUISHED. DENNIS FOWLER ALSO TOOK SEVERAL PHOTOGRAPHS OF BURNED VEHICLE TO BE SENT TO MIDDLETOWN POLICE DEPARTMENT FOR FURTHER INVESTIGATION. THE OWNER, JOSEPH FERRANTE STATED THAT HE AND HIS WIFE ARRIVED AT BROOKDALE AT APPROXIMATELY 1845 HOURS. AFTER PARKING THE VEHICLE IN THE LOT, THEY BOTH BEGAN TO SMELL SOMETHING BURNING. [redacted] THE REPARKED THE VEHICLE AWAY FROM THE OTHERS AND QUICKLY EXITED. A BY-STANDER THEN NOTIFIED THE BROOKDALE COLLEGE POLICE.

VEHICLE INFORMATION: GRAY 1996 / 4 DOOR OLDSMOBILE

VIN #1G3HY52KST4838975 / NJ. REG: SA293D

NAME	11. BADGE NO	12. HOURS	13. DATE	14. REVIEWED	15. REVIEW. SIG	16. COMPLETE
PTL. TREVOR DICKERSON SIGNATURE: Trevor C. Dickerson	122	60 HRS.	4/18/96	[signature]		

850

State Farm Fire and Casualty Company
State Farm County Mutual Insurance Company of Texas
State Farm Indemnity Company

Claim Number 3 3346-537

AFFIDAVIT OF VEHICLE FIRE (All Questions Must Be Completed In Ink)

1. Name of Insure[redacted]

Address [redacted], SEA GIRT, NJ [redacted] Home Phone [redacted]

Date of Birth [redacted] Marital Status: ☒ Married ☐ Single No. of Dependents [redacted]

Social Security No. [redacted] (Optional) Driver's License No. _____

Occupation [redacted]

Employer's Name [redacted]

Address SAME AS ABOVE Phone _____

2. Date of Fire 4/18/96 Time 6:40 ☐ A.M. ☒ P.M.

Make of Vehicle OLDS Year 96 Model LSS Body Type 4DR SED Color GRAY METALLIC

Vehicle ID # 1G3HY52K8T4838975 License Plate # SA 393 D State NJ

Certificate of Title # F424153 If none, why? —

Number of cylinders 6 H.P or C.I. or Liter _____ Odometer reading 150

Was vehicle locked? ☐ Yes ☒ No Were windows rolled up? ☒ Yes ☐ No

When did you last see your vehicle? Date 10/27/96 AT DEALERS Time 10 30 ☒ A.M. ☐ P.M.

Specific location where vehicle burned REAR OF PARKING LOT #4 BROOKDALE COMM COLLEGE, LINCROFT NJ

Reason vehicle was left at this location HAD DRIVEN FROM HOME TO ADULT EDUC CLASS

Name and address of person who left auto at this location OWNER (NOTE SMOKE STARTED AS OWNER PARKED CAR) Their driver's license no. F2738 41061 05332

When was the fire discovered? Date 4/18/96 Time 6:40 ☐ A.M. ☒ P.M.

Who made the discovery? OWNER AS HE PARKED CAR

When was fire reported to fire department? Date 4/18/96 Time 6:43 ☐ A.M. ☒ P.M.

Name and Location of Fire Station MIDDLETOWN TOWNSHIP STATION #10

Describe fire (where, color of smoke, cause): REAR OF ENGINE COMPARTMENT NEAR FIRE WALL, GRAY SMOKE, CAUSE UNKNOWN

Was vehicle being driven? ☒ Yes ☐ No Describe exactly what happened prior to noticing smoke or fire (electrical or mechanical malfunction): PULLED INTO PARKING SPACE AFTER DRIVING FROM HOME TO BROOKDALE CC

Were you carrying a container of flammable liquid in the vehicle at the time of fire? ☐ Yes ☒ No

If yes, give type of liquid _____, amount _____, size and type of container _____, location of container at time of fire _____

Did you smell smoke or see flames first? SMELLED AND SAW HEAVY SMOKE

Have you had similar problems prior to fire? ☒ Yes ☐ No If Yes, explain OBSERVED FLUID IN OWNERS DRIVEWAY 4/8/19 - NOTIFIED DEALER W/ I TO TOWED AND REPAIRED ADDITIONAL FLUID NOTICED IN OWNERS DRIVEWAY UPON RETURN HOME AFTER FIRE.

Has vehicle been damaged during the past three years? ☐ Yes ☒ No If so, give location _____

_____, type of damage _____, amount of damage $_____, and date _____

Were repairs made? ☐ Yes ☐ No ☐ Partial If so, were they completed? ☐ Yes ☐ No

Who made the repairs? _____

Name and address of insurance company who paid claim damages, if any: _____

_____

Any other claims in the last three years on this or any other auto? ☐ Yes ☒ No

Any other vehicles in your household? ☒ Yes ☐ No

Name of insurance company and agent on other vehicles STATE FARM JIM JEFFRIES

Your prior insurance company and agent N/A

Any homeowners claims within the past 6 months with State Farm? ☐ Yes ☒ No

With any other carrier? No

3. Vehicle Equipment (Check if vehicle had any of the following)

☐	Radio AM	☒	Power Steer.	☐	Vinyl Roof	Tires:	Transmission:
☒	AM/FM	☒	Power Brakes	☐	Tinted Glass	☐ W/W	☒ Automatic
☒	Stero	☒	Power Locks	☐	Mag Wheels	☒ Radial	☐ Standard
☒	Tape Deck	☒	Power Windows	☐	T-Tops	☐ Special	☐ Console
☒	Air Cond.	☒	Power Seats				

☐ Other: _____

☐ CB Radio Type _____ Cost $ _____ Date Installed _____

Purchased From: _____

4. Vehicle Condition

				Other distinguishing features: (dents, decals, trailer hitch, interior, etc.)
Paint	☐ Fair	☐ Good	☒ Excellent	
Transmission	☐ Fair	☐ Good	☒ Excellent	NONE
Engine	☐ Fair	☐ Good	☒ Excellent	
Body	☐ Fair	☐ Good	☒ Excellent	

5. Name and address of service station/garage: N/A

Who performs routine maintenance service? N/A Date last serviced _____

Who performs State MV inspection? N/A Date last inspected _____

PICKED UP 2/30/96

6. Date car purchased 3/27/96 ☒ New ☐ Used Purchase price $ 27,795+TAX

Trade-in 91 LINCOLN CONTINENTAL Allowance 8,540

Seller Dealer/Individual Name and Address DEFELICE OLDS 2506 RT 88, PT PLEASANT NJ 08742

How did you learn the car was for sale? VISITED SHOWROOM

How was the car paid for? ☐ Cash ☒ Check

If financed, name and address of finance company N/A

Account # _____ Balance Due $ _____ Loan Terms _____ Months _____

Date of last loan payment made _____

Is account past due? ☐ Yes ☐ No How long? _____

Are keys in your possession? ☐ Yes ☒ No GIVEN TO STATE FARM Ignition key # _____ Trunk key # _____

Do you have other theft insurance? ☐ Yes ☒ No Policy # _____

Name of insurance company _____

Was this a rebuilt wreck? ☐ Yes ☒ No If yes, name of rebuilder _____

Was it a recovered theft? ☐ Yes ☒ No If yes, date of theft _____

7. Amount for which you are making claim $ 28,573.00

8. Are the answers you have given true to the best of your knowledge and belief? ☒ Yes ☐ No

Witne[redacted] Po[redacted]

Addre[redacted]

Wall, N.J. [redacted]

SUBSCRIBED AND SWORN TO BEFORE ME this 30th day of April, 19 96

in Wall, N.J. County, Monmouth

Notary Public Stefani D. Ackerman My commission expires: _____

STEFANI D. ACKERMAN
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires Jan. 23, 2000

STATE FARM INSURANCE CO.
1433 ROUTE 34
FARMINGDALE, NJ 07727
(908) 919-6100

User id: 18500 Valuation - Request: 18780569 04/25/96 10:59

Adjuster name:	BOB KOCH	Loss date:	04/18/96
Adjuster id:		VIN:	1G3HY52K8T4838975
Claim reference:	30-5346-55701	Claims class:	
Insured:	[redacted]	Owner:	[redacted]

	Insurer Description	VINguard Analysis
Year	1996	1996
Make	OLDSMOBILE	OLDSMOBILE
Model	LSS	DELTA 88 LSS
	HY5	HY5
Body style	4D SED	4D SED
Engine	6-3.8L-FI	6-3.8L-FI
Trans	AUTO TRANSMISSION 4 OVERDRIVE	
Odometer	150	

VINguard message(s) VINguard has decoded this VIN without any errors.

Valuation notes The following options are not included in valuation:
CL,TD,KE,IP
We have added the following standard options to the loss vehicle: AB,CN,DK,FL,PA,OD

The current local market value was determined to be =======> $27,050 <=======
Includes adjustments for odometer and options:
excludes condition, tax, title, and dealer prep.

========== Vehicle Valuation Summary ==========

CCC pre-adjusted vehicle valuation amount:	$ 27,050.00
Recommended condition adjustment amount:	+ 0.00
Pre-tax amount	$ 27,050.00
Sales tax 6.00%	+ 1,623.00
Adjusted vehicle valuation amount:	$ 28,673.00
	- 100.00

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The trade names and/or trademarks used herein are owned by their respective trademark owners.

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.

Vehicle Condition

Category	Condition	Adjustments
Interior		
--seats	above average	$0
--carpets	above average	$0
--glass	above average	$0
--dash	above average	$0
--headliner	above average	$0
Exterior		
--sheet metal	above average	$0
--paint	above average	$0
--trim	above average	$0
Mechanical		
--engine	above average	$0
--transmission	above average	$0
--tires	above average	$0
Total condition adjustment:		$0

Valuation Database

The primary valuation area for this valuation was S. E. NEW JERSEY#, NJ
CCC maintains inspected dealer vehicles from: 16 dealers in this area
This valuation referenced: 1,154 inspected dealer vehicles
3,979 locally advertised vehicle

Vehicle Equipment

Air Bag	STD	Air Conditioning	STD
Aluminum Wheels	STD	Am Fm Stereo	STD
Anti-Lock Brakes (4)	STD	Auto Level	STD
Auto Transmission	STD	Bucket Seats	STD
Cassette	STD	Climate Control	STD
Console	STD	Convenience Group	STD
Cruise Control	STD	Digital Clock	STD
Dual Mirrors	STD	Electric Glass Roof	INC
Fog Lamps	STD	Front Wheel Drive	STD
Heavy Duty Radiator	STD	Illum. Vanity Mirror	STD
Intermittent Wipers	STD	Keyless Entry	STD
Leather Seats	STD	Leather Steering Wheel	STD
Light Group	STD	Message Center	STD
Overdrive	STD	Passenger Airbag	STD
Power Antenna	STD	Power Brakes	STD
Power Locks	STD	Power Mirrors	STD
Power Passenger Seat	STD	Power Seats	STD
Power Steering	STD	Power Trunk	STD

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

Vehicle Equipment (cont[illegible])

Power Windows	STD Rear Defogger	STD
Recline/Lounge Seats	STD Road Tour Suspension	STD
Steel Belted Radials	STD Tachometer	STD
Theft Deterrent/Alarm	STD Tilt Wheel	STD
Tinted Glass	STD Twilight Sentinel	STD

Consumer Section

CCC Information Services maintains the largest inspected inventory of licensed dealers in North America. CCC's Vehicle Valuation Bureau is the most widely used and accepted source of computerized fair local market values in America. This current, local valuation was prepared in strict accordance with state regulations using our database of available and recently sold vehicles in your area. Because of this, the valuation may differ from those found in alternative sources such as guidebooks, which typically provide information of a multi-state nature.

ALL SUPPLEMENTS REQUIRED BY A STATE FARM CLAIM REPRESENTATIVE.

ALL SUPPLEMENTS REQUIRED BY A STATE FARM CLAIM REPRESENTATIVE.

ALL SUPPLEMENTS REQUIRED BY A STATE FARM CLAIM REPRESENTATIVE.

TOP LEFT PICTURE

Total Eng Burnout

TOP RIGHT PICTURE

BOTTOM LEFT PICTURE

Rear Eng Comp. Fire w/ Elect. Ref.

BOTTOM RIGHT PICTURE

TOP LEFT PICTURE

CLICK'N STICK PHOTO STATIONERY

TOP RIGHT PICTURE

BOTTOM LEFT PICTURE

St Aaron

BOTTOM RIGHT PICTURE

Lt Fisher, Pomp

P.G.S. FORM 200-4, REVERSE P.G.S. INDUSTRIES, P.O. BOX 1346, ASBURY PARK, NJ 07712,1-908-919-0707 FAX 1-908-919-7319

STATE FARM INSURANCE CO.
1433 ROUTE 34
ARMINGDALE, NJ 07727
(908) 919-6100

User id: 18500 Valuation - Request: 18780569 04/25/96 10:59

Adjuster name: BOB KOCH
Adjuster id:
Claim reference: 30-3346-53701
Insured: [redacted]

Loss date: 04/18/96
VIN: 1G5HY52K8T4B38975
Claims class:
Owner: [redacted]

	Insurer Description	VINguard Analysis
Year	1996	1996
Make	OLDSMOBILE	OLDSMOBILE
Model	LSS HY5	DELTA 88 LSS HY5
Body style	4D SED	4D SED
Engine	6-3.8L-FI	6-3.8L-FI
Trans	AUTO TRANSMISSION OVERDRIVE	
Odometer	150	

VINguard message(s) VINguard has decoded this VIN without any errors.

Valuation notes The following options are not included in valuation:
CL,TO,KE,IP
We have added the following standard options to the loss vehicle: AB,CN,DK,FL,FR,OD

The current local market value was determined to be ====> $27,050 <====
Includes adjustments for odometer and options;
excludes condition, tax, title, and dealer prep.

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CCC pre-adjusted vehicle valuation amount:	$ 27,050.00
Recommended condition adjustment amount:	+ 0.00
Pre-tax amount	$ 27,050.00
Sales tax 6.00%	+ 1,623.00
Adjusted vehicle valuation amount:	$ 28,673.00

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ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE
ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

Vehicle Condition

Category	Condition	Adjustments
Interior		
--seats	above average	$0
--carpets	above average	$0
--glass	above average	$0
--dash	above average	$0
--headliner	above average	$0
Exterior		
--sheet metal	above average	$0
--paint	above average	$0
--trim	above average	$0
Mechanical		
--engine	above average	$0
-- transmission	above average	$0
--tires	above average	$0
Total condition adjustment:		$0

Valuation Database

The primary valuation area for this valuation was S. L. NEW JERSEY#, NJ
CCC maintains inspected dealer vehicles from: 16 dealers in this area
This valuation referenced: 2,156 inspected dealer vehicles
3,979 locally advertised vehicles

Vehicle Equipment

Air Bag	STD	Air Conditioning	STD
Aluminum Wheels	STD	Am fm Stereo	STD
Anti-lock Brakes (4)	STD	Auto Level	STD
Auto Transmission	STD	Bucket Seats	STD
Cassette	STD	Climate Control	STD
Console	STD	Convenience Group	STD
Cruise Control	STD	Digital Clock	STD
Dual Mirrors	STD	Electric Glass Roof	INSTALLED
Fog Lamps	STD	Front Wheel Drive	STD
Heavy Duty Radiator	STD	Illum. Vanity Mirror	STD
Intermittent Wipers	STD	Keyless Entry	STD
Leather Seats	STD	Leather Steering Wheel	STD
Light Group	STD	Message Center	STD
Overdrive	STD	Passenger Airbag	STD
Power Antenna	STD	Power Brakes	STD
Power Locks	STD	Power Mirrors	STD
Power Passenger Seat	STD	Power Seats	STD
Power Steering	STD	Power Trunk	STD

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

Vehicle Equipment Info Edit

Power Windows	STD Rear Defogg	STD
Recline/Lounge Seats	STD Road Tour Suspension	STD
Steel Belted Radials	STD Tachometer	STD
Theft Deterrent/Alarm	STD Tilt Wheel	STD
Tinted Glass	STD Twilight Sentinel	STD

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ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.

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STATE FARM INSURANCE COMPANIES
LIEN NEIGHBOR STATE FARM
1455 ROUTE 34

FARMINGDALE, NJ 07727
(908) 919-6100

ESTIMATE OF RECORD

Written By: B. FOCH 04/25/96 10:41 a.m.
Claim Rep: FRANK W. SZUMLS

Insured: [redacted]

Claim #30-3346-53/01
Policy #

Address: [redacted]
SEA GIRT, NJ 08[redacted]

Date of Loss: 4/18/96
Type of Loss: COMPREHENSIVE
Point Of Impact: 1º FIRE - TOTAL LOSS
0

Day: ( ) -
Other: (908) 449-2552

Inspect: OF FELIX ALDS AT PITNSBRT
Location:

Field

Repair Facility:

License #

96 OLDS LSS 4D SED GLD 6-3.0L-FI
VIN: 1G3HY52K4T4803275 Lic.#: S/A293D NJ Prod Date: 9 0 Mileage: 150

Automatic transmission	Power driver seat	Power passenger seat
Bucket seats	Leather seats	Recline/lounge seats
Power steering	Tilt wheel	Power brakes
Sunroof - glass (power)	Tinted glass	Rear defogger
Power windows	Intermittent wipers	Aluminum wheels
Am radio	Fm radio	Stereo
Cassette	Power locks	Trunk release
A/c	Cruise control	Driver airbag
Passenger airbag	Climate control	Power mirrors
Theft deter/alarm	Auto level	Keyless entry
Dual mirrors	Clear coat paint	

NO.	REPR/ REPL	DESCRIPTION OF DAMAGE	QTY	PART COST	LABOR	PAINT	MISC
1		FRONT BUMPER					
2		R&I bumper assy	1	0.00	1.3	0.0	
3*	Repr	Bumper cover	1	0.00	2.0	2.5	
4		Add for Clear Coat	1	0.00	0.0	1.0	
5		GRILLE					
6	Repl	Front panel	1	141.00	1.2	1.3	
7		Overlap Major Adjacent Panel	1	0.00	0.0	-0.4	

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STATE FARM INSURANCE COMPANIES

Claim #: 30-594-55701
96 OLDS LSS 4D SED GLD 6-7.8L-FI

NO.	REPR. REPL	DESCRIPTION OF DAMAGE	QTY	PART COST	LABOR	PAINT	DISC
8		Add for Clear Coat	1	0.00	0.0	0.7	
9	Repl	RT Front pnl mnt brckt uppr	1	2.60	0.0	0.0	
10	Repl	LT Front pnl mnt brckt uppr	1	2.60	0.0	0.0	
11	Repl	Rt Front pnl mnt brckt btm	1	4.55	0.0	0.0	
12	Repl	LT Front pnl mnt brckt btm	1	4.55	0.0	0.0	
13	Repl	Front pnl mnt brckt cntr	1	4.55	0.0	0.0	
14	Repl	Filler panel	1	11.45	0.0	0.0	
15	Repl	RT Grille	1	20.05	Incl	0.0	
16	Repl	LT Grille	1	20.05	Incl	0.0	
17	Repl	Emblem	1	10.25	Incl	0.0	
18		FRONT LAMPS					
19	Repl	Aim headlamps	1	0.00	0.5	0.0	
20	Repl	RT Headlamp assy	1	248.00	0.3	0.0	
21	Repl	LT Headlamp assy	1	248.00	0.3	0.0	
22		COOLING					
23*	Repl	Radiator all	1	291.00	1.1	0.0	
24*		ANTI FREEZE	1	0.00	0.0	0.0	T 12.00
25	Repl	Recovery tank	1	17.05	0.3	0.0	
26*	Repl	RT Fan	1	45.23	0.6	0.0	
27*	Repl	LT Fan	1	45.23	0.6	0.0	
28*	Repl	RT Motor	1	85.51	Incl	0.0	
29*	Repl	LT Motor	1	109.51	Incl	0.0	
	Repl	Shroud	1	65.00	Incl	0.0	
	Repl	Sprnto blt w/o sprnbrgr w/o rb	1	31.50	0.5	0.0	
32*	Repl	Cooler assy	1	130.00	0.7	0.0	
33*	Repr	Support assy	1	0.00	4.0	1.7	
34		AIR COND & HEATER					
35*	Repl	Condenser	1	187.87	1.3	0.0	
36*	Repl	Hose all	1	120.58	1.0	0.0	
37*	Repl	Discharge line w/filter	1	33.75	0.6	0.0	
38		HOOD					
39	Repl	Hood	1	428.00	1.5	3.5	
40		Overlap Major Adjacent Panel	1	0.00	0.0	0.4	
41		Add for Clear Coat	1	0.00	0.0	0.6	
42		Add for Underside	1	0.00	0.0	1.7	
43	Repl	Lock	1	15.70	0.5	0.0	
44	Repl	Safety catch	1	10.25	Incl	0.0	
45	Repl	Seal rear	1	30.50	Incl	0.0	
46	Repl	RT Seal corner	1	4.90	Incl	0.0	
47	Repl	LT Seal corner	1	4.90	Incl	0.0	
48	Repl	RT Hinge	1	20.10	0.3	0.3	
49	Repl	LT Hinge	1	20.10	0.3	0.3	
50	Repl	Insulator	1	54.00	Incl	0.0	

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.

STATE FARM INSURANCE COMPANIES

Claim #: 30-3346-53701
'96 DODG LSS 4D SED GTD 6-3.8L-FI

NO.	REPR/ REPL	DESCRIPTION OF DAMAGE	QTY	PART COST	LABOR	PAINT	MISC
51		[redacted]					
52*	Repr	RT Fender	1	0.00	3.0	2.5	
53		Overlap Major Adjacent Panel	1	0.00	0.0	-0.4	
54		Add for Clear Coat	1	0.00	0.0	0.4	
55*	Repr	LT Fender	1	0.00	3.0	1.5	
56		Overlap Major Adjacent Panel	1	0.00	0.0	-0.4	
57	Repl	LT Wheel opng mldg	1	92.75	0.3	0.0	
58*	Repr	RT Apron assy	1	0.00	3.0	1.5	
59		Overlap Major Adjacent Panel	1	0.00	0.0	-0.4	
60*	Repr	LT Apron assy	1	0.00	3.0	1.5	
61		Overlap Major Adjacent Panel	1	0.00	0.0	-0.4	
62		ENGINE / TRANSAXLE					
63*		R&I engine/trans assy	1	0.00	8.3	0.0	
64*	Repl	Air cleaner assy	1	341.70	Incl	0.0	
65		ELECTRICAL					
66**	Repl	OEM Battery	1	0.00	0.3	0.0	T 85.00
67*	Repl	Tray	1	17.60	0.5	0.0	
68	Repl	Hold down	1	5.20	0.0	0.0	
69*	Repl	Pstv cbl w/o sprchrgr	1	51.50	0.9	0.0	
70*	Repl	Negative cable all	1	34.75	0.5	0.0	
71*	Repl	Alternator 140 amp	1	187.32	1.1	0.0	
72*	Repl	Coil module Delco Remy	1	202.80	0.6	0.0	
[illegible]	Repl	Control module PCM	1	151.00	0.0	0.0	
74	Repl	Lamp cl Dle Rmv top w/o speck	1	42.55	1.0	0.0	
75							
76*		THIS VEH. IS A TOTAL LOSS	1	0.00	0.0	0.0	
77*		SEVERE DAMAGE TO FRT WIRING	1	0.00	0.0	0.0	
78*		ENGINE & ACC.	1	0.00	0.0	0.0	
		Subtotals ===>		3639.78	44.4	18.6	97.00

THIS IS NOT AN AUTHORIZATION TO REPAIR
ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE

STATE FARM INSURANCE COMPANIES

Claim #: 30-3346-55701
96 OLDS LSS 4D SED GLD 6-3.0L FI

Parts		3539.78
Labor	44.4 units @ $34.00	1509.60
Paint	18.6 units @ $34.00	632.40
Paint/Materials	18.6 units @ $14.00	260.40
Sublet/Misc		97.00
SUBTOTAL		$ 6039.18
Tax on $ 6039.18 at 6.0000%		362.35
TOTAL COST OF REPAIRS		$ 6401.53
ADJUSTMENTS:		
Deductible		-100.00
TOTAL ADJUSTMENTS		$ 100.00
NET COST OF REPAIRS		$ 6301.53

S[illegible] AGREED PRICE WITH .....DATE..... .....*NOTICE: REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.* FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIRS MAY RESULT IN ADDITIONAL EXPENSES TO YOU. ANY SUPPLEMENT TO THIS ESTIMATE MUST BE AUTHORIZED IN ADVANCE BY A STATE FARM CLAIM REPRESENTATIVE. ANY QUESTIONS SHOULD BE DIRECTED TO:.....
THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR NOTICE TO A STATE FARM CLAIM REPRESENTATIVE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide BR10897. Database Date 1/96
Double asterisk(**) items indicate part supplied by a supplier other than the original equipment manufacturer.
CAPA items have been certified for fit and finish by the Certified Auto Parts Association.
EZEst - A product of CCC Information Services Inc.

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329893

Dana M. Trusiova
GM Claims Administrator
GM Central Claims

ESIS

An Insurance Services Company

P.O. Box 02489
Detroit, MI 48202
Telephone 1-800-888-0164
Facsimile 313-974-7389

May 5, 1997

[redacted]

Cleveland, OH[redacted]

Vin:	1G2HX53K1TH204486
Date of Event:	01-24-97
ESIS Client:	General Motors Corporation
ESIS File Number:	329893

To Whom It May Concern:

Please be advised that this office is the third-party administrator on behalf of General Motors Corporation for matters involving allegations and product liability.

In that regard, the vehicle inspection report from Pontiac Motor Division has been referred to the undersigned for review and reply. After a review, it appears that the inspecting divisional representative was unable to find a defect which caused the incident. If you intend to pursue the claim further, please provide the following documentation:

*A copy of your expert report which supports your theory of liability. This report should include original or laser color copies of the photographs taken by your expert.

*Provide copies of all maintenance, warranty, or repair orders on the subject vehicle. If repairs andmaintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.

*Advise as to any after-market equipment which may have been installed on the subject vehicle?

*Advise as to any modifications, alterations, or changes to the subject vehicle?

*Advise if the subject vehicle was ever involved in any prior accidents?

*Provide copies of your damage estimates and/or appraisals for the subject vehicle.

*Did the vehicle owner receive any Recall Notices for the subject vehicle?

*Provide the vehicle operator's statement of events.

*Provide copies of your proof of payment.

*Location of the Incident.

As soon as the information has been received, I will have the file referred for technical evaluation. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Thank you for your time and attention.

Sincerely,

Dena M. Truelove

Dena M. Truelove

124J-1

PONTIAC DIVISION
REPORT OF PRELIMINARY INVEST TION

Serious incidents shoul. . immediately reported by telephone to Centra. Office, Product Compliance.

Date of Incident: 01/24 19 97 Hour 10:25 AM

I OWNER CLAIMANT

Name of Owner: [redacted] D.O.B.: Home Phone: [redacted]
Address: [redacted] CLEVELAND, OH [redacted] Bus. Phone:
Name of Driver: NA D.O.B.: Home Phone:
Address: Bus. Phone:
Name of Claimant: SAME D.O.B. Home Phone:
Address: Bus. Phone:

Is claimant represented by an attorney? ☐ Yes ☒ No
If "Yes", give name and address:

II VEHICLE

Make: PONTIAC V.I.N. 1B2HX53K1TH204486 Year: 1996 Model: BONNEVILLE
Trans.: 4T60E Axle: NA Engine: 3800 ERV6 Mileage: 20332
Date of Del.: 10/09/95 New, Used or Demo: NEW License No.: NONE State: NONE
Dealer: 15831 Address:
Inspection Sticker No.: BURNED Inspection Station No.: BURNED Expiration Date: BURNED
Principal uses of vehicle: RENTAL
Special vehicle features or equipment: NONE
Nature and extent of damages to vehicle and estimaged cost of repairs. (Attach copy of estimate.): NA

Insurance Company's name and address: NO INFO

Agent's Name: Phone Number:
Adjuster's Name: Phone Number:
Policy Number: Claim Number:
Is vehicle subject to any product campaign(s)? ☒ Yes ☐ No If "yes", identify campaign(s):
[redacted]9943 DEALER 17-298 RO#w97883 2/19/96
Was campaign performed? ☐ Yes ☐ No

III PROPERTY DAMAGE

Property Damage: None ☐ or LIST ALL VEHICLES INVOLVED
Was another vehicle involved? YES State make and model of vehicle: 1996 BUICK
Other vehicle speed estimate: MPH By whom:
Name and address of owner:
Name and address of driver:
Extent of damage:
Was property (other than a motor vehicle) damaged? (state kind, name of owner and extent of damage):

IV BODILY INJURY

ANY INJURED PARTY MAY FILE A CLAIM OR LAWSUIT INDEPENDENTLY OF THE OWNER, DRIVER OR
Bodily Injury: None ☒ **CLAIMANT. ALL INJURED PARTIES MUST BE IDENTIFIED BELOW.**
Indicate following information on injuries and whether the injured person(s) were riding in (A) owner's vehicle,(B) other vehicle, (C) pedestrian or (D) other.

(1) Name and address:
Age: Code A, B, C, or D: Seating position:
Nature of injuries:
Where were injured treated and by whom?
(2) Name and address:
Age: Code A, B, C, or D: Seating position:
Nature of injuries:
Where were injured treated and by whom?
(3) Name and address:
Age: Code A, B, C, or D: Seating position:
Nature of injuries:
Where were injured treated and by whom?

1241-2 Claimant:

V INVESTIGATION

How, when, and by whom was zone notified of incident? CAC 97057229P

Location of incident (Designate exact location) BALTIMORE AUTO AUCTION, BALTIMORE, MD MARGIE HARRISON, CONTACT PERSON

Kind and Condition of road: (or not relevant ☒)

Kind of road:	____ concrete	____ gravel	____ asphalt	____ crushed rock	____ dirt
Condition of road:	____ wet	____ dry	____ icy	____ other	
Kind of shoulder:	____ concrete	____ gravel	____ asphalt	____ crushed rock	____ dirt
Condition of shoulder:	____ wet	____ dry	____ icy	____ other	

Nature of weather: Vision obstruction (if any, describe)

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle:
WAS NOT TOWED

Where can vehicle be seen? BALTIMORE AUTO AUCTION

Did vehicle turn over? ☐ Yes ☒ No Vehicle speed estimate MPH PARKED

Source of speed estimate PARKED Posted speed limit ____ MPH

Brand and size tires GOODYEAR EAGLE GA P225/60R16

Condition of tires:									
R.F.	____ Good	____ Poor	X Flat	R.R.	X Good	____ Poor	____ Flat
L.F.	____ Good	____ Poor	X Flat	L.R.	X Good	____ Poor	____ Flat

Other (truck or spare)

Did your search of the vehicle service history produce service repair orders: ☐ Yes ☒ No

If "Yes", attach copies of all R.O.s. (Indicate how many) If "No", explain

Police report attached? ☐ Yes ☒ No If "No", what station or officer made report? (☒ No report filed)
HOWARD COUNTY FIRE DEPARTMENT RESPONDED ON BMAE SECURIYTY INCIDENT REPORT

Names and address of witnesses: (or None ☐)

Were photos taken? ☒ Yes ☐ No If "Yes", how many: 12 By whom (name and address):
V. BRIEDIS; 8716 DELCRIS DRIVE; GAITHERSBURG, MD 20879 301/869-0727

If "No", explain:

Note: Develop three(3) sets of prints. Forward two sets of prints and negatives to Central Office, Product Compliance. Retain third set of prints in zone files.

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause. ENGIME WAS RUNNING FOR 15 MINUTES. NO ONE IN VEHICLE. SAW WHITE SMOKE COMING FORM UNDER THE HOOD, THEN TURNED TO BLACK SMOKE THEN FLAMES. STARTED IN ENGINE COMPARTMENT FIRE WAS PUT OUT BY S/O CORKHILL AND CPL. HELMAN WITH FIRE EXTINGUISHERS.

Did you personally speak with driver? ☐ Yes ☒ No If "No", give source of driver's description. MARGIE HARRISON, BALTIMORE WASHINGTON AUTO AUCTION, BALTIMORE, MD

Was vehicle inspected? ☒ Yes ☐ No If "Yes", identify all parties V. BRIEDIS

What vehicle components are allegedly defective? DO NOT KNOW

Who made allegation of defect? BMAE

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian.
NOTHING REMOVED

Information from further investigation of incident, including examination of vehicle and scene of incident.
VEHICLE TO BADLY DAMAGED TO DETERMINE CAUSE OF FIRE, BUT THE HOT SPOT SEEMS TO BE IN THE REAR OF ENGINE COMPARTMENT TOWARD THE FIRE WALL.
3/31/97

Date matter was concluded with claimant? 3/31/97

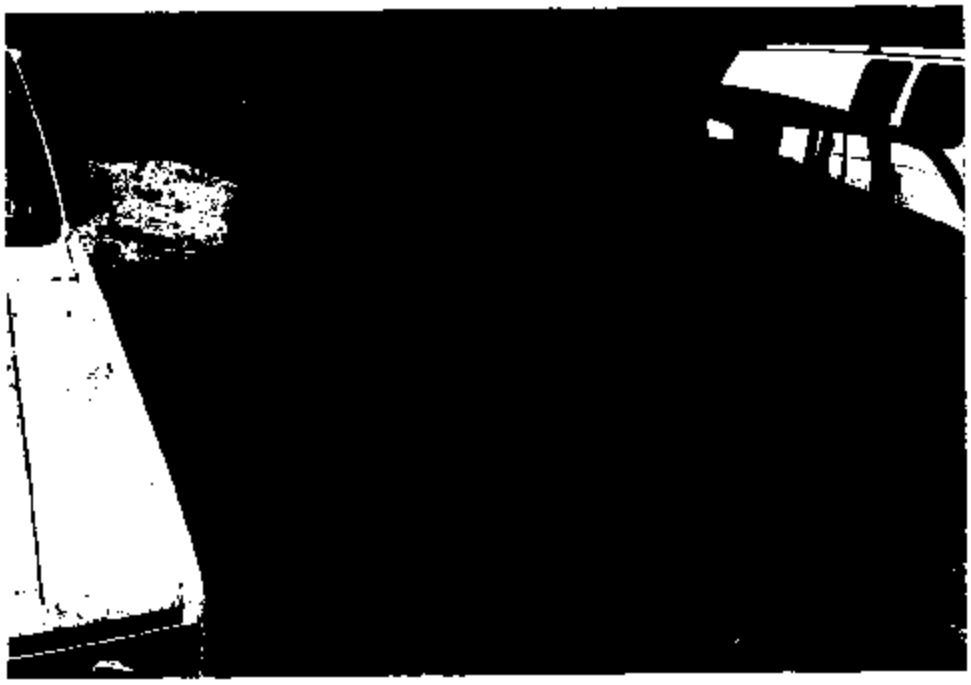
How and when was matter left with claimant? WOULD BE FORWARD TO PONTIAC AND ESIS FOR FURTHER HANDLING.

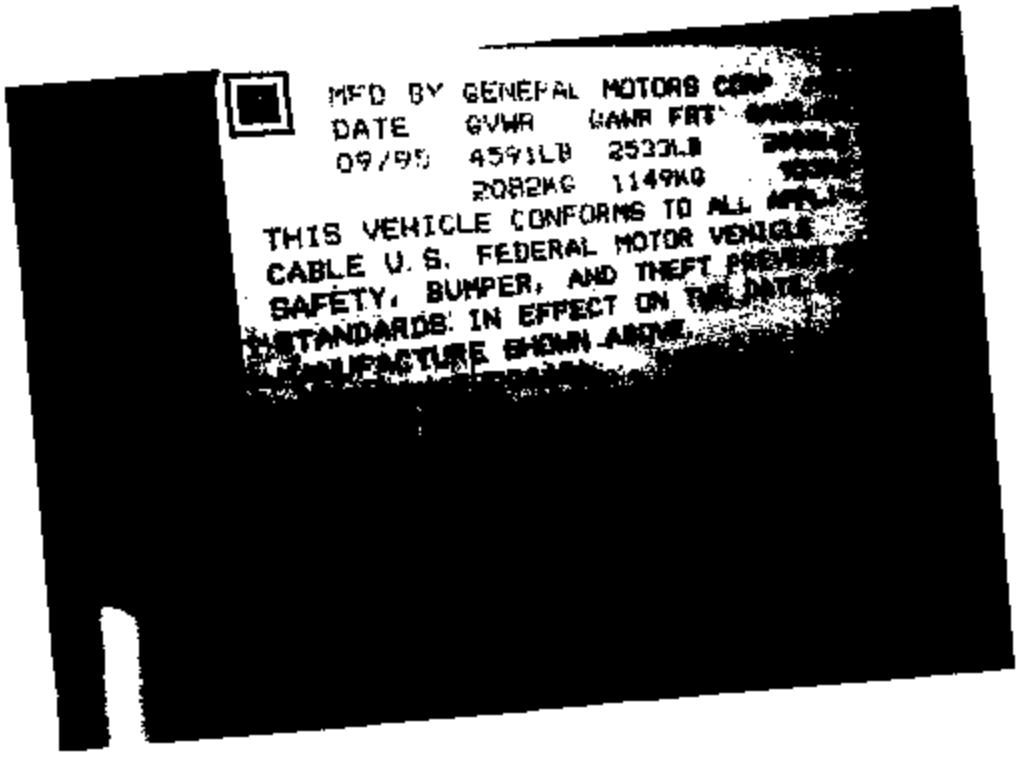
DATE OF INVESTIGATION 3/31/97 PRINTED NAME V. BRIEDIS

DATE SIGNED SIGNED

Divisional Representative Completing Investigation
General Motors Corporation

(Note: Continue answers on another sheet if necessary.)




MFD BY GENERAL MOTORS CORP
DATE GVWR GAWR FRT
09/95 4591LB 2533LB
2082KG 1149KG
THIS VEHICLE CONFORMS TO ALL
CABLE U.S. FEDERAL MOTOR VEHICLE
SAFETY, BUMPER, AND THEFT
STANDARDS IN EFFECT ON
FACTURE SHOWN ABOVE

635048

BWAE SECURITY INCIDENT REPORT

SECT I

☑ INITIAL REPORT ☐ FOLLOW UP ☐ INVESTIGATION ☐ INSIGHT		PAGE 1 OF 1
INCIDENT TYPE: Vehicle Fire	TRAFFIC DIAGRAM: #6	INCIDENT DATE: 28 Jan 97
INCIDENT LOCATION: Upper Factory lot	SECTOR: 16U	INCIDENT TIME: [illegible]
REPORTING OFFICER: s/o Cockhill	SIGNATURE: [illegible]	

SECT II

1. NAME	2. NAME
ADDRESS	ADDRESS
CITY, STATE, ZIP	CITY, STATE, ZIP
DRIVER'S LIC #	DRIVER'S LIC #
COMPANY/DEPT.	COMPANY/DEPT.

VEHICLE #1 YEAR: 96 MAKE: Pont MODEL: Bonneville VIN (LAST 8DIG): [illegible] 635048

VEHICLE #2 YEAR: 96 MAKE: Buick MODEL: Regal VIN (LAST 8DIG): [illegible] 635203

LIST ADDITIONAL PERSONS/VEHICLES ON INCIDENT REPORT SUPPLEMENT

SECT III

SYNOPSIS OF INCIDENT: While vehicle #1 was operating a fire started from under hood. s/o Cockhill and CPL Helmey responded with fire extinguisher. Fire Guarded instructed for all to stand clear. VEH 2 RECEIVED DAMAGE FROM THE HEAT DUE TO PROXIMITY.

SECT IV

ACTION TAKEN (IF ANY): Howard County Fire department responded, report taken. Craig Anderson notified

******SECURITY MANAGER USE ONLY******

SECURITY MANAGER: [signature] DATE: 1/24/97 TIME: 1436

COPIES TO: 1. GEN MGR. 2. GEN BUS MGR. 3. GEN SALES MGR. 4. FAC MGR.

5. Corporate mark 6. 7. 8.

******FACILITY MANAGER USE ONLY******

FAC MGR: [signature] DATE/TIME: 28JAN97 1445 FOLLOW UP REQUIRED: YES ☐ NO ☑ N/A ☐ PERSONAL INJURY INQUIRY: YES ☐ NO ☐ N/A ☑

FAC MGR NOTES: VEH #1 APPROX TOTAL LOSS

REVISED 11/96.3 PREVIOUS EDITIONS OBSOLETE

DATE: 1/24/97 AUCTION: INSPECTOR: 1340203

QTY.		AMOUNT
1	R/L Assy	122

PARTS AND ACCESSORIES

TOTAL PARTS AND ACCESSORIES

MECHANICAL PARTS

TOTAL MECHANICAL PARTS

NO.	NO.

LABOR REPAIRS

TOTAL BODY REPAIRS

OTHER SHOP

TOTAL OTHER SHOP

COMPANY NAME: Fire Damage

BAR CODE

UNIT #

STOCK #: GM35203

CONTROL #

MILEAGE

SERIAL

YEAR	MAKE	MODEL	COLOR
96	Buick	Regal	White

BODY PARTS

REPAIR	REPLACE	DESCRIPTION	HOURS MECH	GLASS	BODY	PAINT
		V R/S Lmp	0.5			

FULL DETAIL ☐ WASH & VAC ☐ PARTIAL DETAIL ☐

TECHNICIAN

I hereby authorize the repair work to be done along with the necessary materials mentioned. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. You will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, accident or any other cause beyond your control. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repair thereof.

SIGNED _____ DATE _____

REMARKS

ADT AUTOMOTIVE

BODY SHOP LABOR		
BODY PAINT		130
BODY PARTS - LABOR		13
MECH. LABOR		
MECH. PARTS		
OTHER SHOP MIC		
OTHER SHOP LABOR		
TOWLIFT		
CLEAN UP FEE		
TRANSPORTATION		
STORAGE FEES		
INSPECTION FEES		
MISC.		
ADMINISTRATION FEE		
TAX		6 10
MISC. TAX		
TOTAL AMOUNT		141 10

NO PREVIOUS CLAIMS APPROVED FOR THIS UNIT AND SUPPORTED BY PICTURES

VEHICLE DISCREPANCY

421898

ESIS

An Insurance Services Company

ESIS/GM Central Claims
M/C: 482 C20 071
P.O. Box 300
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Reginald Scott
Claims Administrator

May 31, 2001

[redacted]
Hutchins, TX[redacted]

RE: Claimant: [redacted]

Our File No.:	421898
Our Client:	General Motors Corporation
Date/Event:	12/01/2000
Subject vehicle:	2001 Buick LeSabre Custom Sedan
VIN:	1G4HP54K11U149160

Dear[redacted]

:

ESIS is a third party claims administrative company and manages claim for General Motors. So we may further may further investigate your claim, we request that you provide us with the following information.

:

1. Statement describing the incident, outlining the date, time and events regarding this matter. Also statements of other witnesses, if available would be appreciated;
2. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
4. Documentation to substantiate the type and amount of damages claimed;
5. Current location of the subject vehicle. If you are in possession of the subject vehicle, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely,

OK 05.25.01

2001 LESABRE CUSTOM SEDAN
40U WHITE /V6G
17B MEDIUM GRAY CLOTH SEATING
ORDER NO. CQCF8M/FDR STOCK NO.
VIN 1G4 HP54 K1 1U149160

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD27814512

**********11*459658

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
4HP69 LESABRE CUSTOM SEDAN	24107.00	21334.70	INVOICE 09/21/00
C1U FLT-ENTERPRISE RAC	0.00	0.00	SHIPPED 09/21/00
FE9 FEDERAL LOW EMISSION VEHICLE	N/C	N/C	EXP I/T 09/29/00
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 09/29/00
VQ2 FLEET ORDERING & ASSIST. PROG. WITHOUT HOLDBACK	0.00	0.00	PRC EFF 01/01/00
			KEYS 06094 06094
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	850.00-	WFP-F QTR OPT-1
V2G FUEL FILL CREDIT	0.00	21.16-	FAN: 000805331
1SA ***OTHER CONTENT INCLUDED***	0.00	0.00	BANK: GMAC - 005
* AIR CONDITIONING			CHG-TO 45-965
* ANTENNA -FT/RR DIVERSITY			SHIP-TO 45-310
* ARMREST -FRONT SEAT STORAGE			JAMES WOOD MOTORS
* MIRRORS -OUTSIDE PWR, FOLDING			DECATUR TX
* MIRROR-VISOR VANITY-DR & PASS			
* O/H CONSOLE W/READING LIGHTS			SHIP WT: 3510
* RADIO PWR LOADING CASS AM/FM			HP: 34.7
* SEATS-PWR DRIVER AND MANUAL LUMBAR			CUST PO NUMBER: 020039 DD
* SUNSHADES: EXTENDABLE			DAN: ENT02
* TRIP ODOMETER			MEMO 1205.35

TOTAL MODEL & OPTIONS	24107.00	20463.54	ACT 231 21118.54
DESTINATION CHARGE	655.00	655.00	
TOTAL	24762.00	21118.54	PAY 310 21118.54

****

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.

JAMES WOOD MOTORS INC

REMIT TO GMAC NO. 005
VIN 1G4HP54K11U149160
$ 21118.54 INV 4AD27814512
DUE 09/29/00 DEALER 45-965

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G4HP54K11U149160

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN	**Warranty Start Date:**	09/25/2000
BARS Order Type	50 - FLEET		
Delivering Dealer :	JAMES WOOD MOTORS INC PO BOX 479 DECATUR, TX 76234-0479	**Selling Source:**	11 - BUICK
		Site Code:	45965
		Business Associate Code:	112243

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	09/25/2000	10 miles	9/25/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	09/25/2000	10 miles	9/25/2006	100010 miles
36/36 CORROSION	09/25/2000	10 miles	9/25/2003	36010 miles
96/80 PCM/CC EMISSIONS	09/25/2000	10 miles	9/25/2008	80010 miles
36/36 FEDERAL EMISSIONS	09/25/2000	10 miles	9/25/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/21/2000	A49160	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

VIN:	1G4HP54K11U149160

CLAIM HISTORY

Repair Order Date:	09/21/2000	Repair Order Number:	A49160	Odometer Reading:	0 miles

Serviced By:	JAMES WOOD MOTORS, INC. PO BOX 479 DECATUR, TX 76234-0479 (800) 647-0663	Selling Source:	11 - BUICK
		Site Code:	45310
		Business Associate Code:	112243

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/26/2000	103	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$92.96	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4HP54K11U149160

VEHICLE BUILD

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN		
Order Number:	CQCFBM	Engine Serial Number:	N/A
Build Plant:	11UH - HAMTRAMCK ASSEMBLY	Transmission Serial Number:	N/A
Build Date:	09/21/2000	Front Axle Serial Number:	N/A
Gross Vehicle Weight Rating:	2135 kg (4708 lb)	Rear Axle Serial Number:	N/A

OPTION CODES

AG1 - ADJUSTER, 6-WAY POWER SEAT,	AJ7 - INFLT RES DR/PAS-FRT/SD
AM2 - SEAT, MANUAL LUMBAR, PASS	AM6 - FRT SPLIT BENCH
C1U [redacted] (B/C/E/F/H/J/K/L/N/U/W RK CKGMLPST)	C67 - AIR CONDITIONING
BEH - DETROIT/HAMTRAMCK, MI, USA	DE6 - LH & RH REMOTE ELECTRIC
FE1 - SOFT RIDE	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	FQ3 - TRANSAXLE FINAL DRIVE 2.86
IQB - INTERIOR DESIGN (QB)	JL9 - ANTILOCK BRAKES
K68 - 105 AMP	L36 - 3800 SERIES II SFI V6 ENGINE
MN3 - 4 SPD AUTO TRANS 4T65-E	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NF7 - FEDERAL, NLEV	NK5 - STANDARD
PG1 - 15 X 6, STEEL	QPK - P215/70R15-97S BW R/PE ST TL ALS
UN6 - RADIO AM/FM CASS CDM	UV7 - WSHLD/RR WINDOW ANTENNA
UX7 - 4, DUAL FRT DR MTD, DL EXTND RGE PKG SHELF	U2E - INSTRUMENT CLST/TRIP
VM3 - CONSUMER, CONTAINS BPR IMP STANDARD FOR FRT 5 MPH & RR 5 MPH	VQ2 - DEALER ASSISTANCE, HOLDBACK NOT APPLICABLE
VX7 - NON-REPURCHASE, LONG TERM DAILY RENTAL	V2G - FULL FUEL FILL
V73 - USA/CANADA	1SA - PREFERRED EQUIP. GROUP - 1SA **
17B - MEDIUM GRAY CLOTH	171
40U - EXTERIOR, NOBRE GRAY MET (BRAZIL) (02)	6AH - COMPUTER SEL SUSP (6AH)
7AH - COMPUTER SEL SUSP (7AH)	8FH - COMPUTER SEL SUSP (8FH)
9FH - COMPUTER SEL SUSP (9FH)	

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4HP54K11U149160

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	09/25/2000	Delivery Type:	020 - FLEET/DAILY RENTAL	Delivered Odometer:	10 miles

Delivering Dealer:	JAMES WOOD MOTORS INC PO BOX 479 DECATUR, TX 76234-0479	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	45965
		Business Associate Code:	112243

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4HP54K11U149160

INVOICE INFORMATION

Invoice Date:	09/21/2000		
Site Address:	JAMES WOOD MOTORS INC PO BOX 479 DECATUR, TX 76234-0479	**Selling Source:**	11 - BUICK
		Site Code:	45965
		Business Associate Code:	112243

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	JAMES WOOD MOTORS, INC. PO BOX 479 DECATUR, TX 76234-0479 (800) 647-0663	**Selling Source:**	11 - BUICK
		Site Code:	45310
		Business Associate Code:	112243

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VINCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
06/07/2001 16:12

VIN: 1G4HP54K11U149160 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

[redacted] -COM. [redacted] DATE JUN-01-2001 [redacted] TIME 09:13 [redacted]

MODE = MEMORY TRANSMISSION START=JUN-01 09:08 END=JUN-01 09:13

FILE NO.-927

STN NO.	COM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	634	#	13136550911	008/003	00:05:00

[redacted] - [redacted] - [redacted]

[redacted]

[redacted]

FAX TRANSMISSION COVER SHEET

Date: 6-1-01

To: Reginald Scott

Company: Esis

Fax Number: 313-655-0911

From: [redacted]

Re: claim 421898

Message: Here is the repurchase information from Buick

Total pages including cover sheet 3. If you do no receive all the pages, please contact the sender at the phone number above, extension 129.

Business Resource Center--General Motors

FAX COVER SHEET

FROM:	Patrick Dillon
PHONE:	800-231-1841 extension 58314
Date:	05/17/01
FAX:	813-635-4061
TO:	[redacted]
RE:	Repurchase of 2001 Buick LeSabre
File Number	C04122203
FAX NUMBER:	817-251-4364
NUMBER OF PAGES: (Including cover page)	2

COMMENTS:

Dear [redacted]

Please find attached our Settlement Offer for the repurchase of your 2001 Buick LeSabre. Please review the Settlement Offer, sign the Settlement Offer and fax it back to us at the BRC fax number 813-635-4061.

Please advise the street address that the final documents should be sent to via Airbourne Express..

As soon as we receive the signed documents back here at the BRC, we can arrange to have the checks issued and final paper work sent to you.

Thanks for all your assistance.

Best Regards,

Pat Dillon

Patrick Dillon
Customer Relationship Manager

BUICK

May 17, 2001

[redacted]

Dallas, Tx. [redacted]

SETTLEMENT OFFER

Subject: **Repurchase of 2001 Buick LeSabre**
VIN: 1G4HP54K11U149160

Dear [redacted]

We regret that you are dissatisfied with your 2001 Buick LeSabre and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Buick customer. Buick will repurchase your vehicle for $19,858.54. This offer is arrived at, by using the following figures:

Purchase Price	$21,118.54
Less usage/depreciation	$ 1,260.00
TOTAL BUICK REPURCHASE PRICE	**$19,858.54**

Please return this document to fax number (813) 635-4061 by May 21, 2001. The conditions of the repurchase are as follows:

⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
⇒ all factory installed equipment are intact and functional
⇒ a free and clear title is provided at the time of repurchase
⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by Buick)
⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Buick)
⇒ actual mileage does not exceed 8,500 miles at the time the transaction is completed
⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to [redacted] *Allow 7-10 business days for check processing.* The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 58316 if you have any questions or concerns.

Sincerely,

Patrick Dillon

Patrick Dillon
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for Enterprise Leasing Co. of DFW's release of liability stemming from warranties, express or implied, covering this vehicle. File Number: C04122203.

Signature For [redacted] Date

Buick Division
General Motors Corporation • 5701 East Hillsborough Avenue • Suite 2300 • Tampa • FL • 33610

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division: Buick	Ref# 03180465	Document ID	Date Saved: 3/5/01
VIN: 1G4HP54K11U149160	Claimant's Name (LAST, First) [redacted]		

Division: Buick	Ref# 03180465	Document ID	(page 1 of 5)
VIN: 1G4HP54K11U149160	Claimant's Name (LAST, First) [redacted]		

Inspected By: Bob Batten
Phone: (817) 354-6398 x

Organization: EAA
Inspection Date: 3/5/01

Mileage at Inspection: Unavailable

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 involved in a fire that appeared to originate in the engine compartment.It then went through the cowel on the left side and into the interior of the car.stopping at the rear seat lean back. The cause of this fire is unknown. This is a rental vehicle and three attempts were made to contact the renter.three messages were left over a period of two days with no response from the renter.As a result no interview information is available or fire report since details were unknown. The vehicle is a total loss but no written estimate is available.

II INTERVIEW - VEHICLE HISTORY

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

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

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

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

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

Repaired by:

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc) : Driver told Enterprise that the engine started to run rough just before the fire.

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

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

7. *Last maintenance* (date, description, by whom?): oil change on 1/21/01 by Enterprise.

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

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual ***odors***? (Y/N) ___ Describe:

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

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

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

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

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

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

If any of the above were cycled, describe:

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

III C DURING THE FIRE

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

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

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

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

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

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

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

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

Any ***other comments*** that have not been covered? Unable to do interview,could not contact driver.

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: Normal
Location of fuel filler cap (or evidence of remains): In place,undamaged

Comments:Hood outer panel was missing,paint burned off front fenders and windshield cracked from the heat.VIN plate could not be read,both front tires flat due to fire damage.

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include ignition): Ign. was off all other switchs damaged by fire,unable to determine position.
Position of windows (if glass is missing, do further inspection): All were up.

Comments:Severe fire damage to interior,see photos.

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.): Intact and appeared normal.
Other: None

Comments: Severe underhood damage due to fire,plastics,hoses,paint and aluminum destroyed by fire.

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: Lost due to fire damage

Engine oil: Dark in color and three inches above full level.

Transmission fluid: Un available

Power steering fluid: Lost due to fire damage.

Brake fluid: Lost due to fire damage.

E. Underbody:

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

Comments: Two front tires flat from fire damage.

F. Electrical:
Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or *not* proper size): Destroyed by fire.
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): Did not see any open.
Spark plug wiring and boot condition: burned from fire.
Modules: ABS/TCS, ECM, other

Comments: None

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: Unknown

Photograph and comment on the item/area which is the apparent origin of the fire: From burn patterns it appears that fire started in the engine compartment.

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

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

Other relevant information: None

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: No contents were in vehicle.

V SITE INSPECTION (If applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: Site was not inspected. Site location was not known.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: Buick	Ref# 03180465	Document ID	Date Saved: 3/5/01
VIN: 1G4HP54K11U149160	Claimant's Name (LAST, First) [redacted]		

Division: Buick	Ref# 03180465	Document ID	(page 1 of 1)
VIN: 1G4HP54K11U149160	Claimant's Name (LAST, First) [redacted]		

Inspector Bob Batten

Number of Rolls 1

Roll Number 1

Neg.#	Description
0	
1.	Ref #03180465
2.	Left side of car
3.	Right side of car
4.	Front of car
5.	Rear of car
6.	Top of hood inner panel,outer panel is missing.
7.	Bottom of hood inner panel
8.	Top of deck lid
9.	Deck lid inner panel
10.	Top of roof
11.	Left front door panel
12.	Left rear door panel
13.	Right rear door panel
14.	Right front door panel
15.	Left side of instrument panel
16.	Right side of instrument panel
17.	Right front floor area
18.	Right front seat
19.	Left front floor area
20.	Left front seat
21.	Option tag
22.	Left rear seat area
23.	Engine compartment
24.	Rear of radiator
25.	Front of radiator
26.	Right side of engine compartment
27,	Center of engine compartment
28.	Left side of engine compartment
29.	Rear of generator
30.	Right rear of engine compartment
31.	Brake booster and fuel lines
32.	Fuel restrictor
33.	Ash tray area
34.	Left front floor area(under dash)
35.	Tire chart with VIN
36.	

[redacted]

NC, Rev. 08/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

yick	Ref# 03180465	VIN: 1G4HP54K11U149160

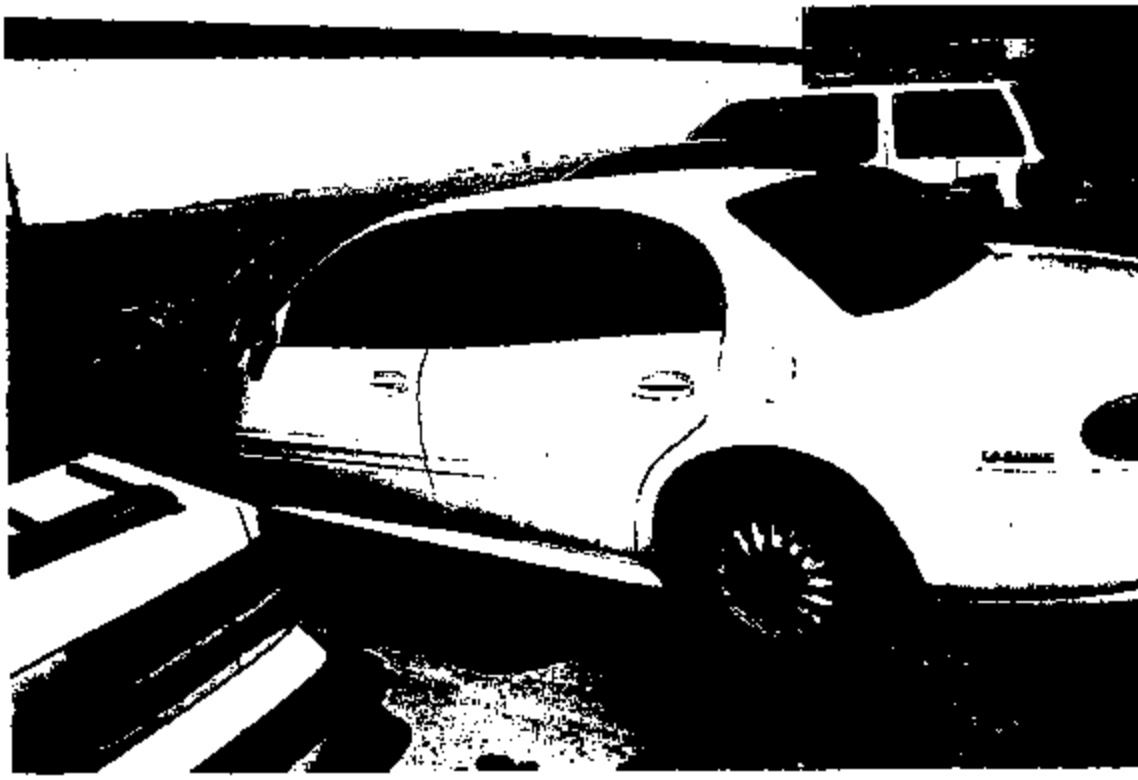
Name (LAST, First)

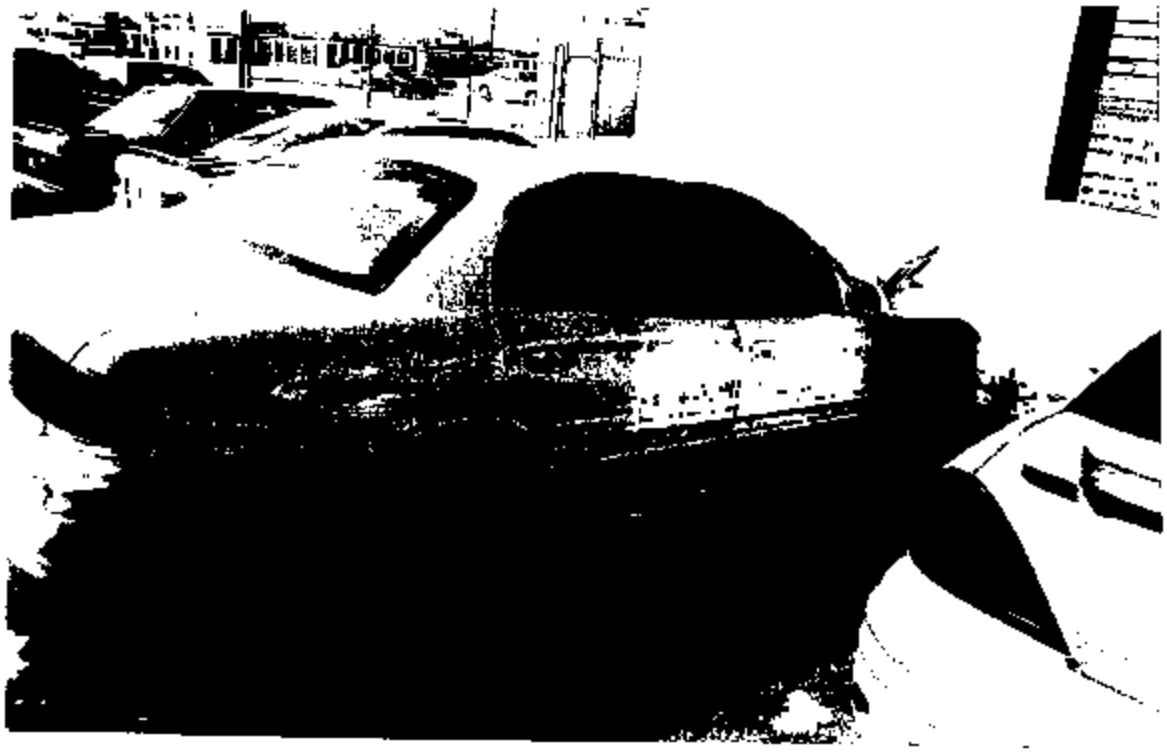
( ) _____ Organization: _____

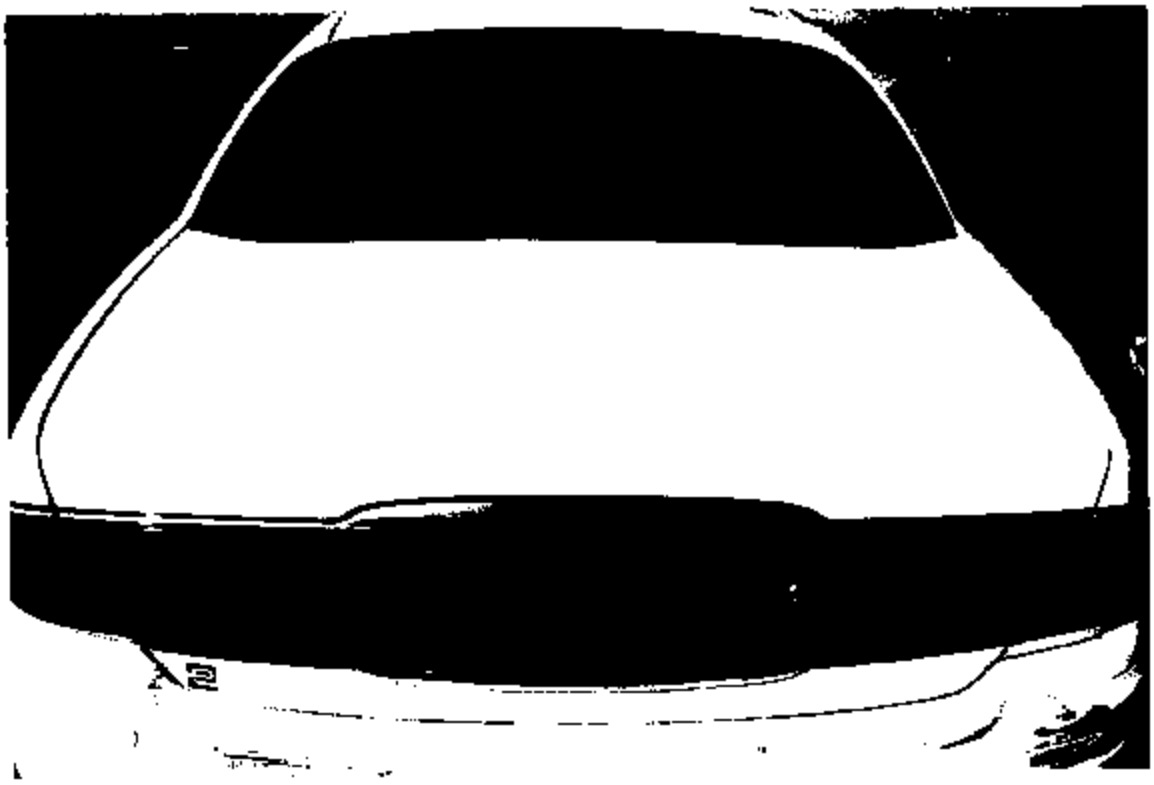
( ) _____ x_____ Inspection Date: ___/___/___ Mileage at Inspection: _____

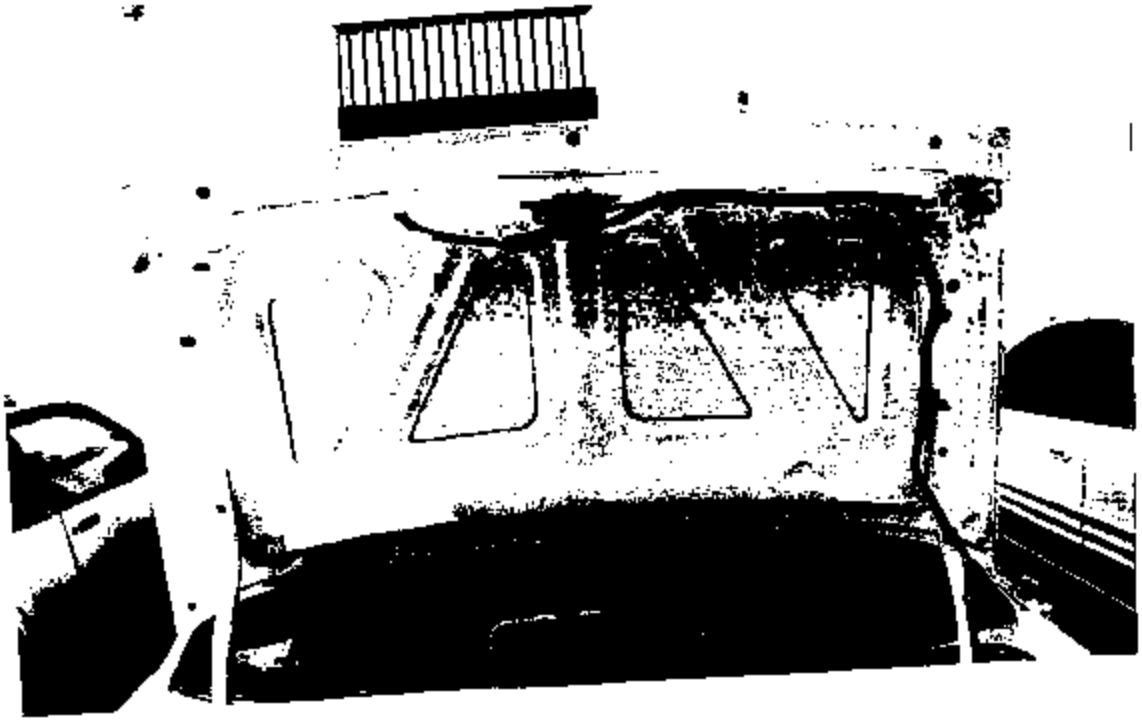
********** I INSPECTION SUMMARY **********

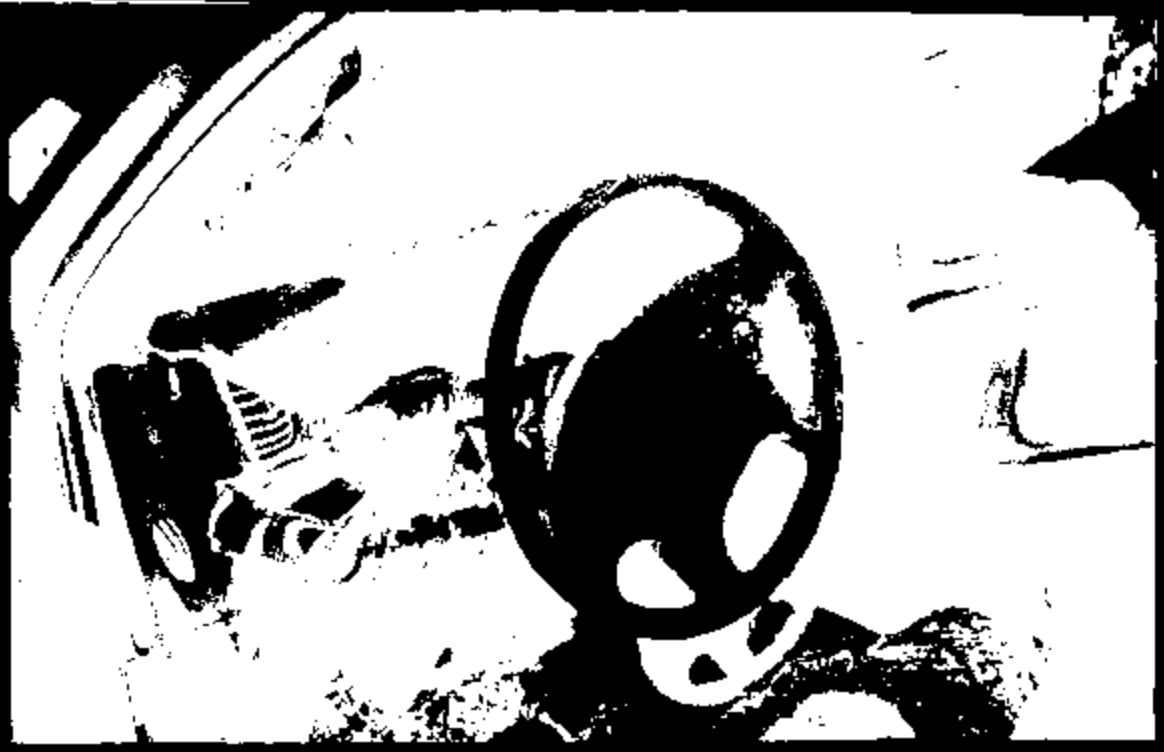
Inspection, summarize the tests and observations.

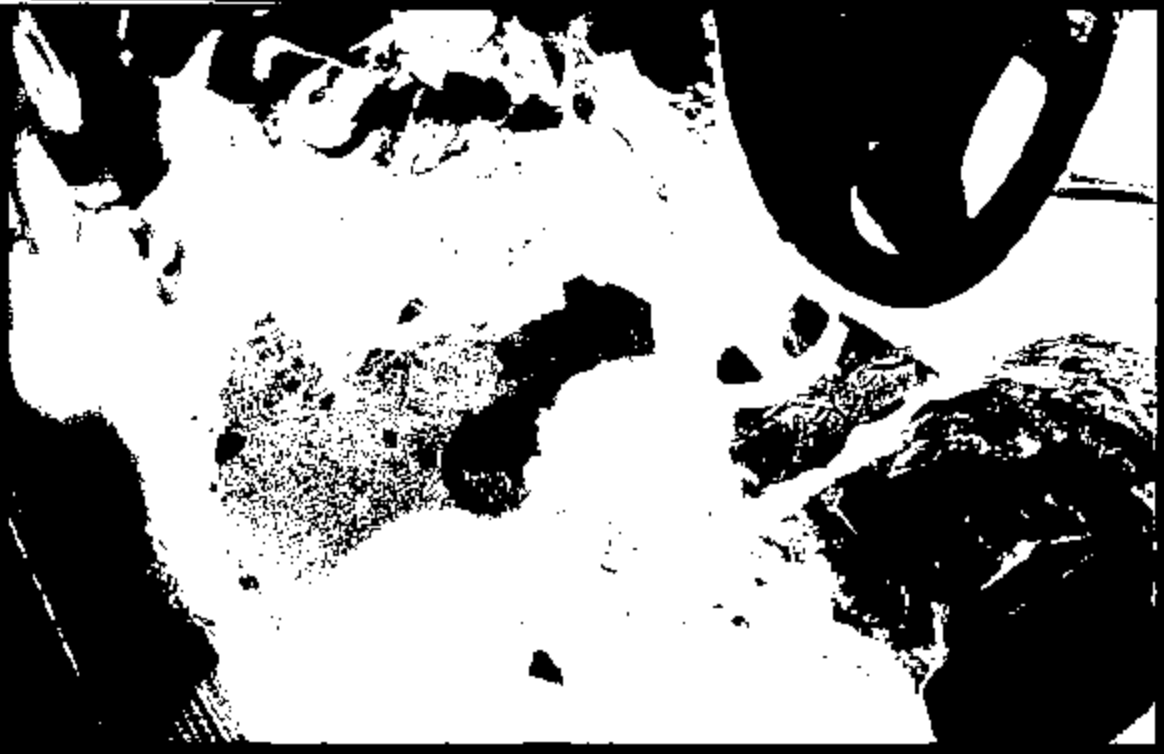












SERVICE PARTS IDENTIFICATION DO NOT REMOVE

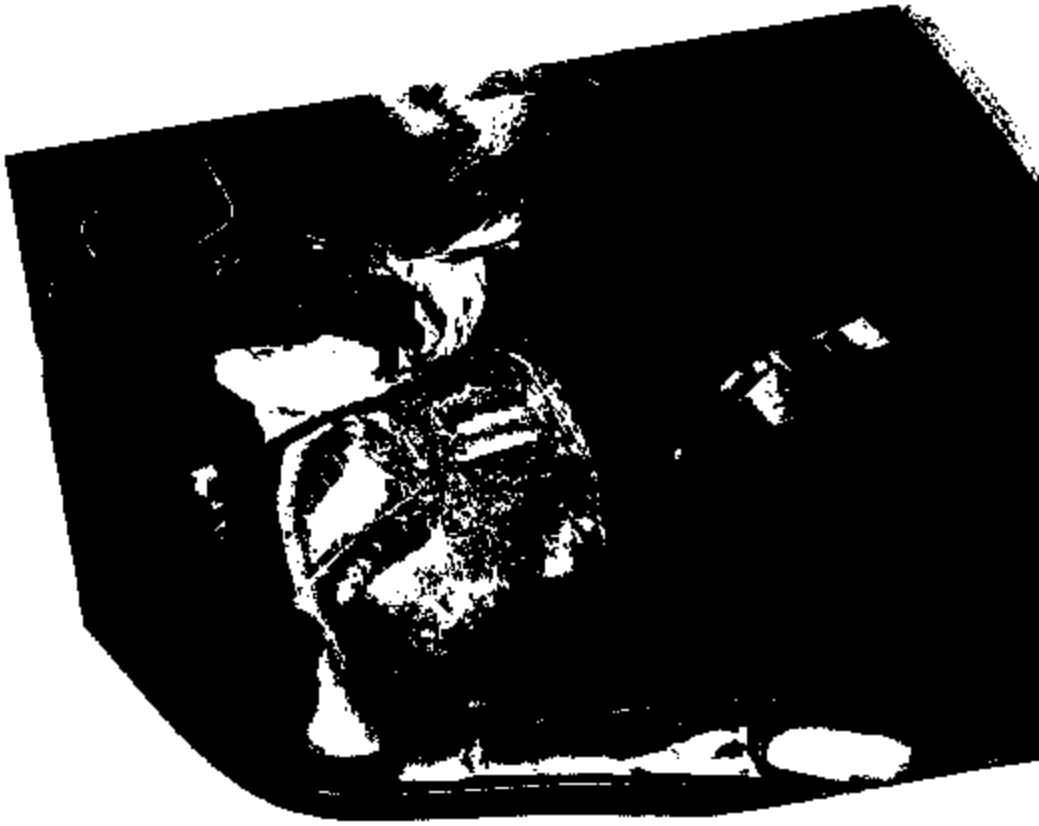
CCCFBM 4HP69

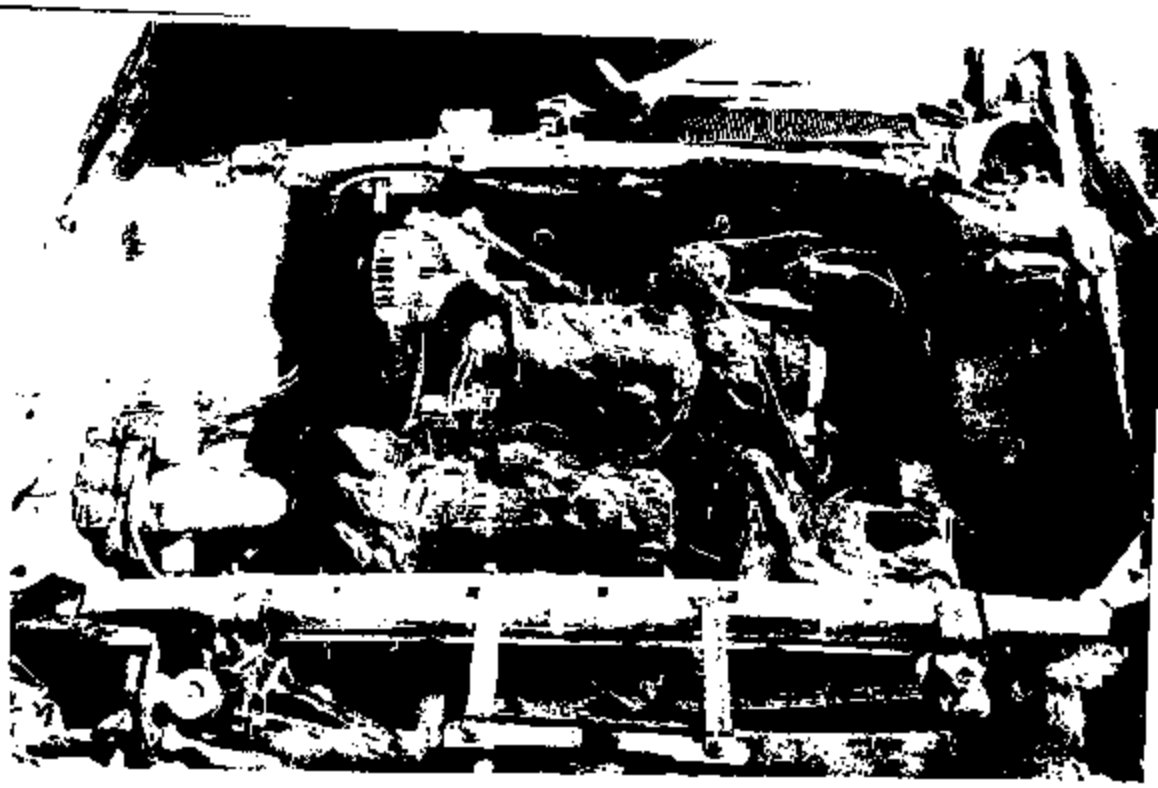
1G4HP54K11U149160

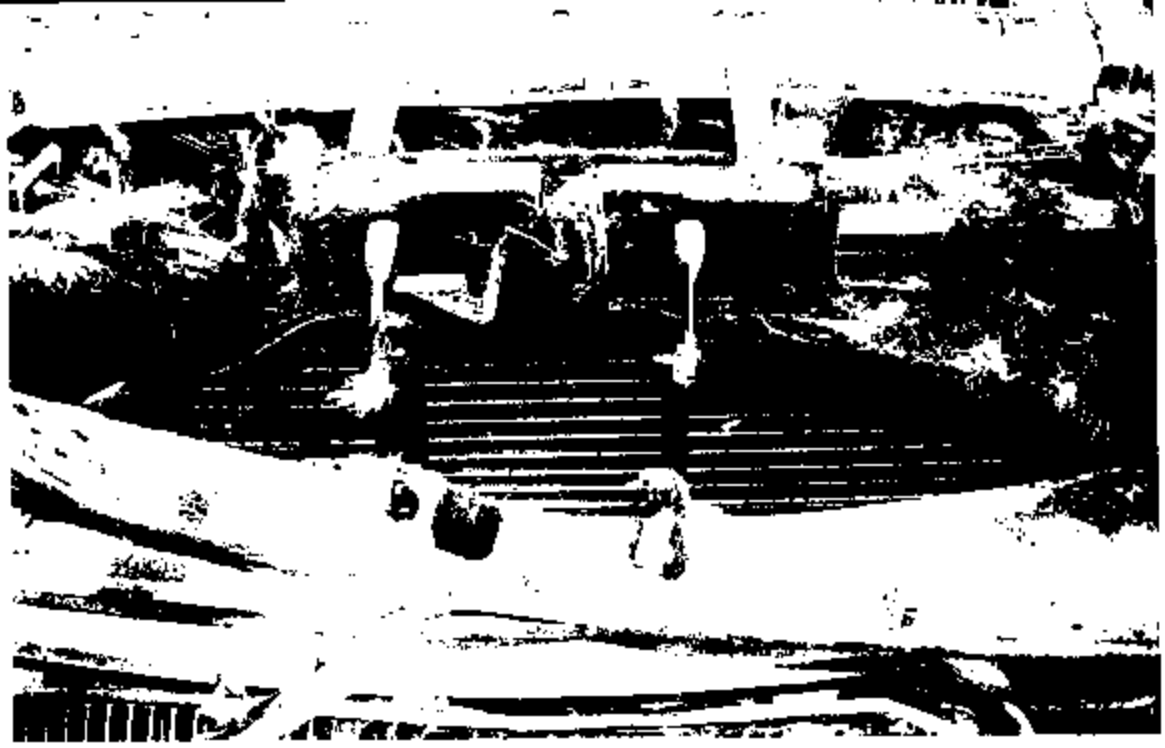
AG1 AJ7 AM2 AM6 C1U C67 DEH DE6 FE1 FE9 FLT
FQ3 1QB JL9 KS8 L36 MN3 MX0 NF7 NK5 PG1 QDK
UN6 UV7 UX7 U2E VH3 VC2 VX7 V2C V73 1SA 17B
171 40U 6AH 7AH 8FH 9FH

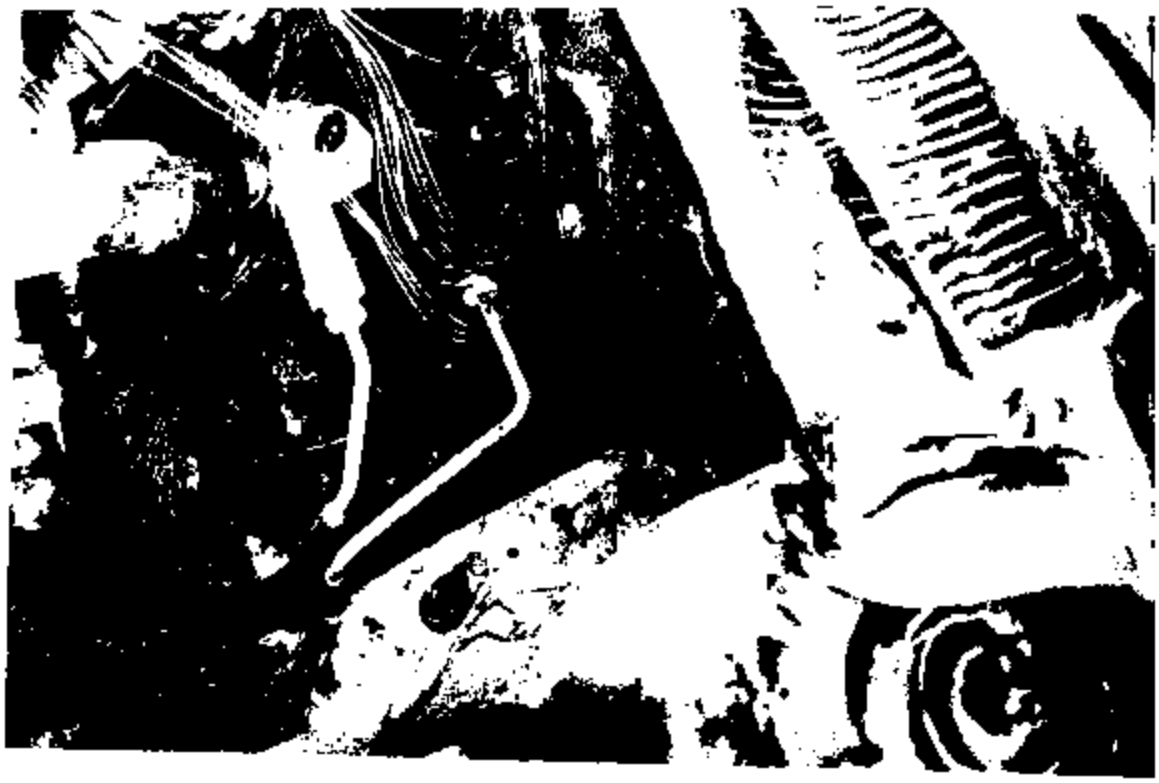
17B

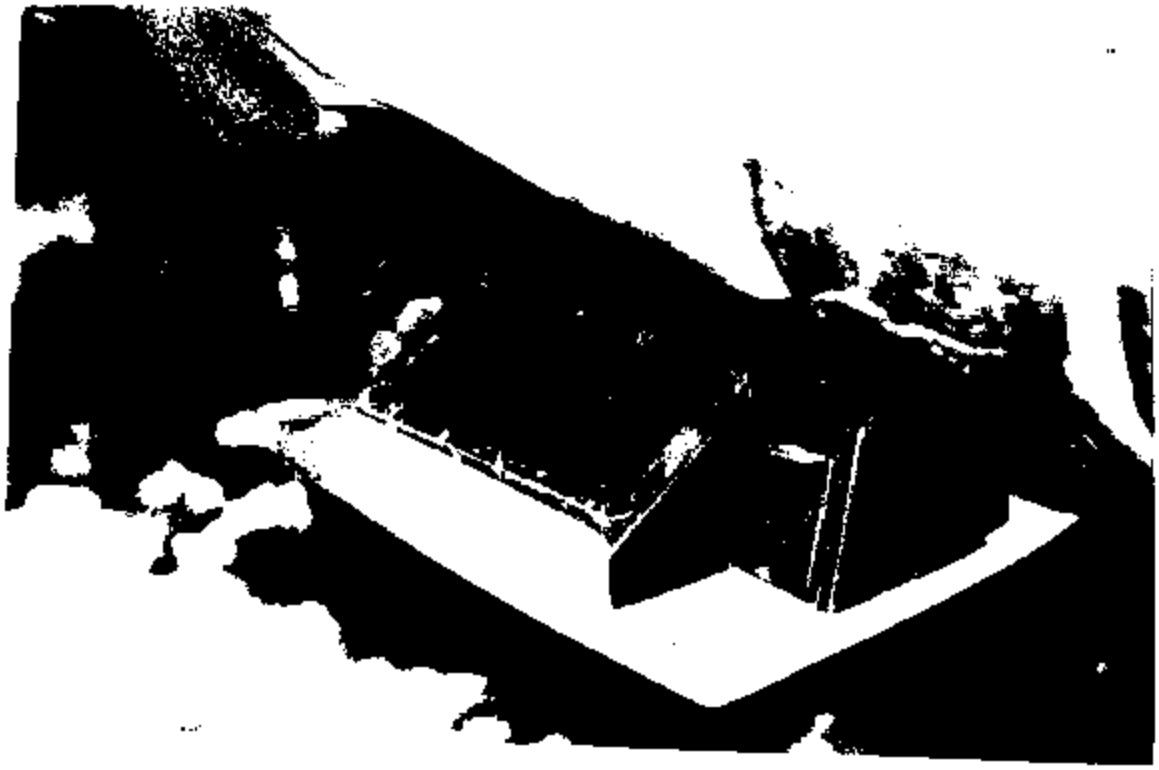
BC/CC U 8554











TIRE--LOADING INFORMATION

OCCUPANTS FRT.	CTR.	RR.	TOTAL	VEHICLE CAP. WT. KG	LBS
3	0	3	6	488	1076

MAX. LOADING @ GVWR SAME AS VEHICLE CAPACITY WEIGHT.

1G4HP54K11U149160

MODEL: HP69 HBL

	TIRE SIZE	SPEED RTG	COLD TIRE PRESSURE
FRT	P215/70R15	S	230KPA(33PSI)
RR	P215/70R15	S	230KPA(33PSI)
SPA	T125/70R15	M	420KPA(60PSI)

IF TIRES ARE HOT, ADD 28KPA(4PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION

PAR CASE INFORMATION

Problem ID: 03180465

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
HUTCHINS, TX
Phone: [redacted]

VEHICLE INFORMATION

VIN: 1G4HP54K11U149160
MAKE: BUICK
MODEL: LESABRE CUSTOM SEDAN
YEAR: 2001
ODOMETER: 8,400

BRC CONTACT INFORMATION

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

ACCOUNT/POLICY:
SERVICE DEALER: DAVID MCDAVID PONTIAC-BUIC
CONTRACT: MIKE ROGERS
SELLING DEALER: DAVID MCDAVID PONTIAC-BUIC
CONTRACT: MIKE ROGERS
PAYEE: No

PAR DETAILS

CONTACT ID: C0000030371904
DRIVER NAME: [redacted]
DRIVER AGE:
DISABILATIES: NONE
ROAD SURFACE: Asphalt
ROAD CONDITION: Wet
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: ENGINE JERKED AND CAUG
POLICE REPORT: No
INSURANCE: Yes
INSURNCE COMPANY: ENTERPRISE RENTAL CAR
INSURANCE COMPANY ADDR: 152 BANK ST
INSPECTION: Yes
INSP NAME: EAA
INSP DATE: 3/5/01
INSP MILES: 8,400
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: 45 SOUTH BOUND ON I 45 IN HUTCHSNS, TX
INCIDENT RESULT: 3-29-01 GM AUTHORIZED REPURCHASE
VEHICLE LOCATION: DAVID MCDAVID BUICK
MAINTENANCE LOCATION: 21ST OF JANUARY HAD OIL CHANGED ON AIRPORT FACILITY
OWNER DESC: DRIVING ALONG AND NOTICED FLASHING AND ENTIRE HOOD WAS ON FIRE..
MORE INFO:

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:
INVEST SUMMARY: EAA INSPECTION
AGENT PHONE: 817-329-0738
INCIDENT DATE & TIME: 12/01/2000 05:00:00 AM

REIMBURSEMENT

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 03180465

PROBLEM INFORMATION

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: A08
COMPONENT DESCRIPTION 1: CAUGHT ON FIRE
COMPLAINT CODE 1: Hesitates - Hot Engine
COMPLAINT DESCRIPTION 1: Fire
REPAIR ATTEMPTS 1: 1

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

COMPONENT CODE 3: T01
COMPONENT DESCRIPTION 3: PAR
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Product Allegation GM 1241
REPAIR ATTEMPTS 3: 0

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

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

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

[redacted]

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

ACCOUNT/POLICY:
SERVICE DEALER: DAVID MCDAVID PONTIAC-BUIC
CONTRACT: MIKE ROGERS
SELLING DEALER: DAVID MCDAVID PONTIAC-BUIC
CONTRACT: MIKE ROGERS
PAYEE: No

PAR CASE INFORMATION

Problem ID: 03180465

HISTORY

[redacted]01 - 03:16:43 AM	crm attempted to contact customer no answer. timiki jacobs/par 58342
02/26/2001 - 03:40:36 AM	CRM LEFT VME FOR CUSTOER. TIMIKI JACOBS/PAR 58342
03/02/2001 - 10:59:35 AM	CRM RECEIVED A CALL FROM [redacted] ON 2-27-01 [redacted] ADVISED THAT VEHICLE DOES NOT BELONG TO HIM AND HE DOES NOT KNOW WHY CRM IS CALLING. [redacted] STATES THAT HE IS A VICTIM THAT RENTED VEHICLE FROM [redacted] CRM ADVISED THAT [redacted] NEEDED TO REPORT ALLEGATION, [redacted] STATES THAT HE DID NOT INITIATE THE CASE, CRM RECEIVED A CALL FROM [redacted] ON 2-26-011 SEEKING STATUS OF FILE, [redacted]S REPRESENTIVE FOR [redacted]E, CRM REVIEWED CASE WITH [redacted] VEHICLE IS AT DAVID MCDAVID BUICK, CRM REVIEWED INDEPENDENT INSPECTION PROCEDURES WITH MR. PERSON, CRM FAXD TO EAA. TIMIKI JACOBS/PAR 58342
03/20/2001 - 01:04:46 AM	CRM LEFT VME FOR CONTACT PERSON ADVISING THAT INSPECTION REPORT IS IN. TIMIKI JACOBS/PAR 58342
03/29/2001 - 12:44:03 AM	BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP EAA INSPECTION, CRM RECEIVED INPECTION REPORT, CRM AUTHORIZED REPURCHASE, CRM REQUESTED PAPER WORK NEEDED FOR REPURCHASE, CR FORWARDED FILE TO FTT. TIMIKI JACOBS/PAR 58342
04/25/2001 - 02:46:48 AM	ON 4/10/01 FTT RCVD FILE CALLED ENT. ASKED FOR REPURCHASE DOCS., NOT RCVD YET, CALLED [redacted] AGAIN TODAY FOR THESE DOCUMENTS// [redacted] STATED HE WOULD TRY TO GET ME THE DOCS SOON.. CRM CHECKED W/ FLEET WHO STATED CALL BOB AGNEW// 314-612-3616 // LE FT VOICE MAIL FOR COPY CURRENT REGIS. & BILL OF SALE TO PROCEED W/ REPURCHASE// HOLD FILE// JUSTIN FAIR/TPAPAR/ FTT/ 57080
[redacted]/2001 - 08:58:14 AM	CRM RCVD DOCUMENTS FROM [redacted] CREATED NEW FILE # FOR [redacted] # 04048587 FOR REPURCHASE// CLOSED PAR FILE// CALLED CUST INFOMRED FORWARDED TO REPURCHASE/ JUSTIN FAIR/TPAPAR/ FTT/ 57080

Customer Info

Caller Name: [redacted]

Customer Name:

Phone:

VIN:

Make: BUICK

Model: LESABRE CUSTOM SEDAN

Year: 2001

Odometer: 8400

Originating Agent ID: 1

WASHINGT

Curent Agent ID:

JACOBS

Property Damage | Non-Collision | Collision | Bodily Injury

Type of damage: THERMAL

Primary use of vehicle: RENTAL VEHICLE

Estimated repair costs:

Weather condition: WET

Incident/police report: NONE

Comments:

Special equipment and features:

OK | Save | Cancel

...the detachable "tab" may only be utilized to notify TxDOT that you have sold the vehicle described on the attached certificate of title. TITLE IN THE NEW OWNER'S NAME WILL NOT BE ISSUED. To have a new title issued in the new owner's name, the "Assignment of Title" section on the back of the certificate of title must be completed (by seller and buyer), and the new owner must file an application for title in his or her name at the local county tax assessor-collector's office.

[redacted]

DALLAS, TX [redacted]

[redacted]

DETACH HERE

TEXAS CERTIFICATE OF TITLE

VOID VOID VOID

ORIGINAL 6S4001

YEAR MODEL 2001 NAME OF VEHICLE BUIC

TITLE/DOCUMENT NUMBER 6799122449 DATE TITLE ISSUED 10/10/2000

MODEL

VIN 4700 K26N

PRIOR OWNER JAMES WOOD MOTORS INC DECATUR TX

ODOMETER READING 5

OWNER [redacted]

DALLAS, TX [redacted]

REMARKS ACTUAL MILEAGE

VOID VOID

SIGNATURE OF OWNER OR AGENT MUST BE IN INK

WILLFULLY OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN ONE NAME OR ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE MAKE FALSE INFORMATION ON A CERTIFICATE OF TITLE.

NONE

LIEN RELEASED DATE

BY

VOID VOID

SIGNATURE

BY AUTHORIZED AGENT

DATE BY LIEN

LIEN RELEASED DATE

IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE AND IS SUBJECT TO THE ABOVE LIENS.

BY AUTHORIZED AGENT

RIGHTS OF SURVIVORSHIP AGREEMENT

THE THE PERSONS HEREIN NAMED AGREE HEREBY AGREE

SIGNATURE DATE

VOID VOID

DATE

TO CERTIFY ALTERATION OR MUTILATION

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1G4HP54K11U149160

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2001 LESABRE CUSTOM SEDAN	Warranty Start Date:	09/25/2000
BARS Order Type	N/A		
Delivering Dealer :	JAMES WOOD MOTORS INC PO BOX 479 DECATUR, TX 76234-0479	Selling Source:	11 - BUICK
		Site Code:	45965
		Business Associate Code:	112243

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	09/25/2000	10 miles	9/25/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	09/25/2000	10 miles	9/25/2006	100010 miles
36/36 CORROSION	09/25/2000	10 miles	9/25/2003	36010 miles
96/80 PCM/CC EMISSIONS	09/25/2000	10 miles	9/25/2008	80010 miles
36/36 FEDERAL EMISSIONS	09/25/2000	10 miles	9/25/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/21/2000	A49160	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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G52001

2001 LESABRE CUSTOM SEDAN
40U WHITE /V6G
17B MEDIUM GRAY CLOTH SEATING
ORDER NO. CQCF8M/FDR STOCK NO.
VIN 1G4 HP54 X1 1U145160

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD27814512

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
4EP69 LESABRE CUSTOM SEDAN	24107.00	21334.70	INVOICE 09/21/00
C1U FLT-[redacted]	0.00	0.00	SHIPPED 09/21/00
PB9 FEDERAL LOW EMISSION VEHICLE	N/C	N/C	EXP I/T 09/29/00
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INI COM 09/29/00
VQ2 FLEET ORDERING & ASSIST. PROG. WITHOUT HOLDBACK	0.00	0.00	PRC EFF 01/01/00
			KEYS 06094 06094
VK7 LONG TERM DAILY RENTAL PROGRAM	0.00	850.00-	WFP-F QTR OPT-L
V2G FUEL FILL CREDIT	0.00	31.16-	FAN: 0008005331
15A ***OTHER CONTENT INCLUDED***	0.00	0.00	BANK: GMAC - 005
* AIR CONDITIONING			CEG-TO 45-965
* ANTENNA -FT/RR DIVERSITY			SHIP-TO 45-310
* ARMREST -FRONT SEAT STORAGE			JAMES WOOD MOTORS
* MIRRORS -OUTSIDE PWR, FOLDING			DECATUR TX
* MIRROR-VISOR VANITY-DR & PASS			
* O/H CONSOLE W/READING LIGHTS			SHIP WT: 3510
* RADIO PWR LOADING CASS AM/FM			HP: 34.7
* SEATS-PWR DRIVER AND MANUAL LUMBAR			CUST PO NUMBER: 020039 DD
* SUNSHADES: EXTENDABLE			DAN: ENT02
* TRIP ODOMETER			MEMO 1205.35

492.41

OCT 12 2000

TOTAL MODEL & OPTIONS	24107.00	20463.54	ACT 231 21118.54
DESTINATION CHARGE	655.00	655.00	
TOTAL	24762.00	21118.54	PAY 310 21118.54

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

K26 NJF

DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

GS2001

JAMES WOOD MOTORS INC

REMIT TO GMAC NO. 005
VIN 1G4HP54K11U149160
$ 21118.54 INV 4AD27814512
DUE 09/29/00 DEALER 45-965

427255

Nikki Jackson
Claims Administrator
ESIS-GM Central Claims Unit

ESIS
An Insurance Services Company

23, 2002

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000
Telephone: 313.665.3376
Facsimile: 313.665.0911

[redacted]

Capital Heights, MD[redacted]

Re: File Name: [redacted]
ESIS File Number: 427255
Date of Event: 10.2.01

Dear[redacted]

The above-referenced matter involves a 2001 Chevrolet Impala police cruiser, vehicle identification number 2G1WF55KX19127676. Per our understanding of the incident, [redacted] picked up the subject vehicle after a regular PM check. He'd been traveling down a residential street for two miles when he smelled smoke. A citizen advised him that fire was coming from the undercarriage. [redacted] exited the vehicle at which time he observed flames engulfing the entire underhood area. The flames melted the hood shut whereby the Fire Department had to punch hole in the hood in order to force it open.

Our investigation of this matter has been completed. Based upon the review of available documentation, there is no concise evidence to support the existence of a manufacturing defect to the subject vehicle that may have caused this fire.

As a result of the above-mentioned determination, we will be closing our file on the matter. Please do not hesitate to contact me if you should have any questions.

Sincerely,

Nikki Jackson
Claims Administrator

CR
7.23.02

PAR CASE INFORM. TION

Problem ID: 05622873

Name: [redacted]	VIN: 2G1WF55KX19127578
Address: [redacted]	MAKE: CHEVROLET
CAPITAL HEIGHTS, MD [redacted]	MODEL: UNKNOWN
Phone: [redacted]	YEAR: 2001
	ODOMETER: 12,000

NAME: [redacted]	ACCOUNT/POLICY:
COMPANY:	SERVICE DEALER: CRISWELL CHEVROLET INC
ADDRESS:	CONTRACT: UNKNOWN
	SELLING DEALER: CRISWELL CHEVROLET INC
PHONE:	CONTRACT: UNKNOWN
TYPE: Claimant	PAYEE: No

CONTACT ID: C0000031025338	BODY INJURY: Yes
DRIVER NAME: [redacted]	COLLISION: No
DRIVER AGE: 0	PROPERTY DMG: No
DISABILATIES: NONE	NON COLL: Yes
ROAD SURFACE: Asphalt	DMB ABV K: No
ROAD CONDITION: Dry	NOTIFY NAME: CUSTOMER
# PEOPLE IN VEHICLE: 1	AGENT NAME: N/A
INJURIES: Yes	STATUS: Accepted
OTHER VEHICLES INVOLVED: No	REJECT REASON:
NUMBER INVOLVED:	ROAD TEST: No
DEFECTIVE COMPONENT: DOES NOT NO THE COMPON	ROAD TEST DESC:
POLICE REPORT: Yes	ROAD TEST RESULT:
INSURANCE: Yes	COMP INSPECTED: N/A
INSURNCE COMPANY: PRINCE GEORGES COUNTY	INVEST SUMMARY: n/a
INSURANCE COMPANY ADDR: NOT AVAILBLE AT TIME OF	AGENT PHONE: 000-000-0000
INSPECTION: No	INCIDENT DATE & TIME: 10/02/2001 12:00:00 AM
INSP NAME:	
INSP DATE:	
INSP MILES: 0	
INSP DONE:	
PROPERTY DAMAGE:	

INCIDENT LOCATION: NOT AVAILBLE AT TIME OF REPORT
INCIDENT RESULT: Sent to ESIS. 10/16/01
VEHICLE LOCATION: AT THE 8019 CENTRAL AVENUE ADDRESS.
MAINTENANCE LOCATION: THE COUNTY GOVERMENT PREFORMS THE FLEET MAINTENCE
OWNER DESC: THERE HAS BEEN NO DIAGNOSIS OF WHAT CAUSED THE THERMAL EVENT UNDER THE OFFICERS HOOD.
MORE INFO: THE VEH INVOLVED IS A IMPALA POLICE FLEET VEH. FOR FLEET

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

PAR CASE INFORM TION

Problem ID: 05622873

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: product allegation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

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

COMPONENT CODE 3: A06
COMPONENT DESCRIPTION 3: product allegation
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Fire
REPAIR ATTEMPTS 3: 0

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

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

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

PAR CASE INFORM TION

Problem ID: 05622873

10/10[illegible] - 04:59:16 AM	CRM received PAR. Robert st. pierre / PAR / Tampa 58420
10/10/2001 - 05:19:16 AM	Description of incident: Customer states the vehicle is a police fleet vehicle. Customer states the weather was clear and sunny. The vehicle has a light bar, 2-way radio, and a mobile data computer. The customer is the original owner. The vehicle has been maintained by the department. The vehicle has not been repaired or settled with their insurance. The driver was treated for smoke inhalation. The driver [redacted] was driving down a residential street for 2 miles when he smelled smoke. The driver saw no lights on the dash. A civilian advised the driver that the vehicle had flames underneath the vehicle. The driver exited the vehicle. The driver turned around and saw flames engulfing the entire underhood area. The fire department was called by the patrol car behind the driver. The fire dept. had to puncture the hood in order to pry the hood open and put the flames out. Customer agreed to a call back by this CRM for research purposes. Robert st. pierre / PAR / tampa 58420
10/10/2001 - 05:01:37 AM	There are no comments in CAC file # 05622427. Robert st. pierre / PAR / Tampa 58420
10/12/2001 - 04:29:34 AM	ESIS rep, Greg, advised this CRM to fax this file to him and to give the customer his name and phone number. CRM will do this on Monday morning, 10/12/01. Robert st. pierre / PAR / tampa 58420
10/15/2001 - 10:06:49 AM	CRM left a message with a coworker advising that this file will be sent to ESIS rep, Greg, who should be in contact with him or [redacted] should contact back. CRM closing file and sending to ESIS. Robert st. pierre / PAR / Tampa 58420
10/1[illegible] - 10:08:14 AM	Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) ESIS rep advised this CRM to send this file over to him and refer his name and number to the customer. 4.) CRM left a message with a coworker advising the customer that this file will be sent to an ESIS rep, Greg, who should be in contact with the customer or the customer should contact the ESIS rep back. 5.) CRM made no offer of repair or repurchase. 6.) CRM closing file and sending to ESIS. Robert st. pierre / PAR / Tampa 58420

[redacted]

12:00

Type of damage: Thermal event

Primary use of vehicle: Police vehicle

0

Weather conditions: clear and sunny

Incident (police) report: requested fax but received none.

n/a

Special equipment and features: Light bar, 2-way radio, and Mobile data computer

OK Save Cancel

Customer Info

[redacted]

12000

Injured Name	Address	Address	City	State	Zip
ISAAC CRUDUP	8018 CENTRAL AVENUE		CAPITAL HEIGHTS		207

Clear

Update

Help

Injured Name	Address	Address	City	State
ISAAC CRUDUP	8018 CENTRAL AVENUE		CAPITAL HEIGHTS	

Zip	Phone	Type of Injury	Safety Equipment Used	Seat
20743	3018681721	SMOKE INHALATION	SEATBELT	DRIVER

Location Code	Other driver's name	Injured party location	
Owner's Vehicle		RELEASED	

Incident police report: n/a

Comments: n/a

Number of injured people:

OK | Save | Cancel

)01 IMRALA SEDAN
)U WHITE /V6G
7G REGAL BLUE
RDER NO. CPWN93/FBC STOCK NO.
:N 2G1 WF55 KX 19127578

CHEVROLET ' TOR DIVISION
GENERAL MO..RS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 10D52347217

**********13*14126S

)DE FACTORY OPTIONS	MSRP	INV AMT	FLEET
VF19 IMPALA SEDAN	18999.00	16814.12	INVOICE 08/02/00
)V "SHIP THROUGH FREIGHT CHARGE"	0.00	65.00	SHIPPED 08/02/00
:9 FEDERAL LOW EMISSION VEHICLE	N/C	N/C	EXP I/T 08/15/00
:6 3.8L V6 ENGINE	N/C	N/C	INT COM 08/15/00
:0 4-SPEED AUTOMATIC TRANS W/OD	N/C	N/C	PRC EFF 06/06/00
:D BID ASSISTANCE	0.00	1039.00-	KEYS S265A S265A
)2 FLEET ORDERING & ASSIST. PROG. WITHOUT HOLDBACK	0.00	0.00	WFP-S QTR OPT-1
			FAN: 000808892
:G FULL FUEL FILL CREDIT	0.00	18.80-	BANK: CRESTAR BAN
:A IMPALA BASE EQUIPMENT GROUP	N/C	N/C	CHG-TO 14-126
.3 HD FRONT & REAR FLOOR COVERING	75.00	64.50	
'4 WIRING-HORN/SIREN CIRCUIT	25.00	21.50	SHIP WT: 3424
:6 LEFT HAND HALOGEN SPOTLAMP - 6"	200.00	172.00	HP: 34.7
:1 POLICE PACKAGE; INCLUDES:	2250.00	1935.00	DEAL NO: 10051503
* 3800 ENGINE & EXHAUST SYSTEM			DAN: PG1SS
* TIRE INFLATION MONITOR			MEMO 1077.45
* POWER STEERING COOLER			
* HEAVY DUTY POLICE TIRE			
* STEEL WHEEL COVER			
* HEAVY DUTY ABS BRAKES, CHASSIS & SUSPENSION AND RADIATOR			
* BUCKET SEATS W/HEAVY DUTY FRT/RR SEAT-BACK CUSHION			
* POWER DRIVER SEAT			
* IVER SIDE IMPACT AIR BAG			
* RIVER MANUAL LUMBAR			
* SEO TRUNK TRIM			
* HIGH SPEED WSW AIR DEFLECTOR			
* SWITCH INSTRUMENTATION LIGHTING			
* 125 AMP GENERATOR			
* AUX TRUNK JUNCTION BLOCK			

TAL MODEL & OPTIONS	21549.00	18014.32	ACT 231 18614.32
STINATION CHARGE	600.00	600.00	
TAL	22149.00	18614.32	PAY 310 18614.32

****

/OICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
ATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
ALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

:SWE CHEVROLET, INC.

VINCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
03/04/2002 12:54

VIN 2G1WF55KX19127578 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

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:	2G1WF55KX19127578

VEHICLE INFORMATION

Merchandising Model:	1WF19 - 2001 IMPALA POLICE SEDAN	Warranty Start Date:	08/31/2000
BARS Order Type	50 - FLEET		
Delivering Dealer :	CRISWELL CHEVROLET, INC. 503 QUINCE ORCHARD RD GAITHERSBURG, MD 20878-1497 (301) 948-0880	Selling Source:	13 - CHEVROLET
		Site Code:	14126
		Business Associate Code:	113713

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	08/31/2000	10 miles	8/31/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	08/31/2000	10 miles	8/31/2006	100010 miles
36/36 CORROSION	08/31/2000	10 miles	8/31/2003	36010 miles
96/80 PCM/CC EMISSIONS	08/31/2000	10 miles	8/31/2008	80010 miles
36/36 FEDERAL EMISSIONS	08/31/2000	10 miles	8/31/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/10/2000	121121	#	N9995 - CUST COMPLAINT NOT DUPLICATED	117 miles
08/02/2000	A27578	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System
Summary

[redacted]

VEHICLE INFORMATION

[redacted]

CAMPAIGN ELIGIBILITY

[redacted]

APPLICABLE WARRANTIES

[redacted]

CLAIM HISTORY

[redacted]

CHECK HISTORY INFORMATION

[redacted]

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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:	2G1WF55KX19127578

CLAIM HISTORY

Repair Order Date:	10/10/2000	Repair Order Number:	121121	Odometer Reading:	117 miles

Serviced By:	CRISWELL CHEVROLET, INC. 503 QUINCE ORCHARD RD GAITHERSBURG, MD 20878-1497 (301) 948-0880	Selling Source:	13 - CHEVROLET
		Site Code:	14126
		Business Associate Code:	113713

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
10/24/2000	111	01	#	N9995 - CUST COMPLAINT NOT DUPLICATED	N/A	N

Repair Order Date:	08/02/2000	Repair Order Number:	A27578	Odometer Reading:	0 miles

Serviced By:	CRISWELL CHEVROLET, INC. 503 QUINCE ORCHARD RD GAITHERSBURG, MD 20878-1497 (301) 948-0880	Selling Source:	13 - CHEVROLET
		Site Code:	14126
		Business Associate Code:	113713

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/08/2000	89	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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GM Vehicle Inquiry System
Claim History

[redacted]

CLAIM HISTORY

[redacted]

[redacted]

CHECK HISTORY

[redacted]

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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:	2G1WF55KX19127578

VEHICLE BUILD

Merchandising Model:	1WF19 - 2001 IMPALA POLICE SEDAN		
Gross Vehicle Weight Rating:	2030 kg (4476 lb)	Order Number:	CPWN93
Build Date:	08/02/2000	Build Plant:	219W - GM CANADA OSHAWA #1 ASSEMBLY

OPTION CODES

AG1 - 6-WAY POWER DRIVER SEAT	AR9 - BUCKET SEATS W/CLOTH
AW6 - RESTRAINT SYSTEM SEAT,	A75 - HEAVY DUTY SEAT CUSHIONS
A76 - BACK	B42 - RUBBER FLOOR MAT-TRUNK
B9V - "SHIP THROUGH FREIGHT CHARGE"	CD5 - HIGH SPD ANTILIFT WIPER SYSTEM
C60 - AIR CONDITIONING	DG7 - TWIN REMOTE ELECTRIC MIRRORS
DL5 - ROADSIDE SERVICE INFORMATION	FE9 - FEDERAL/NEW YORK EMISSIONS
FLT - FLEET PROCESSING OPTION	FR9 - AXLE RATIO 3.29
IPG - TRIM INTERIOR DESIGN - AR9	JA9 - HEAVY WEIGHT BRAKE - DISC
JL9 - BRAKE SYS PWR, FRT & RR DISC,	KG7 - 125 AMP GENERATOR
K20 - ELECTRONIC CONTROL MODULE	L36 - 3.8 L V6 ENGINE
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	M15 - TRANSMISSION, AUTOMATIC 4-SPEED
NF7 - 50 STATE LOW EMISSIONS	NK5 - STEERING WHEEL
N99 - WHEEL, HEAVY DUTY	OSH - REMOTE DOOR UNLOCK, ACCIDENT
P01 - STAINLESS STEEL WHEEL COVERS	QTI - P225/60R16-97H BW TIRE
R6D - BID ASSISTANCE	UED - SENSOR IND/HEAT/MOTION DET -DEL
UE4 - ONSTAR NOT INCLUDED	UJ6 - LOW TIRE PRESSURE WARNING
UM7 - AM/FM STEREO W/4 SPEAKERS	UX7 - DUAL FRONT & REAR SPEAKERS
U11 - CERTIFIED INSTRUMENT CLUSTER	U77 - ANTENNA RR WINDOW
VM3 - CONSUMER INFORMATION LABEL	VQ2 - FLEET ORDERING & ASSIST. PROG.
V08 - HEAVY-DUTY COOLING	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.-U.S.	WU1 - INSTRUMENTATION LIGHT SHUT-OFF
1SA - WINDOWS AND DOOR LOCKS	27G - TRIM COMBINATION, REGAL BLUE
27I - REGAL BLUE INTERIOR	40U - WHITE

6A3 - HD FRONT & REAR FLOOR COVERING	6HM - FRONT SPRING
6J1 - WIRING-IGNITION & MAIN POWER	6J4 - WIRING PROV,HORN/SIREN CIRCUIT
7B3 - SPECIAL SUSPENSION	7HM - FRONT SPRING
7L9 - HYDRAULIC STEERING OIL COOLER	7X6 - LEFT HAND HALOGEN SPOTLAMP - 6"
8LS - COMPONENT RR LH COMPUTER SEL	9C1 - * ANTI-CORROSION HOT MELT PADS
9LS - COMPONENT RR RH COMPUTER SEL	

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GM Vehicle Inquiry System
Vehicle Build

VEHICLE BUILD

OPTION CODES

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GM Vehicle Inquiry System
Vehicle Component

[redacted]

Vehicle Component

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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GM Vehicle Inquiry System
Delivery Information

[redacted]

IN-SERVICE INFORMATION

[redacted]

DELIVERY INFORMATION

[redacted]

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GM Vehicle Inquiry System
Dealer Information

INVOICE INFORMATION

SHIP-TO INFORMATION

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Capitol Heights, Maryland

RECEIVED

October 19, 2001 OCT 29 2001

ESIS-GM CLAIMS UNIT

Ms. Nikki Jackson
300 Renaissance Center
Mail Code 482-C20-071
Detroit MI 48265-3000

Dear Ms. Jackson:

Per our conversation, the following after market equipment was installed in the 2001 Chevy Impala VIN# 2G1WF55KX19127578:

Equipment
Jet Strobe SJL48014 Emergency Warning System, Includes Light Bar, Siren, PA System, Head Lamp Warning system, External Speaker - Federal Signal
Antenna's Mobil Antenna – Antenna Specialist
Radio's GE M-RK made by Erricson

Computer - Data Lux Tracer 2000
Tracer Monitor 30997
Power Supply 30692A
Keyboard 565217

Antenna GPS MP200 Antenna Plus
Console C1800-IMP Havis Shield

The vehicles are also issued a fire extinguisher and first aid kit.

If I can be of any further assistance please let me know. I can be reached on 301-808-1721.

Sincerely,

cc:

[ ] DIVISION COMMANDERS
[ ] BUREAU CHIEF
[ ] GENERAL RELEASE

PRINCE GEORGE'S COUNTY POLICE
COMMANDER'S INFORMATION REPORT

CASE NUMBER: 01-295-702 | PAGE 1 OF 2

LINKED CASE NUMBER:

USE OF FORCE NUMBER:

TYPE OF INCIDENT: Property Damage

DATE/TIME OCCURRED: 10/2/01 1515 hrs

LOCATION OF INCIDENT: 174 Daimler Drive, Seat Pleasant, MD 20743

DATE/TIME SUBMITTED: 10/2/01 1600 hrs.

PERSONS V - VICTIM R - REPORTING PERSON W - WITNESS M - MISSING PERSON P - PRINCE GEORGE'S POLICE
L - OTHER LAW ENFORCEMENT T - TIA C - COUNTY GOVT OFFICIAL O - OTHER DRIVER/DEPARTMENTAL ACCIDENT

R	[redacted]	7/m/1305	00	19	23	30
[redacted] Landover, MD		50	03	2044	[redacted]	
W	[redacted]	7/m/5-16-73	00	00	00	00
[redacted] Landover, MD		50	03	2044	[redacted]	

PERSONS A - ARRESTED S - SUSPECT F - FUGITIVE (WARRANT OBTAINED, SUSPECT AT LARGE)

NOTIFICATIONS

N (Y) CIC
N (Y) DISTRICT INVEST
N (Y) CID-INVESTIGATOR
N (Y) K.P.
N (Y) ESTAFF
N (Y) CAFF
N (Y) CHIEF COMMANDER
N (Y) DISTRICT CMDR

N (Y) CIC
N (Y) PIO
N (Y) INTERNAL AFFAIRS
N (Y) PSYCH SERVICES

CPS CASE NO.

CPS DATE/TIME

SCENE PROCESSED? Y (N)
EVIDENCE
SPO
OTHER
TOLBY SENT? Y (N)

INVESTIGATION COMPLETED? Y N

MEDIA ON SCENE? CENTRY Y (N)

MUNICIPALITY CENTRY Y (N)

STATE SAFT CONSULTED? Y (N)

REPORTING OFFICER: Cpl. J Y Attkins 2044
USE OF FORCE ONLY

ASSIGNMENT: Dis. III
(DIVISION)

BEAT / REPORTING AREA: G1/0521
BEAT - REPORTING AREA

SUPERVISOR APPROVING: Cpl. J Y Attkins 2044
REPORTING SUPERVISOR

P G C Form 1545 (10/98)

ARREST/PROPERTY ACTIVITY SUMMARY	CCN 01-275-702	PAGE 2 OF 2

PREMISE TYPE	METHOD OF ENTRY

[redacted] Criminal Arrest Felony	SOO Adult Apprehensions Misdemeanor	
Juvenile Criminal Arrests Felony	Juvenile Apprehensions Misdemeanor	Warrants / Search Warrants

Weapons Seized / Value

CDS Seized / Value

Currency Seized

Jewelry / Value

Miscellaneous Assets / Value

Vehicle Impounds for Forfeiture / Value

DEPARTMENTAL ACCIDENTS ONLY

VEHICLE #	YEAR / MAKE / MODEL / VIN
MILEAGE	TYPE [ ] MARKED [ ] UNMARKED [ ] MOTORCYCLE [ ] MOBILE COMMAND POST [ ] OTHER
OPERATOR NAME / ID / ASSIGNMENT	[ ] ON DUTY [ ] OFF DUTY
PERSON VEHICLE ASSIGNED TO	ASSIGNMENT

POLICE DAMAGE	CIVILIAN DAMAGE	VEHICLE OPERATION
[ ] NONE [ ] MINOR [ ] MODERATE [ ] SEVERE	[ ] NONE / UNKNOWN [ ] MINOR [ ] MODERATE [ ] SEVERE	[ ] ROUTINE OPERATION [ ] RESPONDING TO CALL [ ] IN PURSUIT [ ] PARKED

[redacted] Y N LOCATION TOWED TO

DATE / TIME RMV MAINTENANCE TELEPHONED | DATE / TIME RAS SENT

NARRATIVE

On the listed date [redacted] picked up his marked police cruiser from Central Fleet after a regular PM check. After driving approximately 2 miles [redacted] large, smelling smoke in his vehicle. A citizen advised he had fire coming from the undercarriage of his vehicle [redacted] exited his vehicle, at which time the entire front compartment of the vehicle burst into flames. PFC Thompson who had been driving in front of [redacted] exited his vehicle to assist. Fire Board was notified and responded. Because the flames had melted the hood strut holes were punched in the hood and forced open to put out the flames under the hood. The entire front of the vehicle to include the undercarriage and engine compartment were destroyed. Central Fleet responded to recover the vehicle [redacted] transported [redacted] to PGH for decontamination. He was released and sent home for the remainder of his tour.

[redacted]

ARINC VEHICLE INSTALLATION FACILTY

VEHICLE REPAIR REPORT

Date: 6/13/01 Time: 1145 - 1152

Officer Name: [redacted] ID#: 1730

Vehicle No: 4123 District: _____ Phone No. _____

What problem is the Officer having?

SCREEN STOP WORKING (TOUCH SCREEN)

Repairs made: FIXED

What equipment was replaced?

[redacted]

6-13-01

Maint Tech. Signature

ARINC VEHICLE INSTALLATION FACILTY

VEHICLE REPAIR REPORT

Q17278

Date: 5/30/01 Time: 1000

Officer Name: [redacted] ID#: [redacted]

Vehicle No: 4123 District: ZZZ Phone No.: [redacted]

What problem is the Officer having? Unable to perform Query Request. You must log on with NEW Password before accessing S.I.

LOGGED ON BEFORE AND IT USE TO WORK

Repairs made:

What equipment was replaced?

[redacted]

Maint. Tech. Signature

ATTACHMENT G
ARINC VEHICLE INSTALLATION FACILITY
Vehicle Post-Installation Inspection Checklist

Vehicle No. 4123

	Verify that the base plate is securely bolted.	
✓	Tracer 2000 Installation - Verify that the correct Tracer model was installed for that vehicle make and model - Properly mounted to base plate - All keyboard keys are mapped in placed - Monitor and cabling	
✓	Console Installation - Console is properly mounted to baseplate - MagSwipe Reader	
N/A	- Reinstallation of radios and siren	NOT INSTALLED
✓	- Arm Rest - Faceplates/Spacer Plates - Microphone and cup holders - Check for burrs or sharp edges - Verify that console does not impede adjustment of front seats.	
N/A	- Verify the console does not interfere with the officer's ability: - to secure and release his/her seat belt - to draw his/her pistol from the holster while seated in the driver position	NO OFFICER ASSIGNED
✓	Is antenna correctly positioned and installed.	
✓	Modem - Correctly positioned and installed? - Modem cage installed on Crown Vics?	EMPLA 1
✓	Are applications loaded? - Windows 98 - RADCOM - Xpediter - WinLock	
N/A	- Sierra Wireless "Watcher" modem software (Includes adding IP Addrs)	NEED UPGRADE NEED IP ADDRESS
✓	Are cables properly connected and neatly installed through vehicle?	
N/A	Test lights, siren, and radios.	SIREN AND RADIO NOT INSTALLED

Inspector's Name: Tom Wil

Date: 1-2-00

Rev 3.0

Check By S. Usher

ATTACHMENT E
ARINC VEHICLE INSTALLATION FACILITY
Kit Assembly Checklist

Installer's Name: _____ Date: 1/2/01

Vehicle Number: 4123 Model: 2001 CHEVY IMPALA

	Tracer monitor/CPU	309927	MOUNT	309997
	Power Supply	306928		
	Keyboard	565217		
	Antenna			
	Base Plate			
	Console			
	Face Plates			
	Spacers Plates			
	Arm rest			
	Cup Holders			
	MagSwipe Reader			
	Modem	MR 000 9220514		
	Modem Mount			
	Serial cord for modem			
	Modem Cage (For Crown Vics)			
	Power cord with fuse			
	Wire harness			
	Voltage Arrow			
	1 ½" Split loom for wiring			

Company Confidential — Data not to be disclosed outside of ARINC Incorporated.

ATTACHMENT F
ARINC VEHICLE INSTALLATION FACILITY
Vehicle Drop Off/Pick Up Form

Date: 1-8-01 Time: 0800

Vehicle Drop-Off

Officer's Signature: _____

Officer's Name: _____

District Assigned: _____ Unit: _____

License Plate #: [redacted] Vehicle No. 4123

REASON FOR LEAVING VEHICLE

☑ MDC INSTALLATION ☐ MDC REPAIR ☐ MDC TESTING

Vehicle Drop-off

Use the form on the back of this sheet to inspect the car for pre-installation condition and for personal and loose equipment.

Vehicle Pick-Up

Date: _____ Time: _____

I have inspected the vehicle and tested the MDC equipment. I have found the vehicle and MDC equipment to be functional and in good working order.

My signature below signifies that I have taken possession of the vehicle.

Officer's Signature: _____

Mobile Data Computer Installation Data Sheet

Date: 1-2-01 Time of Arrival: 0800

Cruiser #: 4123

Marked: ✓ Unmarked: ____ (Check one)

Year, Make, and Model: 2001 Chevy Impala

VIN: 2G1WF55K319127578

Officer Name and ID #: _____ Pager/Phone: _____

District Station: _____

Pre-Installation inspection conducted by: Mike Hering

Installer: FutureTech/DCI

Installed equipment: TRACER 2000: 309927
TRACER Mount: 309997
Power Supply: 306988
Keyboard: 565217
Modem: MR0009820514
Antenna: Antenna Plus MP200 GPS
Console: Havis Shield Consolidator console C-1800-IMP

Date/Time Installation Completed: 1-2-00 1200 Officer Notified: _____

Above information documented by: Mike Hering

Siren: _____

Radio: _____

Asset#: A0108811

Neil Cox

Unit/Dept : 500004123
WO Number :
Time Since Op[redacted] : 1825 DAYS
Job code : %
Reason for visit : %
Location : %
Requisition : %
WO status : Completed/
Job status : All

427255

Nikki

Open date	Loc	Unit #	Meter	WO #	S (WO Status)	Req Number	Job Loc	Job code	Job Status	Job code description	V (Visit Reason)	N
02-oct-2001	FMD1	500004123	11545	1021628	C		FMD1	04-02	DON	TOWING CAB & SHEET METAL	B	Y
01-oct-2001	FMD1	500004123	11545	1021590	C		FMD1	01-13	DON	REPAIR BRAKES	D	Y
01-oct-2001	FMD1	500004123	11545	1021590	C		FMD1	06-PM-PMC	DON	PERFORM PM "C" (PM 58)	P	Y
28-jun-2001	FMD1	500004123	7419	1018498	C		FMD1	01-13	DON	REPAIR BRAKES	D	Y
28-jun-2001	FMD1	500004123	7419	1018498	C		FMD1	06-PM-PMB	DON	PERFORM PM "B" (PM 57)	P	Y
02-apr-2001	FMD1	500004123	4023	1015688	C		FMD1	06-PM-PMB	DON	PERFORM PM "B" (PM 57)	P	Y
09-feb-2001	FMD1	500004123	229	1013979	C		FMD1	02-17	DON	REPLACE TIRES, TUBES, LINERS & VALVES	H	Y

RECEIVED
MAR 18 2002
ENS-ENGINEERING

Unit/Dept : 500004123
WO Number :
Time Since Opened : 1825 DAYS
Job code : %
Reason for visit : %
Location : %
Requisition : %
WO status : Completed/
Job status : All

Open date	Loc	Unit #	Meter	WO #	WO Status S	Req Number	Job Loc	Job code	Job Status	Job code description	Visit Reason V	N
02-oct-2001	FMD1	500004123	11545	1021628	C		FMD1	04-02	DON	TOWING CAB & SHEET METAL	B	Y
01-oct-2001	FMD1	500004123	11545	1021590	C		FMD1	01-13	DON	REPAIR BRAKES	D	Y
01-oct-2001	FMD1	500004123	11545	1021590	C		FMD1	06-PM-PMC	DON	PERFORM PM "C" (PM 58)	P	Y
28-jun-2001	FMD1	500004123	7419	1018498	C		FMD1	01-13	DON	REPAIR BRAKES	D	Y
28-jun-2001	FMD1	500004123	7419	1018498	C		FMD1	06-PM-PMB	DON	PERFORM PM "B" (PM 57)	P	Y
02-apr-2001	FMD1	500004123	4023	1015688	C		FMD1	06-PM-PMB	DON	PERFORM PM "B" (PM 57)	P	Y
09-feb-2001	FMD1	500004123	229	1013979	C		FMD1	02-17	DON	REPLACE TIRES, TUBES, LINERS & VALVES	H	Y

HEADER REPORT DETAIL

REQUESTED BY : RBM

PRI[illegible]TY : 1
REP[illegible] # : 505-93691
REPORT NAME : WORK ORDER DETAIL REPORT (WOCOSTRPT)
REPORT DATE/TIME : 14-mar-2002 10:22:27
REPORT COPIES : 1
REPORT OUTPUT TO : WOCOSTRPT_93691.DMP
REPORT FREQUENCY : ONE TIME ONLY
SELECTION CRITERIA : WORK ORDER NUMBER IS BETWEEN 1021628.000000 AND 1021628.000000

SORT CRITERIA : NONE
BREAK CRITERIA : NONE
INCLUSION LIST :
EXCLUSION LIST :

USER NOTE:

REPORT NARRATIVE: None

SPECIAL HELP : None

Unit : 500004123
Year : 2001
Mak : CHEVROLET
Mode : IMPALA
Serial : 2G1WF55KX19127578
Parked : Using Dept : 5000
WO Max $: 0.00 POLICE DEPARTMENT

Work Order : 1021628
Location : FMD1
WO Opened : 02-OCT-2001
WO Completed : 02-OCT-2001
WO Closed : 02-OCT-2001
WO Meter : 11545 M
WO LTDUsage : 11477

Act Labor Hours: 1.00
Est Labor Hours: 0.00 Total Labor Hrs : 1.00
Act vs. Est Lab: *N/A*

WO PART $ 0.00
WO LABOR $ 49.00
WO COMM $ 0.00
TOTAL $ 49.00

Work order notes:
********** Work order originated by RRR on 02-oct-2001 18:27:36
********** Completed Work Order Notes **********
Work order completed at 02-oct-2001 18:29:06 by RRR (RILEY RI).
********** Closed Work Order Notes **********
Work order closed at 02-oct-2001 18:29:10 by RRR (RILEY RI).

Job # : 04-02
esc : TOWING CAB & SHEET METAL
eason : BREAKDOWN
arr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 1.00
Act Labor $: 49.00

Job Notes:
t ed in engine fire..

Labor	Employee ID / Name	Date	Hrs	Tot $		
	F079 TILLERY BA	02-OCT-2001	1.00	49.00	JOB LABOR $	49.00
					JOB TOTAL $	49.00

:t Labor Hours: 1.00
:t Labor Hours: 0.00 Total Labor Hrs : 1.00
:t vs. Est Lab: *N/A*

WO PART $ 0.00
WO LABOR $ 49.00
WO COMM $ 0.00
TOTAL $ 49.00

End of Work Order 1021628

HEADER REPORT DETAIL

REQUESTED BY : RBM

PRIORITY : 1
REPORT # : 505-93688
REPORT NAME : WORK ORDER DETAIL REPORT (WOCOSTRPT)
REPORT DATE/TIME : 14-mar-2002 10:21:18
REPORT COPIES : 1
REPORT OUTPUT TO : WOCOSTRPT_93688.DMP
REPORT FREQUENCY : ONE TIME ONLY
SELECTION CRITERIA : WORK ORDER NUMBER IS BETWEEN 1021590.000000 AND 1021590.000000

SORT CRITERIA : NONE
BREAK CRITERIA : NONE
INCLUSION LIST :
EXCLUSION LIST :

USER NOTE:

REPORT NARRATIVE: None

SPECIAL HELP : None

Unit : 500004123
Year : 2001
Make : CHEVROLET
Model : IMPALA
Serial : 2G1WF55KX19127578
Parked : Using Dept : 5000
WO Max $: 0.00 POLICE DEPARTMENT

Work Order : 1021590
Location : FMD1
WO Opened : 01-OCT-2001
WO Completed : 02-OCT-2001
WO Closed : 02-OCT-2001
WO Meter : 11545 M
WO LTDUsage : 11477

Act Labor Hours: 3.80
Est Labor Hours: 0.00 Total Labor Hrs : 3.80
Act vs. Est Lab: *N/A*

WO PART $ 58.91
WO LABOR $ 186.20
WO COMM $ 0.00
TOTAL $ 245.11

Work order notes:
********** Work order originated by RRR on 01-oct-2001 18:58:36
********** Completed Work Order Notes **********
Work order completed at 02-oct-2001 14:46:01 by DES (SHELTON DARRYL).
********** Closed Work Order Notes **********
Work order closed at 02-oct-2001 14:46:06 by DES (SHELTON DARRYL).

Job # : 06-PM-PMC
Desc : PERFORM PM "C" (PM 58)
Reason : PREVENTIVE MAINT
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 3.80
Act Labor $: 186.20

Job Notes:
[illegible]000 SER..

Labor	Employee ID / Name		Date	Hrs	Tot $		
	F068	TAYLOR VINC	02-OCT-2001	1.16	57.17		
	F068	TAYLOR VINC	02-OCT-2001	0.05	2.45		
	F068	TAYLOR VINC	02-OCT-2001	2.58	126.58	JOB LABOR $	186.20

Parts	Part / Description		Qty	Tot $		
	22123	TRANS FLUID 716	15	18.83		
	22290	953/TRANS.SERVICE K	1	17.42		
	30105	OIL FILTER PH-3387A	1	4.16		
	30113A	MOTOR OIL	5	4.73		
	30156	OIL TREATMENT BG110	1	13.77	JOB PARTS $	58.91
					JOB TOTAL $	245.11

Job # : 01-13
Desc : REPAIR BRAKES
Reason : DRIVER REPORT
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 0.00
Act Labor $: 0.00

Job Notes:
CK BRAKES SQUEAL, VIBRATE..

JOB TOTAL $ 0.00

----------Work Order 1021590 Page 2 ----------

Act Labor Hours:	3.80			WO PART $	58.91
Est Labor Hours:	0.00	Total Labor Hrs :	3.80	WO LABOR $	186.20
Act/Est Lab:	*N/A*			WO COMM $	0.00
				TOTAL $	245.11

========== End of Work Order 1021590 ==========

HEADER REPORT DETAIL

REQUESTED BY : RBM

PRIORITY : 1
REPORT # : 505-93693
REPORT NAME : WORK ORDER DETAIL REPORT (WOCOSTRPT)
REPORT DATE/TIME : 14-mar-2002 10:24:22
REPORT COPIES : 1
REPORT OUTPUT TO : WOCOSTRPT_93693.DMP
REPORT FREQUENCY : ONE TIME ONLY
SELECTION CRITERIA : WORK ORDER NUMBER IS BETWEEN 1018498.000000 AND 1018498.000000

SORT CRITERIA : NONE
BREAK CRITERIA : NONE
INCLUSION LIST :
EXCLUSION LIST :

USER NOTE:

REPORT NARRATIVE: None

SPECIAL HELP : None

Unit : 500004123
Year : 2001
Make : CHEVROLET
Model : IMPALA
Serial : 2G1WF55KX19127578
Parked : Using Dept : 5000
WO Max $: 0.00 POLICE DEPARTMENT

Work Order : 1018498
Location : PMD1
WO Opened : 28-JUN-2001
WO Completed : 28-JUN-2001
WO Closed : 28-JUN-2001
WO Meter : 7419 M
WO LTDUsage : 7351

Act Labor Hours: 1.06
Est Labor Hours: 0.00 Total Labor Hrs : 1.06
Act vs. Est Lab: *N/A*

WO PART $ 7.17
WO LABOR $ 53.33
WO COMM $ 0.00
TOTAL $ 60.50

Work order notes:
********** Work order originated by DES on 28-jun-2001 07:37:08
********** Completed Work Order Notes **********
Work order completed at 28-jun-2001 12:04:27 by CRG (GRAY CHA).
********** Closed Work Order Notes **********
Work order closed at 28-jun-2001 12:04:32 by CRG (GRAY CHA).

Job # : 06-PM-PMB
Desc : PERFORM PM "B" (PM 57)
Reason : PREVENTIVE MAINT
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 1.06
Act Labor $: 53.33

Job Notes:
[illegible]0pm

Labor	Employee ID / Name		Date	Hrs	Tot $		
	F026	HARDESTY GE	28-JUN-2001	1.06	53.33	JOB LABOR $	53.33

Parts	Part / Description		Qty	Tot $		
	30105	OIL FILTER PH-3387A	1	2.51		
	30113A	MOTOR OIL	5	4.66	JOB PARTS $	7.17
					JOB TOTAL $	60.50

Job # : 01-13
Desc : REPAIR BRAKES
Reason : DRIVER REPORT
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 0.00
Act Labor $: 0.00

Job Notes:
CK BRAKE SQUEAK

JOB TOTAL $ 0.00

Act Labor Hours: 1.06
Est Labor Hours: 0.00 Total Labor Hrs : 1.06
Act vs. Est Lab: *N/A*

WO PART $ 7.17
WO LABOR $ 53.33
WO COMM $ 0.00
TOTAL $ 60.50

End of Work Order 1018498

OC: FMD1

WO#: 1018498

NIT # : 500004123
ESCRIPTION: 2001 CHVRL IMPALA
ERIAL # : 2GIWF55KX19127578
ICENSE : PG2290 (MD)
WNER DEPT : 5000
SING DEPT : 5000
OTIFY : [redacted]
ELEPHONE :
OMMENT :

WO OPEN DATE: 28-JUN-2001 07:36
WO DUE DATE : 28-JUN-2001
WO METER : 7419 MI
WO METER2 : 0 NA
WO LTD USAGE: 7351
PARKED AT/IN:
TECH SPEC : 2624
2000 IMPALA-PURSUIT
UNIT: 500004123

********** Work order originated by DES on 28-jun-2001 07:37:08
OCATION : FMD1

OB DESCR : PERFORM PM "B" (PM 57)
OB REASON : PREVENTIVE MAINT
ST HOURS : 0.0 EST $ 0.00
OB NOTES : Work request # S JOB # 06-PM-PMB STATUS: WFA
WAITING FOR ASSIGNME

3000pm
CH NOTES :

COMPLETED
JUN 2 8 2001
CLOSED BY:

B DESCR : REPAIR BRAKES
B REASON : DRIVER REPORT
T HOURS : 0.0 EST $ 0.00
B NOTES : Work request # 0 JOB # 01-13 STATUS: WFA
WAITING FOR ASSIGNME

CK BRAKE SQUEAK
CH NOTES :

ITTEN BY : SHELTON DARRYL DATE : 28-JUN-2001 07:37:23

ERATED BY : SHELTON DARRYL DATE : 28-JUN-2001 07:36:26

PROVED BY: _____ DATE : _____

OSED BY : _____ DATE : _____

[redacted]

VEHICLE REPAIR REQUEST

DATE: 6/28

AGENCY: PGCPD

VEHICLE NO.: 4123

DRIVER: [redacted]

PHONE NO.:

WORK LOCATION: 883-7200

MILEAGE: 7419

DRIVER'S CHECK LIST

	YES	NO
• Do you have at least ½ tank of gas?	✓	
• Are you on time for your appointment?	✓	
• Have you removed your personal items?	✓	
• Have you given the keys to the Garage Manager?	✓	
• Have you made your next PM appointment?	✓	

VEHICLE REPAIR INFORMATION

- What is the immediate problem? BRAKE SQUEAK
- Any other minor problems? PM
- When do you need the vehicle back? _____ *(DO NOT USE ASAP)*

P.G.C. FORM #1749

THIS FORM IS TO BE COMPLETED BY THE DRIVER PRIOR TO REPAIR

HEADER REPORT DETAIL

REQUESTED BY : RBM

PRIORITY : 1
REPORT # : 505-93695
REPORT NAME : WORK ORDER DETAIL REPORT (WOCOSTRPT)
REPORT DATE/TIME : 14-mar-2002 10:24:49
REPORT COPIES : 1
REPORT OUTPUT TO : WOCOSTRPT_93695.DMP
REPORT FREQUENCY : ONE TIME ONLY
SELECTION CRITERIA : WORK ORDER NUMBER IS BETWEEN 1015688.000000 AND 1015688.000000

SORT CRITERIA : NONE
BREAK CRITERIA : NONE
INCLUSION LIST :
EXCLUSION LIST :

USER NOTE:

REPORT NARRATIVE: None

SPECIAL HELP : None

Unit : 500004123
Year : 2001
Make : CHEVROLET
Model : IMPALA
Serial : 2G1WF55KX19127578
Parked : Using Dept : 5000
WO Max $: 0.00 POLICE DEPARTMENT

Work Order : 1015688
Location : PMD1
WO Opened : 02-APR-2001
WO Completed : 02-APR-2001
WO Closed : 02-APR-2001
WO Meter : 4023 M
WO LTDUsage : 3955

Act Labor Hours: 0.70
Est Labor Hours: 0.00 Total Labor Hrs : 0.70
Act vs. Est Lab: *N/A*

WO PART	$	13.55
WO LABOR	$	35.00
WO COMM	$	0.00
TOTAL	$	48.55

Work order notes:

********** Work order originated by CRG on 02-apr-2001 14:48:49
********** Completed Work Order Notes **********
Work order completed at 02-apr-2001 17:33:17 by RRR (RILEY RI).
********** Closed Work Order Notes **********
Work order closed at 02-apr-2001 17:33:28 by RRR (RILEY RI).

Job # : 06-PM-PMB
Desc : PERFORM PM "B" (PM 57)
Reason : PREVENTIVE MAINT
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 0.70
Act Labor $: 35.00

Job Notes:
[illegible]0 ck veip

Labor	Employee ID / Name	Date	Hrs	Tot $		
	F073 BYNUM ANTH	02-APR-2001	0.70	35.00	JOB LABOR $	35.00

Parts	Part / Description		Qty	Tot $		
	30105	OIL FILTER PH-3387A	1	4.50		
	30113A	MOTOR OIL	5	4.66		
	46000	MISCELLANEOUS PARTS	1	4.39	JOB PARTS $	13.55
					JOB TOTAL $	48.55

Act Labor Hours: 0.70
Est Labor Hours: 0.00 Total Labor Hrs : 0.70
Act vs. Est Lab: *N/A*

WO PART	$	13.55
WO LABOR	$	35.00
WO COMM	$	0.00
TOTAL	$	48.55

========== End of Work Order 1015688 ==========

HEADER REPORT DETAIL

REQUESTED BY : RBM

PRIORITY : 1
REPORT # : 505-93689
REPORT NAME : WORK ORDER DETAIL REPORT (WOCOSTRPT)
REPORT DATE/TIME : 14-mar-2002 10:21:56
REPORT COPIES : 1
REPORT OUTPUT TO : WOCOSTRPT_93689.DMP
REPORT FREQUENCY : ONE TIME ONLY
SELECTION CRITERIA : WORK ORDER NUMBER IS BETWEEN 1013979.000000 AND 1013979.000000

SORT CRITERIA : NONE
BREAK CRITERIA : NONE
INCLUSION LIST :
EXCLUSION LIST :

USER NOTE:

REPORT NARRATIVE: None

SPECIAL HELP : None

Unit : 500004123
Year : 2001
Make : CHEVROLET
Model : IMPALA
Serial : 2G1WF55KX19127578
Parked : Using Dept : 5000
WO Max $: 0.00 POLICE DEPARTMENT

Work Order : 1013979
Location : FMD1
WO Opened : 09-FEB-2001
WO Completed : 09-FEB-2001
WO Closed : 09-FEB-2001
WO Meter : 229 M
WO LTDUsage : 161

Act Labor Hours: 0.50
Est Labor Hours: 0.00 Total Labor Hrs : 0.50
Act vs. Est Lab: *N/A*

WO PART	$	53.92
WO LABOR	$	25.00
WO COMM	$	0.00
TOTAL	$	78.92

Work order notes:

********** Work order originated by CRG on 09-feb-2001 10:11:52
********** Completed Work Order Notes **********
Work order completed at 09-feb-2001 10:15:57 by CRG (GRAY CHA).
********** Closed Work Order Notes **********
Work order closed at 09-feb-2001 10:16:06 by CRG (GRAY CHA).

Job # : 02-17
Desc : REPLACE TIRES, TUBES, LINERS & VALVES
Reason : NORMAL WEAR
Warr? : No

Est Labor hrs: 0.00
Est Labor $: 0.00
Std Labor hrs: 0.00
Std Labor $: 0.00
Act Labor hrs: 0.50
Act Labor $: 25.00

Job Notes:
None

Labor	Employee ID / Name	Date	Hrs	Tot $		
	F055 HORSEWOOD J	09-FEB-2001	0.50	25.00	JOB LABOR $	25.00

Parts	Part / Description	Qty	Tot $		
	55110 A/S TIRE P225/60V/R	1	53.92	JOB PARTS $	53.92
				JOB TOTAL $	78.92

Act Labor Hours: 0.50
Est Labor Hours: 0.00 Total Labor Hrs : 0.50
Act vs. Est Lab: *N/A*

WO PART	$	53.92
WO LABOR	$	25.00
WO COMM	$	0.00
TOTAL	$	78.92

End of Work Order 1013979

RIGINAL PRINT M/4 E ET DATA BASE PAGE 1

OC: FMDI

1ST PM

WO#: 1015688

NIT # : 500004123
ESCRIPTION: 2001 CHVRL IMPALA
ERIAL # : 2G1WF55KX19127578
ICENSE : PG2290 (MD)
WNER DEPT : 5000
SING DEPT : 5000
OTIFY : [redacted]
ELEPHONE :
OMMENT :

WO OPEN DATE: 02-APR-2001 14:46
WO DUE DATE : 02-APR-2001
WO METER : 4023 MI
WO METER2 : 0 NA
WO LTD USAGE: 3955
PARKED AT/IN:
TECH SPEC : 2624
2000 IMPALA
UNIT: 500004123

********** Work order originated by CRG on 02-apr-2001 14:48:49
OCATION : FMD1

OB DESCR : PERFORM PM "B" (PM 57)
OB REASON : PREVENTIVE MAINT
ST HOURS : 0.0 EST $ 0.00
OB NOTES : Work request # 404966

JOB # 06-PM-PMB STATUS: WFA
WAITING FOR ASSIGNME

3000 ck veip
ECH NOTES :

23

RITTEN BY : GRAY CHA DATE : 02-APR-2001 13:48:55

REATED BY : GRAY CHA DATE : 02-APR-2001 14:46:21

PPROVED BY: _____ DATE : _____

LOSED BY : _____ DATE : _____

30105 - 1
30113A - 5
46000 - 1

COMPLETED
APR 0 2 2001
CLOSED BY:

3000 PM -
ROTATE TIRES

[redacted]

VEHICLE MAINTENANCE

VEHICLE REPAIR REQUEST

DATE: 04/02/01

AGENCY: DGCOPD

VEHICLE NO.: 4123

DRIVER: [redacted]

PHONE NO.: [redacted]

LOCATION: DIST 44

MILEAGE: 4023

DRIVER'S CHECK LIST	YES	NO
• Do you have at least ¼ tank of gas?	✓	
• Are you on time for your appointment?	✓	
• Have you removed your personal items?	✓	
• Have you given the keys to the Garage Manager?	✓	
• Have you made your next PM appointment?	✓	

VEHICLE REPAIR INFORMATION

- What is the immediate problem? PM
- Any other minor problems?
- When do you need the vehicle back? *(DO NOT USE ASAP)*

P.G.C. FORM #1749

THIS FORM IS TO BE COMPLETED BY THE DRIVER PRIOR TO REPAIR

[redacted]

PM CHECKLIST 58

NOTE: INSERT YOUR EMPLOYEE NUMBER WITHIN BRACKETS [ ] AS WORK IS PERFORMED.

VEHICLE NO._____MILEAGE_____

[ ] 1. CHECK ALL LIGHTS:

A) HIGH & LOW BEAM

B) TURN SIGNALS

C) STOP LIGHTS

D) CORNER LIGHTS

E) TAIL LIGHTS

F) FRONT PARKING LIGHTS

G) SPOT LIGHTS

H) DASH LIGHTS

[ ] 2. CHECK WIPERS & WASHERS.

[ ] 3. CHECK MOTOR MOUNTS (FRONT & REAR).

[ ] 4. REMOVE WHEELS TO CHECK LINING WEAR.

[ ] 5. CHECK ADJUSTMENTS OF ALL WHEEL BEARINGS

[ ] 6. CHECK TIRE WEAR & AIR PRESSURE & ROTATE.

[ ] 7. CHECK FOR PROPER ADJUSTMENTS OF ALL BRAKES.

[ ] 8. CHECK PLAY IN BALL JOINTS, IDLER ARM, DRAG LINK & OTHER RELATED FRONT END PARTS

[ ] 9. CHECK PLAY AT U-JOINTS-PULL DRIVE SHAFT.

[ ] 10. CHECK EXHAUST SYSTEM FOR:

A) LEAKS
B) BENT OR BROKEN PIPES
C) RUSTED MUFFLER OR PIPES
D) BROKEN CLAMPS OR HANGERS

[ ] 11. CHANGE CRANKCASE OIL & OIL FILTER.

[ ] 12. CHANGE TRANSSMISION FILTER.

[ ] 13. CHECK FOR LEAKS AT ENGINE, TRANSMISSION DIFFERENTIAL, AXLE SEALS, BRAKES MASTER CYLINDERS & WHEEL CYLINDERS.

[ ] 14. LUBRICATE FRONT END PARTS (BALL JOINTS, TIE ROD ENDS, ETC.).

[ ] 15. CHECK ALL BELTS FOR FEELING AND CRACKS, ADJUST TO CORRECT TENSION.

[ ] 16. PRESSURE CHECK COOLING SYSTEM:

A) CHECK ALL HOSES (INCL. HEATER HOSES) & CLAMPS FOR LEAKS, PEELING, CRACKS.
B) CHECK ANTI-FREEZE & RECORD LEVEL OF PROTECTION: _____

[ ] 17. CLEAN OR REPLACE CRANKCASE BREATHER, OIL FILTER CAP & CARBURETOR AIR FILTER AS NEEDED.

[ ] 18. REPLACE PCV VALVE.

[ ] 19. CHECK DISTRIBUTOR ROTOR ON HIGH ENERGY IGNITION.

[ ] 20. REPLACE FUEL FILTER (IF NEEDED).

[ ] 21. CHECK FOR LEAKS, AT OIL FILTER, AFTER FILLING CRANKCASE & STARTING ENGINE.

[ ] 22. CHECK ALL FLUID LEVELS: I.E. TRANSMISSION MASTER CYLINDER, POWER STEERING PUMP, REAR DIFFERENTIAL, ETC.

[ ] 23. CHECK HEATING & AIR CONDITIONING OPERATION FOR SEASON.

[ ] 24. MAKE A QUICK CHECK OF CHARGING SYSTEM.

[ ] 25. TEST ENGINE EMISSIONS (INCLUDE PRINTOUT WITH PM SHEET).

[ ] 26. LUBRICATE BODY HARDWARE.

[ ] 27. RE-ALIGNMENT OF DOORS WHERE NECESSARY.

[ ] 28. CHECK, CLEAN & SERVICE BATTERY:

A) CLEAN TOP OF BATTERY
B) CLEAN & TIGHTEN BATTERY CABLES
C) ADD WATER, IF NEEDED

[ ] 29. DEGREASE (STEAM CLEAN) ENGINE COMPARTMENT

[ ] 30. VEIP DATE:_____

[ ] 31. ROAD TEST:

A) CHECK BRAKE OPERATION

1) STOPPING DISTANCE
2) PULL LEFT OR RIGHT
3) DRAGGING WHEEL
4) SPONGY PEDAL
5) LOW PEDAL

B) ENGINE PERFORMANCE

C) TRANSMISSION SHIFT PATTERN

1) KICKDOWN (LOW & HIGH)
2) DOWNSHIFT
3) UPSHIFT

D) CORNERING

E) STEERING ALIGNMENT

F) LISTEN FOR SQUEAKS/RATTLES/THUMPS

VEHICLE NO._____ MILEAGE_____

SIGNATURE OF MECHANIC(S) PERFORMING PM_____

PM COMPLETION DATE: _____ TIME: _____

[redacted]

PM CHECKLIST 57

***NOTE:** INSERT YOUR EMPLOYEE NUMBER WITHIN BRACKETS [ ] AS WORK IS PERFORMED.*

VEHICLE NO._____ MILEAGE_____

[ ] 1. ROAD TEST:

- A) CHECK BRAKE OPERATION
- B) ENGINE PERFORMANCE
- C) TRANSMISSION SHIFT PATTERN
- D) CORNERING
- E) STEERING/ALIGNMENT
- F) LISTEN FOR SQUEAKS/RATTLES/THUMPS

[ ] 2. TEST ENGINE EMISSIONS WITH DIAGNOSTIC UNIT. ADJUST OR TUNE ENGINE AS NECESSARY TO ACHIEVE PROPER EPA EMISSION LEVELS.

[ ] 3. CHECK ALL LIGHTS:

- A) HIGH & LOW BEAMS
- B) TURN SIGNALS
- C) STOP LIGHTS
- D) CORNER LIGHTS
- E) TAIL LIGHTS
- F) FRONT PARKING LIGHTS
- G) SPOT LIGHTS
- H) DASH LIGHTS

[ ] 4. CHECK WIPERS & WASHERS.

[ ] 5. CHECK MOTOR MOUNTS (FRONT & REAR).

[ ] 6. REMOVE WHEELS TO CHECK LINING WEAR.

[ ] 7. CHECK ADJUSTMENTS OF FRONT WHEEL BEARINGS

[ ] 8. CHECK TIRE WEAR & AIR PRESSURE.

[ ] 9. CHECK FOR PROPER ADJUSTMENT OF ALL BRAKES

[ ] 10. CHECK PLAY IN BALL JOINTS, IDLER ARM, DRAG LINK & OTHER RELATED FRONT END PARTS.

[ ] 11. CHECK PLAY AT U-JOINTS, LUBRICATE WHERE FEASIBLE.

[ ] 12. CHECK EXHAUST SYSTEM FOR:

- A) LEAKS
- B) BENT OR BROKEN PIPES
- C) RUSTED MUFFLER OR PIPES
- D) BROKEN CLAMPS OR HANGERS

[ ] 13. CHANGE CRANKCASE OIL & OIL FILTER.

[ ] 14. CHECK FOR LEAKS AT ENGINE, TRANSMISSION, DIFFERENTIAL, AXLE SEALS, BRAKES, MASTER CYLINDER & WHEEL CYLINDERS.

[ ] 15. LUBRICATE FRONT END PARTS (BALL JOINTS, TIE ROD ENDS, ETC.)

[ ] 16. CHECK AND SERVICE MANIFOLD HEAT RISER AS NECESSARY (EFR, etc.).

[ ] 17. CHECK ALL BELTS FOR PEELING AND CRACKS, ADJUST TO CORRECT TENSION (1/64" INCH OF DEPRESSION PER INCH OF SEPARATION).

[ ] 18. CHECK FUEL LINES FOR CRACKS OR LEAKS.

[ ] 19. PRESSURE CHECK COOLING SYSTEM:

A) CHECK ALL HOSES (INCL. HEATER HOSES) & CLAMPS FOR LEAKS, FEELING, CRACKS.
B) CHECK ANTI-FREEZE & RECORD LEVEL OF PROTECTION.

[ ] 20. CLEAN OIL FILTER CAP, CRANKCASE BREATHER & CARBURETOR AIR FILTER.

[ ] 21. CLEAN & SERVICE PCV.

[ ] 22. CHECK FOR LEAKS, AT OIL FILTER, AFTER FILLING CRANKCASE & STARTING ENGINE.

[ ] 23. CHECK ALL FLUID LEVELS: TRANSMISSION, MASTER CYLINDER, POWER STEERING PUMP, REAR DIFFERENTIAL, ETC.

[ ] 24. CHECK HEATING AND AIR CONDITIONING OPERATION FOR SEASON.

[ ] 25. MAKE A QUICK CHECK OF CHARGING SYSTEM.

[ ] 26. LUBRICATE BODY HARDWARE:

A) HOOD HINGES & LOCKS
B) DOOR HINGES, ROLLERS, STRIKER PLATES AND LOCKS
C) REAR SPRING SHACKLES, ETC.

[ ] 27. RE-ALIGNMENT OF DOORS WHERE NECESSARY.

[ ] 28. FRONT END ALIGNMENT.

[ ] 29. CHECK, CLEAN & SERVICE BATTERY:

A) CHECK & RECORD SPECIFIC GRAVITY
B) CLEAN TOP OF BATTERY
C) CLEAN & TIGHTEN BATTERY CABLES
D) ADD WATER, IF NEEDED

[ ] 30. VEIP DATE:_____

[ ] 31. ROAD TEST:

A) CHECK BRAKE OPERATION:

1) STOPPING DISTANCE
2) FULL LEFT OR RIGHT
3) DRAGGING WHEEL
4) SPONGY PEDAL
5) LOW PEDAL

B) ENGINE PERFORMANCE

C) TRANSMISSION SHIFT PATTERN

1) KICKDOWN (LOW & HIGH)
2) DOWNSHIFT
3) UPSHIFT

D) CORNERING

E) STEERING ALIGNMENT

F) LISTEN FOR SQUEAKS/RATTLES/THUMPS

VEHICLE NO._____ MILEAGE_____

SIGNATURE OF MECHANIC(S) PERFORMING PM_____

PM COMPLETION DATE: _____ TIME: _____

437760

ESIS

An Insurance Services Company

ESIS/GM Central Claims
M/C: 482 C20 D71
P.O. Box 300
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Janice Lapinski
Claims Administrator

March 6, 2003

[redacted]

Newtown, PA [redacted]

RE: Our File No.: 437760
Our Client: General Motors Corporation
Date/Event: April 7, 2002

Dear [redacted]

We have reviewed your claim and at this time are unable to find evidence of a product defect. At this time, General Motor's posture remains the same. Once again, we are sorry that we cannot assist you in this matter.

Sincerely,

Janice Lapinski
Claims Administrator
313.665.3415

CC: File

PAR CASE INFORMATION 437760

Problem ID: 06736571

Name: [redacted]	VIN: 2G4WB52K5Y1155606
Address: [redacted]	MAKE: BUICK
NEWTOWN, PA [redacted]	MODEL: REGAL LS SEDAN
Phone: [redacted]	YEAR: 2000
	ODOMETER: 35,000

NAME: [redacted]	ACCOUNT/POLICY:
COMPANY:	SERVICE DEALER: PERUZZI PONTIAC-BUICK-GMC
ADDRESS:	CONTRACT: N/A
	SELLING DEALER: PERUZZI PONTIAC-BUICK-GMC
PHONE:	CONTRACT: N/A
TYPE: Attorney General	PAYEE: No

CONTACT ID:	C0000000243680	BODY INJURY:	No
DRIVER NAME:	[redacted]	COLLISION:	No
DRIVER AGE:		PROPERTY DMG:	No
DISABILITIES:	N/A	NON COLL:	Yes
ROAD SURFACE:	Asphalt	DMS ABV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	[redacted]
# PEOPLE IN VEHICLE:	2	AGENT NAME:	BETSY WEBBER
INJURIES:	No	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	THERMAL EVENT UNKNOWN O	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	NONE
INSURANCE COMPANY:	PRUDENTIAL	INVEST SUMMARY:	SEE HISTORY
INSURANCE COMPANY ADDR:	PO BOX 977	AGENT PHONE:	888-437-3688
INSPECTION:	NORSHAM PA 19044	INCIDENT DATE & TIME:	04/07/2002 07:00:00 AM
INSP NAME:			
INSP DATE:			
INSP MILES:			
INSP DONE:			
PROPERTY DAMAGE:			

INCIDENT LOCATION: INTERSECTION OF RT 413 AND 213 IN LANGHORNE PA
INCIDENT RESULT: CLOSED FWO [redacted] 4-05-02 [redacted] HRS.
VEHICLE LOCATION: INSURANCE COMPANY HAS
MAINTENANCE LOCATION: PERUZZI PONTIAC BUICK
OWNER DESC: cust smelt smoke when driving veh began to smoke cust pulled over and veh caught fire veh is totaled
MORE INFO: betsy webber direct number- 215-491-7671

ID:
PAYEE:
ADDRESS:

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

PAR CASE INFORMATION

Problem ID: 06738571

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: A08
COMPONENT DESCRIPTION 1: Product Allegation
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Fire - Unknown Origin
REPAIR ATTEMPTS 1: 0

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

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: Alleged Thermal Event
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

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

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

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

PAR CASE INFORMATION

Problem ID: 06736571

04/24/2002 - 03:43:23 AM	crm received file and reviewed file for thermal allegation. crm printed file and reviewed the same. crm attempted to contact customer left vms for return call. crm noticed that insurance rep had called and attempted to contact her but out of office until 4-25-02. crm didn't leave vms for insurance representative. larry meeks/per 57255
04/25/2002 - 08:35:28 AM	CRM RETURNED VMS FROM CUSTOMER AND HE GAVE THE FOLLOWING DESCRIPTION OF THE INCIDENT: [redacted] STATES HE HAD BEEN DRIVING ABOUT 1 HR. WHEN WIFE SMELLED SMOKE THEN ABOUT 5 MINUTES LATER SAW SMOKE(WHITE) COMING FROM THE BEAM WERE THE HOOD AND THE FENDER MEET AND THEY PULLED TO SIDE OF THE ROAD AND FRANK STATES HE SAW FLAMES THROUGH THE GRILLE BUT DIDN'T OPEN HOOD. PASSERBY CALLED 911 AND FIRE DEPT ARRIVED IN JEEPS WITH EXTINGUISHERS BUT COULDN'T PUT OUT BY TIME FIRE TRUCK ARRIVED FRONT OF VEHICLE TOTALED. CUSTOMER STATES THE INSURANCE COMPANY AND HIS GAP INSURANCE COVERED LEASE AND NI INJURIES BUT [redacted] SEEKS REIMBURSEMENT OF HIS DEDUCTIBLE AND MONEY SPENT ON MAINTAINENCE AT DEALERSHIPS DURING LEASE TO ASSIST A LOYAL GM CUSTOMER WITH LEASE OF NEW VEHICLE. LARRY MEEKS/PAR/57255
04/25/2002 - 08:46:45 AM	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. 4-Crm closing file and forwarding to ESIS a s customer seeks reimbursement of deductable and maintainence expense. NO injury,NO property damage and NO offer for repair or repurchase..... Larry Meeks/PAR/57255
04/25/2002 - 08:43:56 AM	"CONT" HE CAN GET HELP CRM ADVISED CAN'T EXPLAIN LEASES BUT HE CAN HAVE HIS DEALER SALES MGR CALL THE AREA SALES MGR TO SEE IF THEY CAN'T ASSIST IN GETTING THE TERM OF LOAN HE WANTS. CUSTOMER THANKED FOR HELP CRM CLOSING FILE AND SENDING TO ESIS. LARRY MEEKS/PAR/57255
04/25/2002 - 08:32:38 AM	CRM ASKS FOR VEHICLE LOCATION, CUSTOMER STATES INSURANCE TOOK TO THEIR LOT FOR INSPECTION AND SALAVAGE. CRM ADVISES THAT SINCE VEHICLE NOW OWNED BY INSURANCE COMPANY AND SALVAGED AFTER THEIR INSPECTION CRM UNABLE TO ASSIST AS NO VEHICLE FOR INSPECTION B UT CRM PROVIDED ESIS DATA FOR CUSTOMER TO ADDRESS CONCERN FOR REIMBURSEMENT TO AND EXPLAINED HOW TO DO SO. CUSTOMER ASKED QUESTION ON NEW LEASING AND LENGTH OF LEASES AND HOW AS A loyal S VEHICLE GM CUST"CONT"

[redacted]

Property/Damage Non-Collision | Collision | Body Injury

Type of damage

Primary use of vehicle PERSONAL

Weather condition

Incident/police report

Description

Special instructions and remarks

CAC - CASE PRINT

Request Date: 04/24/2002

PROBLEM ID	07715342	VIN NUMBER	2G4WB52K0Y1165409
CONTACT NAME	[redacted]	MAKE	BUICK
ADDRESS		MODEL	REGAL LS SEDAN
CITY, STATE	NEWTOWN, PA	YEAR	2000
ZIP	[redacted]	VEHICLE MILAGE	34,000
COUNTRY			
PHONE NUMBER			

COMPONENT CODE 1	A08
COMPONENT DESCRIPTION 1	VEH TOTALED
COMPLAINT CODE 1	Other
COMPLAINT DESCRIPTION 1	Fire - Unknown Origin
COMPONENT CODE 2	T01
COMPONENT DESCRIPTION 2	THERMAL EVENT
COMPLAINT CODE 2	Other
COMPLAINT DESCRIPTION 2	Product Allegation GM 1241
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	

04/18/02 CUST STATES THAT HE WAS DRIVING HOME FROM A TRIP TO RELATIVES. CUST STATES THAT THEY STARTED TO SMELL SMOKE IN THE VEH AND THAT THEY PULLED OVER. CUST STATES THAT THEY GOT OUT OF THE VEH AND THA THE VEH CAUGHT ON FIRE. CUST STATES THAT THE FIRE DEPT
HAD TO COME AND PUT THE FIRE OUT. CUST STATES THAT HE FEELS THAT IT WAS A DEFECT IN THE VEH THAT CAUSED THIS TO HAPPEN. CUST STATES THAT IT WAS A VERY FRIGHTENING SITUATION FOR BOTH HE AND HIS WIFE CUST SEEKS TO KNOW WHAT CAUSED CONCERNS. CRM INITIATING PAR.
MARCIE MEAD/PDX/CAC

04/18/02 CUST STATES THAT HE ALSO CALLED GMAC AND THAT HE HAD VERY UNSATISFACTORY SERVICE. CUST STATES THA HE IS NOT HAPPY WITH WHAT HAPPENED AT GMAC. CRM ADVISED CUST THAT SHE WOULD ADD THIS TO THE FILE AS WELL. MARCIE MEAD/PDX/CAC

04/18/02 CUST STATES THAT THE VEH IS TOTALLED THAT IT WAS A LEASED VEH. MARCIE MEAD, PDX, CAC

04/24/02 CUST STATES HE HAS NOT HEARD FROM ANYONE REGARDING HIS VEH CATCHING ON FIRE AS OF YET. CUST SEEKS TO KNOW WHAT IS GOING ON. CRM CONTACTED PAR AND SPOKE WITH MATT. MATT STATES THAT LARRY MEEKS HA BEEN ASSIGNED THE FILE, HIS EXTENSION IS 57265. MATT S
TATES HE WILL HAVE MR. MEEKS CONTACT CUST AS SOON AS HE IS AVAILABLE AND THAT CUST CAN CALL MR. MEEKS' EXTENSION AT ANY TIME. CRM ADVISED CUST OF THE INFO AND MR. MEEKS' PHONE # AND EXTENSION. TRINITY SPERL/CAC PDX

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:	2G4WB52K5Y1195606

VEHICLE INFORMATION

Merchandising Model:	4WB69 - 2000 REGAL LS SEDAN	Warranty Start Date:	12/31/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	12/31/1999	12 miles	12/31/2002	36012 miles
72/100000 SHEET METAL RUST-THROUGH	12/31/1999	12 miles	12/31/2005	100012 miles
36/36000 CORROSION	12/31/1999	12 miles	12/31/2002	36012 miles
96/80000 PCM/CC EMISSIONS	12/31/1999	12 miles	12/31/2007	80012 miles
36/36000 FEDERAL EMISSIONS	12/31/1999	12 miles	12/31/2002	36012 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/20/2000	302507	#	Z7430 - BUICK REGAL PERFORMANCE CARD-ONE FREE OIL CHANGE	6612 miles
12/14/1999	195606	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	10 miles
11/23/1999	195606	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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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:	2G4WB52K5Y1195606

CLAIM HISTORY

Repair Order Date:	06/20/2000	Repair Order Number:	302507	Odometer Reading:	6612 miles

Serviced By:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/23/2000	76	01	#	Z7450 - BUICK REGAL PERFORMANCE CARD-ONE FREE OIL CHANGE	N/A	N/A	N/A	$30.00	Y

Repair Order Date:	12/14/1999	Repair Order Number:	195606	Odometer Reading:	10 miles

Serviced By:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/21/1999	23	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	$3.22	N
11/26/1999	16	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$90.51	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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:	2G4WB52K5Y1195606

VEHICLE BUILD

Merchandising Model:	4WB69 - 2000 REGAL LS SEDAN		
Gross Vehicle Weight Rating:	2016 kg (4445 lb)	Order Number:	BZDWCX
Build Date:	11/23/1999	Build Plant:	2Y1W - GENERAL MOTORS OF CANADA LTD.

OPTION CODES

AG1 - SEAT - 6-WAY POWER, DRIVER SIDE	AK5 - NEXT GENERATION DRIVER & RIGHT
AP9 - TRUNK CONVENIENCE NET	AR9 - BUCKET SEATS & CONSOLE
B34 - FRONT CARPET SAVERS - PKGED	B35 - REAR CARPET SAVERS
CJ3 - DUAL COMFORTEMP AIR CONDITIONER	C79 - LAMP INTR, ROOF RAIL
DE5 - MIRRORS-ELECTRIC OUTSIDE HEATED	DH6 - MIRRORS- LIGHTED VISOR VANITY,
DL5 - DECAL - ROADSIDE SERVICE INFO.	D06 - FRONT CONSOLE WITH ARM REST AND
FE3 - SPORT SUSPENSION	F83 - RATIO TRANSAXLE FINAL DR 3.05
IPD - INTERIOR TRIM DESIGN	JL9 - ANTILOCK BRAKE SYSTEM
K68 - GENERATOR - 105 AMP	L36 - ENGINE- 3800 SERIES II V6
MN3 - TRANSMISSION - AUTO 4SPD	MX0 - TRANSMISSION-4 SPEED ELECTRONIC
NC8 - EMISSION SYSTEM, CALIFORNIA ULEV	NG1 - NORTHEAST EMISSIONS
NP5 - LEATHER WRAPPED STEERING WHEEL	OST - OSHAWA ASSEMBLY
PG1 - WHEELCOVERS- 15" STYLED	QPK - P215/70R15-97S BLACKWALL
UH8 - INSTRUMENT CLUSTER - TRIP ODOM	UL0 - W/STEERING WHEEL RADIO CONTROLS
UQ3 - SPEAKER SYSTEM-CONCERT SOUND II	U77 - ANTENNA - REAR WINDOW
VH9 - LEATHERETTE OWNERS MANUAL COVER	VM3 - 5MPH BUMPER STANDARD FRONT&REAR
V73 - STATEMENT- UE/CANADA PRODUCED	1SA - BASE CAR PACKAGE
12U - GALAXY SILVER METALLIC	14D - MED. GRAY CLOTH

14I - LT GRAY INTERIOR	6HM - SPRING
7HM - SPRING	8JA - SPRING
9JA - SPRING	

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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:	2G4WB52K5Y1195606

CLAIM HISTORY

Repair Order Date:	06/20/2000	Repair Order Number:	302507	Odometer Reading:	6612 miles

Serviced By:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/23/2000	76	01	#	Z7450 - BUICK REGAL PERFORMANCE CARD-ONE FREE OIL CHANGE	N/A	N/A	N/A	$30.00	Y

Repair Order Date:	12/14/1999	Repair Order Number:	195606	Odometer Reading:	10 miles

Serviced By:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/21/1999	23	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	$3.22	N
11/26/1999	16	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$90.51	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Summary

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VIN:	2G4WB52K5Y1195606

VEHICLE INFORMATION

Merchandising Model:	4WB69 - 2000 REGAL LS SEDAN	Warranty Start Date:	12/31/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	12/31/1999	12 miles	12/31/2002	36012 miles
72/100000 SHEET METAL RUST-THROUGH	12/31/1999	12 miles	12/31/2005	100012 miles
36/36000 CORROSION	12/31/1999	12 miles	12/31/2002	36012 miles
96/80000 PCM/CC EMISSIONS	12/31/1999	12 miles	12/31/2007	80012 miles
36/36000 FEDERAL EMISSIONS	12/31/1999	12 miles	12/31/2002	36012 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/20/2000	302507	#	Z7450 - BUICK REGAL PERFORMANCE CARD-ONE FREE OIL CHANGE	6612 miles
12/14/1999	195606	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	10 miles
11/23/1999	195606	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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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:	2G4WB52K5Y1195606

VEHICLE BUILD

Merchandising Model:	4WB69 - 2000 REGAL LS SEDAN		
Gross Vehicle Weight Rating:	2016 kg (4445 lb)	Order Number:	BZDWCX
Build Date:	11/23/1999	Build Plant:	2Y1W - GENERAL MOTORS OF CANADA LTD.

OPTION CODES

AG1 - SEAT - 6-WAY POWER, DRIVER SIDE	AK5 - NEXT GENERATION DRIVER & RIGHT
AP9 - TRUNK CONVENIENCE NET	AR9 - BUCKET SEATS & CONSOLE
B34 - FRONT CARPET SAVERS - PKGED	B35 - REAR CARPET SAVERS
CJ3 - DUAL COMFORTEMP AIR CONDITIONER	C79 - LAMP INTR, ROOF RAIL
DE5 - MIRRORS-ELECTRIC OUTSIDE HEATED	DH6 - MIRRORS- LIGHTED VISOR VANITY,
DL5 - DECAL - ROADSIDE SERVICE INFO.	D06 - FRONT CONSOLE WITH ARM REST AND
FE3 - SPORT SUSPENSION	F83 - RATIO TRANSAXLE FINAL DR 3.05
IPD - INTERIOR TRIM DESIGN	JL9 - ANTILOCK BRAKE SYSTEM
K68 - GENERATOR - 105 AMP	L36 - ENGINE- 3800 SERIES II V6
MN3 - TRANSMISSION - AUTO 4SPD	MX0 - TRANSMISSION-4 SPEED ELECTRONIC
NC8 - EMISSION SYSTEM, CALIFORNIA ULEV	NG1 - NORTHEAST EMISSIONS
NP5 - LEATHER WRAPPED STEERING WHEEL	OST - OSHAWA ASSEMBLY
PG1 - WHEEL COVERS- 15" STYLED	QPK - P215/70R15-97S BLACKWALL
UH8 - INSTRUMENT CLUSTER - TRIP ODOM	UL0 - W/STEERING WHEEL RADIO CONTROLS
UQ3 - SPEAKER SYSTEM-CONCERT SOUND II	U77 - ANTENNA - REAR WINDOW
VH9 - LEATHERETTE OWNERS MANUAL COVER	VM3 - 5MPH BUMPER STANDARD FRONT&REAR
V73 - STATEMENT- US/CANADA PRODUCED	1SA - BASE CAR PACKAGE
12U - GALAXY SILVER METALLIC	14D - MED. GRAY CLOTH
14I - LT GRAY INTERIOR	6HM - SPRING
7HM - SPRING	8JA - SPRING
9JA - SPRING	

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GM Vehicle Inquiry System
Vehicle Component

VIN:	2G4WB52K5Y1195606

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BKT		Traceability:	0015930	
Date Scanned:	11/23/1999	Time Scanned:	14.09.00	Scan Station:	03

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	SLW		Traceability:	X80833149	
Date Scanned:	11/23/1999	Time Scanned:	09.37.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	0ARB		Traceability:	063Z	
Date Scanned:	11/23/1999	Time Scanned:	14.09.00	Scan Station:	03

Component Code:	65 - REAR AXLE ASSEMBLY				
Source Plant:	O - BOC LANSING, MICHIGAN				
Part/Num Broadcast:	WX		Traceability:	3269C1151	
Date Scanned:	11/23/1999	Time Scanned:	16.57.00	Scan Station:	03

Component Code:	74				
Source Plant:	R				
Part/Num Broadcast:	5250		Traceability:	093100126	
Date Scanned:	11/23/1999	Time Scanned:	16.15.00	Scan Station:	03

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)
Source Plant:	9

Part/Num Broadcast:	7440		Traceability:	893231XEL	
Date Scanned:	11/23/1999	Time Scanned:	19.45.00	Scan Station:	03

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	I - INLAND				
Part/Num Broadcast:	4916		Traceability:	2TF5KFQ	
Date Scanned:	11/23/1999	Time Scanned:	09.37.00	Scan Station:	03

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	M - MORTON-THIOKOL				
Part/Num Broadcast:	9582		Traceability:	WVBWB76	
Date Scanned:	11/23/1999	Time Scanned:	12.07.00	Scan Station:	03

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	0070		Traceability:	19323CL19	
Date Scanned:	11/23/1999	Time Scanned:	19.49.00	Scan Station:	03

Component Code:	CA - SEQ NUM (FLEX) BODY ASM				
Source Plant:	O				
Part/Num Broadcast:	ZZ		Traceability:	0840268	
Date Scanned:	11/22/1999	Time Scanned:	08.15.00	Scan Station:	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	2ZZ		Traceability:	0840268	
Date Scanned:	11/18/1999	Time Scanned:	03.09.00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	2PP		Traceability:	1256509	
Date Scanned:	11/22/1999	Time Scanned:	09.54.00	Scan Station:	N/A

Component Code:	CK - SEQ NUM (FLEX) GEN ASM				
Source Plant:	O				
Part/Num Broadcast:	GA		Traceability:	1262730	

Date Scanned:	11/23/1999	**Time Scanned:**	09.20.00	**Scan Station:**	03

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	2GA		**Traceability:**	1262730	
Date Scanned:	11/23/1999	**Time Scanned:**	09.20.00	**Scan Station:**	N/A

Component Code:	CZ - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	N/A		**Traceability:**	609232	
Date Scanned:	11/23/1999	**Time Scanned:**	22.06.00	**Scan Station:**	03

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GM Vehicle Inquiry System
Delivery Information

VIN:	2G4WB52K5Y1195606

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	12/31/1999	Delivery Type:	015 - RETAIL LEASE/INDIVIDUAL	Delivered Odometer:	12 miles

Delivering Dealer:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	35236
		Business Associate Code:	115589

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GM Vehicle Inquiry System
Dealer Information

VIN:	2G4WB52K5Y1195606

INVOICE INFORMATION

Invoice Date:	11/29/1999		
Site Address:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096 (215) 943-6000	Selling Source:	11 - BUICK
		Site Code:	35236
		Business Associate Code:	115589

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GM Vehicle Inquiry System
Warranty Block

VIN:	2G4WB52K5Y1195606

WARRANTY BLOCK

Block Code:	SV	Description:	GOVERNMENT REPORTED SALVAGED	Effective Date:	05/01/2002
Blocked Labor Operations:					
All					
Blocked Claim Types:					
#, A, D, E, F, I, K, L, M, P, Q, S, T, U, 4, 5, 6, 7, 8, 9					

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GM Vehicle Inquiry System
Warranty Block

Back

WARRANTY BLOCK - This section contains information on warranty restrictions that may exist on vehicles. The Warranty Information Network System (WINS) is the source of this information. If warranty block information has not been reported then "Vehicle Has No Current Record of Blocked Warranties" is displayed. This page displays multiple warranty blocks if they exist.

Warranty Block Code - This field contains a two-character code representing restrictions on a vehicle's warranty.

Description - This field contains a brief description of the warranty block. If no description is available then "N/A" is displayed.

Effective Date - This field contains the date the warranty block went into effect. If no date is available then "N/A" is displayed. In this case, the warranty block is always in effect.

Blocked Labor Operations - This field contains labor operations or labor operation ranges that are not accepted by WINS without overriding authorization.

Block Claim Types - This field contains claim types that are not accepted by WINS without overriding authorization.

# - Regular Warranty	B - Parts with Labor	M - Deductible Override
0 - MIC Regular Warranty	C - Parts without Labor	N - GM SPO Warranty
1 - MIC Add Credit	D - Case Add Credit	P - GM Wholesale Use Only
2 - MIC Debit	E - Cadillac Value Protection Plan	Q - GM Wholesale Use Only
3 - MIC Deductible Override	F - Corporate Parts Return	S - Customer Reimbursement
4-7 - N/A	G - Case Debit	T - Transpiration Claim
8 - Certified Used Vehicle	I - Pre-delivery Inspection	U - School Bus
9 - Product Reporting	K - GM Wholesale Use Only	
A - Reciprocal	L - GM Wholesale Use Only	

GM Vehicle Inquiry System
Branded Title

VIN:	2G4WB52K5Y1195606

BRANDED TITLE

Brand Description:	JUNK		
Date Branded:	05/01/2002	Reporting Source Code:	11
Title Number:	54354932PR01	Reporting State/Entity:	PA

The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

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GM Vehicle Inquiry System
Branded Title

Back

BRANDED TITLE - This section of the branded title page displays government reported branded title information on a vehicle. The Polk Company is the source of this information. Updates are received from the Polk Company on a monthly basis. If no brand information is available "No Current Record of Vehicle Title Branding" is displayed. The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Brand Description - This field contains a description of the title brand on the vehicle. If no description is available then a one-character code representing the brand is displayed. If no code is available then "N/A" is displayed.

Date Branded - This field contains the date branded title was issued. If a date is not available then "N/A" is displayed.

Reporting Source Code - This field contains a brand code assigned by the reporting state/entity. This code may vary among different states/entities. If a code is not available then "N/A" is displayed.

Title Number - This field contains the number assigned to a vehicle title by the branding state/entity. If a title number is not available then "N/A" is displayed.

Reporting State/Entity - This field contains the State/Entity that issued the original title brand. If a reporting state/entity is not available then "N/A" is displayed.

GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN:	2G4WB52K5Y1195606

LINE COMMENTS

Repair Order Date:	06/20/2000	Repair Order Nbr:	302507	Odometer Reading:	6612 miles

Serviced By:	PERUZZI PONTIAC-BUICK-GMC 165 LINCOLN HWY FAIRLESS HILLS, PA 19030-1096	Selling Source:	11- BUICK
		Site Code:	35236
		Business Associate Code:	115589

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
06/23/2000	76	01	#	Z7450 - BUICK REGAL PERFORMANCE CARD-ONE FREE OIL CHANGE	N/A	N/A	N/A	$30.00

Comments:	PERFORM LUBE, OIL - FILTER CHANGE STANDARD MAINTENANCE PERFORM LUBE, OIL - FILTER CHANGE

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VINCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
06/12/2002 12:20

VIN: 2G4WB52K5Y1195606 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

2000 REGAL LS SEDAN
12U GALAXY SILVER METALLIC /V6G
14D MED. GRAY CLOTH BUCKET SEAT
ORDER NO. BZDWCX/TRE STOCK NO.
VIN 2G4 WB52 K5 Y1195606

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD25347374

**********FY**********11*35236S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
WB69 REGAL LS SEDAN	22340.00	20441.10	INVOICE 11/29/99
AG1 SEAT - 6-WAY POWER, DRIVER SIDE & MANUAL LUMBAR-PASSENGER SIDE	330.00	283.80	SHIPPED 11/23/99
			EXP I/T 12/07/99
AP9 TRUNK CONVENIENCE NET	30.00	25.80	INT CON 12/07/99
B34 CARPET SAVERS - FRONT	25.00	21.50	PRC EFF 11/23/99
B35 CARPET SAVERS - REAR	20.00	17.20	KEYS U919 S844D
DH6 MIRRORS- LIGHTED VISOR VANITY,	137.00	117.82	WPP-S QTR OPT-1
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	BANK: GMAC - 020
MN3 TRANSMISSION AUTO 4SP 4T65-E	N/C	N/C	CHG-TO 35-236
NG1 NORTHEAST STATES EMISSIONS	N/C	N/C	
			SHIP WT: 3393
			HP: 34.7
			GMS: 20780.76
			MEMO 1144.10

TOTAL MODEL & OPTIONS	22882.00	20907.22	ACT 231	20780.76
DESTINATION CHARGE	560.00	560.00	H/B 261	686.46
DEALER CO-OP ADVERTISING		228.82	ADV 261	228.82
TOTAL	23442.00	21696.04	PAY 310	21696.04

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 20674.48

****

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.

PERUZZI PONTIAC-BUICK-GMC

REMIT TO GMAC NO. 020
VIN 2G4WB52K5Y1195606
$ 21696.04 INV 4AD25347374
DUE 12/07/99 DEALER 35-236

April 25, 2002

F.S.I.S. Central Claims
M.C. 482-C-20-D71
300 Renaissance Center
Detroit, Michigan

RE: File # 06736571
[redacted]
Newtown, P[redacted]
[redacted]

Dear Sir's:
This morning I was in conversation with your Larry Meek, to regretfully report our transitte experience, with our Zero Buick Regal setting on fire, while my wife and I were thru the cute small town of Kingston, Penn. We were advised that Mr. Meek will found a report regarding all the details concerning this incident.

As Loyal G.M. customers from 1950 till present, we have found and satisfied owner of Chevrolets, Pontiacs (Catalinas + Bonnevilles), Oldsmobile, Ciera's and Delta 88's and last, our Buick Regal 2000, which up to 4/7/02 was very satisfactory. Not only was this a transitte and disappointing experience, but also now, a financial burden.

At this time, we are driving a rental vehicle provided

(over)

by my Insurance Company (Prudential) for a limited period of time as transportation to look for a replacement vehicle.

I believe you will agree that we have been put unfairly into a financial bind thru no fault of ours.

Since we provided the proper care recommended by the factory, we strongly feel that General Motors should consider giving us consideration, to make us whole again, so we could be able to get into another General Motors vehicle.

Thanking you in advance for your prompt and kind consideration, and will be looking forward to hearing from you and your favorable reply.

Faithful G.M. Customer
Sincerely,

[redacted]

April 25, 2002

RECEIVED
APR 30 2002
E&IS-GM CLAIMS UNIT

F.S.I.S. Central Claims
M.C. 482-C-20-D71
300 Renaissance Center
Detroit, Michigan

RE: File # 06736571
[redacted]

NO OMNI
NO LP
NO 1241
BD May 1/02

Newtown, PA [redacted]
[redacted]

Dear Sirs:

This morning I was in conversation with your Larry Meek, to regretfully report our traumatic experience, with our 2000 Buick Regal setting on fire, while my wife and I were thru the small town of Doylestown, Penna. We were advised that Mr. Meek will forward a report regarding all details concerning this incident.

As loyal G.M. customers from 1950 till present, we were proud and satisfied owners of Chevrolets, Pontiacs (Catalinas + Bonnevilles), Oldsmobile, Ciera's and Delta 88's and last, our Buick Regal 2000, which up to 4/7/02 was very satisfactory. Not only was this a traumatic and disappointing experience, but also now, a financial burden.

At this time, we are driving a rental vehicle provided

(over)

by my Insurance Company (Prudential) for a limited period of time as transportation to look for a replacement vehicle.

I believe you will agree that we have been put unfairly into a financial bind thru no fault of ours.

Since we provided the proper care recommended by the factory, we strongly feel that General Motors should consider giving us consideration to make us whole again, so we could be able to get into another General Motors vehicle.

Thanking you in advance for your prompt and kind consideration, and will be looking forward to hearing from you and your favorable reply.

Faithful G.M. Customer
Sincerely,

[redacted]

ESIS
An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0154 tel
313.665.0911 fax

May 6, 2002

[redacted] 215-504-9127

Newtown PA [redacted]

RE: FILE #: 06736571
D/EVENT: unknown
CLAIMANT: [redacted]
CLIENT/ACCT: General Motors

Dear [redacted]

We are in receipt of your correspondence. ESIS is the third party claims administrator for General Motors Corporation. We would like to discuss your concerns pursuant to your correspondence.

Please give us a call upon receipt of this letter so we can discuss your concerns. Our office will request a copy of report #06736571 and review its findings.

We look forward to addressing this matter with you.

Sincerely,

Team Leader
Property Damage Unit

hmc

CAC LMAR

GENERAL MOTORS ACCEPTANCE CORPORATION

Recd 5/14/02

Mailing Address: P.O. BOX 971, Horsham, PA 19044
Telephone: 800-200-4622

BRANCHES THROUGHOUT THE WORLD

EXECUTIVE OFFICES DETROIT

May 9, 2002

[redacted]

NEWTOWN, PA [redacted]

Account Number 020-6208-19303

Dear [redacted]

Your lease has been terminated because the vehicle you were leasing from GMAC has been stolen/destroyed. Since your lease included GMAC's gap protection, you owe us only the amount of the insurance deductible, plus the amounts, if any, shown below:

Insurance Deductible	$	100.00
Add - Past Due Monthly Payments (Incl. Sales Tax, etc.)	+$	0.00
Add - Unpaid Fees and Taxes	+$	0.00
Add - Unpaid Late Charges and Extension Fees	+$	0.00
Add - Total Daily Extension Charge (0 days @ $ 0.00/day):	+$	0.00
Add - Excess Odometer Charge (0 miles at $ 0.20 per mile)	+$	0.00
Add - Sales and Use Tax on Excess Odometer	+$	0.00
Add - Other Charges (None)	+$	0.00
Amount owed GMAC	$	100.00

This amount has been deducted from your security deposit. The balance of your security deposit or amount owed GMAC is shown below.

Security Deposit	$	0.00
Plus - Other Funds Received *	+$	0.00
Less - Amount Owed GMAC	-$	100.00
Amount Owed GMAC	**$**	**100.00**

Kay Rollins
1-800-557-5377
X 3633

If you have insurance or a service contract through GN, GMAC, MIC, or CIM as part of your contract, we will cancel it. Make sure any other coverages you no longer want are cancelled. Call the insurance company or the dealer to do this. You have a right to a credit for any refunds.

If you have any questions about your lease, please call us.

Very truly yours,

SMARTLEASE Department

* Note: The amount listed above for Other Funds Received can include any of the following amounts: additional security deposit, past due rentals paid, insurance refund, odometer refund, anticipated payments, prepaid excess depreciation, prepaid excess odometer, or prepaid insurance deductible.

DAW

[illegible]

LESSEE (and CO-LESSEE) ("You") name and address, including county	LESSOR (Retailer)
[redacted] NEWTOWN PA [redacted]	PERUZZI PONTIAC GMC TRUCK INC. 365 LINCOLN HWY. FAIRLESS HILLS PA 19030

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2000	BUICK REGAL	4 DR LS	2G4WB52K5Y1137068		

Dealer Installed Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
$ 1406.40	Your first monthly payment of $ 325.90 is due on 12/30/99, followed by 35 payments of $ 325.90 due on the 30th of each month. The total of your monthly payments is $ 11732.40.	Disposition fee (if you do not purchase the vehicle) $ N/A N/A $ N/A Total $ N/A	$ 12812.30

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	$ 1000.00
First monthly payment	$ 325.90
Refundable security deposit	$ N/A
Title fees	$ 22.50
Registration fees	$ N/A
Sales/use tax	$ N/A
N/A	$ N/A
MSG, NOTARY, DOC FEES, PTA TAX	$ 58.00
Total	$ 1406.40

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

Net trade-in allowance	$ N/A
Rebates and noncash credits	$ 1000.00
Amount to be paid in cash	$ 406.40
Total	$ 1406.40

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 21928.59) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 22329.59
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	− $ 1000.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	= $ 21329.59
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	− $ 13830.78
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 7497.81
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ $ 3265.83
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= $ 10763.64
Lease term. The number of months in your lease	÷ 36
Base monthly payment	= $ 299.00
Monthly sales/use tax (estimated)	+ $ 26.91
N/A	+ $ N/A
Total monthly payment	= $ 325.90

Total monthly payment ..... = $ 525.94

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to 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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ .20 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 14330.78, 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 default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 21929.59
GMAC administrative fee	+	$ 400.00
License/registration/title fees	+	$ N/A
Sales tax	+	$ N/A
Other tax (describe) N/A	+	$ N/A
Optional service contract	+	$ N/A
Optional life insurance	+	$ N/A
Gross Capitalized Cost	=	$ 22329.59

2. THE VEHICLE YOU ARE TRADING _____ (year) (make) (model)

Gross trade-in value		$ N/A
Payoff	–	$ N/A
Net trade-in value	=	$ N/A

3. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, 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 us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE ..... $ 1094.26

Title fees	$ 1094.26
Registration fees	$ 22.50
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ N/A
Excise taxes	$ 960.76
Personal property taxes	$ N/A
Other (describe)	$ N/A
	$ 103.00

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. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		12 miles
Base mileage allowance	+	36000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage	=	36012 miles.

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra 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 $ .20 per mile for each mile beyond 36012 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the wholesale price. There is no excess mileage charge if you buy the vehicle.

6. CHARGE FOR FINES. If the government places a fine on the vehicle [illegible]

7. 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.

Insurer Name N/A

Address N/A

N/A

☐ Life (Lessee Only) ☐ Co-Lessee ☐ Both) Premium $ N/A

Premium $ N/A

Monthly Coverage Limit $ N/A

Lessee's Signature N/A Age N/A

Co-Lessee's Signature N/A Age N/A

8. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty

☐ _____

Warranty papers that are separate from this lease state any 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. 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 BY LESSOR.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust has to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service the [illegible]

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	$ 1094.26
Title fees	$ 22.50
Registration fees	$ N/A
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 968.76
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe)	$ 103.00

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 6% of the part of the payment that is late.

5. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		12 miles
Base mileage allowance	+	36000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage	=	36012 miles.

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra 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 $ .20 per mile for each mile beyond 36012 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

IMPLIED WARRANTY OF MERCHANTABILITY. 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 BY LESSOR.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) Initials _____

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT FAIRLESS HILLS (city) PA (state) ON 12 (month) 30 (day) 99 (year)

LESSEE: _____ BY: _____ CO-LESSEE: _____

LESSOR: PERUZZI PONTIAC GMC TRUCK INC BY: _____ TITLE: AGENT

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: PERUZZI PONTIAC GMC TRUCK INC. BY: _____ TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

GMAC SmartLease® Agreement — Monthly Payment

("You") name and address, including county	LESSOR (Retailer)
[redacted] NEWTOWN PA [redacted]	DAVIS PONTIAC, INC. 922 SECOND ST PIKE RICHBORO PA 18954

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2002	PONTIAC GRAND PRIX	4DR	1G2WK52J57F247672	12	☑ Personal, Family or Household ☐ Business or Agricultural

Dealer Installed Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
$ 1412.43	Your first monthly payment of $ 304.93 is due on 04/30/02, followed by 47 payments of $ 304.93 due on the 30th of each month. The total of your monthly payments is $ 14636.64.	Disposition fee (if you do not purchase the vehicle) $ N/A N/A $ N/A Total $ N/A	$ 15744.14

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	$ 1000.00
First monthly payment	$ 304.93
Refundable security deposit	$ N/A
Title fees	$ 22.50
Registration fees	$ 30.00
Sales/use tax	$ N/A
N/A	$ N/A
OTHER UPFRONT FEES	$ 55.00
Total	$ 1412.43

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

Net trade-in allowance	$ N/A
Rebates and noncash credits	$ 1000.00
Amount to be paid in cash	$ 412.43
Total	$ 1412.43

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 21310.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 22514.00
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 1000.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 21514.00
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$ 10330.75
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 11183.25
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	$ 2252.75
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	$ 13436.00
Lease term. The number of months in your lease	÷	48
Base monthly payment	=	$ 279.75
Monthly sales/use tax (estimated)	+	$ 25.18
N/A	+	$ N/A

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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ .20 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 10438.75, 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 default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 21310.00
GMAC administrative fee	+	$ 595.00
License/registration/title fees	+	$ N/A
Sales tax	+	$ N/A
Other tax (describe) N/A	+	$ N/A
Optional service contract	+	$ 109.00
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Gross Capitalized Cost	=	$ 22514.00

2. THE VEHICLE YOU ARE TRADING _____ (year) (make) (model)

Gross trade-in value		$ N/A
Payoff	–	$ N/A
Net trade-in value	=	$ N/A

3. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, 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 us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	$ 1301.14
Title fees	$ 22.50
Registration fees	$ 120.00
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 1208.64
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe) N/A	$ N/A

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. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		12 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage	=	48012 miles

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $N/A per mile for each unused extra 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 $ .20 per mile for each mile beyond 48012 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

7. 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.

Insurer Name N/A

Address N/A

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's Signature N/A Age N/A

Co-Lessee's Signature N/A Age N/A

8. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty

☐ _____

Warranty papers that are separate from this lease state any 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. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name FIDELITY

Term 48 months, 48000 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 BY LESSOR.

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your liabilities, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will receive this lease, if GMAC is the assignee or if GMAC helped to

[illegible]	$ [illegible]
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 1208.64
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe) N/A	$ N/A

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. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		12 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage	=	48012 miles.

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra 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 $ .20 per mile for each mile beyond 48012 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name FIDELITY

Term 48 months, 48000 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 BY LESSOR.

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing [redacted] us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials _____

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SI[redacted] AT RICHBORO (city) PA (state) ON 04 (month) 30 (day) 02 (year)

LESSEE [redacted] BY: _____ CO-LESSEE: _____

LESSOR: DAVIS PONTIAC, INC. BY: _____ TITLE: AGENT

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: DAVIS PONTIAC, INC. BY: _____ TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Prudential Financial

Prudential General Insurance Company

P.O. BOX 967
HORSHAM, PA 19044-0984
800-247-8276

May 28, 2002

E S I S G M Center Claims
Po Box 300, Mail Code 482c20d71
Detroit, MI 48265-3000

Claim Number: 46W08872A - 92037
Date of Loss: April 7, 2002
Insured: [redacted]
Claimant: General Motors
Policy Number: 28AA240885

... 6 2002
ESIS CLAIMS UNIT

Dear Mr. Thrasher:

Our investigation indicates that General Motors is responsible for the damages sustained by [redacted] in the accident that occurred on 4/7/02.

This is to notify you of our subrogation interests by virtue of payment under the terms of our policy. Please be advised that we are entitled to be reimbursed for any amount we have paid or will become obligated to pay.

If you have any questions, you're welcome to call me at (800) 247-8376, ext. 5968, between 7:45 a.m. and 3:30 p.m. Eastern time, Tuesday through Thursday. I can also be contacted by Fax or my Internet email address. Both are provided below for your convenience.

Sincerely,

Beth Flagler
Claims Representative
Fax: (215) 658-5932
email:

ESIS
An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

313 665-3415 tel
313 665-0911 fax

janice.lapinski@esis.com

Janice Lapinski
Claims Administrator

June 10, 2002

Prudential Financial
Attn: Beth Flagler
P.O. Box 957
Horsham, PA 19044-0984

Your File Number:	46W08872A - 92037
Your Insured:	[redacted]
Our File Number:	437760
Our Client:	GENERAL MOTORS CORPORATION
Date of Event:	April 7, 2002

Dear Ms. Flagler;

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability.

We have received your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report, which states the cause and origin of the alleged defect and the theory of liability of how this is General Motor's responsibility. Please include laser color copies of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices, and also advise if the owner followed through with said repairs.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide damage estimates and\or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.

11. Provide copies of your proof of payment.

12. Advise of the present location of the subject vehicle.

13. Provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.

14. Provide proofs of the transmission and engine oil levels, if applicable.

15. Advised if your insured is or is not a smoker.

Please provide this information by August 12, 2002. As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, We will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for as long as you intend to pursue a claim and/or cause of action. <u>We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.</u>

Sincerely,

Janice Lapinski
Claims Administrator

June 14, 2002

Ms. Janice Lapinski
C.S.P.S. / GM Claims
300 Renaissance Center
Mail Code 482-C20-B71
Detroit, Mi. 48265-3000

JUN 24 2002

Re: [redacted]
Claim # 437760
Buick Regal 2000
I.D. # 2G4WB52K5Y1195606

Dear Ms. Lapinski:

First, please accept my sincerest thanks for your prompt return of my phone call, as compared to other G.M. representatives, that promised to get back to me in reasonable time but never do.

Janice, although I explained to you exactly when and what happened to our vehicle and the traumatic experience that my wife and I had as a result of this incident, please find a copy of my letter to C.S.P.S., as recommended by Harry Meeks, who agreed that we were entitled to restitution due to this incident.

Being seniors, it was our plans to purchase this vehicle upon termination of the lease, but because of this untimely incident, we were forced to make a quick decision to lease another G.M. car for the next four (4) years, in order to satisfy our financial situation.

As a result of a near catastrophy, and thru no fault of ours, in our opinion, General Motors was totally

Cont....

Ms. Janice Lapinski - Re: Frank C. Sodo

satisfied because of insurance coverages paid for by me, but any equity paid in to help us purchase the vehicle was totally lost, e.g.;

Value of Buick Regal New	$21,928.00
Administration Fee	400.00
Total Value	$22,328.00
Residual at Expiration of lease	14,330.00
Equity to purchase auto for residual	$7998.00

other Misc. Expenses:

New Four (4) year extended Insurance	702.00 (inc Tax.
G.M.A.C. Deductible	100.00
Cost of Increase Insurance for 9 months @15 p/m	135.00
Cost of New Registration	142.50
Total Claim	$9077.50

I am sure you understand there are many other expenses associated with replacing, that are factor recommended, aside from the expense, aggravation, time, etc. looking for a replacement vehicle to satisfy our needs and budget.

We feel that our claim is justifiable and realistic, and looking forward to hearing from you and your favorable reply.

Sincerely,

[redacted]

ESIS
An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

313 665-3415 tel
313 665-0911 fax

janice.lapinski@esis.com

Janice Lapinski
Claims Administrator

July 11, 2002

[redacted]

Newtown, PA[redacted]

Dea[redacted]

We have received and reviewed your recent correspondence. In that regard, General Motors will only pay for property damage. They will not reimburse for items such as negative equity, market value related to loss claims, lease costs, registrations costs, or insurance premiums.

I am sorry that we cannot assist you in this matter.

Sincerely,

Janice Lapinski
Claims Administrator

Cc: File

ESIS
An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

313 665-3415 tel
313 665-0911 fax
GT 8/12
janice.lapinski@esis.com

Janice Lapinski
Claims Administrator

August 12, 2002

Prudential Financial
Attn: Beth Flagler
P.O. Box 957
Horsham, PA 19044-0984

YOUR FILE NUMBER: 46W08872A-92037
YOUR INSURED: [redacted]
OUR FILE NUMBER: 437760
OUR CLIENT: GENERAL MOTORS CORPORATION
DATE OF LOSS: April 7, 2002

Dear Ms. Flagler;

Upon reviewing the file, I note that a letter was sent to your attention on June 10, 2002, advising due to insufficient technical documentation regarding the alleged defect, General Motors was unable to honor your subrogation request, and requested additional information. I have enclosed a copy of the letter for your review. As of this writing, I have not received any additional information. If it is Prudential Financial's intent to pursue this matter, please forward the information to me within 30 days, or advise me of the status. If I hear nothing after 30 days, I may have to consider closing this file.

Please feel free to contact me at 313.665.3415 if you wish to discuss.

Respectfully,

Janice Lapinski
Claims Administrator

Cc: File

ESIS
An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800 888 0164 tel
313 665-0911 fax

janice.lapinski@esis.com

Janice Lapinski
Claims Administrator

September 6, 2002

[redacted]

Newtown, PA[redacted]

OUR FILE NUMBER: 437760
OUR CLIENT: GENERAL MOTORS CORPORATION
DATE OF LOSS: April 7, 2002

Dear[redacted]

I am writing to follow up our conversation from August 15, 2002. I discussed with you once again the details of the incident, and advised that I would again take this back to General Motors to appeal your case. Upon speaking to them, they informed me that their posture was still the same. They will only reimburse for property damage. I am sorry that we cannot be of assistance to you in this matter.

Should you have any questions or wish to discuss, please contact Greg Thrasher, 800.888.0164 ext. 3417.

Respectfully,

Janice Lapinski
Claims Administrator

Cc: File

LOPINSKI
4B7760

January 15th, 2003

Mr. Greg Thrasher, Team Leader
c/o E.S.I.S. Inc.
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, Mi. 48265-3000

[redacted]

Re: Claim #06736571

RECEIVED
JAN 21 2003
ESIS-GM CLAIMS UNIT

Dear Mr. Thrasher -

As suggested in our telephone conversation today, attached please find news article, that appeared in our local paper, dated December 5, 2002, that pertains to my auto and others.

Also, for your information, please find copy of Southern Q.A. folder that I received at time of operation of my lease, that might assist you in settling my claim once and for all.

I believe you will agree that we have been very patient, and it's time to reach a settlement, and put this matter to bed.

Looking forward to your prompt reply.

Sincerely

[redacted]

Government upgrades investigation into GM cars

WASHINGTON (AP) — The government has upgraded an investigation into more than 2 million General Motors Corp. cars with 3.8-liter engines after 44 owners complained that the engines caught fire.

The investigation involves 1996 through 2000 models of the Buick Le Sabre, Park Avenue, Regal and Riviera; Oldsmobile 88, 98 and Cutlass; Pontiac Bonneville and Grand Prix; and the Chevrolet Monte Carlo.

Investigators from the National Highway Traffic Safety Administration say the engine can backfire during startup and fracture the plastic intake manifold, which can cause a fire.

In addition to the 44 reports of fire made to the NHTSA, 565 people have complained to GM about the problem. It's unclear how many of the complaints involved a fire, but two people told the company they were injured.

GM recalled 275,811 cars with the same engine after similar complaints surfaced in 1996.

GM spokesman Jim Ashell said the company is cooperating with the NHTSA on the investigation. The agency's report says the automaker maintains the condition is not an unreasonable safety problem.

The investigation into the GM vehicles has been taken up to the second level.

The agency's investigations can lead to a recall, but many are dropped.

The GM investigation was detailed in a report of October actions taken by the NHTSA investigators that was released yesterday. The agency also opened investigations into two other vehicles based on reports of engine fires.

Thirty-five people have reported fires in 1997-2002 Toyota Camry cars, 28 of which started when the vehicle was on the road. Eight of the owners said they were traveling at more than 35 mph. Two crashes and one injury were reported.

And three owners of the 2002 Mazda Altima with a 2.5-liter engine said the engine caught fire without warning while they were driving. All three vehicles were totaled and one person was injured while leaving the car.

The NHTSA also:

■ Closed an investigation into the fires Volkswagen Jetta and Passat after the automaker agreed to a recall and extended warranty. Volkswagen will recall about 10,000 Passat cars because an electrical problem in the ignition switch can cause the headlights and windshield wipers to fail. The company will extend the warranty on the ignition system for 100,000 additional 1998-1997 Passat and Jetta cars from 2 years/24,000 miles to 8 years/100,000 miles.

■ Opened an investigation into about 63,[illegible] Honda Accords from the 1992-1994 [illegible]. Ten people have complained that [illegible] with their grill grew without warning [illegible] one said they were injured [illegible]. An investigation into the 1999 [illegible] Taurus and Mercury Sable because of [illegible] reports that the front suspension coil spring [illegible] and puncture the adjacent tire. [illegible] NHTSA said all the complaints came [illegible] saying that tire salt on the roads to melt ice [illegible]

■ Opened an investigation into 2001-2002 [illegible] the Acura 3.2 TL and 3.2 CL because [illegible] complaints about transmission problems that can cause the cars to quickly lose speed [illegible] come to a stop. Two crashes and [illegible] injuries were reported. The NHTSA estimates about 265,000 of the cars are on the road.

termination obligations. In some instances, the insurance proceeds may not meet the full amount of the early termination obligation. In that case, you may wish to select the "substitute vehicle option," or, if you still wish to terminate early, you can pay the remaining early termination amount.

Q: What if I want to purchase my lease car or truck at lease end?

A: You may purchase your current lease vehicle at lease end for the guaranteed purchase price indicated in your SmartLease contract. (Please note that this option to purchase is not available in Wisconsin.) If you wish to take advantage of this option or have any questions, please contact your Dealer at least 15 days in advance. GMAC may also be able to assist you in financing the purchase of this vehicle.

Q: Is the General Motors Protection Plan available for SmartLease vehicles?

A: Yes. If you have not already done so, and desire additional mechanical coverage, the General Motors Protection Plan is still available. If you would like more information on GM Protection Plan, please contact your dealer.

Q: May I lease a used car or truck through the SmartLease program?

A: No, you may not lease a used vehicle through SmartLease. Only new, previously unregistered vehicles are eligible.

Thank you for your confidence in SmartLease and General Motors. GMAC, your GM division and your dealer want to make your lease experience an excellent one. If you have any questions or would like more information regarding SmartLease, call your local dealer or feel free to contact us at **1-800-32-SMART.**

SMARTLEASE by GMAC

MAKING THE MOST OF YOUR

SMARTLEASE by GMAC

Answers to commonly asked questions regarding your SmartLease

Q.A.

Q: What happens at the end of my SmartLease?

A: ***You will need to decide how to meet your transportation needs when your SmartLease ends.*** You may want to lease or purchase a new vehicle. If so, it's a good idea to visit your dealer several weeks before lease end to select your next new vehicle.

When you return your vehicle to your Dealership, a lease-end evaluation of your vehicle will be performed. For your convenience, you may want to make an appointment for this evaluation. The information from the evaluation will be used by GMAC to determine whether excess mileage or excessive wear and use charges are applicable for your lease vehicle. You will then be notified by GMAC if any charges are due. If you've maintained your vehicle, have no excess wear or mileage and have kept the other agreements in your lease, you will not incur any additional charges.

Q: What is excessive wear and use?

A: Excessive wear and use is any wear or damage to your vehicle beyond what is considered normal use. Examples of excessive wear and use include:

- Broken glass
- Damaged body and trim
- Torn, damaged or stained interior
- Missing parts or equipment
- Mechanical conditions that cause the vehicle to operate in a noisy, rough or improper manner

Additional detail is provided in your lease agreement.

Q: What can I do to prevent excessive wear on my lease vehicle?

A: Keep your vehicle in good overall working condition and follow the recommended maintenance schedule in the owner's manual. Because excessive wear and use of your lease vehicle becomes your financial liability at lease end, it makes good financial sense to maintain your vehicle.

Important steps to remember include:

- Wash and wax your vehicle on a regular basis to protect the paint finish
- Perform periodic checks on fluid levels, including oil, transmission and engine coolant
- Rotate tires on a regular basis
- Replace any lost or stolen items and repair damaged items
- Perform routine maintenance (Please see the owner's manual for the maintenance schedule which is specific [illegible] your model)

Q: What if I want to return my lease vehicle before my lease is up?

A: You may terminate your lease early by notifying your GMAC branch office 15 days in advance. However, you may have an additional financial obligation upon early termination. Details on early termination are outlined in your lease contract. If you are interested in early termination, it is a good idea to contact your Dealer to determine what, if any, charges will be applicable.

Q: What happens if my lease vehicle is stolen or totaled in an accident?

A: You should contact both your insurance company and your GMAC branch representative immediately. Your insurance company will determine the settlement amount to which you are entitled. You can apply this coverage in one of two ways (the choice is yours):

1. You may continue your current lease with a substitute vehicle of like value for the same monthly payment. The insurance settlement amount is used to acquire the substitute vehicle for you.

2. You may terminate your lease early. The insurance settlement amount is used to meet your early

ESIS
An Insurance Services Company

ESIS/GM Central Claims
M/C: 482 C20 D71
P.O. Box 300
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

GT 2/11

Janice Lapinski
Claims Administrator

February 11, 2003

[redacted]
Newtown, PA[redacted]

RE: Our File No.: 437760
Our Client: General Motors Corporation
Date/Event: April 7, 2002

Dear[redacted]:

We have received your recent correspondence. Per your conversations with Greg Thrasher, we will review your claim. Once we have an answer back from our client, General Motors, we will contact you at that time with our posture.

Respectfully,

Janice Lapinski
Claims Administrator
313-665-3415

cc: File

440597

PAR CASE INFORMATION

Problem ID: 06784383

CONTACT INFORMATION

Name: [redacted]
Address: [redacted]
SEQUIM, WA [redacted]
Phone: [redacted]

BRC CONTACT INFORMATION

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

VEHICLE INFORMATION

VIN: [redacted]
MAKE: PONTIAC
MODEL: GRAND PRIX GT SEDAN
YEAR: 1999
ODOMETER: 60,500

ACCOUNT/POLICY:
SERVICE DEALER: RUDDELL AUTO MALL
CONTRACT: N/A
SELLING DEALER: RUDDELL AUTO MALL
CONTRACT: N/A
PAYEE: No

PAR DETAILS

CONTACT ID: C0000031681141
DRIVER NAME: NONE
DRIVER AGE: [redacted]
DISABILATIES: NONE
ROAD SURFACE: Gravel
ROAD CONDITION: Dry
PEOPLE IN VEHICLE: 0
INJURIES: Yes
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: ENGINE
POLICE REPORT: Yes
INSURANCE: Yes
INSURNCE COMPANY: FARMERS INSURANCE
INSURANCE COMPANY ADDR: SEQUIM, WASHINGTON
INSPECTION: INSP NAME:
04/21/2002 01:00:00 AM
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: AT CUSTOMER'S RESIDENCE
[redacted]
SEQUIM, WA [redacted]
INCIDENT RESULT: Forwarding File to Eds
VEHICLE LOCATION: CUSTOMERS HOME: [redacted], SEQUIM, WA [redacted]
MAINTENANCE LOCATION: [redacted]
OWNER DESC: [redacted]
MORE INFO: [redacted] TO PUT IT OUT. OUT STATES SOME PROPERTY [redacted]

BODY INJURY: Yes
COLLISION: No
PROPERTY DMG: No
NON COLL: Yes
DMB ABV K: No
NOTIFY NAME: CUSTOMER
AGENT NAME: MIKE LEMON
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: No Inspection
AGENT PHONE: 999-999-9999
No INCIDENT DATE & TIME:

REIMBURSEMENT INFORMATION

ID:
PAYEE:
ADDRESS:

COMPANY:
AMOUNT:
ACCT_TYPE:
ACCT_NUM:
TAX_ID:
ISSUE_1099:

PAR CASE INFORMATION

Problem ID: 06784383

POLICY NUM:

UCC CODE INFORMATION

DESCRIPTION:
SOLUTION:
COMPONENT CODE 1: J01
COMPONENT DESCRIPTION 1: ENGINE FIRE
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Engine
REPAIR ATTEMPTS 1: 0
COMPONENT CODE 2: T01
COMPONENT DESCRIPTION 2: Thermal Event
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Product Allegation GM 1241
REPAIR ATTEMPTS 2: 0
COMPONENT CODE 3: A06
COMPONENT DESCRIPTION 3: Par
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION3: Fire
REPAIR ATTEMPTS 3: 0

COMPONENT DESCRIPTION 4: COMPONENT CODE 4: Thermal Event A04
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

05/06/2002 - 06:13:05 AM - 6:13pm - crm attempted to contact cust no answer crm left message with phone # and ext 57068 Roger Lewis Par / Tampa

05/06/2002 - 06:52:38 AM - 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 will close file and fowar
d to ESIS Roger Lewis Par / Tampa

05/06/2002 - 06:34:09 AM - 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 flame
s 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

PAR CASE INFORMATION

Problem ID: 06784383

	approx. 28,000mls and he performs all oil changes and things of that nature crm adv cust that case will be forwarded to ESIS due to injuries crm will close file Roger Lewis Par / Tampa
07/26/2002 - 03:42:06 AM	Rec'd call from AVM/Dorian Taft & he was at dlrship. He wanted to know what is going on since customer is coming to dlrship "raising cane". Put him on hold. Conferred with colleagues. PAR/Lewis "out" until Weds 7/31/02. Called ESIS & they have no re cord of file. Mgr/DePalma requests resend of file to ESIS & "rush". Advised Mr. Taft. I am FTT CRM. Getting assistance with forwarding file to ESIS. **Schille/PAR**

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:	1G2WP52K5XF220408

VEHICLE INFORMATION

Merchandising Model:	2WP69 - 1999 GRAND PRIX GT SEDAN	Warranty Start Date:	10/28/1998
BARS Order Type	50 - FLEET		
Delivering Dealer :	N/A	Selling Source:	N/A
		Site Code:	N/A
		Business Associate Code:	N/A

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	10/28/1998	0 miles	10/28/2001	36000 miles
72/100000 SHEET METAL RUST-THROUGH	10/28/1998	0 miles	10/28/2004	100000 miles
36/36000 SHEET METAL CORROSION	10/28/1998	0 miles	10/28/2001	36000 miles
96/80000 PCM/CC EMISSIONS	10/28/1998	0 miles	10/28/2006	80000 miles
36/36000 FEDERAL EMISSIONS	10/28/1998	0 miles	10/28/2001	36000 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/23/2000	033750	#	K7060 - TRANS CONV SEAL RPL	27401 miles
11/30/1999	032783	#	N2155 - L/R DR WIN SWCH RPL	26915 miles
05/09/1999	078346	#	L1197 - SENSOR, FUEL LEVEL (TANK UNIT) - REPLACE.	10347 miles
01/18/1999	283233	#	N0766 - STP,TAIL&TURN BB RP	3864 miles
09/28/1998	A20408	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

1999 GRAND PRIX GT SEDAN
81U PAINT, BRIGHT RED /V6G
122 TRIM, GRAPHITE
ORDER NO. RDJ915/F 4 STOCK NO.
1G2 WP52 K5 XF220408

PONTIAC/GMC I SION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1006
VEHICLE INVOICE 2AD23417908

**********16*233938

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2WP69 GRAND PRIX GT SEDAN	21145.00	18501.88	INVOICE 09/28/98
AR9 SEAT, LEATHER SEATING SURFACE	475.00	403.75	SHIPPED 09/28/98
BF9 FLT-FLOOR MATS DELETE CREDIT	45.00-	38.25-	EXP I/T 10/12/98
BQ2 FLT-AVIS CORP	0.00	0.00	INT COM 10/19/98
L36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	PRC EFF 08/20/98
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	KEYS DF40 DF40
R6U CREDIT IN LIEU OF FUEL	0.00	15.30-	WFP-F QTR OPT-1
UP3 RADIO, AM/FM STEREO W/COMPACT DISC PLAYER,GRAPHIC EQUALIZER 6-SPEAKER SOUND SYSTEM AND REAR WINDOW ANTENNA	165.00	140.25	FAN: 234R0803 BANK: GMAC - 085 CHG-TO 23-393 SHIP-TO 75-101
VN9 FLT-NATIONAL DLY RENT/100% REP	0.00	0.00	AVIS RENT A CAR
V2C 16" 5-SPOKE ALUMINUM WHEELS	325.00	276.25	SOUTH SAN FRA CA
YF5 CALIFORNIA EMISSIONS	N/C	N/C	
1SB OPTION PACKAGE - 1SB	815.00	692.75	SHIP WT: 3359
* OVERHEAD CONSOLE			HP: 34.7
* REAR SEAT PASS THRU			COST PO NUMBER:
* STEERING WHEEL, LEATHER WRAPPED W/ RADIO CONTROLS			902079301 DAN: 02079
* POWER SEAT, DRIVER 6-WAY			MEMO 1144.00
* TRUNK CARGO NET			
* SECURITY PACKAGE(INCLUDES REMOTE KEYLESS ENTRY/THEFT DETERRENT SYSTEM)			

TOTAL MODEL & OPTIONS	22880.00	19961.33	ACT 231 20521.33
DESTINATION CHARGE	560.00	560.00	
TOTAL	23440.00	20521.33	PAY 310 20521.33

****

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

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

PROSPECT MOTORS/AVIS/CA

REMIT TO GMAC NO. 085
VIN 1G2WP52K5XF220408
$ 20521.33 INV 2AD23417908
DUE 10/19/98 DEALER 23-393

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:	1G2WP52K5XF220408

VEHICLE INFORMATION

Marketing Model:	2WP69 - 1999 GRAND PRIX GRAND AM	[illegible]	10/23/1998
BARS Dealer Type:	80 - FLEET		
Delivering Dealer:	N/A	[illegible]	N/A
		[illegible]	N/A
		Business Associate Code:	N/A

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

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Type	Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000	BUMPER TO BUMPER - NO DEDUCTIBLE	10/23/1998	[illegible]	[illegible]	36,000 miles
[illegible]	[illegible]	10/23/1998	[illegible]	[illegible]	[illegible]

CLAIM HISTORY

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
09/28/1999	1A20408	[illegible]	29000 - NEW VEHICLE INSPECTION ALLOWANCE	[illegible]	[illegible]

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GIVA 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:	1G2WP52K5XF220408

CLAIM HISTORY

Repair Order Date:	[illegible]	Repair Order Number:	033780	Odometer Reading:	[illegible]
Serviced:	RIDDELL AUTO MALL PO BOX 370 PORT ANGELES, WA 98362-0038 (360) 452-6822	Selling Source:	[illegible]		
		Site Code:	[illegible]		
		Business Associate Code:	[illegible]		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Failure Code	Labor Total	Comments
[illegible]/2000	34	01	[illegible]	K7060 - TRANS CONV SEAL RPL	24204772 - SEAL ASM	N/A	N/A	[illegible]	[illegible]

Repair Order Date:	11/30/1999	Repair Order Number:	032783	Odometer Reading:	26015 miles
Serviced:	RIDDELL AUTO MALL PO BOX 370 PORT ANGELES, WA 98362-0038 (360) 452-6822	Selling Source:	[illegible]		
		Site Code:	[illegible]		
		Business Associate Code:	[illegible]		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Failure Code	Labor Total	Comments
05/27/1999	962	01	[illegible]	LI197 - SENDER, FUEL LEVEL (TANK UNIT) - REPLACE	25323514 - SENDER, KI	N/A	N/A	[illegible]	N/A

Repair Order Date:	01/18/1999	Repair Order Number:	283233	Odometer Reading:	3804 miles

Serviced By:	AVIS RAC SYSTEM P O BOX 2521-OAKLAND INTN'L AIRPORT OAKLAND, CA 94614-0521	Selling Source:	16 – PONTIAC
		Site Code:	71745
		Business Analysis Code:	1[illegible]45

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/18/1999	934	01	[illegible]	N0766 -STP,TAIL&TURN BB RP	06041819	N/A	N/A	$19.78	[illegible]

Repair Order Date:	[illegible]	Repair Order Number:	[illegible]	Odometer Reading:	[illegible]

Serviced By:	[illegible]	Selling Source:	[illegible]
		Site Code:	[illegible]
		Business Analysis Code:	[illegible]

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/01/1998	894	01	I	Z7000 -NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$[illegible]	N/A

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN	1GZWP52K[illegible]

VEHICLE BUILD

[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible] (4400 lb)	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]

OPTION CODES

[illegible]	AG1 - [illegible]
[illegible]	AP9 - [illegible]
[illegible]	AT1 - [illegible]
[illegible]	BP9 - [illegible]
[illegible]	C60 - [illegible]
[illegible]	DK6 - [illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]

[illegible] - CALIFORNIA EMISSIONS	[illegible] - VEHICLE
1SB - OPTION GROUP - 1SB	1SZ - SLE SPECIAL EDITION SAVINGS
121 - TRIM, GRAPHITE	122 - TRIM, GRAPHITE
6JT - COMPONENT FRT LH COMPUT SEL BUS	7JT - COMPONENT FRT RH COMPUT SEL BUS
8DH - COMPONENT RR LH COMPUT SEL BUS	81U - PAINT BRIGHT RED
9DH - COMPONENT RR RH COMPUT SEL BUS	

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1GZWP52K5XF220408

Vehicle Component

Component Code:		10 - ENGINE ASSEMBLY			
Source Plant:		8 - BOCHLINT, MICHIGAN			
Part/Num Breakout:		BHX	Traceability:	[illegible]	
Date Scanned:	09/28/1998	Time Scanned:	11:34:00	Scan Station:	002

Component Code:		35 - STEERING COLUMN - SIR SYSTEM			
Source Plant:		8 - SAGINAW DIVISION SAGINAW,MI			
Part/Num Breakout:		MKZ	Traceability:	[illegible]	
Date Scanned:	09/28/1998	Time Scanned:	08:53:00	Scan Station:	08

Component Code:		61 - TRANSMISSION			
Source Plant:		W - HYDRAMATIC WARREN, MICHIGAN			
Part/Num Breakout:		9NCB	Traceability:	[illegible]	
Date Scanned:	[illegible]	Time Scanned:	11:30:00	Scan Station:	[illegible]

[illegible]		[illegible]			
[illegible]		[illegible]			
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

[illegible]		[illegible]			
[illegible]		[illegible]			
Part/Num Breakout:		QSUB	Traceability:	[illegible]	
Date Scanned:	09/28/1998	Time Scanned:	14:13:00	Scan Station:	05

Component Code:	AB - IR-MODULE ASM-INFLATOR
Source Plant:	I - INLAND

Part/Num Broadcast:	2765		Traceability:	ASUZY	
Date Scanned:	09/23/1998	Time Scanned:	08:58:00	Scan Station:	06

Component Code:	AL - TR MODULE ASM-IP				
Source Plant:	4 - INLAND				
Part/Num Broadcast:	2765		Traceability:	557JGEXGA	
Date Scanned:	09/23/1998	Time Scanned:	06:41:00	Scan Station:	07

Component Code:	AS - SENSING DIAGNOSTIC MODULE ASM				
[redacted]					

Component Code:	CH - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1[illegible]		Traceability:	[illegible]	
Date Scanned:	09/18/1998	Time Scanned:	05:45:00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
[redacted]					
Date Scanned:	09/18/1998	Time Scanned:	05:56:00	Scan Station:	N/A

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G2WP52K5XF220408

INVOICE INFORMATION

[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]	[redacted]
		[redacted]	[redacted]

SHIP-TO INFORMATION

Ship-To Date:	10/09/1998		
[redacted]	[redacted]	[redacted]	[redacted]
	SOUTH SAN FRANCISCO, CA [redacted]	Site Code:	[redacted]
		Business Associate Code:	[redacted]

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/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
11/04/2002 12:11

VIN: 1G2WP52K5XF220408 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER NUMBER	PREV. CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

Nikki Jackson
Claims Administrator
ESIS-GM Central Claims Unit

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000
Telephone: 313.665.3379
Facsimile: 313.665.0911

August 13, 2002

[redacted]
Sequim, WA[redacted]

Re: ESIS File Name: [redacted]
Date of Event: 4.21.02
ESIS File Number: 440697

Dear[redacted]

ESIS is the Third Party Administrator for General Motors product liability claims, and I have been assigned to this matter. Please direct all further correspondence to me.

You reported that you parked your 1999 Pontiac Grand Prix (vehicle identification number 2WP52K5XF220406) for the night and went into your home. Some time later you hear a popping sound, looked outside and saw flames coming from the tire area on both sides of the vehicle. You attempted to put the fire out with an extinguisher and in the process sustained some minor burns to the hand. The fire department arrived and put out the fire. You claim some property damage was done to your home as well as damage to the vehicle.

I have attempted to contact you via the work number you left with the Product Allegation Resolution Team. I was told you no longer work at that number. Please contact me so that we may discuss the matter further. I will also be seeking the following documents/information to aid in the investigation:

a. copy of any existing photographs of the subject vehicle
b. copy of any photographs depicting the damage to your home
c. copy of service/maintenance records regarding the subject vehicle
d. copy of police report and fire report (if in your possession)
e. copy of any medical/hospitalization documents referencing treatment to incident related injury
f. copy of estimates for damage to vehicle and home

I have also enclosed a Consent to Develop Medical and Wage Information. Please provide the complete information regarding the medical providers, sign and return.

I would add that it is your responsibility to maintain the subject vehicle in its immediate post-accident condition.

Again, please contact me at your earliest convenience.

Sincerely,

Nikki Jackson
Claims Administrator

8/13/02

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

October 11, 2002

[redacted]
Sequim, WA[redacted]

Re:	File Number:	440597
	Date of Event:	4-21-02
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear [redacted]

ESIS is the Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. Since you are not pursuing a bodily injury claim, this file has been transferred to me for further handling.

In that regard, I am in receipt of your correspondence to General Motors concerning your claim. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and <u>color copies</u> of any photos taken by anyone on your behalf. Please do not send originals, as they may not be returned.

2. A copy of the police/fire report

3. A written statement from you of the events, including the events prior to and immediately following this incident

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to this incident

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, a chronological summary of operations performed is needed

6. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recalls

9. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please provide a salvage estimate and your total loss work sheet (from your insurance company)

11. Provide a copy of personal belongings, cost of each and any other out-of-pocket expenses incurred due to this incident

12. Advise if you are is the original owner of the subject vehicle

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim an/or a cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Deborah Diehr
Claim Administrator
313.665.3412

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

December 2, 2002

[redacted]
Sequim, WA[redacted]

Re:	File Number:	440597
	Date of Event:	4-21-02
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear[redacted]

This letter serves as a reminder that in order to give this claim proper consideration, the information requested in my letter dated 10-11-02 is still needed. If I do not hear from you or your insurance company within the next 30 days, I will assume that you are no longer interested in pursuing a claim against General Motors and I will close my file accordingly. I can be reached at 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr
Claim Administrator

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

January 14, 2003

[redacted]
Sequim, WA[redacted]

Re: File Number: 440597
Date of Event: 04/21/2002
Claimant: [redacted]
Client/Account: General Motors

Dea[redacted]

This letter serves as an update on your claim for damages involving your 1999 Pontiac Grand Prix. You left a message on my voice mail asking if I ever received the information I requested in my letter dated 10-11-02. I attempted to return your call several times but there was no answering machine for the number that I had for you[redacted]

I have not received the requested information from you as of this date. Please re-submit the information to the address listed on my enclosed business card. As soon as this information is received, we will be in a better position to evaluate your claim.

If you have any questions, please call me at 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr
Claim Administrator

451255

ESIS

An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

January 23, 2003

[redacted]

San Jose, CA [redacted]

Re:	File Number:	451255
	Date of Event:	7-15-02
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear [redacted]

This letter serves to acknowledge that we have agreed to settle this claim for $600.00. Please find enclosed a release for you to sign and have notarized. As soon as the executed release is received in this office, the check will be sent to your attention.

If you have any questions, please call me at 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr
Claim Administrator

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-451255

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Six Hundred dollars and 0 cents ($600.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **ESIS/General Motors Corporation, Marina Pontiac GMC, Stevens Creek Buick-Pontiac-GMC, Capital Buick Pontiac GMC,** and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about the 15th of July, 2002 at or near Woodside, CA.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital. It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this _____ day of _____, 20__.

CAUTION: READ BEFORE SIGNING

_____ [redacted] _____ LS

WITNESS

_____ _____ LS

State of _____ }
}
County of _____ }

On the _____ day of _____, 20___, before me personally appeared

_____ to me known to be the

person(s) named herein and who executed the foregoing Release and _____ acknowledged to me that

_____ voluntarily executed the same.

My term expires _____, 20___

_____
Notary Public

ESIS
An Insurance Services Company

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

313.665.3412 *tel*
313.665.0911 *fax*

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

RECEIVED
FEB 13 2003
ESIS-GM CLAIMS UNIT

January 23, 2003

[redacted]

San Jose, CA [redacted]

Re: File Number: 451255
Date of Event: 7-15-02
Claimant: [redacted]
Client/Account: General Motors

Dear [redacted]

This letter serves to acknowledge that we have agreed to settle this claim for $600.00. Please find enclosed a release for you to sign and have notarized. As soon as the executed release is received in this office, the check will be sent to your attention.

If you have any questions, please call me at 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Sincerely,

Deborah Diehr
Claim Administrator

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-451255

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Six Hundred dollars and 0 cents ($600.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **ESIS/General Motors Corporation**, Marina Pontiac GMC, Stevens Creek Buick-Pontiac-GMC, Capital Buick Pontiac GMC, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about the 15th of July, 2002 at or near Woodside, CA.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital. It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this 28 day of JANUARY, 2007.

CAUTION: READ BEFORE SIGNING

Nadin Berber
WITNESS

[redacted] S

Nadin Berber

[redacted] S

State of California

County of Santa Clara

On the 30th day of JANUARY, 2003, before me personally appeared

[redacted] to me known to be the

person(s) named herein and who executed the foregoing Release and Claims acknowledged to me that

voluntarily executed the same.

My term expires June 12, 2005

Notary Public

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

February 14, 2003

[redacted]
San Jose, CA [redacted]

Re:	File Number:	451255
	Date of Event:	7-15-02
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear [redacted]

This letter serves to acknowledge receipt of the signed release. The settlement check has been issued and will be sent to you under separate cover. I will consider this matter concluded and will now close my file.

Thank you for your patience during this claim process.

Sincerely,

Deborah Diehr
Claim Administrator
313.665.3412

7-14-02

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

RECEIVED
DEC 10 2002
ESIS-GM CLAIMS UNIT

November 19, 2002

[redacted]
San Jose, CA[redacted]

Re: File Number: 451255
Date of Event: 7-15-02
Claimant: Joe Pereira
Client/Account: General Motors

Dear[redacted]

ESIS is the Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your claim. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

✓ 1. A copy of the police/fire report

✓ 2. A copy of your statement of events, including the events prior to and immediately following this incident

✓ 3. Advise if you noted anything wrong or unusual about the vehicle prior to this incident

✓ 4. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle.

NONE Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment

NONE Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts

NONE Did you receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recalls

8. NONE Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

Yes 9. Advise if you are the original owner of the subject vehicle

10. Provide color copies of any photographs taken any of the items lost in the fire

✓ 11. Provide receipts for the lost items and any other out-of-pocket expenses incurred due to this incident

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Respectfully,

Deborah Diehr
Claim Administrator
313.665.3412 1-800-888-0164

RELEASE AGREEMENT

The undersigned, (owner [redacted] (Releasor(s)), and Pontiac-GMC Motor Division, General Motors Corporation (Pontiac-GMC) wish to resolve a dispute involving a 2001, Grand Prix, VIN 1G2WP12E31F10027, owned by the releasor(s). Therefore, in sole consideration of Pontiac-GMC's payment to the lienholder (or releasor(s)) G.M.A.C., of $12,[illegible], and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for himself/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Pontiac-GMC and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Pontiac-GMC and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Pontiac-GMC unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Pontiac-GMC, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Pontiac-GMC has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this 18 Day of September 2002.

Release[redacted] Releasor _____

PONTIAC

September 18, 2002

[redacted]

San Jose, CA [redacted]

SETTLEMENT OFFER

Subject: Repurchase of 1G2WP12K31F[redacted]27 2001 Pontiac Grand Prix, [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2001 Pontiac Grand Prix and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Pontiac customer. Pontiac will repurchase your vehicle for [redacted]. This offer is entered at, by using the following figures:

Lien payoff (good till 10-1-02)	[redacted]
Title transaction	$ 4,691.50
TOTAL PONTIAC REPURCHASE PRICE	[redacted]
TOTAL PAYOFF OF ORIGINAL VEHICLE	[redacted]
TOTAL AMOUNT TO CUSTOMER	$ 4,691.50

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase the 1G2WP12K31F[redacted]27 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number [redacted] by September [redacted], 2002. The conditions of the straight repurchase are as follows:

- The vehicle is free from any abnormal damage or alterations which impair its resale value
- All factory installed equipment are intact and functional
- A free and clear title is provided at the time of repurchase (payoff original loan)
- A "Power of Attorney" form is signed at the time of repurchase and only for title transaction (Provided/Supplied by Pontiac)
- An "Odometer Disclosure Statement" is signed at the time of the repurchase (provided by Pontiac)

If this straight repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number shown at the address below. Upon receipt of your signed acceptance, a check will be prepared and forwarded to Stevens Creek Pontiac. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. You will be required to complete the transaction on the closing date. I can be reached at [redacted] if you have any questions or concerns.

Sincerely,
Georgette Walker
Customer Assistance Center

This letter will be required for you to bring to the closing.

[redacted] 9-18-02

Pontiac GMC Division
General Motors Corporation, [redacted]

Apparatus - E7	
	Position: FFPM
Personnel 2	024 - BLACK, WALT
	Position: CAPT
Personnel 3	028 - FREY, JIM
	Position: CAPTPM

Apparatus - B2	
Apparatus ID	B2
Apparatus Dispatch Date and Time	03:44:17 Monday, July 15, 2002
Apparatus Clear Date and Time	03:45:38 Monday, July 15, 2002
Apparatus priority response	Yes
Number of People	1
Apparatus Use	1
Apparatus Type	91 - Mobile command post
Personnel 1	002 - PUCCINELLI, RON
	Position: BC

Authority	
Reported By	024 - BLACK, WALT
	04:30:53 Monday, July 15, 2002
Officer In Charge	024 - BLACK, WALT
	04:30:55 Monday, July 15, 2002
Re[illegible]r	- ,

Narratives	
Narrative Name	CAD Narrative
Narrative Type	CAD Narrative
Author	- ,
Narrative Text	(MAP) 3556 (TB) 789:F4VEHICLE FIRE
Narrative Name	New Narrative
Narrative Type	Incident
Narrative Date	04:30:30 Monday, July 15, 2002
Author	024 - BLACK, WALT
Author Rank	CAPT
Author Assignment	1
Narrative Text	At 0334 hours on Monday July 15, 2002 we were dispatched to a passenger vehicle fire. Two units were assigned to this incident. Four personnel responded. We arrived on scene at 0340 hours and cleared at 0419 hours. The incident occurred a[redacted] in District WDS. The local station is 18. The general description of this property is highway or divided highway. Automatic aid was received on this incident. "Engine area, running gear, wheel area" best describes the primary use of the room or space where the fire originated. "Heat from powered equipment" best describes the heat source that caused the ignition. The material first ignited was "flammable gas". Alarm number 0200888 has been assigned to this incident. cancelled enroute--CDF handled

Basic	
Alarm Date and Time	03:34:22 Monday, July 15, 2002
Arrival Time	03:40:18
Controlled Date and Time	
Last Unit Cleared Date and Time	04:19:16 Monday, July 15, 2002
Response Time	0:05:56
Completed	Yes
Fire Department Station	18
Shift	B
Incident Type	131 - Passenger vehicle fire
Initial Dispatch Code	VF
Aid Given or Received	2 - Automatic aid received
Mutual Aid Department	CDF
Action Taken 1	93 - Cancelled en route
Apparatus - Suppression	2
Personnel - Suppression Personnel	4
Property Loss	$0.00
Contents Loss	$0.00
Property Value	$0.00
Contents Value	$0.00
Property Use	961 - Highway or divided highway
Location Type	Address
Address	280
City, State Zip	WOODSIDE, CA 94062
District	WDS
Census Tract	1

Fire	
Area of Origin	83 - Engine area, running gear, wheel area
Heat Source	10 - Heat from powered equipment, other
Item First Ignited	90 - General materials continued
Type of Material	10 - Flammable gas, other
Cause of Ignition	0 - Cause, other
Human Factors	None
Mobile Equipment Involved	3 - Involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	CH - Chevrolet

Apparatus - E7	
Apparatus ID	E7
Response Time	898803:37:06
Apparatus Dispatch Date and Time	03:34:32 Monday, July 15, 2002
En route to scene date and time	03:37:06 Monday, July 15, 2002
Apparatus Clear Date and Time	03:45:47 Monday, July 15, 2002
Apparatus priority response	Yes
Number of People	3
Apparatus Use	1
Apparatus Type	11 - Engine
Personnel 1	021 - WEBB, BOB

Statement of Event's

I was on Vacation in Madesto and Jackson that Weekend. It's About 70 miles from where I Live.

on the Day the car caught on fire I was Driving back Home after stopping in San Francisco for the night. It was about 3:30 Am when I was Driving back on Hiway 280 going About 70 mph. Then the car started to lose power. I Pulled over and Noticed that there was fire under the Hood.

I called 911 and the fire Department was there in About 15 minuets.

I Drove About 450 miles that Weekend.

DRIVE THRU OIL CHANGE

Chevron

STORE # 87 - 409 SARATOGA AVE
SAN JOSE, CA 95129 - 408-241-[illegible]

W/O # [illegible]

DATE:
TRANSACTION NO:
INVOICE NO:
VEHICLE ID. NO:
TOP EMPL. NO:
L/T EMPL. NO:

GUEST INFORMATION

[redacted]

[redacted]

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU WERE SHOWN YOUR ENGINE OIL DIPSTICK AT THE COMPLETION OF YOUR SERVICE WITH THE OIL ON THE "FULL MARK"

AUTHORIZED & RECEIVED BY X [redacted]

VEHICLE INFORMATION

YEAR: [illegible]
MAKE: PONTIAC
MODEL: GRAND PRIX
DESC: NOT IN CFG
MILEAGE: [illegible]

DATE	MILEAGE	TOP	SERVICES
05/13/02	129[illegible]		

OILSTOP GOALS

1. TO SERVE YOU QUICKLY AND PROFESSIONALLY WITH HIGH QUALITY PRODUCTS THAT MEET OR EXCEED YOUR MANUFACTURER'S SPECIFICATIONS.
2. TO MAINTAIN A COMPUTER SERVICE HISTORY TO HELP YOU MAINTAIN VEHICLE WARRANTIES AND SERVICE CONTRACTS.

OILSTOP WARRANTY

1. OILSTOP WARRANTS THE PARTS INSTALLED ON YOUR VEHICLE TO YOUR SATISFACTION OR WE WILL REFUND THE COST OF THE PARTS.
2. OILSTOP WARRANTS THE SERVICE PERFORMED ON YOUR VEHICLE TO YOUR SATISFACTION OR WE WILL COMPLETELY RE-PERFORM THE SERVICE AT NO CHARGE.

MESSAGES:

DESCRIPTION	QUAN.	PRICE
33PT SERVICE	1.00	35.[illegible]
FLUIDS TOP OFF	1.00	0.[illegible]
HAZARDOUS WASTE DISPOSAL	1.00	[illegible]
CHEVRON SUPREME 10/30 OI	4.50	0.[illegible]
OIL FILTER #PH47	1.00	[illegible]
TOTAL		37.[illegible]
		0.00
SALES TAX		0.09
AMOUNT DUE		38.67
CASH TENDERED +	40.00	38.67
CHANGE		-1.33

Cashier: KERVIN CODE: L. SAMUEL

THANK YOU FOR LETTING US SERVE YOU!!

THANK YOU FOR LETTING US SERVE YOU!

****

****

NEXT SERVICE RECOMMENDED at 08/11/02 or 15934 miles.

Jiffy Lube) 2763
ARD# AH 212123 EPA 000173390
1440 V Street
Merced, CA 95340
(209) 723-2645

DATE 02/04/02 03
INVOICE NO. 2763 321601 BAY1
TRANSACTION NO. 020204003216 01
EMPLOYEES 1088 1089 1101 1088 1043

[redacted]

SAN JOSE, CA [redacted]

YEAR PONTIAC
MAKE GRAND PRIX
MODEL 3.8L 6Cyl Fuel Inje
ENGINE

LICENSE PLATE
ALTERNATE ID
MILEAGE 5,966
F [K]

DATE	MILEAGE	SERVICES
02/04/02	5,966	SS

OIL FILTER #PH47B	1.00	0.00
PENNZOIL 10W30 OIL	4.50	0.00
HAZARDOUS MATERIAL CHARGE	1.00	1.69
ANY QUESTIONS OR CONCERNS	1.00	0.00
CALL 1-800-831-1757	1.00	0.00
GROSS SALES		31.68

HAVE A NICE DAY..

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE
IN THE ORIGINAL ESTIMATED PRICE

**********668918
0410 AP827080

[redacted]

Customer acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

CUSTOMER

321600

SECONDARY EXAMINER CHECK

OIL FILTER CONFIRMED

OIL PRESSURE STUDY & REPORT

PERFORMANCE IMPLEMENTS

AUTOMATIC TRANSMISSION (A)

TRANSMISSION DRAIN PLUG

COOLING SYSTEM (B)

WINDOWS (C)

COURTESY SERVICES

AIR INTAKE SYSTEM (D)

BRAKES & CLUTCH (E)

STEERING (F)

BELTS & HOSES (G)

BATTERY (H)

UNDERCARRIAGE CHALLENGE

2 ☐ SOFT. SERVICE

3 ☐ OIL SYSTEM CLEANER (TRY REMOVES HARMFUL ENGINE SLUDGE AN (RHIGH) ..... $

4 ☐ FOUR-WHEEL DRIVE OR 1 TON ADD AN ADDITIONAL ..... $ 21.00

5 ☐ SYNTHETIC OIL ADD AN ADDITIONAL ..... 0W/30 ..... 0W/40 ..... (6 ____ A QT. OVER 5 QTS.) ..... $

6 ☐ MOTOR HOME OR HIO ENGINE VAN ADD AN ADDITIONAL ..... $

7 ☐ HIGH QUALITY OIL (UP TO 5 QTS) 10W30 ..... 20/50 ..... 10/40 ..... 15/40 ..... 30W

8 ☐ OTHER OILS (UP TO 5 QTS) (P) (C) (V) (G) ..... BAC

9 ☐ OVER 5 QUART LIMIT ON PACKAGE PRICE QUARTS @ 2.00 EA. = QTS. ..... $

10 ☐ HIGH OIL FILTER OIL FILTER PH47 OIL FILTER UP CHARGE $

11 ☐ FUEL SYSTEM CLEANER 1. CLEANS FUEL INJECTORS 2. STOPS PINGING. REMOVES CARBON DEPOSITS 12 OZ ____ 20 OZ $ 10.95

12 ☐ ENGINE OIL STOP LEAK (STOPS OR SLOWS ENGINE OIL LEAKS) (MONEY BACK GUARANTEE) ..... $ 9.95

13 ☐ HEARTLAND ENGINE TREATMENT (15,000 MILES OF ENGINE PROTECTION) (MONEY BACK GUARANTEE) ..... $ 14.95

14 ☐ AUTOMATIC TRANSMISSION TREATMENT (HELPS TRANSMISSIONS OPERATE SMOOTHER AND COOLER) ..... $ 10.95

15 ☐ GEAR TREATMENT (COATS INTERNAL GEAR & BEARING SURFACES WITH FRICTION FIGHTING PTFE) ..... $ 10.95

16 ☐ CHECK FLUID LEVEL ____ NEEDS SERVICE ____ ADDED # ____ QTS @ ____ EA. = $

17 ☐ TRANSMISSION OIL DRAIN & FILL RECOMMENDED EVERY 15 (000 MILES) INCL. ETC. INDEX TRANSMISSIONS ..... $ 21.95

18 ☐ TRANSMISSION CONDITIONER & SEALER (REMOVES VARN. S-1 AND SOFTENS SEALS) AROUND THE BLOCK ✓UP ..... $

19 ☐ HOLDING PRESSURE YES NO COOLANT DRAIN AND FILL AROUND THE BLOCK ✓UP ..... $ 49.95

20 ☐ RADIATOR CAP CHECK GOOD NOT HOLDING PROPER PRESSURE *SERVICE CARD GIVEN REPLACE # ____ $

21 ☐ ANTI-FREEZE PROTECTION LEVEL 34 °F RECOMMEND SERVICING 3 YEAR 30,000 MILES

22 ☐ COOLANT RESERVOIR LEVEL GOOD FILLED - UP TO 1 QT. @ NO CHARGE # ____ QTS. @ ____ EA. = $

23 ☐ WINDSHIELD WASHER SOLVENT GOOD - DEFECTIVE FILLED ____ UNITS @ ____ EA. = $

24 ☐ CLEAN WINDSHIELD FRONT & REAR

25 ☐ CHECK WIPER BLADES GOOD NEED REPLACE REPLACED ____ x ____ EA. = $ 6

26 ☐ LUBRICATE LOCKS, LATCHES & HINGES COMPLETED BY SERVICE COORDINATOR 0514

27 ☐ TIRE INFLATION CHECK: FRONT 29 LBS PSI REAR 29 LBS PSI VALVE CAPS ON MISSING ____ $

28 ☐ AIR FILTER (REPLACE AS NEEDED) GOOD REPLACED AF1096 $

29 ☐ EMISSION FILTER (REPLACE AS NEEDED) GOOD NEEDS REPLACED N/A $

30 ☐ PCV (CHOK VALVE REPLACE AS REQUIRED BY MANUFACTURER) GOOD NEEDS REPLACE NOT SERVICED $

31 ☐ BRAKE FLUID CHECK BRAKE CLUTCH FLUID FLUID MAX FILLED DOT3 DOT4 SYNTH ____ UNITS @ BC68 EA. = $

QUEST OK LOW VERY LOW CHECK BRAKE PADS

32 ☐ CLUTCH FLUID CHECK FILLED SERVICE CARD GIVEN ____ UNITS @ ____ EA. = $

33 ☐ FLUID LEVEL CHECK FILLED N/A ____ UNITS @ ____ EA. = $

34 ☐ CHECK SYSTEM BEFORE HOSE PUMP OTHER

35 ☐ UPPER AND LOWER RADIATOR HOSES SOFT NEEDS REPLACED (VISUAL INSPECTION)

36 ☐ DRIVE BELTS (TENSION ONLY) NEEDS TIGHTENED NEEDS REPLACED OTHER $

37 ☐ BATTERY FILLED SEALED MAINTENANCE FREE

38 ☐ TERMINALS CLEANED & TREATED

39 ☐ UNDER BODY RUBBER GROMMET LUBE (A-FRAMES, SHOCKS, STABILIZERS, SPRINGS - EVERY 3,000 MILES) ..... $

40 ☐ CHASSIS LUBE (RECOMMENDED EVERY 3,000 MILES) FITTINGS DAMAGED FITTING

TOTAL NUMBER OF GREASE FITTINGS SERVICED 0 + 0 U-JOINT FITTINGS

41 ☐ INSPECT CV BOOTS GOOD NEEDS REPAIR N/A (LUBE ONLY IS 5.00 + 50¢ PER FITTING) ..... $

42 ☐ BRAKE ADJUSTMENT PLUGS GOOD NEEDED ..... @ ____ EA. = $

43 ☐ STEP SEALS LEAKING BOOFING EXACT SOURCE UNKNOWN (SUGGEST DEALER TO VERIFY ACTUAL SOURCE)

DRAIN

DRAIN

DRAIN

DRAIN

TECHNICIAN 35

SERVICE COMMENTS

57 ☐ REMINDER STICKER IN PLACE

1 SIGNATURE CERTIFIES YOUR VEHICLE HAS BEEN THOROUGHLY INSPECTED AND PERSONALLY INSPECTED FOR SERVICE EXCELLENCE.

SERVICE WRITER'S SIGNATURE

TEX 604

BAR # AM-150898

EPA # CAD 981171408

www.onthecreek.com

[redacted]

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-5937
SERVICE (408) 985-5330 • BODY SHOP (408) 985-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
66072	BRAD GLINCHER 136	395	12/18/01	PNC595207

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			2,351	BRIGHT RED/	1-3508

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
SAN JOSE, CA [redacted]	01/PONTIAC/GRAND PRIX/CP	11/14/01	76

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 W P 1 2 K 3 1 F 1 8 9 6 2 7	100	

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/18/01

[redacted]

COMMENTS

ROAD TESTED VEHICLE AT SLOW SPEEDS- SCANNED FOR CODES.
NO CODES FOUND. SEARCHED FOR BULLETINS AND PI'S NONE THAT
APPLY.
COULD NOT DUPLICATE ANY PROBLEM.

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

[redacted]

CUSTOMER REQUESTED COURTESY SHUTTLE SERVICE PER FACTORY
GUIDELINES. WE WILL EXCEED GUIDELINES BY PICKING UP AS WELL!
COMPLETE

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS
AM

TOTALS

THANK YOU FOR DOING BUSINESS WITH STEVENS CREEK BUICK PONTIA
GMC TRUCK. OUR GOAL IS TO ENSURE THAT YOU ARE COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE WITH US. IF WE
CAN BE OF ANY FURTHER ASSISTANCE, PLEASE LET US KNOW!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISCCHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX....	0.00
TOTAL INVOICE $	0.00

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

EPA# CAD981171408 BAR# AM-150898

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 16:19:39

[redacted]

IAR # AM-150890

EPA # CAD 981171408

www.coffeecreek.com

[redacted]

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6837
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	RO OPEN DATE	INVOICE NO.
66072	BRAD GLINCHER 136	395	12/18/01	PNCS95207

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		2,351	BRIGHT RED/	I-3508

[redacted]

SAN JOSE, CA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
01/PONTIAC/GRAND PRIX/CP	11/14/01	76

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 W P 1 2 K 3 1 F 1 8 9 6 2 7	100	

P. T. S. NO.	P. O. NO.	P. O. DATE
		12/18/01

[redacted]

COMMENTS

LABOR & PARTS

[redacted]

OWNER STATES, RIGHT FRONT WINDOW GOES DOWN SLOW
CHECKED OUT RIGHT FRONT WINDOW GOES DOWN SLOW. REMOVED
THE PANEL AND INSPECTED. FOUND UPPER INSIDE SEAL BINDING
AGAINST GLASS
REPLACED SEAL WHICH WAS DEFORMED. RECHECKED. O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10241820	S/STR-F/D 10.710		WARRANTY
JOB # 1	14	10408490	RETAINER- 14.730		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

[redacted]

OWNER STATES, HEAD-UP DISPLAY SOMETIMES DIMS WHEN
HEADLAMPS ARE TURNED ON
ROAD TESTED VEHICLE AND OBSERVED HUP OPERATION. NEVER
DIMMED.
ALL OPERATIONS ARE NORMAL AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

[redacted]

OWNER STATES, RIGHT FRONT BODY MOULDING IS COMING OFF
AT BOTTOM
CHECKED OUT RIGHT FRONT LOWER BODY MOULDING. IS LOOSE.
INSPECTED AND REVEALED IMPACT SCRAPE MARKS ON BOTTOM OF
PLACARD.
PLACED MOULDING INTO RETAINERS. NEEDS TO BE REMOVED
AND RESEALED FOR PROPER REPAIR.
NOT COVERED UNDER WARRANTY. DUE TO IMPACT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

[redacted]

OWNER STATES, RIGHT INSIDE DOOR PANEL MAKES NOISE
WHEN CLOSING, LIKE SOMETHING IS LOOSE
SEE JOB #1 FOR REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

[redacted]

OWNER STATES, SOMETIMES THERE IS A LACK OF POWER WHEN
DRIVING BETWEEN 20-25MPH

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 15:19:35

BUICK | BUICK POTIAC GMC | PONTIAC | [redacted]

BAR # AM-150896

www.orbuick.com

[redacted]

4801 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

EPA # CAD 961171408

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NOMI	TOTAL	OPERATION	OPERATION DESCRIPTION	NOMI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 360 JOHN M HAMMER **S E R V I C E** STATE REG# AM150896

VIN 1G2WP12K31F189627	YEAR/MAKE/MODEL 01/PONTIAC/GRAND PRIX/CP		PRODUCTION DATE	STOCK NO. 1-3508	LICENSE NO.	R.O. NO. 95207	
[redacted]	CUSTOMER NO. 66072	SERVICE CONTRACT CNA	DELIVERY DATE 11/14/01	DELIVERY MILES 76	SELLING DEALER NO. 100	S. O. DATE 2/18/01	
SAN JOSE, CA [redacted]	COLOR BRIGHT RED/MEDIUM	CONTRACT NO. 3925591	EXPIRATION DATE 11/14/06	EXPIRATION MILES 60,000	TAG 1395		
	TURBO	MODEL 8U2Z	AIR COND. Y	P.S. Y	TRANS A	MILES 2,351	ADVISOR 136 BRAD GLINCHER

FUEL GAUGE

TIME RECEIVED	DATE PROMISED		PRIORITY
08:20am	01/28/02	05:30pm	4

APPOINTMENT X Yes ☐ No

LABOR RATE

[redacted]

[redacted]

4. W 46BUZ-PANEL2 [redacted]
OWNER STATES, RIGHT INSIDE DOOR PANEL MAKES NOISE WHEN CLOSING, LIKE SOMETHING IS LOOSE

5. W 08BUZ [redacted]
OWNER STATES, SOMETIMES THERE IS A LACK OF POWER WHEN DRIVING BETWEEN 20-25MPH

6. W 02BUZ [redacted]
CUSTOMER REQUESTED COURTESY SHUTTLE SERVICE PER FACTORY GUIDELINES. WE WILL EXCEED GUIDELINES BY PICKING UP AS WELL!

ADVISOR PHONE (408) 983-5330 EXT.

REVISED ESTIMATE	ADDL. COST	PERSON CONTACTED BY WHOM
TIME	DATE	☐ VIA PHONE ☐ IN PERSON
PHONE	PERSON	BY
REVISED ESTIMATE	ADDL. COST	PERSON CONTACTED BY WHOM
TIME	DATE	☐ VIA PHONE ☐ IN PERSON
PHONE	PERSON	BY

SERVICE DEPT. HOURS
7:00 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY
SATURDAY 8:00 A.M. TO 5:00 P.M.
NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSES, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.

Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

TOP YOUR EXPERIENCE

No refunds after 15 days.
Electrical items and special orders not returnable.
35% handling charge on all returns.
All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ☐ SAVE PARTS

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

PAGE 2 OF 2 [illegible] CUSTOMER COPY [illegible] CREDIT CARD TERMS: UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ABOVE SUBJECT TO CHANGE WITHOUT NOTICE
THANK YOU

BAR # AM-150896

www.orthochek.com

[redacted]

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6837
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

EPA # CAD 981171408

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL
[redacted]							

SERVICE HISTORY

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 360 JOHN M HAMMER **S E R V I C E** STATE REG# AM150896

[redacted]	VIN 1G2WP12K31F189627	YEAR/MAKE/MODEL 01/PONTIAC/GRAND PRIX/CP	PRODUCTION DATE	STOCK NO. 1-3508	LICENSE NO.	R.O. NO. 95207
[redacted] SAN JOSE, CA [redacted]		CUSTOMER NO. 66072 / SERVICE CONTRACT CNA	DELIVERY DATE 11/14/01	DELIVERY MILES 76	DELIVER DEALER NO. 100	R.O. DATE 2/18/01
		COLOR BRIGHT RED/MEDIUM	CONTRACT NO. 3925591	EXPIRATION DATE 11/14/06	EXPIRATION MILES 60,000	TRANS. T395
		VEHICLE BUZZ	Y Y A	MILEAGE 2,351	136	ADVISOR BRAD GLINCHER

FUEL GAUGE

[redacted]

TIME PROMISED	DATE PROMISED		PRIORITY
08:20am	01/28/02	05:30pm	4

LABOR RATE

PROMINENT X Yes ☐ No

X _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

COMMENTS : AM

1 W [redacted]
OWNER STATES, RIGHT FRONT WINDOW GOES DOWN SLOW

2 W [redacted]
OWNER STATES, HEAD-UP DISPLAY SOMETIMES DIMS WHEN HEADLAMPS ARE TURNED ON

3 W [redacted]
OWNER STATES, RIGHT FRONT BODY MOULDING IS COMING OFF AT BOTTOM

ADVISOR PHONE (408) 983-5930 EXT

REVISED ESTIMATE	ADDL. COST	REVISED CONTACTED BY PHONE	
TIME	DATE	☐ VA PHONE ☐ IN PERSON	
PHONE	REASON		
REVISED ESTIMATE	ADDL. COST	REVISED CONTACTED BY PHONE	
TIME	DATE	☐ VA PHONE ☐ IN PERSON	
PHONE	REASON		

SERVICE DEPT. HOURS
7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY
SATURDAY 8:30 A.M. TO 5:00 P.M.
NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSES, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.

Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

FOR YOUR CONVENIENCE

No refunds after 15 days.
Electrical items and special orders not returnable.
25% handling charge on all returns.
All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ☐ SAVE PARTS

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

PAGE 1 of 2 Keys for your vehicle is not picked up within one year completion, unless other arrangements have been made.

CUSTOMER COPY APPROVED CREDIT CARDS
TERMS: UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

[CONTINUED ON NEXT PAGE] WITHOUT NOTICE 07
THANK YOU

[redacted]

RR 359084390 VEH 01298/5689072 #02PT
CLS YB NVL N D2NSNB LIC: CA #WD876
FUEL OUT: 8/8 MILES OUT: 5914

CDP: 08086
RES: 7281[illegible]/MCLD /B
PREPARED BY: 4102/CASHIER2

Hertz

THIS IS YOUR STATED RETURN
RETURN: 07/17/02 17:00 @ STEVENS CREEK SANTA CLAR
RENTED: 07/15/02 11:24 @ STEVENS CREEK SANTA CLARA

PLAN OUT: MCLD (T) RATE CLASS: B
$ 3 @ 37.00 PER DAY WITH ALL MILES FREE
$ 19.00 PER EX HR

LDW ACCEPTED @ $ 9.00 DAY
LIS DECLINED
PAI, PEC DECLINED
FUEL & SERVICE $.149 /MI $3.09 /GL 13.2/TK CAP(T)
TAX RATE - 8.250%
RENT FP NOV XXXXXXXXXXXX6609
AUTHORIZED FOR $ 190.00

HERTZ EXPRESS RETURN

IF USING EXPRESS RETURN, PLEASE COMPLETE THE FOLLOWING INFORMATION AND DEPOSIT THIS CARD IN THE EXPRESS RETURN BOX. A DETAILED COPY OF YOUR RENTAL CHARGES WILL BE MAILED TO YOU PROMPTLY.

RETURN DATE:_____ RETURN TIME:_____:_____ AM PM

RETURN MILEAGE: ___ ___ ___ ___ ___

___ I did NOT buy gas.

___ I DID buy gas and the fuel gauge level is: (Circle One)

E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

RETURN LOCATION COPY - NOT VALID FOR RENTAL

SAN JOSE AIRPORT
RENTAL RECORD 359084390
[redacted]
COMPLETED BY: 9082
RENTED: SANTA CLARA BLE
RENTAL: 07/15/02 11:24
RETURN: 07/21/02 13:06
MILES IN: 05903 OUT: 05614
MILES DRIVEN: 289
PLAN IN/OUT: LMUA */MCLD
CLS: B

1 WEEKS	199.99	199.99
SUBTOTAL		199.99
LDW	$ 9.00/DAY	63.00
TX 8.250% ON	199.99	16.50
NET DUE		279.49

PAID BY: NOV
CREDIT CARD #: XXXXXXXXXXXX6609
*CHANGE IN RETURN - LOWEST QUALIFYING RATE CHARGED

Thank you for renting from
Hertz

Hertz Hertz Hertz

11

[redacted]

RR 282050112 VEH 01198/4479002 #01RT
CLS YL NVL N 02MTNA LIC: CA 4WHP531
FUEL OUT: 8/8 MILES OUT: 7294

CDP: 00006- CAL STATE AUTO ASSN
REG: 0919000029/MCLE /L
PREPARED BY: 0313/CASJO11

Hertz

THIS IS YOUR STATED RETURN
RETURN: 08/18/02 18:00 @ SAN JOSE AIRPORT
RENTED: 08/16/02 18:04 @ SAN JOSE AIRPORT

PLAN OUT: MCLE (3) RATE CLASS: L
$ 2 @ 75.99 PER DAY WITH ALL MILES FREE
$ 62.99 PER EX DY
$ 36.00 PER EX HR
$ 39.00 PER XDY XHR

DISCOUNT - R 10%
LDW ACCEPTED @ $ 14.99 DAY
LIS DECLINED
PAI, PEC DECLINED
FUEL & SERVICE $.312 /MI $ 4.99 /GL 22.6/TK CAP (T)
TRANSPORTATION FEE $ 5.00 PER RENTAL
TAX RATE - 8.250%
RENT FP NOW XXXXXXXXXXXXX6609
AUTHORIZED FOR $ 223.00

SAN JOSE AIRPORT
RENTAL RECORD: 282050112
[redacted] 6952
RENTER: SAN JOSE AIRPORT
RENTAL: 08/16/02 18:04
RETURN: 08/18/02 14:02
MILES IN: 07886 OUT: 07284
MILES DRIVEN: 602
PLAN IN/OUT: MCLE /MCLE
CLS: L

2 DAYS	75.99	151.98
DISCOUNT 10%		15.20
SUBTOTAL		136.78
LDW	$14.99/DAY	29.98
TX 8.250% ON	136.78	11.28
TRANS FEE		5.00
NET DUE		183.04

PAID BY: NOW
CREDIT CARD #: XXXXXXXXXXXX6609

Thank you for renting from
Hertz

HERTZ EXPRESS RETURN

IF USING EXPRESS RETURN, PLEASE COMPLETE THE FOLLOWING INFORMATION AND DEPOSIT THIS CARD IN THE EXPRESS RETURN BOX. A DETAILED COPY OF YOUR RENTAL CHARGES WILL BE MAILED TO YOU PROMPTLY.

RETURN DATE:_____ RETURN TIME:____:____ AM PM

RETURN MILEAGE: ___ ___ ___ ___ ___

___ I did NOT buy gas.

___ I DID buy gas and the fuel gauge level is: (Circle One)

E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

RETURN LOCATION COPY - NOT VALID FOR RENTAL

(12)

24 HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO
4765 STEVENS CREEK BLVD 408-246-2100
SANTA CLARA CA 95051-4750

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 8:00A- 12:00P
SU CLOSED

RENTAL AGREEMENT NO. D

TYPE R RETAIL 999

0821 PM 9/23/02

[redacted]

NO CHARGE

ORIGINAL VEHICLE

COLOR Yew LICENSE NO. 6416 899 MODEL 570 SCAN # 100530 / XH[redacted]0686

OUT 29 2 3

DRIVER

CONDITION AGREED TO X RENTER

SAN JOSE CA [redacted]

DRIVER LICENSE DOB 5/13/74 STATE CA EXPIRES 5/13/03

SOCIAL SECURITY # EMPLOYER

BILL TO COMPANY N

ADDRESS

CITY STATE ZIP

ATTN PHONE EXT.

RENTER ACCEPTS RESPONSIBILITY X RENTER

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE X RENTER

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) X RENTER

X [redacted]

X [redacted]

X [redacted]

ADDITIONAL AUTHORIZED DRIVER - NONE PERMITTED WITHOUT ENTERPRISE'S APPROVAL

AGE LICENSE NO. STATE EXP.

NO OTHER DRIVER PERMITTED

REPLACEMENT VEHICLE

COLOR LICENSE NO.

MODEL SCAN #

OUT E ½ ¼ ⅛ ½ ⅝ ¾ ⅞ F

IN E ½ ¼ ⅛ ½ ⅝ ¾ ⅞ F

[redacted]

X RENTER

PERM [redacted] THE STATE OF RENTAL

YES NO Authorized states of operation

AUTH BY ENTERPRISE'S REP

X CA ONLY

CONDITION AGREED TO X RENTER

NO SMOKING REFUND - 1 DAY MINIMUM

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL AGREEMENT, TICKET JACKET (MOVE GRAD AND AGREE TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS PAGE AND THE ATTACHED RENTAL AGREEMENT). TICKET JACKET WHICH IS HEREBY INCORPORATED IN AND A PART OF THIS AGREEMENT. BY SIGNING BELOW I CONSENT TO HAVE MADE BACK ON ANY APPLICABLE CREDIT CARD FOR THE AFO AUTHORIZE ENTERPRISE TO PROCESS SUCH VOUCHER FOR APPROVED DEPOSITS AND CHARGES INCLUDED, INCLUDING PAYMENTS REFUNDED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED, ON REVERSE FOR LIABILITY RESTRICTIONS.

REF [redacted] DATE 9/23/02

X [redacted]

ENTER REF X

INITIAL # 6954R

RETURN DATE	RATE/MIN	ONA.	AMOUNT	PO BY	TYPE	DATE PO	AUTH #
	9/26	DIP.	XXXXXXXXXXXX [redacted]				
EXT. TO		ADDT'L DIP.	150.00 DISC AUTH 9/23 023[redacted]				
EXT. TO		ADDT'L DIP.					
EXT. TO		ADDT'L DIP.					
EXT. TO		ADDT'L DIP.					

ADDITIONAL INFORMATION

DAY = 24 HOUR PERIOD

10.00/HOUR

2 @ 54.99/DAY 109 98

AAA 5% dis (5 49

DW 2 @ 8.99/DAY 17 98

PAI 2 @ 3.00/DAY 6 9

SLP 9.95/DAY

TAX 8.85 x 8 6

FUEL CHARGE 2.75/GALLON

TOTAL CHARGES 137

DEPOSITS CC 137

REFUNDS 0

AMOUNT DUE 137

CLOSED BY Stephanie Page

PAID	CASH	CHECK	CREDIT CARD	OTHER
			X	

RECEIPT FOR CASH REFUND

DATE RECEIVED AMOUNT

BY X [redacted]

POL. OR OL #

INSD.

LOSS DATE THEFT ACCIDENT

PHONE NAME

REPAIR SHOP

TYPE-DM

RENTER RESPONSIBLE FOR AND AUTHORIZES CHARGES TO THEIR CREDIT CARD [redacted]

PLEASE USE SEAT BELTS

INVOICE FILE

© Enterprise Rent-A-Car Company, 2001

[redacted]

(12)

N

** COSTCO **
SAN JOSE #148

GOLDSTAR MEMBER #621477752001 7

1309624271	BOYS SOCK	9.99 T
9661924353	MNS TSHRT XL	13.99 T
306717	SAUSAGES	8.79 T
[illegible]	PLUS BELLS	9.99 T
[illegible]	RABBIT	34.89 T
665480	VHS/GRINCH	8.99 T
30182	CARROT CAKE	9.99
1223848648	BOXER	13.99 T
341869	SCOPE 2/50 Z	8.99 T
9661924353	MNS TSHRT XL	13.99 T
32501	ALPINE WATER	5.99
150100000000	CA REDEMP VA	.80
44435	JONES SODA	6.99 T
144700000000	CA REDEMP VA	.30 T
306717	SNAUSAGES	8.79 T
**** 8.25 % TAX RATE		11.52
	TOTAL	167.99
VF	EFT/DEBIT	167.99

[redacted]ork Name PPAD0006
XXXXXXXXXXX[redacted] SWIPED
Seq #: 000874 Ref #: 019363
EFT/DEBIT Resp: 00A
00APPROVED
AMOUNT: $167.99
0148 006 0000000235 0186

CHANGE .00

TOTAL NUMBER OF ITEMS SOLD = 15

Executive Members receive approximately 2% back annually up to $500, or $3.12 on this purchase. If you have not yet upgraded, stop by the membership counter for information.

CASHIER:CONNIE REG#6
11/16/00 19:33 0148 06 0186 235

O[redacted]e Shopp[illegible] www.[illegible].COM

Before fire

WAL★MART
ALWAYS LOW PRICES. ALWAYS WAL-MART.

Always

WE SELL FOR LESS
MANAGER ANGELICA MARTIN
(714) 799 - 0020
WESTMINSTER, CA. 92683
ST# 2496 OP# 00002139 TE# 67 TR# 04768

2PC TURSPKRS	002198694022	24.96 J
SOUNDTRACKS	072061622882	13.88 J
	SUBTOTAL	38.84
TAX 1	7.500 %	2.91
	TOTAL	41.75
	CASH TEND	42.00
	CHANGE DUE	0.25

ITEMS SOLD 2

TC# 1167 5480 9674 9430 0796

RESERVE A COPY OF GAMEBOY ADVANCED NOW
05/18/01 15:51:08

Before fire

ROSS
LEGG
SUNNYVALE CA
VISIT US AT
PLEASE SE

011/02 366264 2638

[illegible] WHT/GREY KNIT	[illegible]
[illegible] WHT/GREY KNIT	24.99
[illegible] 2 @ 3.99	8.98
[illegible] WHT CLEC 24 PC	13.99
[illegible] BETWEEN LINEN	39.99
[illegible] 2PC TAL NOTAT	15.99
[illegible] TERRY APPLE 22	19.99
SUBTOTAL	135.92
8.0500% TAX	11.21
TOTAL	147.13
4217638910495825 03/02	
014500 VISA .00	147.13
CHANGE	0.00

11/04/00 14:49:09 VISA SALE

RETURN POLICY: 30 DAYS WITH RECEIPT.
AFTER 30 DAYS: CREDIT VOUCHER OR
EXCHANGE ONLY (DOES NOT APPLY TO SOFTWARE)
THANK YOU FOR SHOPPING AT ROSS

Before fire

6

Ritmo Latino #29
1728 Story Rd.
San Jose, CA 95122
Phone 408-923-4498
Fax 408-923-4698

UPC#: 1215[illegible]
RUBIO PAULINA 14.98

UPC#: 3762846672
CHAYANNE 16.98
1 10 Amigo Card -3.20

Sub Total:	28.76
Tax	2.37
Total:	31.13
Cash	40.00
CHANGE DUE	8.87
Item Count	2
[illegible]247 08329	04351
07/17/2002	18:39:13

Gracias por su compra.
Thank you for your purchase.

ROSS
DRESS FOR LESS
THE CAPITOL SQUARE CA
VISIT US AT ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT
475/024 [illegible]
[illegible] ENTIRE GREY
[illegible] DUST TRN
[illegible] ENTIRE GREY
[illegible] TWST TRN
[illegible] DUST TRN
[illegible] BACK PACKS

SUBTOTAL	33.94
8.0000% TAX	2.72
TOTAL	36.66
CASH	40.00
CHANGE	3.34

[illegible]/01 [illegible] SALE 1
RECEIPT # 0175-02-4389-1182-0

REFUND POLICY: 30 DAYS WITH RECEIPT
AFTER 30 DAYS: CREDIT VOUCHER OR
EXCHANGE ONLY (DOES NOT APPLY TO SOFTWARE)
THANK YOU FOR SHOPPING AT ROSS

TARGET

06/26/01 1:35 PM
RETURN BEFORE 09/26/01

001	040010560	MENS BRIEFS	T	9.99
002	040020246	MENS A SHRTS	T	8.99
003	041071388	MOSSIMO HAT	T	12.99
004	078050015	FOUNTAIN	T	20.90
005	055020700	REESES	N	.45
006	071050908	CHSE DIP KIT	FN	1.50
		SUBTOTAL		54.81
		1= 8.000% TAX		4.23
		TOTAL		59.04
		CASH PAYMENT		60.00
		CHANGE		.96

RECEIPT ID# 2-1179-0325-0075-9268 U
VCD# 11636369 CSH# 033 6 ITEMS

↓ INDICATES SALE PRICE

Save ALL Receipts
Give Gift Receipts & GiftCards
Ask about Receipt Lookup

7

ROSS
DRESS FOR LESS

SUNNYVALE, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

011/07 500331 8161

[redacted]660047302	NAVY MICRO JUD	8.99
[redacted]0673641602	PIPED DYNASUED	14.99
40520641177302	NAVY ZIP OFF S	14.99
40520641188992	BLK THILL EMB	19.99
40520441179702	STONE ZIP OFF	14.99
40540660039502	EXP SHORT	12.99
40450863884202	BLK NICKEL RNG	2.99
40450863884902	BLK NICKEL RNG	3.99
40450863885602	BLK NICKEL RNG	6.99
40450863884802	BLK NICKEL RNG	3.99
40450863887502	BLK NICKEL RNG	4.99
40640440690302	3PC WHISK SET	5.99

SUBTOTAL 123.88
8.2500% TAX 10.16
TOTAL 133.02
[redacted] 90 133.02
CHANGE 0.00

07/06/02 14:25:05 VISA SALE 6
RECEIPT # 0011-07-8161-3187-4

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SO[redacted] DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

TARGET

1:46 PM
RE[illegible] 11/11/00

001	[illegible]031139 KN[illegible]	[illegible]	[illegible]
002	[illegible]020246 MA[illegible] SHRTS	[illegible]	[illegible]
003	[illegible]012085 CURVE SHORT	[illegible]	[illegible]

SUBTOTAL [illegible]
T[illegible] 8.250% TAX [illegible]
TOTAL [illegible]
CASH PAYMENT [illegible]
CHANGE [illegible]

[illegible] 0325 0086 46[illegible]
[illegible] 0451 OSHB 057 0093 1[illegible]

Shop online 24 hours a day
www.target.com

ROSS
DRESS FOR LESS

CAPITOLA, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

187/05 506356 5713

40910950431802	6PK PED	6.99
40620160031302	NO FEAR FLEX F	6.99
40600432192502	SOLAND CHDL PA	3.99
40910802593702	NIKE NVY	7.99
40060290798902	ASST AIRWALK S	19.99

SUBTOTAL 45.95
8.0000% TAX 3.68
TOTAL 49.63
[redacted] 00 49.63
CHANGE 0.00

06/23/02 17:21:56 VISA SALE 6
RECEIPT # 0187-05-5713-2174-7

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SOCIAL DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

8

ROSS
DRESS FOR LESS
WESTGATE, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

010/05 509743 5948

40600404279570Z FROSTED SYMBOL 8.99
40600404279570Z FROSTED SYMBOL 8.99
40910971498202 NAUTICA UNIT 3 11.99

SUBTOTAL 29.97
8.2500% TAX 2.47
TOTAL 32.44
CASH 40.00
CHANGE 7.56

08/04/02 17:34:17 SALE 1
RECEIPT # 0010-05-5948-7216-1

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SOCIAL DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

after fire

TARGET
Greatland

07/26/02 8:09 PM
RETURN BEFORE 10/24/02

after fire

GIVING A GIFT? Include a gift receipt!
A receipt dated within 90 days is
required for all returns & exchanges.

001 040030892 HANES ORHT 5	T	5.94
002 012040064 IGLESIAS ENR	T	13.99
003 012040353 ANTHONY MARC	T	13.99
004 090040207 MOSSIMO MNS	T	16.99
005 042060665 UTIL PANT	T	13.90
006 042060637 UTIL PANT	T	13.90
007 042110342 S02 MOSS RED	T	9.90
008 099090999 DPCI-NO PLU	T	9.90
009 092061032 CD VISOR	T	5.99
010 043060081 UTILITY TANK	T	3.90
011 043060085 UTILITY TANK	T	3.90
012 043060078 UTILITY TANK	T	3.90
013 043060073 UTILITY TANK	T	3.90
014 042041106 UTILTY SHORT	T	8.40
015 043060005 UTILITY TEE	T	3.90
SUBTOTAL		132.40
T= 8.250% TAX		10.92
TOTAL		143.32

VISA CHARGE 143 32
ACCOUNT NUMBER * ********[redacted]
00 020130 04/05

RECEIPT ID# 2-2207-1122-0081-8801-3
UCD# 10546802 CSH# 134 15 ITEMS

Save ALL Receipts
Give Gift Receipts & Gift Boxes

ROSS
DRESS FOR LESS
BELL, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

258/02 517270 4381

40600743951302 RYH CTN CHEN 1 9.99
40450763626502 ASSORTED 9.99
40620160040502 HATS 9.99
40450863889302 BLK NICKEL RNG 2.99

SUBTOTAL 32.96
8.2500% TAX 2.72
TOTAL 35.68
XXXXXXXXXXXX5825 04/05
016585 VISA 00 35.68
CHANGE 0.00

08/26/02 17:03:04 VISA SALE 6
RECEIPT # 0258-02-4381-2238-6

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SOCIAL DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

after fire

9

After fire

TARGET

08/17/02 9:59 AM
RETURN BEFORE 11/16/02

GIVING A GIFT? Include a gift receipt!
A receipt dated within 90 days is required for all returns & exchanges.

001	204031391	MAGIC SCREEN	T	29.99
002	086070036	DISNEY	T	24.99
003	060160036	FLEECE THROW	T	15.99
004	090010906	MOSSIMO LOS	T	16.99
005	030100078	WIGGLERS	T	4.99
006	031050214	TG CH SKIRT	T	7.99
007	055020182	FLIPZ PRETZL	FN	1.33
008	055020227	FIXY STIX	N	1.79
009	055010140	WNTRFRSH 10P	FN	1.54
010	056020166	POP ROCKS	N	.99
011	031040647	TG CHER TOP	T	6.99
012	090000706	CHEROKEE MEN	T	14.99
013	042100427	MOSSBLK PANT	T	10.90
014	033042076	TG XHIL TEE	T	6.99
015	093091108	XHIL JUSTICE	T	18.99
016	203400728	ARMHD PIPO	N	6.99
017	203981926	DEPOSIT	N	.60
018	071050268	RUFFLES	N	2.87
		SUBTOTAL		174.91
		T= 8.250% TAX		13.10
		TOTAL		188.01

DISCOVER CHARGE 188.01
ACCOUNT NUMBER # [redacted]
00 017657 01/03

RECEIPT ID# 2-2229-0640-0083-4984-3
VCD# 10836738 CSH# 203 17 ITEMS

& INDICATES SALE PRICE

Save ALL Receipts
Give Gift Receipts & GiftCards
Ask about Receipt Lookup

Before fire

TARGET

06/16/02 7:45 PM
RETURN BEFORE 09/14/02

GIVING A GIFT? Include a gift receipt!
A receipt dated within 90 days is required for all returns & exchanges.

001	070050160	4PC COASTERS	T	3.99
002	055090177	PLEN T PAK	FN	.77
003	003060986	SUNLIGHT	T	2.54
004	0[illegible]3080236	WISK	T	[illegible].99
005	077120316	MNS MOSSIMO	T	[illegible].99
006	077120307	MENS MOSSIMO	T	7.99
		SUBTOTAL		29.27
		T= 8.250% TAX		2.35
		TOTAL		31.62

DEBIT PAYMENT 31.62
CASH BACK AMOUNT 40.00
DEBIT TOTAL PAYMENT 71.62

DEBIT ACCT # [redacted]
00 A 019455 04/06
PRIMARY ACCOUNT DEBIT

Target - Mountain View. T0322
Mountain View, CA

RECEIPT ID# 2-2167-0322-0081-8982-4
VCD# 11496411 CSH# 402 6 ITEMS

Save ALL Receipts
Give Gift Receipts & GiftCards
Ask about Receipt Lookup

10

TARGET

10/19/2002 02:33 PM
RETURN BEFORE 01/17/03

GIVING A GIFT? Include a gift receipt!
A receipt dated within 90 days is
required for ALL returns & exchanges.

081060121	PAPER EDGER	T	3.99
090040203	MOSSIMO MNS	T	16.99
055000403	CANDY CORN	N	1.88 ↓
055090090	ICEBREAKERS	FN	0.84
085032018	HOOK	T	0.59
085032612	LOCK	T	8.99
	SUBTOTAL		33.28
T = CA TAX 8.2500% on		30.56	2.52
	TOTAL		35 80

*6825 DEBIT TOTAL PAYMENT 35.80

TARGET 0325 EAST SAN JOSE
3155 SILVER CREEK ROAD SAN JOSE CA

RECEIPT ID# 2-2292-0325-0073-2564-3
VCD#750286844 TM#17649922
↓ INDICATES SALE PRICE

Save ALL Receipts
Give Gift Receipts & Gift Cards
Ask about Receipt Lookup

TARGET

10/02/02 12:28 PM
RETURN BEFORE 12/31/02

GIVING A GIFT? Include a gift receipt!
A receipt dated within 90 days is
required for all returns & exchanges.

001	092020145 CAR COVER	T	34.99
002	040020341 12PK BRF 36	T	4.98
003	044070133 MENS SOCKS	T	6.90
004	040010743 ASHIRT NAVY	T	1.98
005	040020242 MRNA V NECK	T	4.98
006	040010844 HANES MUSCLE	T	1.98
007	040010706 ASHIRT DENIM	T	1.98
008	044070133 MENS SOCKS	T	6.90
009	040020341 12PK BRF 36	T	4.98
010	040010329 RIB MUSCLE	T	1.98
011	094010203 BAYER ASPIRN	T	6.29
012	071080755 SLIM JIM	FN	3.99
013	203100100 VANILLA COKE	T	1.09
	SUBTOTAL		83.02
	T= 8.250% TAX		6.52
	TOTAL		89.54

DISCOVER CHARGE 89.54
ACCOUNT NUMBER # [redacted]
00 002147 01/03

RECEIPT ID# 2-2276-0322-0076-7283-9
VCD# 11266703 CSH# 124 13 ITEMS

Save ALL Receipts
Give Gift Receipts & GiftCards

mervyn's

RECEIPT REQUIRED FOR REFUND, CREDIT, OR EXCHANGE WITHIN 90 DAYS OF PURCHASE.

02/16/02 0036/911 4810 T

7964821102500 ARROW KNITS	5.58
0071691137232 DANB CLSB PANTS	14.36
DISCOUNT 25%	4.77-
SUBTOTAL	14.77
Calif. 8.00% Tax	1.20
CASH	20.00
CHANGE	3.83
TOTAL	16.17

01

****YOU SAVED****
$4.77

6/03PM 7324 11026411

Thank You For Shopping at mervyn's

ROSS
DRESS FOR LESS

CAMPBELL, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

258/07 254344 5423

40290302119702	BLK POLO GTTMA	10.99
40910950456102	GT 3PK FOOTIE	
	3 @ 4.99	14.97
40570540395602	LUCAS 3 PC SET	19.99
40900662066102	MU WHITE LS TA	10.99
40900662090602	GREY LS HOOD T	
	2 @ 10.99	21.98
40500400160001	2PC PJ HOOD BK	18.99

SUBTOTAL	97.91
8.2500% TAX	8.08
TOTAL	105.99
XXXXXXXXXX[redacted]	
018211 VISA 00	105.99
CHANGE	0.00

10/26/02 18:22:09 VISA SALE 6
RECEIPT # 0238-07-5423-2299-5

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SOCIAL DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

after fire

ROSS
DRESS FOR LESS

CAPITOL SQUARE, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

175/07 485016 2039

409103103012	OATMEAL TANK N	6.99
40520441073802	ZIPOFF NAVY C/	12.99
40910930249902	ADL 3PK LS CUT	4.99
409103103012	OATMEAL TANK N	6.99
405208453704	OR ST. DEPT TE	9.99
409006411955	PLT TWILL SHOR	9.99

SUBTOTAL	51.94
8.2500% TAX	4.29
TOTAL	56.23
CASH	57.00
CHANGE	0.77

03/16/02 13:25141 SALE 1
RECEIPT # 0175-07-2039-2075-2

SEE BACK OF RECEIPT FOR RETURN POLICY.
SPECIAL CATEGORIES INCLUDE SPORTCOATS,
SOCIAL DRESSES, SELECT BETTER SPORTSWEAR.
THANK YOU FOR SHOPPING AT ROSS

before fire

PACIFIC SUNWEAR
GREAT MALL OF THE BAY
MILPITAS, CA
(408) 956-8734

SALE 1077 02 0801 11/09/02 ~~2:54 PM~~
4.51 148807

after fire

SALESPERSON NUMBER 148807

6453120	YM BAGS	24.98
6453112	YM BAGS	24.98
DISC	$OFF	24.98-
	REASON CODE 3	
8041162	YM TCH SHORT	27.98
7885619	YM TCH SHORT	27.98
DISC	$OFF	27.98-
	REASON CODE 3	
7469893	YM CASL PANT	34.98
DISC	$NEW	9.99-
	REASON CODE 3	
77.95	SUBTOTAL	$77.95
	CA TAX 8.250%	6.43
	TOTAL	$84.38
	CASH	100.00
	CHANGE	15.62-

FV#10240

CHECK OUT OUR NEW
FASHION ROOM
TO SEE AND BUY WEAR

(2)

PEP BOYS

Pep Boys #826
2790 EAST STORY ROAD
SAN JOSE, CA 95127
(408) 254-7 :2

REG #3 TRX #149231
CASHIER #5742 11/17/01 13:20

on the SV part of car settlement?

2 BLK CUP/CAN HOLDER 2.99	5.98 T
0-71897-51216	
1 PONTIAC BRAND PRIX	84.99 T
0-42374-46226	
List Price: 124.02	
Everyday Low Price: 84.99	
1 ENERGIZER 26-840	69.99 T
7-21112-76560	
List Price: 101.39	
Everyday Low Price: 69.99	
1 Core 7-21112-76560	7.00 T
4 Items Subtotal	147.96
Tax	11.84
Total	159.80
*** CHARGE ***	159.80-
Cash Change	.00

** You saved: 90.43 off list price! **

CARD: MAST ACCT [redacted]
AUTHORIZATION #: 883008 AUTO
EXP. DATE: 10/31/04

TOTAL CHARGE AMOUNT: 159.80

CARD HOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF TOTAL SHOWN ABOVE AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE CARD HOLDER'S AGREEMENT WITH THE ISSUER.

THANK YOU FOR SHOPPING AT
Pep Boys
RECEIPT REQUIRED FOR RETURNS

PEP BOYS

SEARS

SEARS
CUPERTINO, CA 01468

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

SALESCHECK #
01468145065 4

TRAN#	PG/STORE	REG#	ASSOC#
0854	45 01468	145	23051

SALE

33 19910	SOCK HANES GRP	6.00T
33 19910	SOCK HANES GRP	6.00T
33 52722005	V NECK BAR SAL	9.10T
41 24464006	LS SHIRT, CLR	17.00T
	SUBTOTAL	38.10
	TAX 08.250%	3.14
	GIFT CARD PAYMENT	41.24

CARD TYPE GIFT CARD
ACCT #: W0004924224692337
AUTH CODE: 1289623
EXPIRATION DATE: 01/01/3025
BALANCE: 6.92
01/19/02 TOTAL 41.24

what out of pocket?

SATISFACTION GUARANTEED
OR YOUR MONEY BACK
PLEASE RETAIN THIS RECEIPT TO
RECEIVE A REFUND IN THE FORM OF YOUR
ORIGINAL PAYMENT

Sofia Line

PEP BOYS

SEARS

SAN JOSE EASTRIDGE, CA 01488

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

SALESCHECK #
014884097624

TRAN#	PG/STORE	REG#	ASSOC#
7824	55 01488	409	3434

SALE

8 21865	TRIMMER,GM SAL	17.99T
9 40157	BAG, TOOL MDS	29.99T
	SUBTOTAL	47.98
	TAX 08.250%	3.96
	GIFT CARD PAYMENT	51.94

CARD TYPE GIFT CARD
ACCT #: W6004924224692337
AUTH CODE: 1567809
EXPIRATION DATE: 01/01/3025
BALANCE: 48.06
01/11/02 TOTAL 51.94

SATISFACTION GUARANTEED
OR YOUR MONEY BACK
PLEASE RETAIN THIS RECEIPT TO
RECEIVE A REFUND IN THE FORM OF YOUR
ORIGINAL PAYMENT

not out of pocket

ROSS
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SUNNYVALE, CA
VISIT US AT WWW.ROSSSTORES.COM
PLEASE SAVE THIS RECEIPT

011/01 327823 7562

40600112749200	CRACKLE TRIPOD	9.99
406009534094	LATIN RHYTHM	7.99
406403005701	CRYSTAL VOTIVE	6.99
406403005701	CRYSTAL VOTIVE	6.99
	SUBTOTAL	31.96
	8.0000% TAX	2.56
	TOTAL	34.52
XXXXXXXXXXX[redacted]		
609667 MASTERCD	00	34.52
	CHANGE	0.00

before time

12/11/0
RECEIPT

BEE BAC
SPECIAL

WAL★MART
ALWAYS LOW PRICES. ALWAYS WAL-MART.

Always

WE SELL FOR LESS
MANAGER JESSE BROWN
(925) 465 - 0215
ST# 1972 OP# 00003624 TE# 12 TR# 06412

TIC TAC	000980000963 F	1.68 D
BALED PAD	007431921466	0.98 J
HEADLIGHT	004316845466	17.87 J
AIR FRESH	007584789049	2.47 J
TRASH BAGS	007005237231	2.50 J
CONSOLE	073921455816	2.96 J
WNDSHLD WASH	006211013720	0.98 J
	SUBTOTAL	29.44
TAX 1	8.250 %	2.29
	TOTAL	31.73
	CASH TEND	100.00
	CHANGE DUE	68.27

part of car

ITEMS SOLD 7

TC# 3854 0169 0813 3566 3112

HUNCHBACK II GM DVD AND VIDEO. 3/19!
03/17/02 18:24:19

mervyn's

RECEIPT REQUIRED FOR REFUND, CREDIT, OR EXCHANGE WITHIN 90 DAYS OF PURCHASE.

08/17/01 0023/014 0234 7

0971682077 78	MENS SWIMWEAR	7.98
8017215175 21	YNG MENS BOTTOM	9.58
658378209266	SCREEN TEES	8.00R
658378211155	SCREEN TEES	8.00R
	SUBTOTAL	33.56
	Calif. 8.00% Tax	2.68
##########5825/ 01722200	BANKCARD CHARGE	36.24
06	TOTAL	36.24

YOU SAVED
$16.00

11556723

5:21PM 6211

Thank You for Shopping at mervyn's

OLD NAVY - 5860
3000 BRIDGEPOINTE PARKWAY
SAN MATEO, CA. 94404
Tel. (650) 577-1468
12/29/00

5860-01 SALE 20:42 098 9957

LINED-PANT T1@ 9.99
526212 0004
PAINTER CANVAS T1 12.99
491286 3402
2

SUBTOTAL 22.98

T1= 22.98 @ 8.25000
Sales Tax 1.90
TOTAL 24.88

GIFTCARD REDEEM 24.88
ACCT # 415807202502807 8 S
BALANCE AVAIL. 0.12
CHANGE .00

For locations call 1-800-OLD-NAVY
or shop oldnavy.com

Thank You - Old Navy

not out of pocket

PACIFIC SUNWEAR
VALLEY FAIR MALL
SANTA CLARA, CA
(408) 241-8554

0016 01 9457 12/29/00
SALE 4.37 108978 7:02 PM

SALESPERSON NUMBER 108978

6837272	GIFT PACKS	18.00
6837587	L/S SOLID TE	26.00
DISC	14.99 *NEW	11.01
	REASON CODE 3	
6175145	NECKLACES	12.00
	SUBTOTAL	$44.99
44.99 CA TAX	8.2500	3.71
	TOTAL	$48.70
	GIFT CARD	20.00

*******4094
PACIFIC SUNWEAR
GC BALANCE $.00
GIFT CARD 20.00

*******4102
PACIFIC SUNWEAR
GC BALANCE $.00
CASH 10.00
CHANGE 1.30-

PV#17952

PAC SUN GIFT CARDS
ALWAYS THE RIGHT SIZE
WWW.PACSUN.COM

before tax

ESIS
An Insurance Services Company

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

313.665.3412 tel
313.665.0911 fax

Deborah.Diehr@ESIS.com

Deborah Diehr
Claim Administrator

November 19, 2002

[redacted]

San Jose, CA [redacted]

Re:	File Number:	451255
	Date of Event:	7-15-02
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear [redacted]

ESIS is the Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your claim. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. A copy of the police/fire report

2. A copy of your statement of events, including the events prior to and immediately following this incident

3. Advise if you noted anything wrong or unusual about the vehicle prior to this incident

4. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle.

5. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment

6. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts

7. Did you receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recalls

8. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

9. Advise if you are the original owner of the subject vehicle

10. Provide color copies of any photographs taken any of the items lost in the fire

11. Provide receipts for the lost items and any other out-of-pocket expenses incurred due to this incident

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon conclusion of our evaluation, I will contact you with our position.

Respectfully,

Deborah Diehr
Claim Administrator
313.665.3412

Service Request Activity

451255

SITEL

SR No.	1-18317435	Ref No.		BRC Type	Repurchase	Bus. Unit	BRC
Account		Site		Goodwill	Repurchase	Area	Repurchase
Last Name	[redacted]	First Name	Joe	Approval	Not Initiated	Sub-Area	PAR PRA
Daytime #	[redacted]	Corr. Acct.		UCC	Engine - General	Safety	Yes
Involved Dealer	Stevens Creek Buick-Pontiac-GMC.	Source					
Serial #/VIN	1G2WP12K31F169627					Updated	10/21/02 4:11:57 PM
Model	Grand Prix	Licence #	PONTIAC	Priority	Medium	Owner	BOYCER
Make	Pontiac	Warr. Start	11/14/2001	Status	Closed	Opened	7/15/02 7:28:38 PM
Year	2001	Mileage	16000	Sub-Status	Satisfied	Closed	10/21/02 4:11:54 PM
Customer Description	BRC FILE DO NOT COMMENT REFER ALL CALLS TO CRM GEORGETTE WALKER EXT. 88432			Abstract	Thermal event		

Activities

Created	Owner	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
10/21/02	BOYCER	BOYCER	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
[redacted]							
10/21/02	BOYCER	BOYCER	BRC PAR	Close-Resolved with Repurchase	Done	CLOSING PAR FILE	
[redacted]							
10/11/02	SADMIN	GWALKER	Inbound White Mail		Done	BRC PAR Scanned: 2002-10-11-15.08.57.000000, MSXDocNum: BOY3OA5807	
[redacted]							

no omni/no lp
PA

SITEL

Activities

Date	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
10/11/02	BOYCER	BOYCER	BRC PAR	ESIS- Property Damage	Done	IN EXCESS OF $1000	HARD FILE IS BEING FED EX'D RUTHE BOYCE/PAR/07611
10/11/02	BOYCER	BOYCER	Outbound Call Dealer	Made Contact	Done	CRM ADVISED THE FILE WILL BE SENT TO ESIS BUT TOW BILL WILL BE HANDLED BY PAR	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
10/10/02	BOYCER	BOYCER	Outbound Call Dealer	Made Contact	Done	SVC MGR WILL FAX OPEN RO AND TOW BILL SUBLET	CRM WILL ADVISE HIM WHEN DECISION IS MADE ON AMOUNTS FOR PERSONAL PROPERTY DAMAGE. RUTHE BOYCE/PAR/67911
10/04/02	GWALKER	GWALKER	BRC Repurchase	Closed- Straight (Check Rcvd)	Done	closed straight	closed straight georgette walker/repurchase 58432
09/30/02	SADMIN	GWALKER	Inbound White Mail		Done	BRC PAR Scanned: 2002-09-30-09.07.50.000000, MSXDocNum: BOY3D94965	

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
09/27/02	GWALKER	GWALKER	Outbound Call Customer	Made Contact	Done	contact customer	Crm explained everything to customer again. Asked customer if he provided Ruthe with the information that she needs. He states he did provide her with what she need. Tried to explain again that the repurchase of the vehicle is separate from th issues he was with the towing and his items. Told that the dealer states if he wants to come down and close on this that it is ok. CRM advised that if he feels he is being ignored from Ruthie that I will contact her about his concern. He states he tried to leave a vm today but it was full. CRM states that I did not see her today and do not believe she was in today. Georgette Walker/Repurchase 58432

GM SIEBEL

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments
09/27/02	GWALKER	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer	contact dealer....Jason Mellie: Asked why he told the customer not to close on repurchase. He states the customer has questions and concerns about the items in the vehicle and towing bill and such and told the dealer that GM is giving him the run around and he told the customer the the release agreement signed will sign his rights away and if he has concerns he should not sign it. CRM states the repurchase of the vehicle and the release agreement only deal with the Vehicle he would only be signing away anything that has to do with the vehicle. Not the items or the towing. Jason basically was stating that gm is not helping this customer and he was giving him advise to help him. CRM asks that he just assist in the papers to get this done and then he wants to know why this has to be done today. CRM states gm wants it done like a closing that they do not want the check and the paperwork to be held up. He said I can send him back to sign it if I like. CRM states I will be calling him back because he has asked me to do that. CRM also states that as of last Tuesday Ruthe Boyce requested a list of items and the invoice for the towing from the customer so the customer is not being ignored but he is not complying with the request to get what he has asked for. Georgette Walker/Repurchase 58432

SITEL

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
09/27/02	GWALKER	GWALKER	Outbound Call Customer	Made Contact	Done	contact dealer	contact dealer__408-983-6300
09/27/02	GWALKER	GWALKER	Inbound Voice Mail	Service Request Update	Done	customer left vm	customer left vm to call him Georgette Walker/Repurchase 58432
09/27/02	GWALKER	GWALKER	Inbound Voice Mail	Service Request Update	Done	Jim Quarter called left vm	Jim Quarter called from dealer and wants to know what to put on the odometer —vehicle is burnt up and you can not read it. georgette walker/repurchase 58432

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments
09/24/02	SADMIN	GWALKER	Inbound White Mail		Done	BRC REPURCHASE Scanned: 2002-09-24-15.11.08.000000, MSXDocNum: GWA3D6EEFE	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
09/23/02	GWALKER	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called	customer called and has not been able to get ahold of Ruthe Boyce and asked for her fax number. Georgette Walker/Repurchase 58432

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
09/23/02	GWALKER	GWALKER	BRC Repurchase	Send to RVDC	Done	IMAGE FILE AND SEND TO RVDC	Image file and send to rvdc *******REPURCHASE SUMMARY********** GM Supervisor Ben Hall authorized voluntary Straight repurchase due to:THERMAL EVENT IN ENGINE MSRP: $27,187.00 Lien payoff..... $22,389.00 Plus down payment.....$ 4,691.56 Total Repurchase Amount.....$27,080.56 Total refund to customer...$4,691.56 ********** LIENHOLDER INFORMATION G.M.A.C. 2902 W. Agua Fria Frwy. #1096 Phoenix, AZ 85027 800-200-4622 888-239-0091FAX $22,389.00PAYOFF 10-8-02GOOD TILL 0% Interest GEORGETTE WALKER/REPURCHASE 58482

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
09/20/02	GWALKER	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer	contact dealer...408-261-6313 Jim Corder-exc. mgr. CRM states I will explain in more detail the process that I explained to him on 9-16. CRM states the file will go through a quality check and will be Fed Ex to a different company who will cut the checks and create the final papers and fed ex them to him in his fed ex delivery for 9-26 and in the packet will be other papers to be filled out and signed and some by the customer and also instructions and a phone number if he has any questions about the paperwork. CRM states that there should be a check for the customer and it will be in the dealers name and the customers name and the dealer signs off on it. If any other questions to call me. Georgette Walker/Repurchase 58432
09/20/02	SADMIN	GWALKER	Inbound White Mail		Done	BRC REPURCHASE Scanned: 2002-09-20-13.09.33.000000, MSXDocNum: GWA3D6B165	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
09/20/02	GWALKER	GWALKER	Outbound Call Customer	Made Contact	Done	contact customer	contact customer [redacted] home. CRM told customer that his closing date is 9-27 and to contact the dealer to set up a time appointment. He asked about the rental and personnel items he had in the vehicle. CRM said that Ruthe Boyce in par would handle that. GEORGETTE WALKER/REPURCHASE 58432
[redacted]							
09/20/02	GWALKER	GWALKER	BRC Repurchase	Signed Offer Received	Done	signed offer received	signed offer received georgette walker/repurchase 58432
[redacted]							

Activities

Created	Started By	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments
09/19/02	BOYCER	BOYCER	Outbound Call Dealer	Made Contact	Done	RESPONDING TO VME LEFT BY SVC MGR	SVC MGR ADVISED THAT CUST IS STATING HE WANTS TO BE REIMBURSED FOR PERSONAL PROPERTY IN THE VEH. CRM ADVISED THE CUST WILL HAVE TO CONTACT CRM ROBERT ST PIERRE, THE CRM HAS TO AUTHORIZE ANY REIMBURSEMENTS AND THE AMOUNTSOF REIMBURSEMENTS. CRM HAS ALSO ADVISED THE ORIGINAL CRM OF CUST REQUEST RUTHE BOYCE/PAR/57611
[redacted]							
09/18/02	SADMIN	GWALKER	Inbound White Mail		Done	BRC REPURCHASE Scanned: 2002-09-18-18.06.05.000000, MSXDocNum: GWASD68B4D	
[redacted]							
09/18/02	GWALKER	GWALKER	BRC Repurchase	Offer Sent	Done	offer sent to dealer	offer sent to dealer

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
09/18/02	GWALKER	GWALKER	Outbound Call Dealer	Made Contact	Done	CONTACT DEALER	contact dealer...406-683-5300 Jim Corder-svc. mgr. CRM explained that i am faxing the papers the customer needs to sign and once signed fax them back and then in 1 week he will get a final packet of papers with a check and will have the customer sign more papers and he will send them back to gm and then rvdc will schedule to pick up the vehicle. poergetts walkerfrepurchase58432
[redacted]							
09/18/02	GWALKER	GWALKER	Outbound Call Customer	Made Contact	Done	contact customer	contact customer. [redacted] home CRM explained that I will be faxing the papers to the dealership in 5 minutes and to go and sign and have him fax them back to me by friday. In a week he will be able to go and finalize the transaction.
[redacted]							

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
09/18/02	GWALKER	GWALKER	Outbound Call Third Party	Made Contact	Done	contact lien holder	contact lienholder 800-200-4622 James from GMAC gave me payoff info. G.M.A.C. James 09-18-02 2802 W. Agua Fria Frwy. #1085 Phoenix, AZ 85027 800-200-4622 888-239-0091fax $22,389.00 payoff 10-8-02 good till 0% interest per diem Georgette Walker/repurchase 58432
[redacted]							
09/18/02	GWALKER	GWALKER	BRC Repurchase	Initial Contact	Done	Initial contact dealer	Initial contact dealer...408-983-5300 Jim Corder-svc. mgr. Left vm to contact me regarding the repurchase of this vehicle. georgette walker/repurchase 58432

Activities

Created	Created By	Assigned To	Activity	Activity Subject	Status	Subject	Comments
09/18/02	GWALKER	GWALKER	BRC Repurchase	Lease Repurchase	Done	lease repurchase	********EXECUTIVE SUMMARY********* DECISION MAKER:Ruthe Boyce, per crm x57811 TRANSACTION:lease repurchse REASON FOR REPURCHASE:thermal event in engine compartment. DEALER CONTACT:Jason Mattie-Sales Mgr. 408-963-5300 ********** Georgette Walker/Repurchase 58432
09/18/02	FORDE	GWALKER	BRC Repurchase	Assigned- PAR	Done	PAR VOLUNTARY STRAIGHT	PRELIMINARY REPURCHASE AUTHORIZATION FORWARDED BY PAR CRM RUTHE BOYCE ASSIGNED TO CRM GEORGETTE WALKER EXT. 58432 MARYLOU FORDE TAMPA ASSIGNER
09/17/02	BOYCER	STPIERRE	Ownership Changed		Done	Service Request Ownership has changed FROM: STPIERRE TO: BOYCER	
09/17/02	SADMIN	STPIERRE	Inbound White Mail		Done	BRC PAR Scanned: 2002-09-16-17.11.51.000000, MSXDocNum: BOY3D6605B	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
09/17/02	BOYCER	BRCREPQ	BRC PAR	Escalation or Forward to Repur	Done	REPURCHASE SUMMARY	LEASE REPURCHASE: CRM GAVE CUST NO FIGURES BUT ADVISED OF NEGATIVE EQUITY AND USAGE. CRM IS REQUESTING CUST BE GIVEN BACK HIS CAH DOWNPAYMENT AND THE LEASE BE BOUGHT BACK. RUTHE BOYCE/PAR/57611
09/16/02	BOYCER	BOYCER	Outbound Call Dealer	Left Message	Done	REQUESTING CALLBACK CRM NEEDS ACV	
09/15/02	BOYCER	BOYCER	Outbound Call Customer	Made Contact	Done	VERIFYING INFO	CUST STATES VEH HAD 16K ON IT. HE HAS ALREADY PURCHASED A NEW VEH. CUST HAD RENTED A VEH AND WILL PROVIDE THE RECEIPT FOR REIMBURSEMENT MAY BE MADE TO THE CUST THROUGH STEVENS CREEK. CRM ADVISED CUST OF USAGE AND NEGATIVE EQUITY, BUT GAVE NO FIGURES. CUST APPEARS TO HAVE PUT 3000.46 CASH DOWN ON VEH. IF THIS IS NOT INCENTIVES, IT WILL BE RETURNED TO CUST. ALL OTHER AMOUNTS WILL BE COMPUTED PER GUIDELINES. LOAN THROUGH GMAC. RUTHE BOYCE/PAR/57611

Activities

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
09/18/02	BOYCER	BOYCER	Outbound Call Dealer	Made Contact	Done	requested a damage statement	SVC MANGER STATES THAT JASON MATTIEA SLS MGR WILL BE HANDLING REPURCHASE. HE IS ON VACATION TILL THE 20TH OF SEPTEMBER. CRM WILL CONTACT MIKE OR SHANNON FOR ASSISTANCE WITH ACV, BUT THEY ARE NOT IN TILL 9AM PST. RUTHE BOYCE/PAR/57611
[redacted]							
09/18/02	BETHEA	BOYCER	BRC PAR	Workflow - Assign	Done	ASSIGNED FTT CASE TO RUTHE BOYCE/57611	
[redacted]							
09/13/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM contacted the svc mgr and advised of vehilce movement.	***CRM contacted the svc mgr and advised him to have the vehicle towed to Stevens Creek for the repurchase process to continue. Svc mgr agreed and would like to be reimbursed for covering the towing and storage fee accumulated from when they took the vehicle from the insurance lot. CRM advised him this would be covered under Z1242.*** Robert St. Pierre / PAR / Tampa 58420

Activities

[illegible]	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
09/13/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM establishing with General sales manager if the vehicle can be taken there for repurchase.	***General sales manager agreed to have the vehicle taken there to further the repurchase process.*** Robert St. Pierre / PAR / Tampa 58420
09/13/02	STPIERRE	STPIERRE	Outbound Call Dealer	Left Message	Done	CRM left a message for the dealer principal to contact this CRM back. Robert St. Pierre / PAR / Tam	

Activities

Created	Created By	Assigned To	Activity Type	Activity Subject	Status	Description	Comments
09/13/02	STPIERRE	STPIERRE	BRC PAR	Fwd to FTT- Straight Repurch	Done	CRM closing file and sending to FTT for repurchase, unknown if straight or trade yet.	Business Summary: 1.) CRM received PAR. 2.) Customer verified 1241. 3.) Customer gave GM permission for the vehicle to be inspected. 4.) CRM e-mailed inspection to EAA. 5.) CRM received inspection. 6.) CRM offered repurchase of the vehicle. 7.) Customer accepted the offer. 8.) The vehicle was at Capitol Pontiac but they do not have the room to store the vehicle. It is on the new vehicle lot at the moment. They need to be reimbursed for the towing under Z1242 also. 9.) Stevens Creek agreed to have the vehicle at their lot in order to continue the repurchase process. 10.) CRM notified Capitol who will have the vehicle towed to Steven's Creek. 11.) CRM forwarding file to FTT to further the repurchase process. Robert St. Pierre / PAR / Tampa 58420

Activities

Created	Created by	Assigned to	Activity Type	Activity Sub-Type	Status	Description	Comments
09/13/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM contacting svc mgr in response to AVM's concern.	***CRM contacted the svc mgr and spoke to him on how the vehicle is not wanted at the dealership anymore. The dealer principle is not happy with that on the lot because the showroom is the lot and doesn't help with Pontiac sales. CRM understood this and inquired if they knew a place where the vehicle could be taken to as the vehicle is a complete total anyways. Svc mgr states he knows where the vehicle goes to once GM has taken possession of the vehicle and will get the number to the place and call the CRM back once he receives it. CRM advised the file will be sent to the next individual for the repurchase process to continue so we don't delay the process any further.*** Robert St. Pierre / PAR / Tempe 58420

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments
09/13/02	STPIERRE	STPIERRE	BRC PAR	Initial Contact- AVM	Done	AVM discussing vehicle location concern.	***AVM brought to this CRM's attention how the dealership does not wish this vehicle to be at their dealership. AVM was asking why the vehicle was taken to this particular dealership. CRM advised the dealer that the customer had no relation with any other dealer. The vehicle is being repurchased and the vehicle has to be at a GM dealership in order to go through the process. AVM understands and sees this vehicle really doesn't ned to be at a dealership. AVM will get with Ben Hall to establish what is going to be done with the vehicle so it does not have to be at a dealership at all.*** Robert St. Pierre / PAR / Tempe 58420

Activities

Date/Time	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Resolution	Comments
09/12/02	LOTTM	LOTTM	Inbound Call Third Party	Transfer/Referral	Done	AVM called	Mark sts he was calling to find out why veh was towed to this particular dlr. Mark sts dlr is abt 100 miles from where cust lives. Mark sts abt 20 other dlrs were bypassed. Crm advised would read notes to try to located reason. Crm advised it is not noted why veh was towed to that particular dlr. Crm advised incident happened in Red Wood City. Mark sts that makes a little more sense. Crm advised if he knew who towed veh. Crm advised if Roadside towed veh they would tow to nearest dlr if not then to dlr cust specifies. Crm advised Robert is not in office today but is expected tomorrow. Mark sts he would like to leave a message for him. Crm advised would transfer to VME. Marjorie Lott/PAR/57120

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
09/06/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM contacting svc mgr seeking towing update.	***CRM spoke to Duane, who said the number is invalid. ***while svc mgr was on hold, this CRM contacted the number and did receive the insurance auto auction.*** Duane looked up the phone number and he was 1 digit off. CRM provided the correct phone number. Svc mgr agreed to contact this CRM back as soon as the vehicle is at the dealership.*** Robert St. Pierre / PAR / Tampa 58420
[redacted]							
09/03/02	STPIERRE	STPIERRE	Inbound Call Customer	Service Request Update	Done	Customer seeking update.	***CRM advised the customer that the vehicle is being towed to the dealership. Customer inquired about the rental he was in. CRM advised the customer that GM will reimburse for the rental and provide one for $30.00 a day from here on out. Customer is responsible for insurance.*** Robert St. Pierre / Tampa / PAR 58420

Se .c Request Activity

ITEL

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Description	Comments
08/03/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM contacting svc mgr advising him of location to have the vehicle towed in.	***CRM advised the svc mgr on where to have the vehicle towed from. Svc mgr agreed to contact this CRM once the vehicle is turned into them.*** Robert St. Pierre / PAR / Tampa 58420
08/03/02	STPIERRE	STPIERRE	Inbound Voice Mail	Service Request Update	Done	Yaniv, Insurance agent, requested a call back. Robert St. Pierre / PAR / Tampa 58420	

Activities

Created	Created By	Assigned To	Activity Type	Activity Subject	Status	Description	Comments
08/30/02	STPIERRE	STPIERRE	Outbound Call Dealer	Made Contact	Done	CRM contacting svc mgr to see if it is ok to have the vehicle taken to the dealership for repurchase	***CRM spoke to the svc mgr who had no problems with having the vehicle towed to his dealership and go through the repurchase process. Towing will be covered by GM under Labor Op Z1242.*** Robert St. Pierre / PAR / Tampa 58420
[redacted]							
08/29/02	STPIERRE	STPIERRE	Outbound Call Customer	Made Contact	Done	Advised about the insurance company.	CRM advised what Yariv seeks and advised. CRM advised the customer on how GM is not going to fax over a release statement on what is going to be done. CRM requested a dealership be chosen and the vehicle be taken there by next Thursday, 9/5/02, or the file will be closed. Robert St. Pierre / PAR / Tampa
[redacted]							

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Subject	Summary
08/28/02	STPIERRE	STPIERRE	Outbound Call Third Party	Made Contact	Done	Spoke to Yariv, insurance agent, about the vehicle.	CRM advised Yariv that the vehicle needs to be moved to a dealership in order to GM to further assist the customer in the repurchase. Yariv wished a fax on why the vehicle is being taken. CRM advised the vehicle is not being towed away yet, Yariv needs to speak to a supervisor. CRM advised the customer if arrangements for the vehicle to be taken to a dealership is not made by Thursday, 8/5/02, then the file will be closed. Robert St. Pierre / PAR / Tempe 68420
[redacted]							
8/22/02	SADMIN	STPIERRE	Inbound White Mail		Done	BRC PAR Scanned: 2002-08-22-11.10.23.000000, MSKDocNum: STP3D63E31	
[redacted]							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Subject	Comments
08/21/02	STPIERRE	STPIERRE	Inbound Call Customer	Service Request Update	Done	Customer trying to get vehicle to dealership.	Customer states he has tried to get the insurance company to release the vehicle but they won't. CRM advised the customer that the vehicle does have to be taken to the dealership to go through with this process. CRM will make a courtesy call to the insurance. Robert St. Pierre / PAR / Tampa 58420
[illegible]							
08/13/02	STPIERRE	STPIERRE	Inbound Call Customer	Service Request Update	Done	Advising of the insurance company.	Customer states his insurance company wishes the dealership or GM to contact them before they release the vehicle. CRM advised the customer the vehicle needs to be taken to the dealership, and he can advise the insurance company to do that if he is he owner. CRM advised the customer on how the dealership is unable to perform the repurchase of the vehicle. CRM advised if he cannot have the vehicle moved, that would mean he settled with the insurance company already. Customer states he will have the vehicle towed and find a dealership near the location, which he still doesn't have. Robert St. Pierre / PAR / Tampa 58420

Activities

Created On	Created By	Assigned To	Activity Type	Activity Subject	Status	Description	Comments
08/13/02	STPIERRE	STPIERRE	Inbound Voice Mail	Service Request Update	Done	Dealership contacting this CRM.	***Svc mgr stated he will be unable to have the repurchase done at his dealership, he is running out of parking space at his dealership.*** Robert st. Pierre / PAR / Tampa 58420
08/13/02	STPIERRE	STPIERRE	Outbound Call Customer	Made Contact	Done	CRM requesting information.	CRM requested the customer send a proof of registration and the original bill of sale be faxed to this CRM. Customer states he will have that done and look for the vehicle to be taken to Stevens Creek. Robert St. Pierre / PAR / Tampa 58420
08/13/02	STPIERRE	STPIERRE	BRC PAR	Inspection Received	Done	CRM reviewed. Robert St. Pierre / PAR / Tampa 58420	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments
07/22/02	STPIERRE	STPIERRE	BRC PAR	Inspection- EAA-Thermal	Done	CRM e-mailing inspection to EAA. Robert St. Pierre / PAR / Tampa 56420	
07/17/02	JPOSNIC	JPOSNIC	Other		Done	File Update	File Update--CRM note to previous call--Customer authorized inspection. Jonathan Posnick/BRC Legal
07/16/02	STPIERRE	HENRYT	Ownership Changed		Done	Service Request Ownership has changed FROM: HENRYT TO: STPIERRE	
07/15/02	HENRYT	BETHEA	Escalation	Initiate PAR	Done	Alleged thermal event	PAR RECEIVED AND ACCEPTED PRE PAR FORM. LEONARD BETHEA/PAR/58110

GM SITEL

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
07/15/02	HENRYT	HENRYT	Inbound Call Customer	Complex Request	Done	Thermal event	Cust sts that he is calling b/c his veh caugth on fire today while he was driving. the cust sts that he was driving down the freeway and he heard a pop so he went to pull off on a off ramp. the cust sts that flames began to shoot out of the hood of the veh and 80% of his veh is burned up. cust is seeking to know what to do. crm adv the cust that this file would be sent to the legal dept and he would be contacted within 2 business days. crm tracey henry/pdb/cac

GM Vehicle Inquiry System
Summary

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Help

VIN:	1G2WP12K31F189627

VEHICLE INFORMATION

Merchandising Model:	2WP37 - 2001 GRAND PRIX GT COUPE	**Warranty Start Date:**	11/14/2001
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	STEVENS CREEK BUICK-PONTIAC-GMC PO BOX 2636 SANTA CLARA, CA 95055-2636 (408) 983-5300	**Selling Source:**	16 - PONTIAC
		Site Code:	08140
		Business Associate Code:	163372

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	11/14/2001	76 miles	11/14/2004	36076 miles
72/100000 SHEET METAL RUST-THROUGH	11/14/2001	76 miles	11/14/2007	100076 miles
36/36000 SHEET METAL CORROSION	11/14/2001	76 miles	11/14/2004	36076 miles
96/80000 PCM/CC EMISSIONS	11/14/2001	76 miles	11/14/2009	80076 miles
36/36000 FEDERAL EMISSIONS	11/14/2001	76 miles	11/14/2004	36076 miles
36/50000 CALIFORNIA EMISSION	11/14/2001	76 miles	11/14/2004	50076 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/24/2002	049927	#	Z7097 - BUYBACK DEALER ADMINISTRATIVE ALLOW OTHER THAN LEGAL	16000 miles
09/17/2002	112829	#	T2020 - WARRANTY TOWING	2500 miles
09/03/2002	279407	#	Z1242 - REPAIR/REIMBURSEMENT-PRODUCT ALLEGATION RESOLUTION	2351 miles
12/18/2001	095207	#	C0130 - FRONT DOOR WINDOW OUTER SEALING (RIGHT) R&R OR REPLACE.	2351 miles

12/18/2001	095207	#	J9991 - CUST COMPLAINT NOT DUPLICATED-ENG. MECHANICAL	2351 miles
12/18/2001	095207	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	2351 miles
11/29/2000	A89627	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

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Help

VIN:	1G2WP12K31F189627

CLAIM HISTORY

Repair Order Date:	09/24/2002	Repair Order Number:	049927	Odometer Reading:	16000 miles

Serviced By:	STEVENS CREEK BUICK-PONTIAC-GMC. PO BOX 2636 SANTA CLARA, CA 95055-2636 (408) 983-5300	Selling Source:	11 - BUICK
		Site Code:	47246
		Business Associate Code:	163372

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
/15/2002	317	01	#	Z7097 - BUYBACK DEALER ADMINISTRATIVE ALLOW OTHER THAN LEGAL	N/A	N/A	N/A	$100.00	N

Repair Order Date:	09/17/2002	Repair Order Number:	112829	Odometer Reading:	2500 miles

Serviced By:	STEVENS CREEK BUICK-PONTIAC-GMC PO BOX 2636 SANTA CLARA, CA 95055-2636 (408) 983-5300	Selling Source:	16 - PONTIAC
		Site Code:	08140
		Business Associate Code:	163372

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/05/2002	323	01	#	T2020 - WARRANTY TOWING	N/A	N/A	N/A	$62.50	Y

Repair Order Date:	09/03/2002	Repair Order Number:	279407	Odometer Reading:	2351 miles

Serviced By:	CAPITOL BUICK PONTIAC GMC 980 CAPITOL EXPRESSWAY AUTO MALL SAN JOSE, CA 95136-1102 (408) 448-6537	Selling Source:	16 - PONTIAC
		Site Code:	12164
		Business Associate Code:	117743

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
10/01/2002	313	01	#	Z1242 - REPAIR/REIMBURSEMENT-PRODUCT ALLEGATION RESOLUTION	N/A	W	N/A	$200.00	Y

Repair Order Date:	12/18/2001	Repair Order Number:	095207	Odometer Reading:	2351 miles

Serviced By:	STEVENS CREEK BUICK-PONTIAC-GMC PO BOX 2636 SANTA CLARA, CA 95055-2636 (408) 983-5300	Selling Source:	16 - PONTIAC
		Site Code:	08140
		Business Associate Code:	163372

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/25/2001	233	01	#	C0130 - FRONT DOOR WINDOW OUTER SEALING (RIGHT) R&R OR REPLACE.	10241820 - S/STR-F/D	N/A	N/A	$69.37	Y
12/25/2001	233	02	#	J9991 - CUST COMPLAINT NOT DUPLICATED-ENG. MECHANICAL	N/A	N/A	N/A	$28.20	Y
12/25/2001	233	03	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	Y

Repair Order Date:	11/29/2000	Repair Order Number:	A89627	Odometer Reading:	0 miles

Serviced By:	MARINA PONTIAC GMC 1444 MARINA BLVD SAN LEANDRO, CA 94577-3327 (510) 777-4900	Selling Source:	16 - PONTIAC
		Site Code:	23097
		Business Associate Code:	167761

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/05/2000	123	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$105.20	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

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Help

VIN:	1G2WP12K31F189627

VEHICLE BUILD

Merchandising Model:	2WP37 - 2001 GRAND PRIX GT COUPE		
Gross Vehicle Weight Rating:	2002 kg (4414 lb)	Order Number:	CXGQM3
Build Date:	11/29/2000	Build Plant:	11FW - FAIRFAX

OPTION CODES

AAA - * AUTOMATIC POWER DOOR LOCKS	AG1 - POWER SEAT, DRIVER 6-WAY
AK5 - DUAL FRONTAL AIR BAGS	AL9 - 4-WAY DRIVER POWER LUMBAR SEAT
AP9 - CONVENIENCE NET	AR9 - SEAT, LEATHER BUCKET
[illegible]0 - REMOTE KEYLESS ENTRY	B4U - WIDE BODY-COLOR, BODY SIDE
CAJ - "SHIP THROUGH HANDLING CHARGE"	CF5 - * REAR AUDIO CONTROLS
CJ3 - AIR CONDITIONING - DUAL ZONE	DD8 - ONSTAR PACKAGE
DG7 - DUAL POWER SPORT MIRRORS	DH6 - MIRRORS, LIGHTED LH/RH VISOR
DL5 - DECAL ROADSIDE SERVICE	E28 - HANDLE-ASSIST
FAI - FAIRFAX ASM PLT	FE1 - SUSPENSION SYSTEM, SOFT
FR9 - AXLE RATIO 3.29	IP3 - TRIM INTERIOR DESIGN
JL9 - BRAKES, POWER ANTI-LOCK	KA1 - HEATED DRIVER BUCKET SEAT
K68 - GENERATOR 105 AMP	L36 - 3.8 LITER 3800 SERIES II V-6
MK0 - TRANSMISSION, 4-SPEED AUTOMATIC	M15 - TRANSMISSION, 4-SPEED AUTOMATIC
NC8 - EMISSION SYSTEM, CALIFORNIA ULEV	NP5 - STEERING WHEEL, LEATHER WRAPPED
PY2 - 16 X 6.5 CHROME APPEARANCE WHL	QNX - P225/60R16 BSW STL TOURING
R7X - REMOTE KEYLESS ENTRY/CONTENT	SLM - SALES STOCK ORDERS
TR9 - PREMIUM LIGHTING PACKAGE	UA6 - THEFT DETERRENT SYSTEM
UH8 - TACH	UK3 - STEERING WHEEL, LEATHER WRAPPED
U[illegible] - STEERING WHEEL CONTROLS, AND	UV6 - EYECUE HEAD-UP DISPLAY
U[illegible]6 - FULL RANGE 6-SPEAKER SYSTEM	U40 - TRIP COMPUTER

U77 - REAR WINDOW ANTENNA	VG6 - BUMPER STD IMPACT 5.0 MPR CALIF
VG8 - VEHICLE LABEL-NOTICE TO BUYER	VH9 - OWNERS MANUAL
VY7 - KNOB-SHIFTER LEVER, LEATHER	V73 - VEHICLE CERTIFICATION U.S.
YF5 - CALIFORNIA EMISSIONS	1AY - ORDER MODIFICATION STOCK
1SC - ONSTAR COMMUNICATIONS SYSTEM	1SZ - "75TH ANNIVERSARY SAVINGS"
17I - TRIM, MEDIUM GRAY	173 - TRIM, MEDIUM GRAY
6JT - COMPONENT FRT LH COMPUT SEL SUS	7JT - COMPONENT FRT RH COMPUT SEL SUS
8FY - COMPONENT FRT LH COMPUT SEL SUS	81U - PAINT, BRIGHT RED
9FY - COMPONENT FRT LH COMPUT SEL SUS	

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GENERAL MOTORS BUSINESS RESOURCE CENTER

September 20, 2002

[redacted]
Stevens Creek Pontiac

CLOSING CONFIRMATION LETTER

Subject: Repurchase of 1G2WP12K31F189627 2001 Pontiac Grand Prix, s1-16317436

Dear [redacted]

I have received the signed papers that you faxed to me.
The following parties, [redacted] have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for Friday September 27, 2002. The customer will be contacting you to set up a TIME appointment for this date.

Thank you for your cooperation

Sincerely,
Georgette Walker
Repurchase Specialist
1-800-231-1841 ext. 58432

cc: [redacted]
San Jose, CA [redacted]

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

EAA Inspection Request

Date: 7/22/02

TO: Janice Mondary
EAA/SFX Field Coordinator

Phone: 586-753-3336
Fax: 586-753-3335

From: Robert St. Pierre
PAR Customer Relations Mgr

Phone: 800-231-1841 ext.58420
Fax: 866-249-2315
Mailing Address:
GM PAR Investigations
5701 East Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Vehicle Information

VIN#: 1G2WP12K31F189627
Year/Make: 2001 Pontiac
Model: Grand Prix
Contact's Name: Unknown
Contact's Number: 650-593-5555
Vehicle Location: Action Towing
65 Winslow Street
Redwood City, CA 94063

Claimant Information

PAR File #: 1-16317436

Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #:
[redacted]
San Jose, CA [redacted]

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	☐ Seats
☐ Brake/ABS/TC System(s)	☐ Side Impact	☐ Power Sliding Door
☐ Steering/Suspension/Tires&Wheels	☐ Transmission/Transaxle	☐ Hood/Hood Latch
☐ Engine	☒ Fire Non-Collision	☐ OnStar

Special Instructions:

☒ Interview Owner	☐ Vetronix Requested	☒ Obtain Fire/Police Report
☐ Do Not Interview Owner	☒ Contact PAR CRM After	☐ Other (define)

☐ RUSH ☐ A. Medina ☐ R. Green ☐ G. DePalma ☐ L. Meals ☐ GM Team Leader

To: SA: Hank Machado	Date E-Mailed to SA: 7-23-02
From: *Janice Mondary*	Due Date: 8-6-02

Case Acceptance/Investigation: ☒ YES ☐ NO

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

Report Sent via UPS: (UPS Tracking #) Date: 8-2-02 Date Report Faxed to CRM: 8-1-02

1Z 451 885 22 1011 932 4

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

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

Describe

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) NONE Date/description of last maintenance/repair (by whom?) SERVICE OIL STOP

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

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle A-1 TOWING 65 WINSLOW ST. REDWOOD CITY, CA.

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

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

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

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _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"? Were all doors locked? (Y/N) Y Drive length (if vehicle was parked prior to fire, describe last drive): 30 Min. Distance traveled 30 miles est.

If not parked, vehicle speed estimate 65 MPH Source of estimate Posted speed YES

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

Exact incident location SOUTHBOUND HIGHWAY 280 AT FARMHILL IN SAN MATEO COUNTY, CA.

Weather conditions and visibility Dry--Clear

Approx. temperature 65°F EST.. Any physical visual obstructions? __NONE N/A

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

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

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

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

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

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) 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
X Low Beam Headlights	___ Heater	___ Telephone
___ High Beam Headlights	___ Windshield Defogger	___ CB Radio
X 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.?) NONE

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

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

Describe any unusual odors. From where? ___ SMOKE

Any smoke? (from where, color, intensity, etc.) ___ YES AND FLAMES FROM UNDER HOOD

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.) YES, FROM UNDER HOOD OF VEHICLE

Any steam or smoke? (from where, color, intensity, etc.) SMOKE FROM ENGINE COMPARTMENT

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) Y Brake System? (Y/N) N ? other (Y/N) N Describe: N Warning Lights? (Y/N) N Gauges? (Y/N) N If so, describe: ___

What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) N Raise Windows? (Y/N) N Turn Engine Off? Y Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) Y ___ Open Hood? (Y/N) Y Open Trunk? (Y/N) N/A Other? (Y/N) Describe OWNER HEARD A LOUD POP SOUND FROM THE ENGINE. HE DROVE THE VEHICLE TO AN OFF RAMP AND SAW FLAMES COMING FROM THE ENGINE COMPARTMENT. HE ESTIMATES IT TOOK APPROXIMATELY 15 MINUTES FOR THE FIRE DEPARTMENT TO ARRIVE.

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

Any other comments or observations that have not been covered? ___VEHICLE IS A TOTAL LOSS

_____

_____

_____

********** 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:

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

IV - VEHICLE INSPECTION (Continued)

Battery & attached cables DESTROYED BY FIRE

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

Engine oil pan _____ALL ENGINE COMPONENTS MELTED FROM FIRE

Engine compartment hinge torque rods _HOOD COVER DESTROYED BY FLAMES

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

Any leak which is alleged to be the cause/source _UNABLE TO DETERMINE DUE TO EXTENT OF FIRE DAMAGE

Anything on vehicle which is after-market ___NONE FOUND

Anything on vehicle which is a modification _____NONE FOUND

Anything on vehicle which is unusual, or out-of-place, etc. ___NONE FOUND

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 RADIATOR DESTROYED BY FIRE

Engine oil _____ CONSUMED BY HEAT AND FLAME

Transmission fluid __ UNABLE TO DETERMINE

Power steering fluid _POWER STEERING COMPONENTS CONSUMED BY FIRE

Brake fluid _____ CONSUMED BY FIRE

List all driver electrical controls which are in the "On" position (include ignition) _IGNITION, RADIO, DRL _LOW BEAM HEADLIGHTS

Fuses (identify all open or *not* proper size) __DESTROYED BY FIRE

Wiring insulation at fuse blocks _____DESTROYED BY FIRE

Fusible links (identify all open) _____DESTROYED BY FIRE

Spark plug wiring and boot condition ___DESTROYED BY FIRE

Fuel 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?) _NORMAL IN PLACE NO DAMAGE

Position of windows (if glass missing, do further inspection) _ALL WINDOWS DESTROYED BY FIRE.

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

___ VEHICLE IS A TOTAL LOSS.

V SITE INSPECTION

Take pictures of the site and enter comments below. 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, nets 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 PERFORMED.THE SITE WAS HIGHWAY 680, A SIX LANE FREWAY IN SAN MATEO COUNTY, CA.

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

DIVISION: PONTIAC REF:PAR # 1-16317436
VIN:1G2WP12K31F189827
CLAIMANTS NAME (LAST, FIRST) [redacted]
INSPECTED BY: HANK MACHADO ORGANIZATION: E.A.A.
PHONE: (408) 778-9555 INSPECTION DATE: 08-1-02
MILEAGE AT INSPECTION 18000 EST.
INSPECTION LOCATION: INSURANCE AUTO AUCTION YARD #2
MARTINEZ, CA.

C.D. 1OF 1

1. FRONT OF VEHICLE FIRE DAMAGED A TOTAL LOSS
2. FRONT OF VEHICLE FIRE DAMAGE
3. UNDER BODY EXHAUST SYSTEM AND FUEL TANK IN PLACE
4. ENGINE AND TRANSMISSION OIL PAN
5. UNDERBODY ENGINE AND TRANSMISSION ENGINE COMPONENTS DESTROYED BY FIRE
6. UNDER BODY BOTH FRONT TIRES AND WHEELS DESTROYED BY FIRE
7. LEFT FRONT OF VEHICLE ALL WINDOWS DESTROYED BY FIRE
8. LEFT SIDE OF VEHICLE FIRE DAMAGE VISIBLE
9. LEFT REAR OF VEHICLE FIRE DAMAGE VISIBLE
10. REAR OF VEHICLE TRUNK DAMAGE VISIBLE
11. RIGHT REAR FIRE DAMAGE VISIBLE
12. RIGHT SIDE FIRE DAMAGE VISIBLE
13. RIGHT FRONT HOOD PANEL MELTED FROM FLAME
14. DASH PANEL STEERING WHEEL AREA DESTROYED BY FIRE
15. VIN LABEL 1G2WP12K31F189827
16. INTERIOR DESTROYED BY FLAME
17. PASSENGER SIDE DASH AREA DESTROYED BY FIRE
18. ALL INTERIOR SEATS DESTROYED BY FIRE
19. ENGINE COMPARTMENT RIGHT SIDE FIRE DAMAGED AREA
20. FIRE DAMAGE UNDER HOOD ALL ENGINE COMPONENTS DESTROYED BY FIRE
21. ENGINE COMPARTMENT SAME AS ABOVE
22. ENGINE COMPARTMENT SAME AS ABOVE
23. ENGINE COMPARTMENT SAME AS ABOVE
24. ENGINE COMPARTMENT SAME AS ABOVE
25. FUEL FILLER NECK IN PLACE FUEL CAP REMOVED FOR PHOTO
26. TRUNK PERSONAL ITEMS LEFT IN VEHICLE
27. SAME AS ABOVE FROM DIFFERENT ANGLE
28. PHOTO TAKEN THROUGH FRONT WINDSHIELD ENTIRE INTERIOR DESTROYED BY FIRE

29. REAR SEATS DESTROYED BY FIRE
30. INTERIOR ROOF PANEL DESTROYED BY FIRE

HANK MACHADO
SERVICE ASSOCIATE, E.A.A.
08-01-02

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE NON-OPERATIONAL (PNO) STATUS OF A STORED VEHICLE ($10). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR THE FOLLOWING PENALTIES WILL BE DUE:

* FOR A PERIOD OF 1-10 DAYS LATE, 10% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF 11-30 DAYS LATE, 20% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF 31 DAYS TO 1 YEAR LATE, 50% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF MORE THAN 1 YEAR, UP TO AND INCLUDING 2 YEARS LATE, 80% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF MORE THAN 2 YEARS LATE, 160% OF THE FEES DUE FOR THAT YEAR.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.
WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE'S MAKE, LICENSE, AND IDENTIFICATION NUMBERS.
********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

REGISTRATION CARD VALID FROM: 11/16/2001 TO: 11/16/2002

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	[redacted]
PONT	2001	2001	HE	120	11	

BODY TYPE MODEL	HP	MO	VEHICLE ID NUMBER
CP	G	HV	1G2WE12K91F189627

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	08/21/02	43	08/21/02	8

FR EXP DATE: 11/16/2002

AMOUNT PAID $ 7.00

REGISTERED OWNER
[redacted]

SAN JOSE
CA [redacted]

LIENHOLDER
[redacted]C
BX 8128

COCKEYSVILLE
MD 21030

AMOUNT DUE		AMOUNT RECVD
$ 7.00	CASH :	20.00
	CHCK :	
	CREDT :	
CASH BACK	:	13.00

H00 B06 6X 0000700 0044 CS H00 082102 11 4VBP077 627

PONTIAC.

September 18, 2002

[redacted]

San Jose, C[redacted]

SETTLEMENT OFFER

Subject: Repurchase of 1G2WP12K31F189627 2001 Pontiac Grand Prix, st-14317436

Dea[redacted]re:

We regret that you are dissatisfied with your 2001 Pontiac Grand Prix and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Pontiac customer. Pontiac will repurchase your vehicle for $27,080.56. This offer is arrived at, by using the following figures:

Lien payoff (good till 10-8-02)	$22,389.00
Plus downpayment	$ 4,691.56
TOTAL PONTIAC REPURCHASE PRICE	$27,080.56
TOTAL PAYOFF OF ORIGINAL VEHICLE	$22,389.00
TOTAL AMOUNT TO CUSTOMER	$ 4,691.56

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase the 1G2WP12K31F189627 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4308 by September 20, 2002. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by Pontiac)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Pontiac)

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Stevens Creek Pontiac. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. You will be required to complete the transaction on the closing date. I can be reached at (800) 231-1841 X58431 if you have any questions or concerns.

Sincerely,
Georgette Walker
Business Resource Center

This letter will be required for you to bring to the closing.

Signature [redacted] Date

RELEASE AGREEMENT

The undersigned, (owner) [redacted] Releasor(s)), and Pontiac-GMC Motor Division, General Motors Corporation (Pontiac-GMC) wish to resolve a dispute involving a 2001, Grand Prix, VIN 1G2WP12K31F189627, owned by the releasor(s). Therefore, in sole consideration of Pontiac-GMC's payment to the lienholder (or releasor(s)) G.M.A.C., of $22,389.00, and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Pontiac-GMC and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Pontiac-GMC and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Pontiac-GMC unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Pontiac-GMC, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Pontiac-GMC has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this_____Day of_____, 2002

Releasor_____ Releasor_____

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

FINANCE: CAPL E MARCH

Dealer Number 28724 Contract Number 23803 R.O.S. Number _____ Stock Number 1-3608

[redacted] Co-Buyer's Name and Address (including County and Zip Code)

[redacted]

SAN JOSE, CA

Dealer (Name and Address)

STEVENS CREEK AUTO FORTIAC
4207 STEVENS CREEK BLVD.
SANTA CLARA, CA 95051

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2001	PONTIAC GRAND PRIX	74	1G2WP12K31F[illegible]627	☐ personal, family or household ☐ business ☒ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

"ANNUAL" PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 4591.56
0.00 %	$ 0.00 (e)	$26340.00	$26340.00 (e)	$31021.56 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
[redacted] Payments	439.00	Monthly, Beginning 12/14/2001
One Final Payment	439.00	11/14/2008

Late Charge. If payment is not received 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.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price $ 27187.00 (A)
   - A. Cash Price of Motor Vehicle and Accessories
     - 1. Cash Price Vehicle $ 27187.00
     - 2. Cash Price Accessories $ N/A
   - B. Document Preparation Fee (not a government fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on A + B + C) $ 2179.56 (D)
   - E. Luxury Tax $ N/A (E)
   - F. Service Contract (optional)* $ 1595.00 (F)
   - G. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (G)
     (see downpayment and trade-in calculation)
   - H. Other (to whom paid)* _____ For _____ $ N/A (H)

   Total Cash Price (A through H) $ 30806.56 (I)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 221.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. Smog Impact Fee $ N/A (C)
   - D. Other CALIFORNIA TIRE FEE $ 5.00 (D)
   - E. Other _____ $ N/A (E)

   Total Official Fees (A through E) $ 226.00 (e)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column a + b)* $ N/A (f)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of buying the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent, or broker.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mo.	$ N/A
$ N/A	Ded. Collision	Mo.	$ N/A
Bodily Injury $ N/A	Limits	Mo.	$ N/A
Property Damage $ N/A	Limits	Mo.	$ N/A
		Mo.	$ N/A
		Mo.	$ N/A
		Mo.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

[redacted] A CHARGE IS INCLUDED IN THE AGREEMENT FOR PHYSICAL DAMAGE INSURANCE WHICH FOR SUCH COVERAGE IS NOT PROVIDED BY THE AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose, who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer X _____
Seller STEVENS CREEK AUTO FORTIAC

If any insurance is checked below, policy or certificate with the credit insurance expense will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Joint
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mo.		$ N/A
Credit Disability	N/A Mo.		$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name _____
Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on the contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the

6. Total Downpayment
A. Gross Trade-In Yr. 2000 Make TOYOTA [illegible] (A)
Model TACOMA Odom. 18333
VIN 4TA[illegible]
B. Less: Prior Credit or Lease Balance $ [illegible] (B)
C. Net Trade-In (A less B) (Indicate if a negative number) $ [illegible] (C)
D. Deferred Downpayment $ [illegible] (D)
E. Manufacturer's Rebate $ [illegible] (E)
F. Other $ [illegible] (F)
G. Cash $ [illegible] (G)
Total Downpayment (C Through G) $ [illegible] (H)
(If negative, enter zero on line H and enter the amount less than zero as a positive number on line 10 below)
7. Amount Financed (6 less H) $ [illegible] (7)
*Seller may keep part of these proceeds.

[illegible] HAVE WORKED IN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disclosure Not Covered" section for details)
[redacted] 27
Date Age
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (gap cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in Item 11. See your gap contract for details on the cancellation provision.
Term [redacted] Gap Contract
Buyer [redacted]

SERVICE CONTRACT (Optional) You want to purchase a service contract covering the following coverage for the term shown below, which is shown in Item 11.
Coverage [redacted]
Term [redacted] Miles
Buyer X [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are b[redacted]
X [redacted] X Co-Buyer Initials

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE SETTLEMENT PAYMENTS ON BOTH THE RETAIL SETTLEMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Rate % N/A
Installments of $ N/A $ N/A
from this Loan is shown in Item 10.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a used motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ Name of autobroker receiving fee, if applicable:
N/A

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a fin[redacted]
Buyer X [redacted] Co-Buyer X

OPTIONAL: You may at home state if the Amount Financed, Item 7, is paid in full on or before [illegible] Year ____ SELLER'S INITIALS

[redacted] PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU WHEN IT PURCHASED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
[illegible] YOU ARE NOT OBTAINING [illegible] POPULAR [illegible] COSTS FOR THE VEHICLE [illegible] IF YOU DO NOT [illegible] COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE AGREED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR BOTH OR FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
[illegible] THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
Buyer X [redacted] X

Notice to Buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or violations of the law may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any appropriate agency.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any [illegible] the seller to make a conditional change.
Buyer Signature [redacted] Co-Buyer Signature X

THERE IS NO CANCELLATION PERIOD.
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot stop performance of this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ ALL PAGES OF THIS CONTRACT BEFORE SIGNING BELOW.
YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT YOU HAVE SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X [redacted] Date 11/14/2006 Co-Buyer Signature X ____ Date ____
Co-Buyer and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.
Other Owner Signature X ____ Address ____
Seller Signature X [signature] Date 11/14/2006 Title MANAGER

BMT FORM NO. BM-CA 100

OILSTOP
DRIVE THRU OIL CHANGE

Chevron

jiffy lube

Jiffy Lube # 2763
ARDO AH 212123 EPA 000173390
1440 V Street
Merced, CA 95340
(209) 723-2545

DATE 08/04/02 03
INVOICE NO. 2763 321601 8AY1
TRANSACTION NO. 0285204032160 1
EMPLOYEES 1088 1089 1101
1088 1043

[redacted]

SAN JOSE, CA [redacted]

YEAR PONTIAC
MAKE GRAND PRIX
MODEL 3.8L 6Cyl Fuel Inje
ENGINE

LICENSE PLATE
ALTERNATE ID 5,966
VIN 2K1

DATE 08/04/02 MILEAGE 5,956 SS SERVICES

[redacted]

OIL FILTER #PH47B	1.00	0.00
PENNZOIL 10W30 OIL	4.50	0.00
HAZARDOUS MATERIAL CHARGE	1.00	1.69
ANY QUESTIONS OR CONCERNS	1.00	0.00
CALL 1-800-831-1757	1.00	0.00

GROSS SALES 31.69

[redacted]

HAVE A NICE DAY..

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE

[redacted]

**********568918
0412 AP8270B0

[redacted]

Customer acknowledges receipt of Jiffy Lube in the amount of the sum shown herein and agrees to perform the obligations set forth in the Customer's agreement with the issuer.

PERFORMANCE IMPROVEMENTS

13 ☐ ENGINE OIL STOP LEAK (STOPS OR SLOWS ENGINE OIL LEAKS) (MONEY BACK GUARANTEE)

14 ☐ AUTOMATIC TRANSMISSION TREATMENT (HELPS TRANSMISSIONS OPERATE SMOOTHER AND QUIETER)

15 ☐ GEAR TREATMENT (COATS INTERNAL GEAR & BEARING SURFACES WITH FRICTION FIGHTING FILM)

COOLING SYSTEM

19 ☐ COOLANT RESERVOIR LEVEL

COURTESY SERVICES

20 ☐ LUBRICATE LOCKS, LATCHES & HINGES COMPLETED BY SERVICE COORDINATOR

21 TIRE INFLATION CHECK FRONT LEFT

BRAKE & CLUTCH SYSTEM

22 BRAKE FLUID CHECK

23 CLUTCH FLUID CHECK

HOSES & BELTS

24 UPPER AND LOWER RADIATOR HOSES

25 DRIVE BELTS (ENGINE ONLY)

LUBE, OIL & FILTER

26 ☐ DRY RUBBER GROMMET LUBE (HOOD, DOORS, TAILGATE, WINDOW - EVERY 6,000 MILES)

27 ☐ CHASSIS LUBE (MAINTENANCE EVERY 3,000 MILES)

28 TOTAL NUMBER OF GREASE FITTINGS SERVICED 0 0 U-JOINT FITTINGS

29 TRANSFER CV BOOTS NEEDS REPAIR N/A

30 BRAKE ADJUSTMENT PLUGS

31 ☐ REMINDER STICKER IN PLACE

SERVICE COMMENTS

THIS SIGNATURE CERTIFIES YOUR VEHICLE HAS BEEN THOROUGHLY INSPECTED AND PERSONALLY VERIFIED FOR SERVICE EXCELLENCE.

SERVICE WRITER'S SIGNATURE

GMC

NPA # CAD 8#117140

NOTICE TO COMPANIES: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

RECOMMENDED SERVICES

SERVICE HISTORY

SALESPERSON NO. 360 JOHN M HAMBER S E R V I C E STATE REG# AM150808

GMC

EPA # CAD 981171488

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

RECOMMENDED SERVICES

SERVICE HISTORY

SALESPERSON NO. 360 JOHN M HAMMER S E R V I C E STATE REG# AM150898

GENERAL MOTORS BUSINESS RESOURCE CENTER

CONFIRMATION LETTER

October 11, 2002

[redacted]

Feeding Hills, MA[redacted]

BBB ARBITRATION DECISION

Subject: **Repurchase of 1G2WP52K61F172313**
Case Number: 1-23020699

Dear[redacted]

We regret that you are dissatisfied with your **2001, Pontiac Grand Prix** and that our attempts to resolve your concerns have not met your expectations.

Per the Better Business Bureau's decision to repurchase your vehicle. **Pontiac** will repurchase your vehicle for **$20,430.20**. This offer is arrived at, by using the following figures:

Purchase Price	$22,800.00
Plus Taxes	$1,140.00
Plus Fees	$314.00
Less Usage	$2,823.80
Less Incentives	$1,000.00
TOTAL REPURCHASE PRICE	**$20,430.20**

General Motors will repurchase the **2001, Pontiac Grand Prix** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

The conditions of the lease-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

A check will be processed and forwarded to **Enfield Pontiac, Inc.** This office will set a closing date for **Friday, October 18, 2002 with Service Manager, Bill Puchlet.** You will be required to complete the transaction on the closing date. A copy of your driver's license will be required to complete the Repurchase. If you have any questions or concerns with this confirmation letter, I can be reached at (800) 231-1841 ext. 58663

Sincerely,
Danielle Sernaque'
Business Resource Center

CC: Service Manager, Bill Puchlet

[redacted]

San Jose, CA [redacted]

Service Request: S1-16317436

September 16, 2002

Ruthe Boyce
General Motors Corporation
FAX No. 866 249-2317

Dear Ms. Boyce,

As requested I am writing to you regarding the 2001 Pontiac Grand Prix (VIN 1G2WP12K31F189627) BELONGING TO CUSTOMER[redacted]. The vehicle was towed into our dealership with severe fire damage. It is our opinion this vehicle is a total loss requiring it to be totaled.

If you have any questions, please contact me at (408) 261-6313.

Sincerely,

Jim Corder
Service Manager

4201 Stevens Creek Boulevard • Santa Clara, CA 95051 • Telephone: (408)983-5300

[redacted]

RA# [illegible] VEH [illegible] /[illegible] [illegible]
OLD YB NVL N [illegible] LIC: CA [illegible]
FUEL OUT: [illegible] MILES OUT: [illegible]

COR: [illegible]
RES: [illegible] /[illegible]
PREPARED BY: [illegible]

Hertz

THIS IS YOUR STATED RETURN
RETURN: [illegible] 17:30 @ STEVENS CREEK SANTA CLAR
RENTED: [illegible] 11:30 @ STEVENS CREEK SANTA CLARA

RCAR OUT: [illegible] (T) RATE CLASS: B
[illegible] @ [illegible] PER DAY WITH ALL MILES FREE
[illegible] [illegible] PER EXTRA

LDW ACCEPTED @ $ [illegible] DAY
LIS DECLINED
PAI, PEC DECLINED
FUEL & SERVICE [illegible] /GL $ [illegible] /GL 12.2/TK CAP (T)
TAX RATE - [illegible]
RENT RP NO [redacted]
AUTHORIZED FOR $ [illegible]

HERTZ EXPRESS RETURN

IF USING EXPRESS RETURN, PLEASE COMPLETE THE FOLLOWING INFORMATION AND DEPOSIT THIS CARD IN THE EXPRESS RETURN BOX. A DETAILED COPY OF YOUR RENTAL CHARGES WILL BE MAILED TO YOU PROMPTLY.

RETURN DATE:_____ RETURN TIME:____/____ AM PM

RETURN MILEAGE:__ __ __ __ __

___ I did NOT buy gas.

___ I DID buy gas and the fuel gauge level is: (Circle One)

E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

RETURN LOCATION COPY - NOT VALID FOR RENTAL

SAN JOSE AIRPORT
[redacted] 35804390
COMPLETED BY: 5002
RENTED: SANTA CLARA ILE
RENTAL: 07/23/02 11:24
RETURN: 07/23/02 13:08
MILES IN: [illegible] OUT: [illegible]
MILES DRIVEN: 283
PLAN IN/OUT: [illegible] /MCLD
CLS: B

1 WEEKS	199.99	199.99
SUBTOTAL		199.99
LDW $ 9.00/DAY		63.00
TX 8.250% ON	199.99	16.50
NET DUE		279.49

PAID BY: MOV
CREDIT CARD #: [redacted]
*CHARGE IF RETURN - LOWEST QUALIFYING RATE CHARGED

Thank you for renting from
Hertz

#8

[redacted]

RR 2[illegible]12 VEH 01100/4[illegible] [illegible]
CLS YL MVL N CONTRA LIC: CA [illegible]
FUEL OUT: [illegible] MILES OUT: [illegible]
COP: [illegible] CAL STATE AUTO ASSN
RSN: [illegible]/HOLE A
PREPARED BY: [illegible]

Hertz

THIS IS YOUR STATED RETURN
RETURN: [illegible] @ SAN JOSE AIRPORT
RENTED: [illegible] @ SAN JOSE AIRPORT

PLAN OUT: [illegible] /D RATE CLASS: L
[illegible] 75.99 PER DAY WITH ALL MILES FREE
[illegible] PER EX DY
[illegible] PER EX HR
[illegible] PER XDV 10-PL

DISCOUNT - A 10%
LDW ACCEPTED @ $ 14.99 DAY
LIS DECLINED
PAI, PEC DECLINED
FUEL & SERVICE $ 2.312 AB $ 4.19 /GL 22.4/TK CAP (I)
TRANSPORTATION FEE $ 5.00 PER RENTAL
TAX RATE - [illegible]
RENT PF NOW [redacted]
AUTHORIZED FOR $ 223.08

SAN JOSE AIRPORT
RENTAL AGREEMENT: 262050112
[redacted]
COMPLETED BY: 6951
RENTED: SAN JOSE AIRPORT
RENTAL: 08/14/02 12:04
RETURN: 08/16/02 14:02
MILES IN: 07806 OUT: 07894
MILES DRIVEN: 90
PLAN IN/OUT: HOLE /HOLE
CLS: L

2 DAYS	75.99	151.98
DISCOUNT 10%		15.20
SUBTOTAL		136.78
LDW	$14.99/DAY	29.98
TX 8.2500 ON	136.78	11.28
TRANS FEE		5.00
NET DUE		183.04
PAID BY: CRY		
CREDIT CARD #:		[redacted]

Thank you for renting from
Hertz

HERTZ EXPRESS RETURN

IF USING EXPRESS RETURN, PLEASE COMPLETE THE FOLLOWING INFORMATION AND DEPOSIT THIS CARD IN THE EXPRESS RETURN BOX. A DETAILED COPY OF YOUR RENTAL CHARGES WILL BE MAILED TO YOU PROMPTLY.

RETURN DATE:_____ RETURN TIME:_____:_____ AM PM

RETURN MILEAGE: ___ ___ ___ ___ ___

___ I did not buy gas.

___ I DID buy gas and the fuel gauge level is: (Circle One)

E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

RETURN LOCATION COPY - NOT VALID FOR RENTAL

#9

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO
4765 STEVENS CREEK BLVD 408-246-2100
SANTA CLARA CA 95051-4759

24 HOUR DAY

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 8:00A-12:00P

RETAIL

NO CHARGE

SAN JOSE CA

DAY - 24 HOUR PERIOD

10.00/HOUR

5/13/02

CONDITION AGREED TO

DN 2@ 8.99/DAY 17.98
PA 2@ 3.00/DAY 6.00
BLE 9.95/DAY
TAX 8.25 x 8.66
0.75/RENTER

X CA ONLY

TOTAL CHARGES 137.
DEPOSITS CC 137.
REFUNDS

9/23/02

9/26 XXXXXXXXXXXXXXXX

150.00 DTRC AUTH 9/23

RECEIPT FOR OUR REPAIRS

AMOUNT

CONDITION AGREED TO

PLEASE USE SEAT BELTS

#10

INVOICE FILE

© Enterprise Rent-A-Car Company, 2001

OLD NAVY - 3840
3000 BRIDGEPOINTE PARKWAY
SAN MATEO, CA. 94404
Tel. (650) 537-1460
12/29/00

3840-01 SALE 20142 090 3957

LINEN-PANT 1 T1= 9.99
334212 0404
PAINTER CAMPAG T1 12.99
491284 3402
2

SUBTOTAL 22.98

T1= 22.98
Sales Tax 1.70
TOTAL 24.68

24.68
ACCT [redacted] S
BALANCE AVAIL. 0.12
CHANGE .00

For locations call 1-800-OLD-NAVY
or shop oldnavy.com

Thank You - Old Navy

MERVYN'S

RECEIPT REQUIRED FOR REFUND, CREDIT, OR EXCHANGE WITHIN 90 DAYS OF PURCHASE.

0047/04 0021/014 0034 7

6071420777B MENS SHIRWEAR	7.99
8017251752J TWO MENS BOTTOM	9.99
6383860726A SCREEN TEES	8.00
6387021115S SCREEN TEES	8.00
SUBTOTAL	33.98
Calif. 8.00% Tax	2.68
[redacted]	
01722200 MASTERCARD CHARGE	36.24
TOTAL	36.24

03

****YOU SAVED****
$16.00

1155823

5201PM 6211

Thank You for
Shopping at Mervyn's

PACIFIC SUNWEAR
VALLEY FAIR MALL
SANTA CLARA, CA
(408) 241-8554

0016 01 9453 12/29/00
SALE 4.37 108978 [illegible]

SALESPERSON NUMBER 108978

6037272	GIFT PACKS	18.00
6037587	L/S SOLID TE	26.00
3190 14.99	[illegible]	[illegible]
REASON CODE 7		
6175145	NECKLACES	12.00
	SUBTOTAL	$44.99
44.99 CA TAX 8.2500		3.71
	TOTAL	$48.70
	GIFT CARD	[illegible]

[redacted]
PACIFIC SUNWEAR
GC BALANCE $.00
GIFT CARD [illegible]

[redacted]
PACIFIC SUNWEAR
GC BALANCE $.00
CASH [illegible]
CHANGE [illegible]

#0017952

[illegible]

#2

```
1001 GRAND PRIX GT COUPE                          PONTIAC/GMC D  SION
31U  PAINT, BRIGHT RED                  /V6G      GENERAL MOTORS CORPORATION
173  TRIM, MEDIUM GRAY                            100 RENAISSANCE CENTER
ORDER NO. CXGQM3/TRE        STOCK NO.            DETROIT       MI  48243-1001
VIN 1G2 WP12 K3 1F189627                          VEHICLE INVOICE 2AD33427566
*****************************************************************16*23097S
MODEL & FACTORY OPTIONS                  MSRP     INV AMT   RETAIL - STOCK
WP37 GRAND PRIX GT COUPE             21865.00   20006.48   INVOICE 11/29/00
AL9 4-WAY DRIVER POWER LUMBAR SEAT     100.00      89.00   SHIPPED 11/29/00
94U SPECIAL EDITION PACKAGE           2515.00    2238.35   EXP I/T 12/08/00
    * UNIQUE SPOILER & EXHAUST TIPS                         INT COM 12/08/00
    * MULTI-SPOKE CHROME WHEELS                             PRC EFF 11/29/00
    * HOOD HEAT EXTRACTORS                                  KEYS S610D S610D
    * NASCAR-STYLE ROOF FENCES                              WFP-S QTR  OPT-1
    * PAINTED TRIM PLATES                                   BANK: GMAC - 085
    * INTERIOR DOOR EMBLEMS                                 CHG-TO     23-097
    * TWO-TONE LEATHER SEATING
      SURFACES AND DOOR TRIM                                SHIP WT:   3366
AJ "SHIP THROUGH HANDLING CHARGE"       0.00       0.00    HP:        34.7
F5 SUNROOF, POWER GLASS, SPOILER      570.00     507.30    GMS:      24012.85
   TYPE (REPLACES OVERHEAD                                 DAN:       0SPEC
   CONSOLE)                                                MEMO      1328.85
A1 HEATED DRIVER BUCKET SEAT           50.00      44.50
36 3.8 LITER 3800 SERIES II V-6         0.00       0.00
K0 TRANSMISSION, 4-SPEED AUTOMATIC      0.00       0.00
P3 RADIO, AM/FM STEREO W/COMPACT      150.00     133.50
    DISC PLAYER, GRAPHIC EQUALIZER
    6-SPEAKER SOUND SYSTEM
    (REPLACES STD/OPT PKG RADIO)
V6 EYECUE HEAD-UP DISPLAY             275.00     244.75
P5 CALIFORNIA ULTRA LOW EMISSIONS       N/C        N/C
SC OPTION PACKAGE - 1SC              1572.00    1399.08
    OVERHEAD CONSOLE
    * STEERING WHEEL, LEATHER
      WRAPPED W/ RADIO CONTROLS
    * POWER SEAT, DRIVER 6-WAY
    * TRUNK CARGO NET
    * TRIP COMPUTER
    * PREMIUM LIGHTING PKG & ONSTAR
      ILLUM. VISOR MIRRORS
      ASSIST GRIP
      ELECTROCHROMIC REAR VIEW
       MIRROR
      ONSTAR COMMUNICATIONS SYSTEM
       INCL 1 YR SAFETY & SECURITY
    * SECURITY PACKAGE(INCLUDES
      REMOTE KEYLESS ENTRY/THEFT
      DETERRENT SYSTEM)
SZ VALUE GROUP SAVINGS                520.00-    462.80-
```

* CONTINUED ON PAGE 2 **

ARI PONTIAC BUICK GMC

2001 GRAND PRIX GT COUPE | PONTIAC/GMC D ISION
31U PAINT, BRIGHT RED /V6G GENERAL MOTORS CORPORATION
173 TRIM, MEDIUM GRAY 100 RENAISSANCE CENTER
ORDER NO. CXGQM3/TRE STOCK NO. DETROIT MI 48243-1001
VIN 1G2 WP12 K3 1F189627 VEHICLE INVOICE 2AD33427566
**********16*230978
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	26577.00	24200.16	ACT 231	24012.85
DESTINATION CHARGE	610.00	610.00	H/B 261	797.31
DEALER CO-OP ADVERTISING		265.77	ADV 261	265.77
TOTAL	27187.00	25075.93	PAY 310	25075.93

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23950.64

****

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.

ARI PONTIAC BUICK GMC

REMIT TO GMAC NO. 085
VIN 1G2WP12K31F189627
$ 25075.93 INV 2AD33427566
DUE 12/08/00 DEALER 23-097

INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
12/11/2002 10:25

VIN: 1G2WP12K31F189627 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

453244

Jenny Paris
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665.3413
Facsimile 313.665.0911
Jenny.Paris@Esis.com

January 14, 2003

Attn: Christy Quinn
Safeco Insurance Co.
P.O. Box 461
St. Louis, MO 63166-9970

Your Insured:	[redacted]
Our File Number:	453244
Your Claim Number:	6704 0559 1008
Our Client:	General Motors Corporation
Date of Event:	12/2/02

Dear Ms. Quinn:

We are a Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.

11. Advise of any injuries.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Jenny Paris

SR No. 1-60939510

Ref No.

BRC Type PAR Safety Yes

Bus. Unit BRC

Site

Area PAR

Last Name [redacted]

First Name [redacted]

Approval Not Initiated

Sub-Area Initiate PAR-Thermal Event

Street [redacted]

Engine - General

Phone

Evening #

City Omaha

Reagan Buick, Inc.

Updated 1/7/03 11:35:26 AM

State NE ZipCd [redacted]

Open

LATIMERD

Make Buick

Mileage 40000

Serial #/VIN 1G4CW52K4X4814090

Satisfied

1/6/03 9:18:13 AM

Park Avenue

Year 1999

Warr. Start 11/30/1996

Abstract 3-Thermal Event Allegation ACKNOWLEDGEMENT COMPLETE INITIAL COMPLETE EAA INSPECTION

Closed

Customer Description This is a PAR file. Do not discuss this case with the customer. Direct all inquiries to Don Latimer/PAR/57748

Owner

12/2/02 11:00:00 AM

veh caught fire. cust states that he turned the veh on and there was a loud noise and then veh caught fire. Black smoke. Drove for approx

Larue

Hubert

veh was damaged inside and out. cust states that the meter is gone, the hood was taken off

0

t

In cust garage

Vehicle Location cust house

Component Engine, hood, front end.

N

Gry

Vukov

Joe

Reagan Buick

Concrete

Insurance Agency Safe Co.

(402) 731-4317

UNKN

PAR Detail

0

Y

Dry

Y

Hubert Larue

Residence Garage at [redacted]

2925

Prop Est Repair Cost

Thermal Event

Personal

Inspection Not Performed

Thermal Event/ VEhicle and garage.

01/06/03	LATIMERD	BRC PAR	Close-No Offer to Repair/Rep	Done	Closing PAR file.

Comment

BUSINESS SUMMARY--1-CRM reviewed par file. 2CRM contacted customer and confirmed PAR facts. 3CRM advised customer that file is to be forwarded to ESIS. 4CRM provided customer with ESIS contact information. No offers made for repair or repurchase. 6-CRM closed file and forwarded to ESIS.

Confidential Comment

Don Latimer/PAR/57748

01/06/03	LATIMERD	BRC PAR	ESIS- Property Damage	Done	Forwarding file to ESIS for Property Damage.

Comment

CRM forwarding file to ESISProperty Damage in excess of $20 K.

Confidential Comment

Don Latimer/PAR/57748

01/06/03	LATIMERD	BRC PAR	Inspection Not Required	Done	No Inspection Requested.

Comment

CRM requested no inspection based on the amount of loss and file being forwarded to ESIS.

Confidential Comment

Don Latimer/PAR/57748

01/06/03	LATIMERD	Outbound Call Third Party	Made Contact	Done	Contact w/Insurance Rep.

Comment

CRM contacted Mr Jim McNulty at 606677-4245 ext 6347 and advised him of the addr for central claims.

Confidential Comment

Don Latimer/PAR/57748

01/06/03	LATIMERD	Outbound Call Customer	Received No Answer	Done	Attempt to contact the Cust.

Comment

CRM attempted to contact the Cust at [redacted] CRM received no answer after approx 15 rings.

Confidential Comment

Don Latimer/PAR/57748

01/06/03	LATIMERD	Correspondence		Done	Fulfilled:BRCPAR_PA0041. SR#160939810

Comment

Confidential Comment

01/06/03	LATIMERD	Correspondence		Done	Created:BRCPAR_PA0041. SR#160939810

Comment

Confidential Comment

01/06/03	LATIMERD	Inbound Call Third Party	Service Request Update	Done	Call from Insurance Rep.

Comment

CRM received a call from Mr Jim McNulty, Claim Rep. Mr McNulty advised they wanted to move the veh from the residence. Mr McNulty advised they would video and document the removal of the veh. Mr McNulty advised the loss would exceed $20,000. Mr McNulty advised he could be contacted at 606677-4245 ext 6347.

Confidential Comment

CRM advised the file would be forwarded to our central claims because of the amount of property damage.

Don Latimer/PAR/57748

01/08/03	LATIMERD	Inbound Voice Mail	Service Request Update	Done	VME from Insurance Rep.
Comment					Confidential Comment

CRM received three VME's from Mr Jim McNulty, Claim Rep. Mr McNulty requested a return call.

Don Latimer/PAR/57748

01/07/03	LATIMERD	Inbound Voice Mail	Service Request Update	Done	VME from Insurance Rep.
Comment					Confidential Comment

CRM received VME from Mr Jim McNulty, Claims Rep. Mr McNulty stated he could be contacted this date at approx 3:00 PM ES at (800) 877-4246 x6397.

Don Latimer/PAR/57748

01/07/03	LATIMERD	Research		Done	Performed case scan.
xmment					Confidential Comment

CRM performed case scan by Cust's name and VIN. CRM located no additional records.

Don Latimer/PAR/57748

01/07/03	LATIMERD	BRC PAR	Initial Contact-AVM	Done	Initial contact w/AVM.
Comment					Confidential Comment

CRM left VME for the AVM, Mr Terry Bartel[redacted] CRM advised of the Cust's concern and the inspection.

Don Latimer/PAR/57748

01/07/03	LATIMERD	BRC PAR	Initial Contact-Dealer	Done	Initial contact w/Dir.
Comment					Confidential Comment

CRM contacted the Dir, Plaza Pont/GMC,PH:[redacted]. CRM advised Mr Mike Hook, Svc Mgr of the Cust's concern. CRM received permission to use his facility for the inspection. Mr Hook stated he could arrange for the towing of the veh if necessary.

Don Latimer/PAR/57748

01/07/03	LATIMERD	Outbound Call Dealer	Made Contact	Done	Initial contact w/Dir.
Comment					Confidential Comment

CRM contacted the Dir, Reagan Buick, PH:[redacted] CRM spoke w/Mr Chet Dressin, Svc Mgr. Mr Dressin advised they are no longer a GM Dir at this facility. Mr Dressin did indicate that according to his records the veh was svcd there in Aug 01.

Don Latimer/PAR/57748

01/07/03	LATIMERD	BRC PAR	Initial Contact-Phone	Done	Initial contact w/Cust.
Comment					Confidential Comment

CRM contacted the Cust at[redacted]. Cust related the following details of the incident.

DETAILS OF INCIDENT:
Cust stated he was the original owner and has all his maint performed at Reagan Buick, Omaha, NB. Cust stated the veh had sat overnight in his garage, after he had completed a lengthy trip. The following morning he had driven the veh approx one mile before parking the veh in his garage. Cust stated the next day he attempted to start the veh and he then heard a loud explosion and black smoke began coming from the engine compartment. His neighbor heard the sound and summoned the fire dept. The thermal event damaged the veh and his garage.

Cust seeks his veh replaced, his garage repaired, and a rental veh.

CRM advised the veh would need to be inspected and explained the inspection and rental process. CRM advised it would be the Cust's responsibility to get the veh to the closest GM Dir for the inspection.
Cust stated PLAZA PONTIAC GMC, INC., 6544 "L" STREET, OMAHA, NE 68117112, PH:[redacted] would be the closest Dir. CRM advised the Dir would be contacted for permission to use the facility and Cust would be advised accordingly.

Don Latimer/PAR/57748

01/07/03	LATIMERD	BRC PAR	Acknowledgement	Done	Acknowledgement Contact
Comment					Confidential Comment

CRM contacted the Cust at (402) 558-2408.

Don Latimer/PAR/57748

01/07/03	LATIMERD	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO DON LATIMER AT 57748
Comment					Confidential Comment
01/07/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential Comment
01/07/03	LATIMERD	Outbound Call Third Party	Left Message	In Progress	Attempt to contact Ins Rep.
Comment					Confidential Comment

CRM attempted to contact Mr Jim McNulty, Claim Rep, Columbia Insurance Co, PH[redacted] CRM left VME.

Don Latimer/PAR/57748

01/06/03	HALABIM	Inbound Call Third Party	Service Request Update	Done	Columbia Insurance
Comment					Confidential Comment

Third Party from cust insurance company called in and stated is seeking to speak with CRM working on file. CRM advised Don Latimer. Cust stated customer spoke with Don today and advised cust would need to speak with Michelle Bimle. CRM unable to connect. Stated needs approval to move vehicle unless CM getting someone out ct check vehicle due to delaying restoration on vehicle.
CRM advised will research and get back with him at contact number of[redacted]
Meguy Halabi/CAC/Tampa

01/06/03	BIMEM	Notify CRM		Done	see previous comments
Comment					Confidential Comment
01/06/03	STEELEG	Inbound Call Third Party	Transfer/Referral	Done	Transfer
Comment					Confidential Comment

Inbound call from cust insurance co stating he would like to speak w/ Michelle Bimle.

Crm attempted to verify ownership, ownership questionable.

Call transferred to Ms. Bimle as she was last CRM to speak w/ cust per documentation, and caller asked for crm by name.

Gwen Steele/CAC/TPA

01/06/03	BOYCER	Escalation	Initiate PAR	Done	PAR form
ment					Confidential Comment

File has been received and assigned in PAR
Ruthie Boyce /PAR

01/06/03	BIMEM	Inbound Call Customer	Complex Request	Done	cust was transferred over from BRC
Comment					Confidential Comment

cust was transferred from BRC. cust veh caught fire at his home. CRM filled out a PAR form.
michelle bimle/cac/tampa

01/06/03	MANNARIM	Outbound Call Customer	Made Contact	Done	RETURNING CALL
Comment					Confidential Comment

CRM CONTACTED CUST BACK ADVISING THEM THAT THEY NEED TO SPEAK WITH SOMEONE TO CREATE A FILE. CRM TRANSFERRED CUST TO BUICK CUST ASSIST. CUST SPOKE WITH MICHELLE BIMLE. MARIA MANNARINO
REPURCHASE X57416

01/06/03	MANNARIM	Inbound Voice Mail	Service Request Update	Done	CUST
Comment					Confidential Comment

CRM RECEIVED VME FROM CUST REQUESTING CALL BACK. CUST STATED THAT HE WILL BE HOME FOR APPROX 1 H[illegible]ND HE WILL BE HAVING THEIR INSURANCE APPRAISER THERE TO ASSESS TH[illegible]AMAGE TO VEH AND

GARAGE. MARIA MANNARINO REPURCHASE X57418

01/08/03	MANNARIM	Inbound Call Customer	Service Request Update	Done	POSSIBLE THERMAL EVENT

Comment

Confidential Comment

CUST CONTACTED CRM ADVISING THAT HE SPOKE WITH A MARIE WHO ADVISED HIM TO CONTACT THIS NUMBER AND SPEAK WITH SOMEONE REGARDING THEIR VEH CATCHING FIRE AND BURNING IN THEIR GARAGE. CRM APOLIGIZED TO THE CUST ADVISING THAT THIS IS THE WRONG DEPT. CRM REVIEWED CUST FILE BUT WAS UNABLE TO LOCATE ANY INFO DUE TO PREVIOUS CRM STILL DOCUMENTING. CRM SPOKE WITH PAR CRM DONALD LATIMER WHO ADVISED THAT THE CUST CONTACTED THEM AND ADVISED THEM OF THE SAME STORY. CRM ATTEMPTED TO GO BACK TO CUST WHO WAS ON HOLD BUT CUST DISCONNECTED CALL. MARIA MANNARINO REPURCHASE X57418

01/08/03	LATIMERD	BRC PAR	Close	Done	Closing file.

Comment

Confidential Comment

01/08/03	LATIMERD	Inbound Call Customer	Service Request Update	Done	Contact w/Cust.

Comment

Confidential Comment

CRM received call from the Cust seeking to speak w/Maria. Cust stated he had been advised by Maria to contact 8881-1841, prompt 3.
Cust stated he did not know why he had been advised to make the contact other than it may have been because he had a thermal event w/his veh.

CRM attempted to locate an SR for the Cust and located only his name and veh. CRM advised Maria was unknow to CRM. CRM advised Cust to call back using the prompt 3.

Don Latimer/PAR/57748

J01

Engine - General

[redacted]

Omaha, NE [redacted]

Service Request: S1-60939810

[redacted]

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:	1G4CW52K4X4614099

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN	**Warranty Start Date:**	11/30/1998
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	**Selling Source:**	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

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

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	11/30/1998	25 miles	11/30/2001	36025 miles
72/100000 SHEET METAL RUST-THROUGH	11/30/1998	25 miles	11/30/2004	100025 miles
36/36000 SHEET METAL CORROSION	11/30/1998	25 miles	11/30/2001	36025 miles
96/80000 PCM/CC EMISSIONS	11/30/1998	25 miles	11/30/2006	80025 miles
36/36000 FEDERAL EMISSIONS	11/30/1998	25 miles	11/30/2001	36025 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/27/2000	043016	#	N2145 - L/F DR WIN SWCH RPL	13714 miles
09/27/2000	043016	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	13714 miles
03/10/1999	023671	#	N2530 - HAZARD SWITCH RPL	1665 miles
01/20/1999	022229	#	N1286 - STOP SIGNAL LENS RP	696 miles
01/20/1999	022229	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	696 miles
10/15/1998	A14099	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GM Vehicle Inquiry System
Claim History

VIN:	1G4CW52K4X4614099

CLAIM HISTORY

Repair Order Date:	09/27/2000	Repair Order Number:	043016	Odometer Reading:	13714 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/03/2000	105	01	#	N2145 - L/F DR WIN SWCH RPL	25718947 - SWITCH	N/A	N/A	$75.67	Y
10/03/2000	105	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	N

Repair Order Date:	03/10/1999	Repair Order Number:	023671	Odometer Reading:	1665 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/15/1999	941	01	#	N2530 - HAZARD SWITCH RPL	26067713 - SWITCH	N/A	N/A	$331.33	N

Repair Order Date:	01/20/1999	Repair Order Number:	022229	Odometer Reading:	696 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/25/1999	927	01	#	N1286 - STOP SIGNAL LENS RP	16525987 - LAMP	N/A	N/A	$314.39	N
01/25/1999	927	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	N

Repair Order Date:	10/15/1998	Repair Order Number:	A14099	Odometer Reading:	0 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Site Code:	44360
		Business Associate Code:	118593

Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/19/1998	899	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$86.19	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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:	1G4CW52K4X4614099

VEHICLE BUILD

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN		
Gross Vehicle Weight Rating:	2240 kg (4939 lb)	Order Number:	BHTDJK
Build Date:	10/15/1998	Build Plant:	1X4C - ORION ASSEMBLY

OPTION CODES

AK5 - FRONT PASSENGER AIR BAGS	AL2 - CONTROL SEAT - POWER LUMBAR
AQ7 - 55/45 SEATS	A43 - SEAT- 3 POSITION MEMORY DRIVER
CD2 - LOW W/S/W FLUID INDICATOR	CE1 - WIPERS - MOISTURE SENSING
CJ2 - AIR CONDITIONING-DUAL AUTOMATIC	DD7 - MIRROR- AUTOMATIC REARVIEW
[illegible] MIRROR-DRIVER SIDE REMOTE/AUTO	D85 - STRIPE, BODY SIDE
FE1 - BUICK DYNARIDE SUSPENSION	FE9 - FEDERAL EMISSIONS
F83 - RATIO TRANSAXLE FINAL DR 3.05	IC3 - ULTRA TRIM - PARK AVE
JL9 - ANTI-LOCK BRAKE SYSTEM	KA1 - HEATED DRIVER SEAT
KG7 - GENERATOR - 125 AMP	L36 - ENGINE- 3800 SERIES II V6
MN3 - TRANSMISSION - AUTO 4SPD	MX0 - TRANSMISSION-4 SPEED ELECTRONIC
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NP5 - LEATHER WRAPPED STEERING WHEEL
ORN - LAKE ORION ASSEMBLY	PY0 - 16" CHROME ALUMINUM WHEELS
QPX - TIRES- P225/60R16 BLACKWALL	R9X - PERSONAL CHOICE FEATURES
UB7 - INSTRUMENTATION	UG1 - UNIVERSAL TRANSMITTER
UK3 - STEERING WHEEL RADIO CONTROL	UP0 - RADIO-POWER LOAD CD & CASSETTE
UW6 - SPEAKER SYSTEM-CONCERT SOUND II	U77 - ANTENNA - REAR WINDOW
VH9 - LEATHERETTE OWNERS MANUAL COVER	VK3 - LICENSE PLATE MOUNTING PKG-FRNT
VM3 - 5MPH BUMPER STANDARD FRONT&REAR	V73 - STATEMENT- US/CANADA PRODUCED
W01 - SEATING PACKAGE: INCLUDES	Y67 - WASHER FLUID, LOW COOLANT, AND
1[illegible] - * DOOR LOCKS - MEMORY	56I - TAUPE INTERIOR
5[illegible] TAUPE LEATHER/VINYL 45/45 FRONT	6MB - COMPONENT-FRT LH COMPUTER SUSP
7MB - COMPONENT-FRT RH COMPUTER SUSP	8AC - SPRING

83U - PLATINUM BEIGE METALLIC	88A - STRIPE- BODY SIDE - DARK BROWN
9AC - SPRING	

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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:	1G4CW52K4X4614099

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN	**Warranty Start Date:**	11/30/1998
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	**Selling Source:**	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	11/30/1998	25 miles	11/30/2001	36025 miles
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36/36000 SHEET METAL CORROSION	11/30/1998	25 miles	11/30/2001	36025 miles
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03/10/1999	023671	#	N2530 - HAZARD SWITCH RPL	1665 miles
01/20/1999	022229	#	N1286 - STOP SIGNAL LENS RP	696 miles
01/20/1999	022229	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	696 miles
10/15/1998	A14099	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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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:	1G4CW52K4X4614099

CLAIM HISTORY

Repair Order Date:	09/27/2000	Repair Order Number:	043016	Odometer Reading:	13714 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/03/2000	105	01	#	N2145 - L/F DR WIN SWCH RPL	25718947 - SWITCH	N/A	N/A	$75.67	Y
10/03/2000	105	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	N

Repair Order Date:	03/10/1999	Repair Order Number:	023671	Odometer Reading:	1665 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/15/1999	941	01	#	N2530 - HAZARD SWITCH RPL	26067713 - SWITCH	N/A	N/A	$331.33	N

Repair Order Date:	01/20/1999	Repair Order Number:	022229	Odometer Reading:	696 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Selling Source:	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
1/25/1999	927	01	#	N1286 - STOP SIGNAL LENS RP	16525987 - LAMP	N/A	N/A	$314.39	N
01/25/1999	927	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	N

Repair Order Date:	10/15/1998	**Repair Order Number:**	A14099	**Odometer Reading:**	0 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	**Selling Source:**	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/19/1998	899	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$86.19	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN:	1G4CW52K4X4614099

LINE COMMENTS

Repair Order Date:	09/27/2000	Repair Order Nbr:	043016	Odometer Reading:	13714 miles

Serviced By:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075	Selling Source:	11- BUICK
		Site Code:	44360
		Business Associate Code:	118593

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
10/03/2000	105	01	#	N2145 - L/F DR WIN SWCH RPL	25718947 - SWITCH	N/A	N/A	$75.67

Comments:	RIGHT REAR WINDOW HAS COME OUT OF CHANNEL, WONT GO UP OR DOW

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4CW52K4X4614099

VEHICLE BUILD

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN		
Gross Vehicle Weight Rating:	2240 kg (4939 lb)	Order Number:	BBTDJK
Build Date:	10/15/1998	Build Plant:	1X4C - ORION ASSEMBLY

OPTION CODES

AK5 - FRONT PASSENGER AIR BAGS	AL2 - CONTROL SEAT - POWER LUMBAR
AQ7 - 55/45 SEATS	A43 - SEAT- 3 POSITION MEMORY DRIVER
CD2 - LOW W/S/W FLUID INDICATOR	CE1 - WIPERS - MOISTURE SENSING
CJ2 - AIR CONDITIONING-DUAL AUTOMATIC	DD7 - MIRROR- AUTOMATIC REARVIEW
DR2 - MIRROR-DRIVER SIDE REMOTE/AUTO	D85 - STRIPE, BODY SIDE
FE1 - BUICK DYNARIDE SUSPENSION	FE9 - FEDERAL EMISSIONS
F83 - RATIO TRANSAXLE FINAL DR 3.05	IC3 - ULTRA TRIM - PARK AVE
JL9 - ANTI-LOCK BRAKE SYSTEM	KA1 - HEATED DRIVER SEAT
KG7 - GENERATOR - 125 AMP	L36 - ENGINE- 3800 SERIES II V6
MN3 - TRANSMISSION - AUTO 4SPD	MX0 - TRANSMISSION-4 SPEED ELECTRONIC
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NP5 - LEATHER WRAPPED STEERING WHEEL
ORN - LAKE ORION ASSEMBLY	PY0 - 16" CHROME ALUMINUM WHEELS
QPX - TIRES- P225/60R16 BLACKWALL	R9X - PERSONAL CHOICE FEATURES
UH7 - INSTRUMENTATION	UG1 - UNIVERSAL TRANSMITTER
UK3 - STEERING WHEEL RADIO CONTROL	UP0 - RADIO-POWER LOAD CD & CASSETTE
UW6 - SPEAKER SYSTEM-CONCERT SOUND II	U77 - ANTENNA - REAR WINDOW
VH9 - LEATHERETTE OWNERS MANUAL COVER	VK3 - LICENSE PLATE MOUNTING PKG-FRNT
VM3 - 5MPH BUMPER STANDARD FRONT&REAR	V73 - STATEMENT- US/CANADA PRODUCED
W01 - SEATING PACKAGE: INCLUDES	Y67 - WASHER FLUID, LOW COOLANT, AND
ASE - * DOOR LOCKS - MEMORY	56I - TAUPE INTERIOR

563 - TAUPE LEATHER/VINYL 45/45 FRONT	6MB - COMPONENT-FRT LH COMPUTER SUSP
MB - COMPONENT-FRT RH COMPUTER SUSP	8AC - SPRING
83U - PLATINUM BEIGE METALLIC	88A - STRIPE- BODY SIDE - DARK BROWN
9AC - SPRING	

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GM Vehicle Inquiry System
Vehicle Component

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

Help

VIN:	1G4CW52K4X4614099

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BGW		Traceability:	0011762	
Date Scanned:	10/15/1998	Time Scanned:	01.43.00	Scan Station:	04

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	MKM		Traceability:	AA0582828	
Date Scanned:	10/14/1998	Time Scanned:	17.43.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	9FFB		Traceability:	0L06	
Date Scanned:	10/15/1998	Time Scanned:	01.53.00	Scan Station:	04

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	M - DELCO ELECTRONICS MILWAUKEE, WISCONSIN				
Part/Num Broadcast:	4634		Traceability:	382783QGZ	
Date Scanned:	10/15/1998	Time Scanned:	12.03.00	Scan Station:	01

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	2924		Traceability:	WSBKL4E	
Date Scanned:	10/15/1998	Time Scanned:	00.32.00	Scan Station:	03

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	3040		**Traceability:**	2SBK6R6	
Date Scanned:	10/14/1998	**Time Scanned:**	17.14.00	**Scan Station:**	02

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	9994		**Traceability:**	282731YCD	
Date Scanned:	10/15/1998	**Time Scanned:**	12.03.00	**Scan Station:**	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ		**Traceability:**	2470153	
Date Scanned:	10/09/1998	**Time Scanned:**	03.38.00	**Scan Station:**	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1PP		**Traceability:**	1286287	
Date Scanned:	10/14/1998	**Time Scanned:**	15.13.00	**Scan Station:**	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4CW52K4X4614099

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	11/30/1998	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	25 miles

Delivering Dealer:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	44360
		Business Associate Code:	118593

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4CW52K4X4614099

INVOICE INFORMATION

Invoice Date:	10/15/1998		
Site Address:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	**Selling Source:**	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

SHIP-TO INFORMATION

Ship-To Date:	10/29/1998		
Site Address:	REAGAN BUICK, INC. 6603 L ST OMAHA, NE 68117-1075 (402) 592-1000	**Selling Source:**	11 - BUICK
		Site Code:	44360
		Business Associate Code:	118593

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1999 PARK AVENUE SEDAN
83U PLATINUM BEIGE METALLIC /V6G
563 TAUPE LEATHER/VINYL 55/45 SPLIT
ORDER NO. BBTDJK/TRE STOCK NO.
VIN 1G4 CW52 K4 X4614099

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
902 E. HAMILTON AVE.
FLINT MI 48550-0001
VEHICLE INVOICE 40D07634872
**********GA**********11*44360S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4CW69 PARK AVENUE SEDAN	31130.00	28172.65	INVOICE 10/15/98
PE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 10/15/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	EXP I/T 10/25/98
UP0 RADIO-POWER LOAD CD & CASSETTE	200.00	172.00	INT COM 10/26/98
W/STEERING WHEEL RADIO CONTROL			PRC EFF 10/15/98
(REPLACES RADIO IN OPTION PKG)			KEYS 1853 1853
VK3 LICENSE PLATE MOUNTING PKG-FRNT	N/C	N/C	WFP-S QTR OPT-1
W01 SEATING PACKAGE: INCLUDES	380.00	326.80	BANK: FIRST NATIO
1SE PRESTIGE OPTION PACKAGE (SE)	970.00	834.20	CHG-TO 44-360
* INSTRUMENTATION - TEMPERATURE TACH, FUEL W/DRIVER INFORMATN CENTER (INCLUDES:TIRE PRESSUR WARNING, OIL PRESSURE, VOLTS, OIL LIFE & OIL LEVEL MONITORS LOW WASHER FLUID, LOW COOLANT & DOOR/TRUNK AJAR INDICATORS, BASIC TRIP COMPUTER(FUEL ECON MILES TO EMPTY, GALLONS USED)			SHIP WT: 3710
			HP: 34.7
			GMS: 29817.75
			MEMO 1671.50
* MIRROR - ELECTROCHROMIC AUTO DIMMING OUTSIDE LEFT MIRROR (HEATED RIGHT & LEFT)			
* MIRROR - ELECTROCHROMIC AUTO DIMMING (INSIDE REARVIEW) WITH COMPASS			
* RADIO - POWER-LOAD CASSETTE & AUTOMATIC TONE CONTROL & CLCK &STEERING WHEEL RADIO CONTROL			
* SEAT - THREE POSITION MEMORY 10-WAY POWER DRIVER'S SEAT & MEMORY MIRRORS			
* UNIVERSAL TRANSMITTER			
* WIPERS - MOISTURE SENSING			
PERSONAL CHOICE FEATURES			
563 TAUPE LEATHER/VINYL 55/45 SPLIT	750.00	645.00	
88A STRIPE- BODY SIDE - DARK BROWN	N/C	N/C	

** CONTINUED ON PAGE 2 **

BRAGAN BUICK, INC.

1999 PARK AVENUE SEDAN
83U PLATINUM BEIGE METALLIC /V6G
563 TAUPE LEATHER/VINYL 55/45 SPLIT
ORDER NO. BBTDJK/TRE STOCK NO.
VIN 1G4 CW52 K4 X4614099

BUICK MOTOR D SION
GENERAL MOTORS CORPORATION
902 E. HAMILTON AVE.
FLINT MI 48550-0001
VEHICLE INVOICE 4OD07634872
**********GA**********11*443608

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	33430.00	30150.65	ACT 231	29817.75
DESTINATION CHARGE	670.00	670.00	H/B 261	1002.90
TOTAL	34100.00	30820.65	PAY 310	30820.65

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29350.80

****

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.

****

REAGAN BUICK, INC.

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
01/30/2003 13:40

VIN: 1G4CW52K4X4614099 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

COLUMBIA
INSURANCE GROUP
10820 Harney Street
Omaha, Nebraska 68154
(402) 330-5600

Paris
453344

January 15, 2003

ESIS
Attn: Jenny Paris
300 Renaissance Center
Mail Code: 482-C20-D71
Detroit, MI 48265-3000

RECEIVED
JAN 21 2003
ESIS-GM CLAIMS U

RE: HOUSE FIRE

OUR INSURED: [redacted]
DATE OF LOSS: 12/30/2002
CLAIM NO: 02054903

Dear Ms. Paris:

I am writing this letter in regards to a fire that occurred at our insured's home. His vehicle caught fire in his garage leaving extensive damage to the home. We believe this fire was caused due to a faulty product. Our investigation is ongoing. The vehicle has been left untouched since the date of loss. This vehicle will be inspected by two different fire investigators sometime on either January 17th or January 20th. I have been in contact with Safeco, who carries the insurance on the vehicle. They have spoken to you regarding this loss. It appears there is little concern on your part about investigating this in a timely manner. GM was notified one day after the loss on December 31st. It is now January 15th, 2003 and still no one from your company has bothered to contact a local representative to examine the vehicle or to be involved in it. Hopefully we will have spoken prior to you receiving this letter. Please contact me immediately to advise us as to your interest in this matter.

Sincerely,

James P. McNulty
Claims Representative

JPM/kb

Jenny Paris
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3413
Facsimile 313.665.0911
Jenny.Paris@esis.com

January 23, 2003

Attn: James McNulty
Columbia Insurance Co.
10820 Harney Street
Omaha, NE 68154

Your Insured:	[redacted]
Our File Number:	453244
Your Claim Number:	02054903
Our Client:	General Motors Corporation
Date of Event:	12/2/02?

Dear Mr. McNulty:

We are a Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as . .y modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.

11. Advise of any injuries.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Jenny Paris

SAFECO

SAFECO PROPERTY & CASUALTY INSURANCE COMPANIES

SAFECO Insurance Company of America
Central Claims Office
3637 S. Geyer
St. Louis, MO 63127

Phone: (800) 332-3226
(800) 332-3226
Fax: (888) 268-8840
www.safeco.com

Mailing address:
P O BOX 461
St Louis, MO 63166-9970

Doris
453844

January 23, 2003

Esis
Attn: Jenny Paris
30 Renaissance Center
482-c20-d71
Detroit, MI 48265-3000

RECEIVED
JAN 29 2003
ESIS-GM CLAIMS UNIT

Insured Name: [redacted]
Policy Number: Z3533510
Loss Date: December 30, 2002
Claim Number: 670405591008

To Whom It May Concern:

This letter is in regard to your claim number 453244. We wanted to advise you that our insured's vehicle was moved from his home to Heartland Insurance Pool at PO BOX 85175 in Lincoln Nebraska 68501. Their phone number is 402-475-3161. The move of this vehicle was video taped as you suggested. If your company decides to inspect this vehicle please notify us so that our experts can be present at the time of the inspection.

This file will be turned over to our Subrogation Department for further handling.

Sincerely,

Christy Quinn
Central Claims Office
SAFECO Insurance Company of America
(800) 332-3226 Ext: 374443
(800) 332-3226 Fax: (888) 268-8840
chrqui@safeco.com

® A registered trademark of SAFECO Corporation.

COLUMBIA
INSURANCE GROUP
10820 Harney Street
Omaha, Nebraska 68154
(402) 330-5600

February 3, 2003

RECEIVED
FEB 0 6 2003
ESIS-GM CLAIMS UNIT

ESIS
Attn: Jenny Paris
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000

RE:	OUR INSURED:	[redacted]
	OUR HOMEOWNERS POLICY:	HO00150431
	OUR CLAIM NO:	02054903
	DATE OF ACCIDENT:	12/30/2002
	YOUR CLIENT:	General Motors Corporation
	YOUR FILE NO:	453244

Dear Ms. Paris:

I am in receipt of your letter dated January 23rd, 2003. I understand that you are the Claims Administrator handling the liability exposure for General Motors Corporation. I assume you will be doing your own investigation. On the date of the accident the insured simply got in his car to start it and it blew up and caught fire totaling the vehicle and damaging the house. The vehicle was left in the insured's garage for over two weeks from the date of loss. We have documentation that we contacted General Motors one day after the accident so that they would have sufficient time to investigate this loss. Since General Motors did not send out someone to investigate this liability, we went ahead and documented the withdraw and storage of this vehicle. The vehicle was shrink wrapped and left untouched so that you can assign a representative to examine the vehicle for the cause of loss. We have two independent fire investigators/engineers that will be present when your representative comes out to examine the vehicle. We simply believe that General Motors has some liability exposure to the damage to our insured's house as well as the insured's vehicle. The automobile is insured by Safeco, the house is insured by Columbia Insurance Group. I have spoken with a representative of Safeco, who has stated that you have communicated with her a few weeks ago.

The information that you have requested is as follows: 1. We cannot send you our expert report because he has not completed his investigation. This report hinges on

when you assign someone to look at the vehicle. We will be happy to send a copy of the police report after you have sent someone to examine the vehicle. 3,4,5,6,7,8, and 9 was information that should be something gathered from the car owner as part of your own investigation. The damages incurred to the home may reach as high as $15,000. Again we will be happy to send you copies of that after you have someone assigned and completes the examination of the vehicle. And lastly, no injuries were noted at the time of loss.

I believe it is imperative that you do something now to properly represent General Motors. I look forward to your immediate response to examine the vehicle.

Sincerely,

James P. McNulty
Claims Representative

JPM/kb

SAFECO

SAFECO PROPERTY & CASUALTY INSURANCE COMPANIES

SAFECO Insurance Company of America
Recovery Management
PO Box 461 (Subrogation)
St. Louis, MO 63166

Phone: (800) 332-3226
(800) 332-3226
Fax: (877) 215-6955
www.safeco.com

Mailing address:
P.O. Box 461 (Subrogation)
St Louis, MO 63166-0461

February 12, 2003

Esis—clm#453244
ATTN: Jenny Paris
30 Renaissance Center
482-c20-d71
Detroit, MI 48265-3000

RECEIVED
FEB 18 2003
ESIS-GM CLAIMS UNIT

Insured Name:	[redacted]
Policy Number:	Z3533510
Loss Date:	December 30, 2002
Claim Number:	670405591008
Your Insured:	General Motors
Your Clm Number:	453244

Dear Ms. Paris:

You should have received a report from your insured concerning the loss which caused damage to our insured's property. The facts we have developed reveal your insured's negligence was the cause of this damage.

Our insured's vehicle was determined to be a total loss. To date, salvage is still pending. Your office will be notified immediately once the salvage process is resolved so that the claim amount can be adjusted accordingly.

We have made payment to our insured in the amount of $16,523.04. Our insured has a $500 deductible, for a total loss of $17,023.04. Please make payment to "SAFECO Insurance Company of America as Subrogee For Hubert Larue" in the amount of $17,023.04.

Thank you for your attention to this matter.

Sincerely,

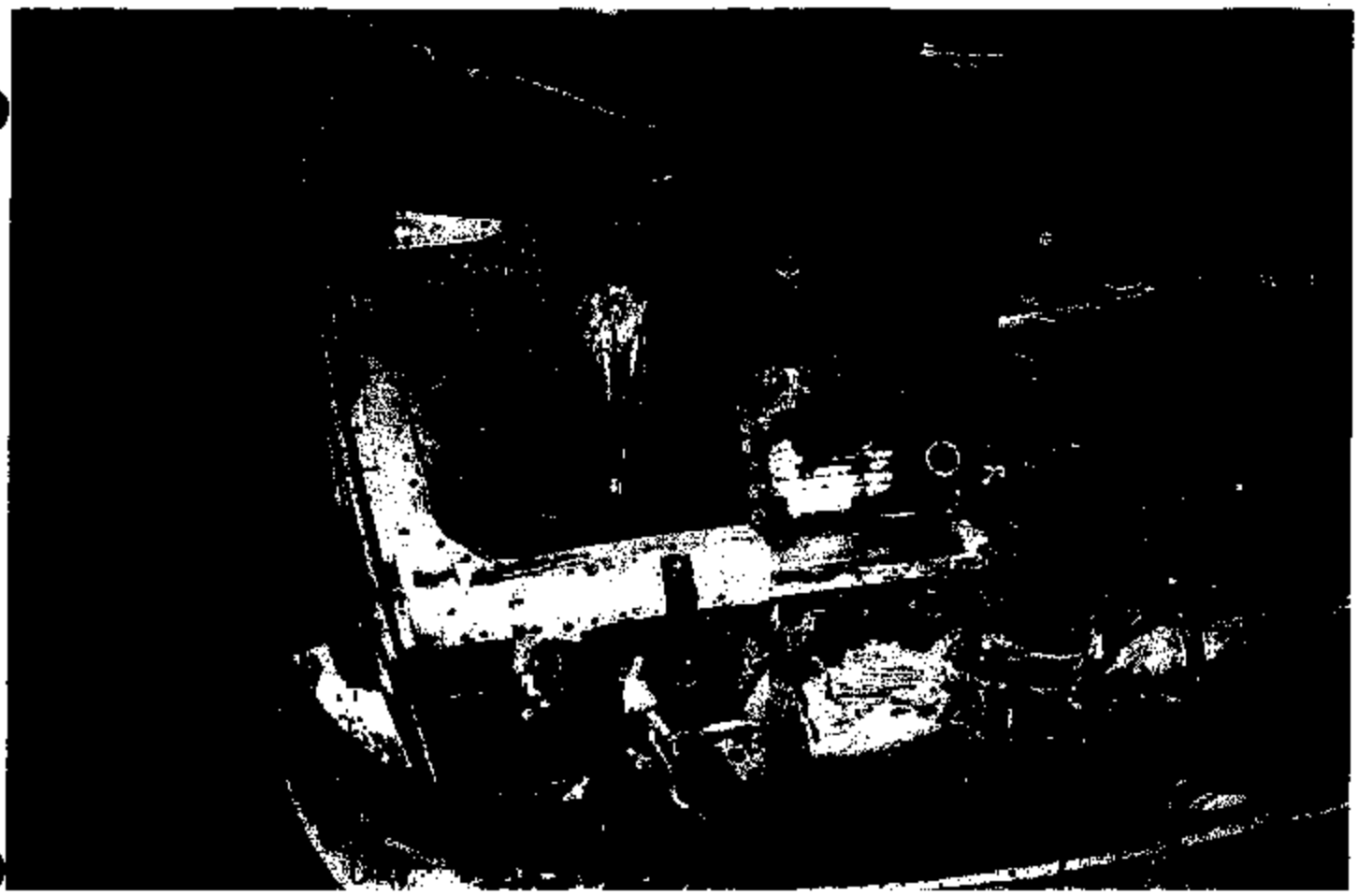
Kelly Owens

Kelly Owens
Recovery Management
SAFECO Insurance Company of America

14593.96 to clmt
1589.50 to clmt
500.00 ded
16,183.46
16,683.46
- 1,589.50 salvage
15,023.96

16683.46
Storage + 339.58
Demand 17,023.04

(800) 332-3226 Ext: 370249
(800) 332-3226 Fax: (877) 215-6955
kelowe@safeco.com



Send this form to SALVAGE

SAFECO TOTAL LOSS UNIT PAYMENT WORKSHEET

CLAIM # 670405 591008
VEHICLE 1999 Buick Park Ave
VEHICLE OWNER [redacted]

DUI RELATED LOSS ☐ [redacted]

Settlement Figures

First Payment		
ACV Amount/Pre-Tax		[redacted]
Sales Tax %	[redacted]	$1,090.46
Subtotal		$16,683.46
Salvage Bid		[redacted]
Unused License		
Title Transfer Fee		
Misc Costs		
Less Deductible		
First Offer/Payment		$14,593.96

Misc Fees	[redacted]
Salvage Holdback	$1,589.50
Second Payment	$1,589.50

COLL (INSD)	☐
APD (CLMT)	☐
COMP(INSD)	☑
THEFT (CPR TT)	☐
THEFT (CPR TTR)	☐
UM PD (INSD)	☐

Total w/ no deductions taken	$16,683.46
Total w/ deductible	$16,183.46

ADJ notes: SETTLED

Payment Remarks: 2nd pmt to insd

SPECIAL INSTRUCTIONS

PLEASE INSURE CVO TOTAL & SALVAGE TABS ARE FILLED OUT CORRECTLY

If you have any questions or concerns, please contact us below:
SAFECO Salvage, PO Box 461, St Louis, MO 63166-0461
Phone: 1-800-332-3226
E-Mail CARSAL@SAFECO.com

01/02/2003 AT 09:05 AM 670405591008-001
5716

SAFECO INSURANCE COMPANY
OMAHA CLAIMS OFFICE-06A
TOMMCC@SAFECO.COM
PO BOX 234

GRETNA, NE 68028
(402)312-8718 FAX: (402)895-1457

ESTIMATE OF RECORD

WRITTEN BY: TOM MCCORMICK # 01/02/2003 09:04 AM
ADJUSTER: CHRQUI #

INSURED: [redacted]
OWNER: [redacted]
ADDRESS: [redacted]
OMAHA, NE [redacted]
OTHER: [redacted]
DAY: [redacted]

CLAIM #670405591008-001
POLICY # 203533510
DATE OF LOSS: 12/30/2002 AT 10:00 AM
TYPE OF LOSS: COMPREHENSIVE
POINT OF IMPACT: 24. ENGINE BURN

INSPECT [redacted]
LOCATION: OMAHA, NE [redacted]

OTHER: [redacted]
HOME

REPAIR
FACILITY:

DAYS TO REPAIR
LICENSE #

199[redacted]IC PARK AVENUE 6-3.8L-FI 4D SED BEIGE INT:
VIN[redacted]4CW52K4X4614099 LIC: BHA762 NE PROD DATE: ODOMETER: 26000

AIR CONDITIONING	REAR DEFOGGER	TILT WHEEL
CRUISE CONTROL	INTERMITTENT WIPERS	AUTO LEVEL
CLIMATE CONTROL	KEYLESS ENTRY	THEFT DETERRENT/ALARM
BODY SIDE MOLDINGS	DUAL MIRRORS	CLEAR COAT PAINT
POWER STEERING	POWER BRAKES	POWER WINDOWS
POWER LOCKS	POWER DRIVER SEAT	POWER PASSENGER SEAT
POWER MIRRORS	POWER TRUNK/TAILGATE	AM RADIO
FM RADIO	STEREO	CASSETTE
SEARCH/SEEK	CD PLAYER	ANTI-LOCK BRAKES (4)
DRIVER AIR BAG	PASSENGER AIR BAG	4 WHEEL DISC BRAKES
LEATHER SEATS	BUCKET SEATS	AUTOMATIC TRANSMISSION
OVERDRIVE	ALUMINUM/ALLOY WHEELS	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		RECYCLED ASSEMBLIES				
2*	REPL	LHQ SHEET METAL +25%	1	3125.00*	25.0*	12.0*
3#	SUBL	ENGINE	1	2000.00 X		
		SUBTOTALS ==>		5125.00	25.0	12.0

01/02/2003 AT 09:05 AM 670405591008-001
57164

ESTIMATE OF RECORD
1999 BUIC PARK AVENUE 6-3.8L-FI 4D SED BEIGE INT:

ESTIMATE NOTES:
VEHICLE IS AN OBVIOUS TOTAL LOSS. ENGINE BURN DESTROYED THE ENTIRE FRONT END. FIRE DID NOT GET INTO PASSENGER COMPARTMENT. COST OF FULL FRONT CLIP AND ENGINE ESTIMATED. TOTAL LOSS THRESHOLD WOULD NOT NEED TO BE REACHED FOR THIS VEHICLE TO BE A TOTAL LOSS GIVEN THE SEVERITY AND TYPE OF DAMAGE.

PARTS			3125.00
BODY LABOR	25.0 HRS	@$ 40.00/HR	1000.00
PAINT LABOR	12.0 HRS	@$ 40.00/HR	480.00
PAINT SUPPLIES	12.0 HRS	@$ 24.00/HR	288.00
SUBLET/MISC.			2000.00
SUBTOTAL			$ 6893.00
SALES TAX	$ 3893.00	@ 7.0000%	272.51
TOTAL COST OF REPAIRS			$ 7165.51
ADJUSTMENTS:			
DEDUCTIBLE			500.00
TOTAL ADJUSTMENTS			$ 500.00
NET COST OF REPAIRS			$ 6665.51

THIS IS NOT AN AUTHORIZATION FOR REPAIR. AUTHORIZATION MUST COME FROM THE VEHICLE OWNER. SUPPLEMENTS MUST BE APPROVED PRIOR TO REPAIR OR THEY WILL NOT BE HONORED. ALL PARTS INVOICES MUST ACCOMPANY SUPPLEMENTS.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1AB97 DATABASE DATE 12/2002 AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM OR QUAL REPL PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND PRICES ARE PROVIDED FROM NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES.

PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

CCC

SAFECO Insurance pany
Market Valuation Report

Report Reference Number: 30312194
Claim reference: 670405591008-001
Loss Incident Date: 12/30/2002
Insu[redacted]
Policy Number: Z03533510
Claim class: CPR

Adjuster ID: TOMMCC
Valuation Date: 01/08/2003
Owner: Hubert Larue

Appraiser: MCCORMICK

Introduction

SAFECO Insurance Company has conducted an appraisal of your 1999 Buick Park Avenue 4 door Sedan located in Omaha, NE. The appraisal information was then used to conduct research in your local market to determine the local market value of your car. This Market Valuation Report details the results of that research. It contains the following sections:

Section Title:	Section Contents:
Vehicle Valuation Summary	Market Valuation with components
VINguard Vehicle Identification	Vehicle configuration information
VINguard VIN Vehicle History	Vehicle history research
Local Market Definition	Local market basis
Valuation Methodology	Method used to evaluate the vehicle
Vehicle Condition	Vehicle's pre-accident condition
Local Market Comparable Vehicles	Comparable vehicles located in market
Comparable Vehicles Contribution	Contribution of each comparable vehicle
NHTSA Vehicle Recall	NHTSA recall notices
Appraisal and Valuation Notes	Log notes for this file

Valuation request: 30312194 (continued) 1999 BUIC PARK AVENUE

[redacted] Vehicle Valuation Summary

DESCRIPTION	OPTION	LOCAL MARKET VALUE
Base value **		$ 12,428.00
Odometer 26,000		+ 1,787.00
Vehicle equipment:		
STD	AT - Automatic Transmission	INCLUDED
STD	OD - Overdrive	INCLUDED
STD	PS - Power Steering	INCLUDED
STD	PB - Power Brakes	INCLUDED
STD	PW - Power Windows	INCLUDED
STD	PL - Power Locks	INCLUDED
STD	SP - Power Driver Seat	INCLUDED
STD	PC - Power Passenger Seat	INCLUDED
STD	PM - Power Mirrors	INCLUDED
STD	PT - Power Trunk/Tailgate	INCLUDED
STD	AC - Air Conditioning	INCLUDED
STD	RD - Rear Defogger	INCLUDED
STD	TW - Tilt Wheel	INCLUDED
STD	CC - Cruise Control	INCLUDED
	LS - Leather Seats	+ 400.00
STD	BS - Bucket Seats	INCLUDED
STD	DB - 4-Wheel Disc Brakes	INCLUDED
STD	AL - Auto Level	INCLUDED
STD	DM - Dual Mirrors	INCLUDED
STD	KE - Keyless Entry	INCLUDED
	TD - Theft Deterrent/Alarm	+ 150.00
[redacted]	AM - AM Radio	INCLUDED
[redacted]	FM - FM Radio	INCLUDED
STD	ST - Stereo	INCLUDED
STD	CA - Cassette	INCLUDED

STD	SE - Search/Seek	INCLUDED
	CD - Compact Disc Play	+ 150.00
STD	AW - Aluminum/Alloy Wheels	INCLUDED
	BM - Body Side Moldings	INCLUDED
STD	IW - Intermittent Wipers	INCLUDED
STD	AG - Air Bag	INCLUDED
STD	RG - Passenger Air Bag	INCLUDED
STD	AB - Anti-Lock Brakes (4)	INCLUDED

CCC Valuation Amount	$ 14,915.00
Condition adjustment amount	+ 663.00
Actual Cash Value	$ 15,578.00
Pre-tax amount	$ 15,578.00
Sales tax 7.00%	+ 1,090.46
Adjusted vehicle valuation amount	$ 16,668.46

Valuation request: 30312194 (continued) 1999 BUIC PARK AVENUE

========== Vehicle Valuation Summary (continued) ==========

** The base value is the local market value of a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard (STD) and predominant (PREDOM) options. As such, the vehicle equipment listing reflects proper deductions for all standard or predominant option(s) which are not present on the loss vehicle. In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the option which supersedes the standard/predominant option.

Automated sales tax calculation based on applicable state, county and municipal tax rates.

========== VINguard Vehicle Identification ==========

VIN: 1G4CW52K4X4614099

	Insurer Description	VINguard Analysis
Year	1999	1999
Make	Buick	Buick
Model	Park Avenue	Park Avenue
	CW5	CW5
Body style	4d Sed	4d Sed
Engine	6-3.8l-Fi	6-3.8l-Fi
Trans	Automatic Transmission Overdrive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags (Driver+Pass.)
Odometer	26000 Note: 54% less	than typical vehicle

This vehicle was assembled in ORION, MI

========== VINguard VIN Vehicle History ==========

VINguard has decoded this VIN without any errors.

ISO Vehicle History:

ISO response indicates no history for this VIN.

****
* WARNING - VINguard has detected prior event(s) in this vehicle's history. *
* Please review the information detailed below. *
****

Collision History Information:
Collision incident reported by SAF ' Insurance Company
on 01/02/2003 Claim # 670405891008 .J1 in Omaha, NE
Repair estimate: $7,165 Miles: 26,000 Damage Location: Vandalism

Val[illegible]on request: 30312194 (continued) 1999 BUIC PARK AVENUE

========== CARFAX Vehicle History ==========
VIN: 1G4CW52K4X4614099

CARFAX searched its nationwide database of nearly 2 billion records to provide you with this detailed vehicle history. Avoid making a potentially costly mistake when buying your next used car. Order a CARFAX Vehicle History Report at www.carfax.com.

CARFAX RESULTS

DATE REPORTED	ODOMETER READING	INFORMATION SOURCE	GENERAL COMMENTS
12/14/1998	25	Nebraska Motor Vehicle Dept. Omaha, NE Title #98348010591	Title issued First owner reported
12/14/1998		Nebraska Motor Vehicle Dept. Omaha, NE	Registered as private vehicle

This coupon is courtesy of CARFAX Vehicle History Service. With CARFAX you can get the real history for virtually any car or truck on the road today.

- -
F R E E C A R F A X R E P O R T

Bring this coupon to any CARFAX Certified Dealer to view a FREE CARFAX Vehicle History Report on any vehicle in stock.

GET THE REAL HISTORY
ON ANY USED CAR.

Ask about our
CARFAX $5,000
Guarantee!

CARFAX www.carfax.com a POLK company
- -

========== Local Market Definition ==========
The local market value for your 1999 Buick Park Avenue 4 Door Sedan was defined by ZIP code [redacted] -- Omaha, NE. Adjacent markets were also searched as secondary sources to locate comparable vehicles. Details of the specific markets searched follow.

The State of Nebraska is composed of 3 distinct local markets. The following 2 local markets were used in the preparation of this Market Valuation Report.

Omaha, NE - Primary local market vehicle database.

Valuation request: 30312194 (continued) 1999 BUIC PARK AVENUE

========== Local Market Definition (continued) ==========
In this market, CCC maintains a database of 2,858 inspected dealer vehicles loca[illegible]t 13 dealerships, and 5,554 dealer advertised, and 4,618 privately adver[illegible]ed vehicles taken from 18 local papers or magazines. This local database also includes 874 vehicle valuations researched in the last 90 days.

Des Moines, IA - Secondary local market vehicle database.

ChoicePoint

ChoicePoint Police Records
P.O.Box 4000
Norcross, GA 30091-4000
Phone 1.800.934.9898 Fax 1.800.934.6449
Email customerservice@policerecords.com

CLIENT: 5206
DIVISION: CHRQUI
ADJUSTER: CLAIMSOP
CLAIM: 670405691008

Report Found

Page Count 3

Transaction #: 8262352/1
Date : 02/07/2003

Your file No: 670405691008
Date of Loss: 12/30/02
Street: [redacted]
City: OMAHA
County: DOUGLAS
State: NE

Investigating Agency: OMAHA

Report Number:

Report Type: O - Other

Party1: [redacted]

Party2:

Car: Make: BUICK Year: 1989
Tag:

Driver License:

Other: CAR CAUGHT ON FIRE/DMG GARAGE

Other2:

Incident Report

2002-0032188-000

Omaha Fire Department

For further information contact the Fire Investigation Bureau at 402-444-5769.

Basic	
Alarm Date and Time	11:11:35 Monday, December 30, 2002
Arrival Time	11:14:43
Controlled Date and Time	
Last Unit Cleared Date and Time	12:04:06 Monday, December 30, 2002
Response Time	0:03:08
Priority Response	Yes
Completed	Yes
Reviewed	Yes
Release to Public	Yes
Fire Department Station	S34
Shift	C
Incident Type	111 - Building fire
Aid Given or Received	N - None
Action Taken 1	41 - Extinguish
Action Taken 2	12 - Salvage & overhaul
Action Taken 3	51 - Ventilate
Apparatus - Suppression	7
Personnel - Suppression Personnel	22
Property Loss	$5,000.00
Contents Loss	$15,000.00
Property Value	$120,000.00
Contents Value	$30,000.00
Detector Alerted occupants	2
Property Use	419 - 1 or 2 family dwelling
Location Type	Address
Address	[redacted]
City, State Zip	OMAHA, NE [redacted]
District	Z109
Directions	[redacted]
Latitude	2747160.0
Longitude	537066.000

Person Involved/Property Owner - LaRue, Hugh	
Occupies Property	Yes
Owner	Yes
Involvement Code	WIT
Name Prefix	MR
Last Name	[redacted]
First Name	
Street Address	
City, State Zip	OMAHA, NE [redacted]
Phone	[redacted]

Fire	
Structure Type	1 - Enclosed building
Number of Residential	1
Number of Buildings Involved	1

Printed: 02/04/2003 09:27:5

Fire	
Area of Origin	47 - Vehicle storage area; garage, carport
Heat Source	11 - Spark, ember or flame from operating equipment
Item First Ignited	62 - Flammable liquid/gas - in/from engine or burner
Confined To Origin	1
Type of Material	23 - Gasoline
Cause of Ignition	3 - Failure of equipment or heat source
Contribution To Ignition 1	23 - Leak or break
Human Factors	None
Mobile Equipment Involved	3 - Involved in ignition and burned
Mobile Equipment Type	11 - Passenger car.
Mobile Equipment Make	BU - Buick
Mobile Equipment Model	Park Ave
Mobile Equipment Year	1999
Mobile Equipment VIN	1G4CW52K4X4614099
Mobile Equipment License	NHA 762
Mobile Equipment State	NE

Structure	
Status	2 - Occupied and operating
Floor of Origin	1
Origin Below Grade	Yes
Stories Above Grade	2
Stories Below Grade	1
Total Square Feet	1000
Detector Presence	Yes
Detector Type	1 - Smoke
Detector Power	1 - Battery only
Detector Operation	3 - Detector failed to operate
Detector Failure Reason	3 - Defective

End of Report

Personal Properties

Request Date	01-12-2003
Process Date	01-13-2003
Issue Date	01-13-2003

CHRQUI	DARH...	CPR	2	$14,533.95	NIL	NIL	LOSS	3	F

Payment

Payment Properties

Request Date	02-10-2003
Process Date	02-10-2003
Issue Date	02-10-2003

CHIROUI	DARH...	CPR	4	$1,399.50	NIL	NIL	LOSS	3	F
CHIROUI	DARH...	CPR	2	NIL	NIL	NIL	LOSS	8	

Payment

Payment Properties

Request Date	01-30-2003
Process Date	01-30-2003
Issue Date	01-30-2003

CHRQUI	DARH...	CPR	2	$339.59	NIL	NIL	LOSS	9	D

Payment

Seller Statement

Heartland Insurance Pool
13603 238th Street, Greenwood, NE 68366

888-268-8840

StockID: 6662
StockStatus: No Title
Claim #: 670405891008
PolicyNumber:
Insured:
OwnerName: [redacted]
Item Description: 1999 Buick Park Ave
VIN/Serial No: 1G4HW52K4X4814099
Loss Type: Fire
Loss Date: 12/30/2002
ACV/Min Bid: $ 0.00
Mileage:
SaleDate:
Buyer:
Buyer Address

SAFE CO
1600 N COLLINS BLV.
RICHARDSON, TX 75080
Christy Guia

Breakdown of Charges	
Hookup Fee	25.00
Pool Fee	80.00
Shrink Wrap Full	210.00
Pool Tow	80.00
Seller Sales Tax	14.58
Sold Bid:	0.00
Payments:	
Amount Due:	409.58

Proceeds Summary

Check Date:
CheckID:
Check Amount

(402) 944-3355

Call us at above number if you have any questions and please make reference to StockID number.

COLUMBIA
INSURANCE GROUP
10820 Harney Street
Omaha, Nebraska 68154
(402) 330-5600

March 14, 2003

ESIS
Attn: Jenny Paris
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000

RECEIVED
MAR 18 2003
ESIS-GM CLAIMS UNIT

RE: OUR INSURED: [redacted]
OUR CLAIM NO: 02054903
DATE OF LOSS: 12/30/2002
YOUR CLIENT: General Motors Corporation
YOUR FILE NO: 453244

Dear Ms. Paris:

We have completed the property damage side of our claim. Our subrogation total is $20,392.16.

We are still working on our investigation on this loss. All evidence points to a products defect made by your client. Once we have finished our investigation, we will forward that part of our investigation to you to support our claim that General Motors is liable. Please diary your file ahead and we will be advising you in the near future.

Sincerely,

James P. McNulty
Claims Representative

JPM/kb

453-244 Tekue

Paris, Jenny A GMMIC

From: Paris, Jenny A GMMIC
Sent: Friday, April 18, 2003 12:09 PM
To: 'GORDON, ROB M'
Subject: RE: Clm # 6704 0559 1008

Sorry, we cannot print these photos out for the engineers. We do not have the capacity. Please send photos in mail.

-----Original Message-----
From: GORDON, ROB M [mailto:ROBGOR@safeco.com]
Sent: Thursday, April 17, 2003 5:34 PM
To: 'jenny.paris@esis.com'
Subject: Clm # 6704 0559 1008

Jenny,
Here are the photos our expert took. Here are the rest of the photos.
I'll be sending the remaining information you requested in your Jan., 14, 2003 letter.
Thanks!
-Rob

<<008079380,4.PDF>> <<007949053,3.PDF>> <<007949057,3.PDF>> <<007949061,3.PDF>> <<007949067,3.PDF>> <<007949071,3.PDF>> <<008079368,4.PDF>> <<008079376,4.PDF>> <<007742884,6.PDF>>

Rob Gordon
SAFECO Insurance
Recovery Management-Subrogation Unit
PO Box 461
St. Louis, MO 63166-9970
Direct: 636/825-3179
Toll Free: 877/622-5020 x 483179
Fax: 877/215-6955
robgor@safeco.com

A 4/24/03 20

Paris, Jenny A GMMIC

From: Paris, Jenny A GMMIC
Sent: Friday, April 18, 2003 12:16 PM
To: 'GORDON, ROB M'
Subject: RE: Clm # 6704 0559 1008

Mr. Gordon, Sorry again. We don't have the means to convert these photos for our engineers. Please send us color copies of photos. Thanks.

---Original Message---
From: GORDON, ROB M [mailto:ROBGOR@safeco.com]
Sent: Thursday, April 17, 2003 5:32 PM
To: 'jenny.paris@esis.com'
Subject: Clm # 6704 0559 1008

Jenny,
Here are the photos our expert took.
I'll be sending the remaining information you requested in your Jan., 14, 2003 letter.
Thanks!
-Rob

<<008079396,4.PDF>> <<007938475,5.PDF>> <<007938526,5.PDF>> <<007949078,3.PDF>>
<<007949079,3.PDF>> <<007949081,3.PDF>> <<007949134,3.PDF>> <<007742903,6.PDF>>

Rob Gordon
SAFECO Insurance
Recovery Management-Subrogation Unit
PO Box 481
St. Louis, MO 63166-9970
Direct: 636/825-3179
Toll Free: 877/622-5020 x 483179
Fax: 877/218-6956
robgor@safeco.com

453626

ESIS
An Insurance Services Company

300 Renaissance Center
482-C20-D71
Detroit, MI 48265-3000

313.665.3395 tel
313.665.0911 fax

Diane.evans@esis.com

February 17, 2003

[redacted]
Sarasota, FL [redacted]

OUR CLAIM NUMBER:	453626
DATE OF LOSS:	December 5, 2002
OUR CLIENT:	General Motors Corporation
SUBJECT VEHICLE:	1999 Buick LeSabre Custom Sedan

Dear [redacted]:

I am in receipt of your letter that was sent to our clients Product Allegation Resolution department, and I am the claim administrator assigned to handle your claim. I am sorry to hear of the difficulty you experienced with your vehicle.

ESIS is a Third Party Administrator (TPA) for Product Liability claims made against GM. As a TPA, we investigate, evaluate, and make recommendations to GM when claims like yours are made. ESIS is not an insurer of GM.

I understand that you are making a claim regarding payments for purchase of a replacement vehicle, and compensatory damages. As I am empowered with authority for settling *property damage claims* only, I will not be able to offer monetary goodwill offers for any costs or expenses related to the vehicle, as this needs to be resolved through your auto insurance career. If you did incur expenses not covered by your insurance company (i.e. rental charges, outstanding tow bills, personal items in the vehicle, or an insurance deductible), please contact me, and I will be happy to discuss this matter with you.

My toll free number is 1.800.888.0164 x 3395, and I look forward to hearing from you.

Sincerely,

Diane R. Evans
Claims Administrator

Cc: File

950 North Tamiami Trail
Apt 1006
Sarasota, FL 34236 941.951.6948

SR No.	1-57879361	Ref No.		BRC Type	PAR	Bus. Unit	BRC
		Site				Area	PAR
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Sub-Area	Initiate PAR- Thermal Event
		Cos. Acct.			Engine - General	Safety	Yes
Involved Dealer	Darby Automotive, Inc.		Phone				
	1G4HP52K0XH464388					Updated	1/10/03 8:42:10 AM
	LeSabre	License #	BUICK		Medium		CLEMENTP
	Buick	Warr. Start	05/03/1999		Open		12/23/02 2:06:26 PM
	1999	Mileage	23889		Satisfied		
Customer Description	** THIS IS A PAR REQUEST. Please refer all calls to Patrick Clements at 1-800-231-1841 ext. 57308. **				Thermal event		

01/10/03	CLEMENTP	CLEMENTP	Correspondence		Done	Fulfilled:BRCPAR_PA0041. SR#1-57879361	
01/10/03	CLEMENTP	CLEMENTP	Outbound Call Dealer	Made Contact	Done	advise Svc Mgr	CRM advised dir Svc Mgr of disposition of PAR request and of reasons why request now goes to ESIS vs. PAR. Svc Mgr advised CRM of cust's address for ESIS use. - Patrick Clements/L2E/PAR/TM DePalma/57308
01/10/03	CLEMENTP	CLEMENTP	Correspondence		Done	Created:BRCPAR_PA0041. SR#1-57879361	
01/10/03	CLEMENTP	CLEMENTP	Outbound Call Customer	Made Contact	Done	advised cust per TM	CRM advised cust: - per TM confirmation, CRM is referring request to ESIS; - correspondence may be directed there as well; - pls feel free to pass address on to Ins Co rep Julie Tirado (see init call;) - of CRM 800# & ext. as well. Cust states she has always been a loyal G cust and hopes to see things made right in her eyes. - Patrick Clements/L2E/PAR/TM DePalma/57308
01/10/03	CLEMENTP	CLEMENTP	Research		Done	TM consult	CRM reviewed request w/ TM DePalma. TM advised CRM he concurs w/ decision to fwd request to ESIS due to subrogation. - Patrick Clements/L2E/PAR/TM DePalma/57308
01/10/03	CLEMENTP	CLEMENTP	Other		Done	Prev activity is Outbound call CUST (not dir); description is "Init contact"	
01/10/03	CLEMENTP	CLEMENTP	Outbound Call Dealer	Made Contact	Done	Ini	Cust states: - she has sold veh "as is" to a man for $3500 to be rebuilt; - he still has parts; - there has been a financial settlement w/ ins co re: veh (NOTE: FIRST call was from ins co); - the incident was scary, and she has rental and veh replacement money because of it; - she as researched and is familiar / NHTSA investigation of intake manifold concerns on veh's similar to her own. Cust seeks reason why this occurred.

							CRM advised CRM would like to research situation. Cust seeks callback later this morning. CRM advised will do so. - Patrick Clementa/L2E/PAR/TM DePalma/57306
01/10/03	CLEMENTP	CLEMENTP	SR Opened		Done	SR in Status of Closed has been Re-Opened by CLEMENTP	
01/10/03	CLEMENTP	CLEMENTP	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
01/10/03	CLEMENTP	CLEMENTP	BRC PAR	Close-No Offer to Repair/Rep	Done	declined, forwarded to ESIS	Business Summary: 1- CRM reviewed PAR request. 2- CRM contacted customer and advised customer that request is to be forwarded to ESIS due to ins co involvement. 4- CRM closed request and forwarded to ESIS for further handling. NO offer for repair or repurchase. - Patrick Clementa/L2E/PAR/TM DePalma/57306
01/10/03	CLEMENTP	CLEMENTP	BRC PAR	ESIS- Insurance Involvement	Done	Forwarding to ESIS - Ins Co Involved	
01/10/03	CLEMENTP	CLEMENTP	BRC PAR	Inspection Not Required	Done	Cust nonger owns veh - Ins Co Involvement	
12/26/02	CLEMENTP	CLEMENTP	BRC PAR	Initial Contact- AVM	Done	Init contact FAVM Collett Bruce 404082 8033	Attempted to leave message, voicemail full - > unable to leave message 12/26/02, 10:46 a.m. - Patrick Clementa/L2E/PAR/TM DePalma/ext 57306
12/26/02	CLEMENTP	CLEMENTP	BRC PAR	Initial Contact- Dealer	Done	Init cont	CRM adv dir Svc Mgr cust via VM of cust concerns, that request is being forwd to ESIS, adding my name, number and cust's SR#. - Patrick Clementa/L2E/PAR/TM DePalma/ext 57306
12/26/02	CLEMENTP	CLEMENTP	BRC PAR	Acknowledgement	Done	VIN search no prev requests	CRM advised cust via VM that, at this point, the matter will forwarded to ESIS for further review due to ins co involvement. - Patrick Clementa/L2E/PAR/TM DePalma/ext 57306
12/24/02	CLEMENTP	HOLCOMB	Ownership Changed		Done	Service Request Ownership has changed FROM: HOLCOMB TO: CLEMENTP	
12/24/02	HOLCOMB	CLEMENTP	BRC PAR	Case Assigned	Done	file assigned to Patrick Clementa at ext. 57306	
12/24/02	HOLCOMB	FULLERS	Ownership Changed		Done	Service Request Ownership has changed FROM: FULLERS TO: HOLCOMB	
12/24/02	HOLCOMB	HOLCOMB	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC	
12/23/02	BATISTAA	FULLERS	Notify CRM		Done	UPDATE	CUST CLLD IN RQST YOU...I TOOK DOWN ALL PAR INFO AND SUBMITTED TO PAR...ANALISE BATISTA/CAC/PDX
12/23/02	BATISTAA	BOYCER	Escalation	Initiate PAR	Done	PAR- THERMAL EVENT...	Case resolved and assigned in PAR Tammy Holcomb/PAR
12/23/02	BATISTAA	BATISTAA	Inbound Call Customer	Complex Request	Done	INITIATE PAR	CUST STTS ON DEC 8TH..SHE WAS GOING TO START VEH..SHE PUT ON THE ACCELERATOR AND HEARD A BIG BANG..LIKE BACK FIRE AND THE SAW SMOKE COMING FROM VEH...SHE GOT OUT OF VEH WITH OUT INJURIES... SHE STTS FIRE WAS COMING FROM UNDERNEATH HOOD AND VEH.....

							ANOTHER VEH MAY HAVE BEEN DAMAGED... ALL INFO IN PAR FORM..... CRM ADV CUST SOMEONE FROM PAR DEPT WILL CONTACT HER W/IN 24-48 BUSINESS HOURS TO FURTHER PROCEED WITH CASE..CURRENT MILES 23,889 SHE NO LONGER HAS VEH... ANALISE BATISTA/CAC/PDX
12/23/02	FULLERS	FULLERS	Scheduled Outbound Call Cust		Done	Cust call back-12/24/02 between 2-4pm EST	Cust call back-12/24/02 between 2-4pm EST 12/24/02 SR has been escalated to PAR, crm does not need to call cust. Sonja Fuller/cac/pdx
12/23/02	FULLERS	FULLERS	Outbound Call Customer	Left Message	Done	Crm l/m for cust.	Crm l/m for cust. Sonja Fuller/cac/pdx
12/23/02	FULLERS	FULLERS	Inbound Call Third Party	Other	Done	Julie Tirado-Nationwide Insurance.	Rec'd call from Julie Tirado with Nationwide Insurance. Julie Tirado is seeking an address to send notification regarding cust veh experiencing a thermal event & a campaign notice in the Cleveland ppr. Crm advsd Julie Tirado that cust will need to be contacted to gather info so that a file can be created & then a representative in Product Allegation (PAR) will contact Julie Tirado to provide address Julie Tirado can mail the notification letter to. Crm l/m for cust. Sonja Fuller/cac/pdx

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:	1G4HP52K0XH464388

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 1999 LESABRE CUSTOM SEDAN	Warranty Start Date:	05/03/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	Selling Source:	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

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

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/03/1999	16 miles	5/3/2002	36016 miles
72/100000 SHEET METAL RUST-THROUGH	05/03/1999	16 miles	5/3/2005	100016 miles
36/36000 SHEET METAL CORROSION	05/03/1999	16 miles	5/3/2002	36016 miles
96/80000 PCM/CC EMISSIONS	05/03/1999	16 miles	5/3/2007	80016 miles
36/36000 FEDERAL EMISSIONS	05/03/1999	16 miles	5/3/2002	36016 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/09/2001	200976	#	J0920 - DIPSTICK RPL	14505 miles
01/08/1999	009142	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	4 miles
01/08/1999	075814	#	B4000 - DOOR ASM RT FR	4 miles
01/08/1999	075814	#	B4400 - RT RR DOOR ALIGN	4 miles
12/21/1998	A64388	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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:	1G4HP52K0XH464388

CLAIM HISTORY

Repair Order Date:	03/09/2001	Repair Order Number:	200976	Odometer Reading:	14505 miles

Serviced By:	DARBY BUICK BOX 21479-4479 SARASOTA, FL 34276 (941) 922-1531	Selling Source:	11 - BUICK
		Site Code:	39350
		Business Associate Code:	118302

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/13/2001	151	01	#	J0920 - DIPSTICK RPL	24507190 - SWITCH	N/A	N/A	$38.26	N

Repair Order Date:	01/08/1999	Repair Order Number:	009142	Odometer Reading:	4 miles

Serviced By:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	Selling Source:	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/14/1999	924	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	$1.68	N

Repair Order Date:	01/08/1999	Repair Order Number:	075814	Odometer Reading:	4 miles

Serviced By:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	Selling Source:	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/14/1999	924	01	#	B4000 - DOOR ASM RT	N/A	N/A	N/A	$23.20	N

				FR					
01/14/1999	924	02	#	B4400 - RT RR DOOR ALIGN	N/A	B	N/A	$23.20	N

Repair Order Date:	12/21/1998	Repair Order Number:	A64388	Odometer Reading:	0 miles

Serviced By:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	Selling Source:	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/24/1998	918	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$92.80	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4HP52K0XH464388

VEHICLE BUILD

Merchandising Model:	4HP69 - 1999 LESABRE CUSTOM SEDAN		
Gross Vehicle Weight Rating:	2061 kg (4545 lb)	Order Number:	BCXXF2
Build Date:	12/21/1998	Build Plant:	1XHH - BUICK CITY ASSEMBLY

OPTION CODES

AG1 - SEAT - 6-WAY POWER, DRIVER SIDE	AK5 - FRONT PASSENGER AIR BAGS
AM6 - SPLIT 3 PASSENGER WITH ARMREST	AP9 - TRUNK CONVENIENCE NET
AT6 - SEAT BACK RECLINER-MAN. PASS.	AU0 - KEYLESS ENTRY - REMOTE
AU4 - DOOR LOCKS - AUTOMATIC,	A79 - SEAT BACK RECLINER-MAN'L DRIVER
A90 - TRUNK LOCK RELEASE- ELECTRIC	BMD - BUICK CITY PLANT
B34 - FRONT CARPET SAVERS - PKGED	B35 - REAR CARPET SAVERS
C67 - CONTROLS	DA0 - FRONT SEAT STORAGE ARMREST
DC4 - LIGHTING PKG-HEADLINER	DG7 - MIRRORS-OUTSIDE, ELECTRIC
DH6 - MIRRORS- LIGHTED VISOR VANITY,	D85 - STRIPE, BODY SIDE
FE1 - BUICK DYNARIDE SUSPENSION	FE9 - FEDERAL EMISSIONS
FQ3 - AXLE RATIO - FINAL DRIVE, 2.86	IQ2 - TRIM INTERIOR DESIGN
JM4 - ANTI-LOCK BRAKE SYSTEM	KG9 - GENERATOR - 140 AMP
L36 - ENGINE- 3800 SERIES II V6	MN3 - TRANSMISSION - AUTO 4SPD
MX0 - TRANSMISSION-4 SPEED ELECTRONIC	NF2 - EMISSION SYSTEM, FEDERAL TIER 1
NK5 - STEERING WHEEL - STANDARD	PH3 - WHEELS - ALUMINUM, 15" (4)
QGZ - TIRES- P205/70R15 WHITEWALL	R9X - PERSONAL CHOICE FEATURES
UB3 - INSTRUMENTATION- TACHOMETER &	UJ2 - INDICATOR, ENGINE OIL LIFE
UK3 - STEERING WHEEL RADIO CONTROL	UL0 - RADIO -POWER LOADING CASSETTE
UV5 - OIL LIFE MONITOR	UW6 - SPEAKER SYSTEM-CONCERT SOUND II
U77 - ANTENNA - REAR WINDOW	VH9 - LEATHERETTE OWNERS MANUAL COVER

VK3 - LICENSE PLATE MOUNTING PKG-FRNT	VM3 - 5MPH BUMPER STANDARD FRONT&REAR
V73 - STATEMENT- US/CANADA PRODUCED	1SE - * DOOR LOCKS - MEMORY
12U - STERLING SILVER METALLIC	17I - GRAY INTERIOR
172 - MED GRAY LEATHER/VINYL 55/45	6KJ - SPRING
7KJ - SPRING	8RC - SPRING
87A - STRIPE- BODY SIDE - PEWTER GRAY	9RC - SPRING

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G4HP52K0XH464388

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BGZ		Traceability:	0103712	
Date Scanned:	12/18/1998	Time Scanned:	19.55.00	Scan Station:	12

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	KKM		Traceability:	YY4803508	
Date Scanned:	12/18/1998	Time Scanned:	12.18.00	Scan Station:	08

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	9YFB		Traceability:	4SG0	
Date Scanned:	12/18/1998	Time Scanned:	19.59.00	Scan Station:	11

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	M - DELCO ELECTRONICS MILWAUKEE, WISCONSIN				
Part/Num Broadcast:	BZTT		Traceability:	38348PVT8	
Date Scanned:	12/18/1998	Time Scanned:	23.26.00	Scan Station:	05

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	I - INLAND				
Part/Num Broadcast:	3192		Traceability:	2SAGH23	
Date Scanned:	12/18/1998	Time Scanned:	12.18.00	Scan Station:	08

Component Code:	AD - IR-SENSOR-FORWARD				
Source Plant:	Z - BREED, MEXICO				
Part/Num Broadcast:	0959		Traceability:	H58034	
Date Scanned:	12/18/1998	Time Scanned:	09.45.00	Scan Station:	01

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	I - INLAND				
Part/Num Broadcast:	4584		Traceability:	5350U0605	
Date Scanned:	12/18/1998	Time Scanned:	14.12.00	Scan Station:	07

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	6976		Traceability:	183490ZY0	
Date Scanned:	12/21/1998	Time Scanned:	08.23.00	Scan Station:	04

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	199		Traceability:	1190019	
Date Scanned:	12/12/1998	Time Scanned:	05.01.00	Scan Station:	N/A

Component Code:	CC - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	198		Traceability:	0988711	
Date Scanned:	12/15/1998	Time Scanned:	04.48.00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	188		Traceability:	1424164	
Date Scanned:	12/16/1998	Time Scanned:	07.21.00	Scan Station:	N/A

Component Code:	CG - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	177		Traceability:	1421856	
Date Scanned:	12/17/1998	Time Scanned:	08.14.00	Scan Station:	N/A

Component Code:	CK - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	166		**Traceability:**	1439129	
Date Scanned:	12/17/1998	**Time Scanned:**	09.31.00	**Scan Station:**	N/A

Component Code:	CM - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	155		**Traceability:**	1423493	
Date Scanned:	12/17/1998	**Time Scanned:**	12.15.00	**Scan Station:**	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	144		**Traceability:**	1664389	
Date Scanned:	12/18/1998	**Time Scanned:**	08.11.00	**Scan Station:**	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4HP52K0XH464388

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	05/03/1999	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	16 miles

Delivering Dealer:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	41586
		Business Associate Code:	118402

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4HP52K0XH464388

INVOICE INFORMATION

Invoice Date:	12/21/1998		
Site Address:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	**Selling Source:**	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

SHIP-TO INFORMATION

Ship-To Date:	01/07/1999		
Site Address:	QUA BUICK-PONTIAC, INC. 3393 WARRENSVILLE CENTER RD SHAKER HEIGHTS, OH 44122-5282 (216) 561-1177	**Selling Source:**	11 - BUICK
		Site Code:	41586
		Business Associate Code:	118402

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1999 LESABRE CUSTOM SEDAN
12U STERLING SILVER METALLIC /V6G
172 MED GRAY LEATHER/VINYL 55/45
ORDER NO. BCXXF2/TRE STOCK NO.
VIN 1G4 HP52 K0 XH464388

BUICK MOTOR ISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1203
VEHICLE INVOICE 4AD22536748

**********10**********11*415868

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4HP69 LESABRE CUSTOM SEDAN	22725.00	20793.38	INVOICE 12/21/98
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 12/21/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	EXP I/T 12/27/98
UL0 RADIO-POWER LOAD CASSETTE & ETR	150.00	129.00	INT COM 12/28/98
W/STEERING WHEEL RADIO CONTROLS			PRC EFF 12/21/98
(REPLACES RADIO IN OPTION PKG)			KEYS 86J8 42L0
VK3 LICENSE PLATE MOUNTING PKG-FRNT	N/C	N/C	WFP-S QTR OPT-1
1SE PRESTIGE OPTION PACKAGE (SE)	1693.00	1455.98	BANK: GMAC - 010
* CARPET SAVERS - FRONT & REAR			CHG-TO 41-586
* DOOR LOCKS - MEMORY			
* INSTRUMENTATION- WITH ANALOG GAUGE CLUSTER			SHIP WT: 3349
			HP: 34.7
* KEYLESS ENTRY-REMOTE(INCLUDES INSTANT ALARM)			GMS: 23082.17
			DAN: 9142
* LIGHTING PACKAGE - HEADLINER			MEMO 1278.15
* MIRRORS - OUTSIDE ELECTRIC REARVIEW, LEFT & RIGHT REMOTE			
* RADIO-POWER LOAD CASSTT & ETR AM-FM STEREO W/SEEK/SCN & CLK			
* SEAT -6-WAY POWER DRIVER SIDE			
* SPEAKER SYST-CONCERT SOUND II			
* STRIPE - BODY SIDE			
* TIRES -WHITEWALL (P205/70R15)			
* TRUNK CONVENIENCE NET			
* TRUNK LOCK RELEASE - ELECTRIC			
* WHEELS - ALUMINUM 15"			
172 MED GRAY LEATHER/VINYL 55/45	995.00	855.70	
87A STRIPE- BODY SIDE - PEWTER GRAY	N/C	N/C	

TOTAL MODEL & OPTIONS	25563.00	23234.06	ACT 231 23082.17
DESTINATION CHARGE	615.00	615.00	H/B 261 766.89
TOTAL	26178.00	23849.06	PAY 310 23849.06

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 22741.29

****

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.

QUA BUICK, INC.

REMIT TO GMAC NO. 010
VIN 1G4HP52K0XH464388
$ 23849.06 INV 4AD22536748
DUE 12/28/98 DEALER 41-586

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
01/30/2003 14:23

VIN: 1G4HP52K0XH464388 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

ESIS OFFICE - CENTRAL CLAIMS
300 RENAISSANCE NTER
MC: 482-620-E 71 DETROIT, Michigan 48265-3000

D. Evans
453626

Re: Explosion and Fire, 1999 Buick LeSabre (3.8 Litre, V6)
File # 81-57879361

Dear ~~ESIS OFFICE~~: February 10, 2003

I am writing this letter to you at the request of Patrick Clements, Products Allegation Department, GM - Buick Division, regarding the above referenced matter.

On Wednesday, December 4, 2002 my 1999 Buick LeSabre inexplicably exploded and caught on fire. At the time of the catastrophic incident, the vehicle had only 23,889 miles on it.

A brief chronology of events may be of interest to you. The vehicle was transported by truck from Cleveland, OH to Sarasota, FL. It was delivered in good condition on Sunday, December 1, 2002. It was unloaded in my garage, and driven to my designated parking space in a gated area of the garage. The car was not driven again prior to the incident.

On December 4, 2002, I entered the vehicle, put on the "kill switch," and turned the key in the ignition. There was a loud explosion; and, smoke came pouring out from under the hood. A fire was burning under the car.

Amazingly, I was able to get out of the car and away from the fire. Other people came running to my aid. Someone tried to put out the persistant blaze with a small fire extinguisher, while awaiting the arrival of the fire department. Eventually, the fire and police personnel came to the scene.

I was terribly upset and shaken by this horrifying experience, and could have been badly hurt.

In the aftermath of this shocking event, my family in Cleveland sent me the enclosed newspaper article. It now appears that mine was not an isolated incident -- other vehicles of the same year and make as mine have exploded and caught on fire.

My vehicle was well cared for. It had been taken into QUA Buick in Shaker Heights, OH on September 13, 2002 for an oil change and 3,000 mile check-up. It was in excellent mechanical condition, with only 23,889 miles on it.

I believe that I am entitled to recompense from your company as a result of this horrific and alarming incident, including but not limited to, the following reimbursements of out of pocket expenses:

[redacted]

Car Rental (Enterprise invoice enclosed) $
565.52
Towing
$ 100.00
Deductible, Insurance
100.00
Replacement vehicle
$ 10,367.44

I also believe that I should be adequately compensated for my emotional distress and inconvenience caused by this terrifying experience.

I look forward to hearing from you in the near future, and hope that it will not be necessary to refer this matter to my attorney.

Most sincerely [redacted]

[redacted]
Sarasota, Florida [redacted]

CC: PRODUCTS Allegations Dept.
PATRICK CLEMENTS - Buick - P.O. Box 33136 - Detroit, Michigan 48232-5136

CC: JULIE TIRADO
NATIONWIDE INS. ADJUSTOR
3773 S. Sanford Ave.
Sanford, Florida 32773

RECEIVED
FEB 14 2003
LDS-GM CLAIMS UNIT

FILE # 51-5707 931

pickup and say hello to the young engineer in the passenger seat, and that's when the video game handles power along that metal crosspiece and stop in front of you.

Hello, the future.

former French air force base on the shores of the Mediterranean about 30 miles west of Nice.

The course would be a no-brainer in a traditional car, but a traditional car doesn't have its steering, accelerating and braking

(clockwise right, counterclockwise left), but you twist either handle to accelerate and squeeze either handle to stop.

If it sounds complicated to you in print, you'd find it equally so in fact. Through the media test session, the controls were

closely mimic the steering wheel and foot pedals we currently have in cars, or that buyers will have their choice of yoke, steering wheel or maybe even stick.

SEE HY-WIRE | 8A

94-2951
9252

GM engine-fire investigation upgraded

NEDRA PICKLER
Associated Press

WASHINGTON — The government has upgraded an investigation into more than 2 million General Motors Corp. cars with 3.8-liter engines after drivers complained that the engines caught fire.

The government is also looking at possible fire problems with the Toyota Camry and Nissan Altima.

The GM investigation involves 1995 through 2000 models of the Buick Le Sabre, Park Avenue, Regal and Riviera; Oldsmobile 88, 98 and Cutlass; Pontiac Bonneville and Grand Prix; and the Chevrolet Monte Carlo.

Investigators from the National Highway Traffic Safety Administration say the engine can backfire, igniting fuel that has leaked into the plastic intake manifold, which can cause a fire.

In addition to the 46 reports of fire made to NHTSA, 385 people have complained to GM about the problem. It's unclear how many of the complaints involved a fire, but two people told the company they were injured.

GM recalled 276,871 cars with the same engine after similar complaints in March 1996.

GM spokesman Jim Mitchell said the company is cooperating with NHTSA on the investigation. The agency's report says the automaker maintains that the condition is not an unreasonable safety problem.

NHTSA opens investigations with a preliminary inquiry in which the agency and the manufacturer exchange paperwork. The investigation can be upgraded so that government engineers can examine vehicle parts for a possible defect.

The investigation into the GM vehicles has been taken up to the second level.

The agency's investigations can lead to a recall, but many are dropped.

The GM investigation was detailed in a report of October actions taken by NHTSA investigators that was released last week. The agency also opened investigations into two other vehicles based on reports of engine fires.

Thirty-five people have reported fires in 1997-2002 Toyota Camry cars, 28 of which started when the vehicle was on the road. Eight of the owners said they were traveling at more than 55 mph. Two crashes and one injury were reported.

And three owners of the 2002 Nissan Altima with a 2.5-liter engine said the engine caught fire without warning while they were driving. All three vehicles were totaled, and one person was injured while escaping the car.

NHTSA also:

- Opened an investigation into about 630,000 Ford Aerostar vans from the 1989-1994 model years. Ten people have complained that the rear hatch door will drop without warning, including three who said they were injured.
- Opened an investigation into the 1999 Ford Taurus and Mercury Sable because of seven reports that the front suspension coil spring can break and puncture the adjacent tire. NHTSA said all the complaints came from states that use salt on roads to melt ice.
- Opened an investigation into 2001-2003 models of the Acura 3.2 TL and 3.2 CL because of 36 complaints about transmission problems that can cause the cars to quickly lose speed and come to a stop. Two crashes and two injuries were reported. NHTSA estimates about 200,000 of the cars are on the road.
- Closed an investigation into the 1996 Volkswagen Jetta and Passat after the automaker agreed to a recall and extended warranty. Volkswagen will recall about 10,450 Passat cars because an electrical problem in the ignition switch can cause the headlights and windshield wipers to fail. The company will extend the warranty on the ignition system for 104,500 additional 1996-1997 Passat and Jetta cars from 2 years/24,000 miles to 8 years/100,000 miles.

Consumers can place complaints with the agency on the Internet at www.nhtsa.dot.gov or by calling 1-800-424-9393.

ESIS
An Insurance Services Company

300 Renaissance Center
482-C20-D71
Detroit, MI 48265-3000

313.665.3395 tel
313.665.0911 fax

Diane.evans@esis.com

February 17, 2003

[redacted]
Sarasota, FL [redacted]

OUR CLAIM NUMBER:	453626
DATE OF LOSS:	December 5, 2002
OUR CLIENT:	General Motors Corporation
SUBJECT VEHICLE:	1999 Buick LeSabre Custom Sedan

Dear [redacted]n:

I am in receipt of your letter that was sent to our clients Product Allegation Resolution department, and I am the claim administrator assigned to handle your claim. I am sorry to hear of the difficulty you experienced with your vehicle.

ESIS is a Third Party Administrator (TPA) for Product Liability claims made against GM. As a TPA, we investigate, evaluate, and make recommendations to GM when claims like yours are made. ESIS is not an insurer of GM.

I understand that you are making a claim regarding payments for purchase of a replacement vehicle, and compensatory damages. As I am empowered with authority for settling *property damage claims* only, I will not be able to offer monetary goodwill offers for any costs or expenses related to the vehicle, as this needs to be resolved through your auto insurance career. If you did incur expenses not covered by your insurance company (i.e. rental charges, outstanding tow bills, personal items in the vehicle, or an insurance deductible), please contact me, and I will be happy to discuss this matter with you.

My toll free number is 1.800.888.0164 x 3395, and I look forward to hearing from you.

Sincerely,

Diane M. Evans
Claims Administrator

Cc: File

PRIVILEGED MATERIAL REDACTED

EBIS OFFICE CENTRAL CLAIMS..
300 RENAISSANCE CENTER
MC: 482-620-E71
DETROIT, MICHIGAN 48265-3000

Re: Explosion and Fire, 1999 Buick LeSabre (3.8 Litre, V6)
File # S1-57879361

Dear EBIS OFFICE: February 10, 2003

I am writing this letter to you at the request of Patrick Clements, Products Allegation Department, GM - Buick Division, regarding the above referenced matter.

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A brief chronology of events may be of interest to you. The vehicle was transported by truck from Cleveland, OH to Sarasota, FL. It was delivered in good condition on Sunday, December 1, 2002. It was unloaded in my garage, and driven to my designated parking space in a gated area of the garage. The car was not driven again prior to the incident.

On December 4, 2002, I entered the vehicle, put on the "kill switch," and turned the key in the ignition. There was a loud explosion; and, smoke came pouring out from under the hood. A fire was burning under the car.

Amazingly, I was able to get out of the car and away from the fire. Other people came running to my aid. Someone tried to put out the persistant blaze with a small fire extinguisher, while awaiting the arrival of the fire department. Eventually, the fire and police personnel came to the scene.

I was terribly upset and shaken by this horrifying experience, and could have been badly hurt.

In the aftermath of this shocking event, my family in Cleveland sent me the enclosed newspaper article. It now appears that mine was not an isolated incident -- other vehicles of the same year and make as mine have exploded and caught on fire.

My vehicle was well cared for. It had been taken into QUA Buick in Shaker Heights, OH on September 13, 2002 for an oil change and 3,000 mile check-up. It was in excellent mechanical condition, with only 23,889 miles on it.

I believe that I am entitled to recompense from your company as a result of this horrific and alarming incident, including but not limited to, the following reimbursements of out of pocket expenses:

565.52 CAR RENTAL C the price INVOICE ENCLOSED

Towing
$ 100.00
Deductible, Insurance
$ 100.00
Replacement vehicle
$ 10,367.44

I also believe that I should be adequately compensated for my emotional distress and inconvenience caused by this terrifying experience.

I look forward to hearing from you in the near future, and hope that it will not be necessary to refer this matter to my attorney.

Most sincerely,

[redacted]

Sarasota, Florida [redacted]

cc: Product s allegations Dept.
Patrick clement s - Buick - P.O. Box 33136 - Detroit, Michigan
48232-5136

cc: Julie Tirado
Nationwide Insurance Adjuster
3773 S. Sanford Ave.
Sanford, Florida 32773

CLEVELAND.COM
Everything Cleveland

THE PLAIN DEALER

GM engine-fire investigation upgraded

12/12/02

Nedra Pickler
Associated Press

Washington - The government has upgraded an investigation into more than 2 million General Motors Corp. cars with 3.8-liter engines after 44 owners complained that the engines caught fire.

The government is also looking at possible fire problems with the Toyota Camry and Nissan Altima.

The GM investigation involves 1996 through 2000 models of the Buick Le Sabre, Park Avenue, Regal and Riviera; Oldsmobile 88, 98 and Cutlass; Pontiac Bonneville and Grand Prix; and the Chevrolet Monte Carlo.

Information from Our Sponsors

Investigators from the National Highway Traffic Safety Administration say the engine can backfire during start-up and fracture the plastic intake manifold, which can cause a fire.

In addition to the 44 reports of fire made to NHTSA, 565 people have complained to GM about the problem. It's unclear how many of the complaints involved a fire, but two people told the company they were injured.

GM recalled 275,811 cars with the same engine after similar complaints surfaced in 1996.

GM spokesman Jim Schell said the company is cooperating with NHTSA on the investigation. The agency's report says the automaker maintains that the condition is not an unreasonable safety problem.

NHTSA opens investigations with a preliminary inquiry in which the agency and the manufacturer exchange paperwork. The investigation can be upgraded so that government engineers can examine vehicle parts for a possible defect.

The investigation into the GM vehicles has been taken up to the second level.

The agency's investigations can lead to a recall, but many are dropped.

The GM investigation was detailed in a report of October actions taken by NHTSA investigators that was released last week. The agency also opened investigations into two other vehicles based on reports of engine fires.

Thirty-five people have reported fires in 1997-2002 Toyota Camry cars, 28 of which started when the vehicle was on the road. Eight of the owners said they were traveling at more than 55 mph. Two crashes and one injury were reported.

And three owners of the 2002 Nissan Altima with a 2.5-liter engine said the engine caught fire without warning while they were driving. All three vehicles were totaled, and one person was injured while escaping the car.

NHTSA also.

Opened an investigation into about 630,000 Ford Aerostar vans from the 1992-1994 model years. Ten people have complained that the rear hatch door will drop without warning, including three who said they were injured.

Opened an investigation into the 1999 Ford Taurus and Mercury Sable because of seven reports that the front suspension coil spring can break and puncture the adjacent tire. NHTSA said all the complaints came from states that use salt on roads to melt ice.

Opened an investigation into 2001-2003 models of the Acura 3.2 TL

and 3.2 CL because of 35 complaints about transmission problems that can cause the cars to quickly lose speed and come to a stop. Two crashes and two injuries were reported. NHTSA estimates about 265,000 of the cars are on the road.

Closed an investigation into the 1996 Volkswagen Jetta and Passat after the automaker agreed to a recall and extended warranty. Volkswagen will recall about 10,450 Passat cars because an electrical problem in the ignition switch can cause the headlights and windshield wipers to fail. The company will extend the warranty on the ignition system for 104,500 additional 1996-1997 Passat and Jetta cars from 2 years/24,000 miles to 8 years/100,000 miles.

Consumers can place complaints with the agency on the Internet at www.nhtsa.dot.gov or by calling 1-800-424-9393.

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FILE # 51-57879967

Enterprise
1 800 rent-a-car

ENTERPRISE LEASING COMPANY (A FLORIDA CORPORATION)
24 HOUR DAY 242 S WASHINGTON BLVD 941-365-7228
SARASOTA FL 34234-4943 3830

MO 8:00A- 6:00P TU 8:00A- 6:00
WE 8:00A- 6:00P TH 8:00A- 6:00
FR 8:00A- 6:00P SA 9:00A-12:00
SU CLOSED

RENTAL AGREEMENT NO. D 35986

YEAR | RENTAL TYPE C | 3503037 | 200

YEAR 1101 AM 12/07/02

START CHARGES IF DIFFERENT

RENTER [redacted]

NO CHARGE

ORIGINAL VEHICLE

COLOR BRT RED | LICENSE NO. 158KRA

MODEL CAVA | SCAN # 5M2326

MILEAGE IN 31691 OUT 31511

DRIVER

CONDITION AGREED TO X RENTER

CITY SARASOTA STATE FL ZIP [redacted]

LOCAL ADDRESS

DRIVERS LICENSE E123737205480 STATE FL EXPIRES 2/08/07

DOB 2/08/20 HEIGHT 5 2 WEIGHT EYES HAIR WHITE

SOCIAL SECURITY # EMPLOYER

BILL TO COMPANY N

ADDRESS

CITY STATE ZIP

ATTN PHONE EXT.

RENTER ACCEPTS FULL DRIVER NON-OWNERS [redacted]

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE X RENTER

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) X RENTER

DAY = 24 HOUR PERIOD

HOURS @ 10.00/HOUR

RATE @ 30.99/DAY

16 X 995 E

VLF RECV 32DAY 5 1

DW 11.99/DAY

PAI 3.00/DAY

SLP 12.37/DAY

SURCHARG 2.00DAY 32

TAX 7.0 % 37 6

FUEL CHARGE 10.00/1/4 TANK

REPLACEMENT VEHICLE

COLOR | LICENSE NO. | MODEL | SCAN #

MILEAGE IN OUT

DRIVER

CONDITION AGREED TO X RENTER

ADDITIONAL AUTH [redacted] NONE PERMITTED WITHOUT ENTERPRISE'S APPROVAL

WEINSTEIN#ADAM#

AGE 32 LICENSE NO. W523010703020 STATE FL EXP. 8/22/08

[redacted] AUTH. BY ENTERPRISE'S REP

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL

YES NO Y Authorized states of operation: FLA ONLY

AUTH. BY ENTERPRISE'S REP

TOTAL CHARGES 575 6

NO GASOLINE REFUND - 1 DAY MINIMUM

ACKNOWLEDGMENT OF THE RENTAL AGREEMENT INCLUDING RENTAL AGREEMENT TICKET JACKET I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS FORM AND THE ATTACHED RENTAL AGREEMENT TICKET JACKET WHICH IS HEREBY INCORPORATED IN AND A PART OF THIS AGREEMENT. MY SIGNATURE BELOW IS CONSIDERED TO HAVE BEEN MADE ON ANY APPLICABLE CREDIT CARD VOUCHER AND I AUTHORIZE ENTERPRISE TO PROCESS SUCH VOUCHER FOR ADVANCE DEPOSITS AND CHARGES INCURRED, INCLUDING PAYMENTS [redacted]

DATE 12/07/02

EMPL. # 58000

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID | CASH | CHECK | CR. CARD | CHAR

RECEIPT FOR CASH REFUND

DATE ____ AMOUNT ____

RECEIVED BY X ____

CLAIM INFORMATION

POL. OR CL #

DATE

LOSS DATE THEFT ACCIDENT

REPAIR SHOP

TYPE CAR

OUT E ½ ¼ ⅛ ⅛ ¼ ½ F
IN E ½ ¼ ⅛ ⅛ ¼ ½ F

EXT. TO [redacted] /07 007

EXT. TO DEP.

EXT. TO [redacted] 10/04 K

EXT. TO DEP.

ADDITIONAL INFORMATION [redacted]

Soha Cold
924-8609

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by subsection 324.021 (7) and 627.736, Florida Statutes.

POL # [redacted]

If Renter returns vehicle during non-business hours or to any other place other than the original rental branch, Renter is responsible for any and all damages and/or rental charges until

* INVOICE FILE

VLF RECV represents Vehicle License Fee

[redacted]

2-22-03

Thank you for looking over this material regarding my Le Sabre '99 incident!
Let me know what you think, if you have time —
[redacted]

P.S. So happy to meet you all — Have a safe trip Back to Detroit —

Mail Code 482-C20-D71
Detroit, MI 48265-3000

OUR CLAIM NUMBER: 453626

Let me know when this comes through!

NOTE: The documents accompanying this fax transmission contain confidential information which is legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in this transmission is strictly prohibited. If you receive this transmission in error, please notify us immediately by telephone at the number above and mail the original transmission to us. Thank you.

[ ] Ack/Acknowledgment Required

To FAX a reply, dial: 1.313.574.7818

JOB STATUS REPORT

TIME : 03/07/2003 15:35
NAME : T 300 20 TC
FAX# : 313-565-0912
TEL# :

DATE,TIME	03/07 15:34
FAX NO./NAME	919419542252
DURATION	00:01:11
PAGE(S)	03
RESULT	OK
MODE	STANDARD
	ECM

Facsimile Transmission Cover Sheet

ESIS

An Insurance Services Company

Transmit to FAX number	Date	Time	Total number of pages (including this sheet)
941.954.2252	3/6/03	1:05	2

To:
[redacted]

Company:

Phone:

Address:

From:
Diane R. Evans

Department:
ESIS/GM Claims Unit

Phone:
1.800.888.0164 ext. 3395

Fax:
1.313.665.0911

Address:
Renaissance Center
Suite 300
Mail Code 482-C20-D71
Detroit, MI 48265-3000

Comments

OUR CLAIM NUMBER: 453626

Let me know when this comes through!

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] Acknowledgement Requested

To Fax a reply, dial: 1.313.974.7615

esis

ESIS/GM Product Liability Unit
300 Renaissance Center
MAIL Code 482-C20-D71
Detroit, MI 48265-3000
USA

313.665.3396 tel
313.665.0911 fax

diane.evans@esis.com
www.esis.com

Diane R. Evans
Claims Administrator

March 6, 2003

[redacted]
Sarasota, FL[redacted]

ESIS File Number:	453626
Our Client:	General Motors Corporation
Date of Incident:	December 5, 2002

Dea[redacted]n:

This correspondence is in regards to your claim for damages to your 1999 Buick Lesabre, and we are sorry for the trouble you experienced. A review of this matter has been completed and our client is prepared to offer $715.62 to resolve this matter.

If this offer is acceptable, please sign and date the notarized release, and upon receipt of the same, I will have the settlement payment released immediately.

Thank you for your attention in this regard.

Sincerely,

Diane R. Evans

Diane R. Evans

Cc: File

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-453626

KNOW ALL MEN BY THESE PRESENTS:

That I [redacted] the Undersigned, and being of lawful age, and for the sole consideration of Seven hundred seventy five dollars and 62/100 ($775.62)to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **ESIS/General Motors Corporation**, and Que Buick Pontiac, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about the sixth day of December, 2002, at or near Sarasota, Florida.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hersto, and that the terms of this Release are contractual and not mere recital. It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this _____ day of _____, 20___.

CAUTION: READ BEFORE SIGNING

_____ _____ LS
WITNESS

_____ _____ LS

State of _____ }
}
County of _____ }

On the _____ day of _____, 20___, before me personally appeared

_____ to me known to be the

person(s) named herein and who executed the foregoing Release and _____ acknowledged to me that

_____ voluntarily executed the same.

My term expires _____, 20___ _____
Notary Public

D. Evans
453626

Received from MSX

3773 South Sanford Ave * Sanford, FL 32773 * *

453626

March 4, 2003

GMAC Products Allegations Dept.
PO Box 33136
Detroit, MI 48232

RECEIVED
MAR 19 2003
ESIS-GM CLAIMS UNIT

OUR INSURED : [redacted]
OUR CLAIM NUMBER : 77 09 N 832187 12042002 01
DATE OF ACCIDENT : 12-04-2002
AMOUNT : $ 8467.73
PENDING COVERAGES : 1

Our insured's property was damaged on the above date. Our investigation indicates that you are responsible for the damage.

Nationwide has paid for these damages, which gives us the right to recover the full amount of the loss from you, the responsible party.

If you have automobile, homeowner, or any other insurance that will cover this claim, please give us the name of your insurance company and we will make our claim to them. We consider the amount listed above to be payment in full, but will promptly notify you if we incur any additional expenses.

Please complete the bottom portion of this letter and return it within (10) days. If you have automobile insurance we will make our claim directly to them. If you do not have any insurance, please check the appropriate box below. If full payment is not enclosed you will be contacted.

Thank you for your immediate attention in this matter.

NATIONWIDE MUTUAL FIRE INSURANCE COMPANY
Julie Tirado
Claims Department
(888)593-2432

Please provide us with the information below and return this letter.

Name of insurance company _____ Phone No _____
Address _____ Agent Name _____
Policyholder's Name _____ Policy Number _____

[ ] I am not insured, my full payment is enclosed.

[ ] I am not insured. My social security number is _____ Phone No _____

Signed: _____ Date: _____

NOTICE - Section 817.234, Florida Statutes, provides in part: "Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree."

0111 - 000049-00

3773 South Sanford Ave * Sanford, FL 32773 * *

RECEIVED
MAR 19 2003
EB/S-GM CLAIMS UNIT

March 4, 2003

GMAC Products Allegations Dept.
PO Box 33136
Detroit, MI 48232

Received from MSX

OUR INSURED : [redacted]
OUR CLAIM NUMBER : 77 09 N 832187 12042002 01
DATE OF ACCIDENT : 12-04-2002
AMOUNT : $ 8467.73
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If you have automobile, homeowner, or any other insurance that will cover this claim, please give us the name of your insurance company and we will make our claim to them. We consider the amount listed above to be payment in full, but will promptly notify you if we incur any additional expenses.

Please complete the bottom portion of this letter and return it within (10) days. If you have automobile insurance we will make our claim directly to them. If you do not have any insurance, please check the appropriate box below. If full payment is not enclosed you will be contacted.

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Julie Tirado
Claims Department
(888)593-2432

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Name of insurance company _____ Phone No _____
Address _____ Agent Name _____
Policyholder's Name _____ Policy Number _____

[ ] I am not insured, my full payment is enclosed.

[ ] I am not insured. My social security number is _____ Phone No _____

Signed: _____ Date: _____

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0111 - 800249-00

esis

ESIS/GM Product Liability Unit
300 Renaissance Center
MAIL Code 482-C20-071
Detroit, MI 48346
USA

313.665.3395 tel
313.665.0911 fax

diane.evans@esis.com
www.esis.com

Diane R. Evans
Claims Administrator

April 30, 2003

Nationwide Insurance Company
ATTN: Julie Tirado, Claims Department
3773 South Sanford Ave.
Sanford, FL 32773

Your File Number:	453626
Your Insured:	[redacted]
Our File Number:	77 09 N 832187 12042002 01
Our Client:	General Motors Corporation
Date of Event:	12/4/02

Dear Ms. Tirado:

We are a Third Party Administrator contracted on behalf of our client General Motors Corporation for matters involving allegations of product liability.

We have received your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Provide a copy of your expert report, which states the cause and origin of the alleged defect and the theory of liability of how and why this is General Motor's responsibility. Please include color copies of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any recall notices for the subject vehicle? If so, please provide copies of the notices, and also advise if the owner followed through with said repairs.

9. Advise if the subject vehicle was ever involved in any prior accidents.

10. If applicable, identify the nature and extent of the damages and repairs completed.

11. Provide damage estimates and\or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.

12. Provide copies of your proof of payment.

13. Advise of the present location of the subject vehicle.

14. Provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.

15. Provide proofs of the transmission and engine oil levels, if applicable.

16. Provide a salvage bid for the vehicle.

Please provide this information by June 30, 2003. As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, We will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for as long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Diane R. Evans

C: File

454198

Jerry Paris
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665.3413
Facsimile 313.665.0911
Jerry.Paris@esis.com

January 27, 2003

Attn: Javier Pena
State Farm Insurance Co.
P.O. Box 1345
Bettendorf, IA 52722-1345

Your Insured:	[redacted]
Our File Number:	454198
Your Claim Number:	15 3158 881
Our Client:	General Motors Corporation
Date of Event:	1/01/03

Dear Mr. Pena:

We are a Risk Management Services Company on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Jenny Paris

ESIS
An Insurance Services Company

M/C: 482 C20 D71
P.O. Box 300
Detroit, MI 48265-3000

1.800.888.0164 tel
313.665.0911 fax

Jenny Paris
Claims Administrator

March 5, 2003

Attn: Javier Pena
State Farm Insurance Co.
P.O. Box 1345
Bettendorf, IA 52722-1345

Re:	Your Claim :	15 3158 881
	Our File Number:	454198
	Date of Event:	1/1/03
	Your Insured:	[redacted]
	Our Client:	General Motors Corporation

Dear Mr. Pena:

I am further responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our current understanding that the controlling theory of liability against GM would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Iowa is two years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner in May, 1997 and this statute would have expired on May 29, 1999. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Jenny Paris

copy to RC

Service Request Activity

454/98

SR No.	1-84780002	Ref No.		BRC Type	PAR	Bus. Unit	BRC
Account		Site		Goodwill		Area	PAR
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Sub-Area	Initiate PAR- Thermal Event
Daytime #	[redacted]	Con. Acct.		DCC		Safety	Yes
Involved Dealer		Source					
Serial #/VIN	1G2HX52K9VH272232					Updated	1/21/03 8:11:06 AM
Model	Bonneville	Licence #	PONTIAC	Priority	Medium	Owner	CLEMENTP
Make	Pontiac	Warr. Start	05/29/1997	Status	Open	Opened	1/17/03 9:21:10 AM
Year	1997	Mileage		Sub-Status		Closed	
Customer Description	** THIS IS A PAR REQUEST. Please refer all calls to Patrick Clements at 1-800-231-1841 ext. 57306. **			Abstract	Alledged thermal event		

Activities

Date	Created By	Assigned To	Activity Type	Activity Subject	Status	Description	Comments
01/21/03	CLEMENTP	CLEMENTP	Inbound Call Customer	Voice Mail Received	Done	update	Cust states: - received VM; - will NOT be at office today (1-21;) - pls call cust at cell [redacted] - Patrick Clements/L2E/PAR/TM DePalmafext 57306
[redacted]							
1/20/03	CLEMENTP	CLEMENTP	BRC PAR	Acknowledgement	Done	vrs1	CRM adv cust via VM#1 please contact PAR, adding my name, number and cust's SR#. Cust's daughter advised [redacted] can be reached at [redacted] Patrick Clements/L2E/PAR/TM DePalmafext 57306

RECEIVED

JAN 20 2003

ESIS-GM CLAIMS UNIT

no omni no 8

PD

SITEL

Activities

01/2003	CLEMENTP	CLEMENTP	Research		Done	whitepages.com	Whitepages.com [illegible] out home number is [redacted] - Patrick Clements/CLEPAR/TN DePalma/ext 87308
01/2003	BOYCER	CLEMENTP	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO PATRICK CLEMENTS AT 87308	
01/2003	BOYCER	MARTINMA	Ownership Changed		Done	Service Request Ownership has changed FROM: MARTINMA TO: BOYCER	

[redacted]

[redacted]

Contacts Accounts Customer Franchise Dealers [redacted] Vehicles Activities Calendar Reports

My Service Requests

[redacted]

Activity [redacted]

Attachments

Correspondence

Activity [redacted]

SP Calls and Emails

File

Google

Service Requests

[redacted]

1-64750002	[redacted]	** THIS IS A PAR REQUEST, Please refer all calls to Patrick	
[redacted]	[redacted]	Alleged thermal event	
	[redacted]	PAR	BRC
	[redacted]	[redacted]	PAR
[redacted]	[redacted]	Not Unwinded	UnWinds PAR
		[redacted]	Yes
1G2NS52K9W272232			
Pontiac	PONTIAC	Open	[redacted]
Bonneville	9/29/97 12:00	CLENENTP	1/17/09 9:21:10 A
1997	[redacted]	Nelson	[redacted]

[redacted]

[redacted]

[redacted]

All Contacts
Activities
Activity Log
Relationships
Sales
Opportunities
Accounts
Summary
Vehicles
Contacts

Contact [redacted]

[redacted] 6480 132nd Street
[redacted] Blue Grass [redacted]A
[redacted] [redacted]52726
[redacted] [redacted] Home Mailing [redacted]USA
[redacted] [redacted] Do Known Rest

[redacted]

Promotion	Parent Promotion	Purpose

[redacted]

[redacted]	[redacted]	[redacted]
1-64750012	Alleged thermal event	BRC

[redacted]

Product	[redacted]

[redacted]

1997 BONNEVILLE SE SEDAN
77U PAINT, DARK CHERRY METALLIC /V6G
93E DARK PEWTER CLOTH
ORDER NO. XHR947/F 3 STOCK NO.
VIN 1G2 HX52 K9 VH272232

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1003
VEHICLE INVOICE 2AD18595106

**********04**********16*107998

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2HX69 BONNEVILLE SE SEDAN	22234.00	19899.43	INVOICE 05/21/97
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 05/21/97
F17 AXLE RATIO FRT 2.84	0.00	0.00	EXP I/T 06/02/97
L36 3.8 LITER 3800 SERIES II V-6	0.00	0.00	INT COM 06/02/97
MX0 TRANSMISSION, 4-SPEED AUTOMATIC	0.00	0.00	PRC EFF 04/09/97
R6U CREDIT IN LIEU OF FUEL	0.00	16.64-	KEYS 64J9 33M0
VQ3 FLT-SPEC ALLOWANCE-H/B EARLY	0.00	0.00	WFP-F MTH OPT-1
VX5 FLT-CASH ALLOWANCE	0.00	1000.00-	FAN: 023L4901
1SB OPTION GROUP - 1SB	848.00	746.24	BANK: GMAC - 277
* TRUNK SECURITY NET			CHG-TO 10-799
* ILLUMINATED ENTRY			SHIP-TO 13-203
* AM/FM ETR STEREO RADIO			GOODMAN BUICK, PO
W/CLOCK & CASS W/ AUTO REV.			LITTLETON CO
* DECK LID RELEASE,REMOTE CNTRL			
* POWER MIRRORS			SHIP WT: 3400
* POWER SEAT, DRIVER 6-WAY			HP: 34.7
* MAGNASTEER VAR EFFRT PWR STRG			COST PO NUMBER:
77U PAINT, DARK CHERRY METALLIC	0.00	0.00	971983
93E DARK PEWTER CLOTH	0.00	0.00	DAN: 71983
			MEMO 1154.10

TOTAL MODEL & OPTIONS	23082.00	19629.03	ACT 231 19541.57
DESTINATION CHARGE	605.00	605.00	H/B 261 692.46
TOTAL	23687.00	20234.03	PAY 310 20234.03

****

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.

GROSSINGER PONTIAC (FLEET)

REMIT TO GMAC NO. 277
VIN 1G2HX52K9VH272232
$ 20234.03 INV 2AD18595106
DUE 06/02/97 DEALER 10-799

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
02/11/2003 11:26

VIN: 1G2HX52K9VH272232 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

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:	1G2HX52K9VH272232

VEHICLE INFORMATION

Merchandising Model:	2HX69 - 1997 BONNEVILLE SE SEDAN	Warranty Start Date:	05/29/1997
BARS Order Type	50 - FLEET		
Delivering Dealer :	GROSSINGER MOTORCORP/FLEET 6900 N MCCORMICK BLVD LINCOLNWOOD, IL 60712-2775	Selling Source:	16 - PONTIAC
		Site Code:	10799
		Business Associate Code:	119166

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/29/1997	9 miles	5/29/2000	36009 miles
72/100000 SHEET METAL RUST-THROUGH	05/29/1997	9 miles	5/29/2003	100009 miles
36/36000 SHEET METAL CORROSION	05/29/1997	9 miles	5/29/2000	36009 miles
96/80000 PCM/CC EMISSIONS	05/29/1997	9 miles	5/29/2005	80009 miles
36/36000 FEDERAL EMISSIONS	05/29/1997	9 miles	5/29/2000	36009 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/02/1997	236383	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	6 miles
05/21/1997	A72232	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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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:	1G2HX52K9VH272232

CLAIM HISTORY

Repair Order Date:	06/02/1997	Repair Order Number:	236383	Odometer Reading:	6 miles

Serviced By:	BURT BUICK-PONTIAC-GMC TRUCK, INC. 5850 S BROADWAY LITTLETON, CO 80121-8009 (303) 794-5343	Selling Source:	16 - PONTIAC
		Site Code:	13203
		Business Associate Code:	118749

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/17/1997	724	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	$3.08	N

Repair Order Date:	05/21/1997	Repair Order Number:	A72232	Odometer Reading:	0 miles

Serviced By:	BURT BUICK-PONTIAC-GMC TRUCK, INC. 5850 S BROADWAY LITTLETON, CO 80121-8009 (303) 794-5343	Selling Source:	16 - PONTIAC
		Site Code:	13203
		Business Associate Code:	118749

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/03/1997	722	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$99.10	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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:	1G2HX52K9VH272232

VEHICLE BUILD

Merchandising Model:	2HX69 - 1997 BONNEVILLE SE SEDAN		
Gross Vehicle Weight Rating:	2089 kg (4606 lb)	Order Number:	XHR947
Build Date:	05/21/1997	Build Plant:	1VHH - BUICK CITY ASSEMBLY

OPTION CODES

AAA	AG1 - DRIVER 6WAY POWER
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AM6 - SEAT - 60/40 SPLIT FRONT BENCH
AP9 - CONVENIENCE	AT6 - PASS ST BK MAN RECLINER
A79 - FRT DR ST BK MAN RECLIN	A90 - LID, REM CONT ELEC RELEASE
BMD - FLINT, MI, USA	C61 - ELECT AIR CONDITIONING
C97 - INTR, ILLUMINATED ENTRY	DA0 - FRT SEAT, STORAGE
DG7 - DR/PASS REMOTE ELEC	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	FLT - OPTION
F17 - 2.84 TRANSAXLE RATIO	IQE - INTERIOR DESIGN (QE)
JM4 - ANTI-LOCK BRAKE SYSTEM	KG9 - 140 AMP
L36 - 3.8 LITRE V6 MFI	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
M13 - 4T60-E AUTO ELEC TRANS	NF2 - EMISSION SYSTEM, FEDERAL TIER 1
NK5 - STANDARD	NV8 - POWER STEERING
PG1 - WHEELS - 15" STEEL	QPH - P215/65R15/N BL R/PE ST TL AL2
R6U - SALES ITEM NO. 20	R8A - SALES ITEM NO. 51
UB3 - INST, OIL, COOL TEMP, VOLTS, TR	UN6 - AM/FM STEREO, SEEK/SCAN, AUTO R
US6 - FIXED, PAINTED, RADIO	UV5 - SERVICE REMINDER
UX7 - EXTENDED RANGE SPEAKER DELETE	VH9 - OWNER INFO MAN
VK3 - FRT MOUNTING PKG	VM4 - CONSUMER, CONTAINS BPR IMP STAN
VQ3 - DEALER ASSISTANCE, HOLDBACK RET	VX5 - CASH ALLOWANCE

V73 - USA/CANADA	1SB - PREFERRED EQUIP. GROUP - 1SB **
1SZ - OPTION PACKAGE	6KJ - COMPUTER SEL SUSP (6KJ)
7KJ - COMPUTER SEL SUSP (7KJ)	77U - EXTERIOR, DK CHERRY MET (95)
8RW - COMPUTER SEL SUSP (8RW)	9RW - COMPUTER SEL SUSP (9RW)
93E - CLOTH, VERY DK GRAY (E) (97) (C	93I - VERY DK GRAY (I) (97) (CLCD PON

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G2HX52K9VH272232

Vehicle Component

Vehicle Component Information Does Not Exists For This Vehicle.

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G2HX52K9VH272232

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	05/29/1997	Delivery Type:	020 - FLEET/DAILY RENTAL	Delivered Odometer:	9 miles

Delivering Dealer:	GROSSINGER MOTORCORP/FLEET 6900 N MCCORMICK BLVD LINCOLNWOOD, IL 60712-2775	Delivery Selling Source:	16 - PONTIAC
		Delivery Site Code:	10799
		Business Associate Code:	119166

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G2HX52K9VH272232

INVOICE INFORMATION

Invoice Date:	05/21/1997		
Site Address:	GROSSINGER MOTORCORP/FLEET 6900 N MCCORMICK BLVD LINCOLNWOOD, IL 60712-2775	Selling Source:	16 - PONTIAC
		Site Code:	10799
		Business Associate Code:	119166

SHIP-TO INFORMATION

Ship-To Date:	05/31/1997		
Site Address:	BURT BUICK-PONTIAC-GMC TRUCK, INC. 5850 S BROADWAY LITTLETON, CO 80121-8009 (303) 794-5343	Selling Source:	16 - PONTIAC
		Site Code:	13203
		Business Associate Code:	118749

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1/17/03 Mary T. Would you Please call Mark Martinez + get 1241? JKS RD

CUSTOMER INQUIRY

454198

NAME OF PERSON CALLING: Javier Rana / State Farm

PHONE NUMBER: 563-344-3840 15-3158-881

WHO REFERRED YOU TO US: Mark Martinez 800 231-1841 X5703

WHEN REPORTED TO GM: 1/10/03 WHEN INSPECTED:

WERE YOU ADVISED BY GM WHAT THEIR FINDINGS WERE? YES NO

IF SO, WHAT WERE THEIR FINDINGS?

D/E: 1/1/03 LOCATION OF INCIDENT: Blue Grass

OWNER/DRIVER: [redacted]

ADDRESS: [redacted] Blue Grass, Iowa [redacted]

VEHICLE/YEAR/MAKE/MODEL: 97 Pontiac Bonneville

VIN: 1G2HX52K9VH272232 GM CAC #: 1-6475 0002

ALLEGATION: Doug / Svc. Dept. 563-359-3611

WHERE IS VEH? Johnny Ready Dealership GM / Pontiac Davenport Iowa. INJURIES? YES NO Estimate Approx. $1800

NAME OF INJURED PERSON(S): TYPE OF INJURIES: NO

BRIEF DESCRIPTION OF INCIDENT: [redacted] daughter tried to start car + veh backfired, she went in. The house + told [redacted], he tried to start vehicle, flames + smoke from engine dept, he extinguished fire veh had been parked in drive

WAS IT MENTIONED THAT AN ATTORNEY IS INVOLVED? YES NO

IF SO, NAME OF ATTORNEY:

DATE TAKEN: 1/17/03 TAKEN BY: R Palamone

SEARCHED: ✓ 1241 ✓ FAA ✓ OMNI DATE TO SETUP:

ASSIGNED TO: 454198 / PD DATE:

State Farm Insurance Companies

State Farm Insurance
PO Box 1346
Bettendorf, IA 52722-1346
Phone: (563) 344-3900
Watts: (800) 352-8055
Fax: (563) 344-3826

January 10, 2003

SSIS/GM Claims
Renaissance Center
PO Box 300 - Mail Code 482C20D71
Detroit, MI 48265-0300

RE: Claim Number: 15-3158-881
Date of Loss: January 1, 2003
Our Insured: [redacted]
97 Pontiac Bonneville lle
1G2HX52K9VH272232

Dear Claims Dept:

The indentified vehicle is insured by State Farm Mutual Automobile Insurance Co. This vehicle experienced a backfire condition during start up which resulted in the intake manifold breaking causing an engine compartment fire.

State Farm would like to give you an opportunity to inspect the vehicle and gaive you advance notice of our potential subrogation claim.

Please contact me at 563-344-3840 to set up a time for your inspection. The vehicle is presently located at John Keady GM in Davenport, IA.

Sincerely,

Javier [illegible]
Claim [illegible]
(563) [illegible]-384[illegible]

State [illegible] Mutual Automobile Insurance Company

COPY

State Farm Insurance Companies®
Home Offices: Bloomington, Illinois
Oficinas Centrales: Bloomington, Illinois
FACSIMILE COVER SHEET

BUSINESS
EMPRESARIAL

Date:
Fecha: 1/17/03

TO:
A: RUBY SALAMONE

Office/Address:
Oficina/Dirección:

Telephone Number:
Número de teléfono (312) 665-0911

FAX Number:
Número de FAX ( )

Total Pages Transmitted (including cover sheet)
Total de páginas enviadas (incluyendo la carátula): 2

Insured:
Asegurado(a): [redacted]

Claim Number:
Número de reclamo: 15-3158-881

Policy Number:
Número de Póliza:

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From:
De: JAVIER PENA

Office/Address/Location:
Oficina/Dirección/Lugar:

Telephone Number:
Número de teléfono: (319) 344-3840

Fax Number:
Número de fax: (11) 344-3825

Message:
Mensaje:

TELEPHONE MESSAGE

TO: Customer Service

FROM: Javier Pena

PHONE	DATE	TIME
1-563-344-3840	7/17/03	12:10 pm

- ☐ URGENT
- ☐ PLEASE CALL
- ☐ RETURNED YOUR CALL
- ☐ WILL CALL AGAIN
- ☐ DISCUSS WITH ME
- ☐ CALLED TO SEE YOU

ADDITIONAL MESSAGE OR COMMENTS

In ref to: [redacted]

1/1/03
VH872232

wants to set this up...

Please call around
2-2:30pm today

Deb

PERSON TAKING CALL

ROUTE SLIP

	NAME	ROUTING
TO		
TO		
TO		
TO		
FROM		

DATE

- ☐ PLEASE CIRCULATE
- ☐ FOR YOUR INFORMATION
- ☐ FOR YOUR COMMENTS
- ☐ FOR YOUR APPROVAL
- ☐ DISCUSS WITH ME
- ☐ TAKE NECESSARY ACTION
- ☐ FOR FILE
- ☐ PLEASE RETURN BY: _____
- ☐ MAKE ____ COPIES
- ☐ ANSWER / CC TO ME

REMARKS

copeland

C0010a Crl. #106580a

454202

Marianne Spalk
Claims Administrator
ESIS GM Central Claims

ESIS
An Insurance Services Company
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3403
Facsimile 313.665.0911

January 27, 2003

EMC Insurance Companies
P.O. Box 884
Deamoines, IA 50304-0884

Your Claim Number:	Z00040567
Your Insured:	[redacted]
Our File Number:	454202
Our Client:	General Motors Corporation
Date of Event:	12/8/02

Dear Ms. Clark:

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

- Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
- A copy of the police and/or fire report.
- A statement from the operator of the vehicle, this should include events prior to and immediately following the incident.
- Advise if the vehicle owner and/or operator noted anything unusual about the vehicle prior to the incident. (Electrical / Mechanical):
- Provide copies of all maintenance (this is to include oil changes), warranty, and repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
- Advise if any accessories been added to the vehicle since the purchase? (Radio, Alarm, Telephone, Radar Detector, Equalizer, CD player) If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

- Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
- Has the vehicle ever been involved in an accident? If so when was the accident?
- Did the subject vehicle have a trailer attached? If so, Describe (Year, Make, Length, approximate weight): Please send the paperwork which lists all of the above):
- Provide copies of your proof of payment (cancelled checks).
  If this was a total loss, please submit a salvage estimate and your total loss work sheet.
- The present location of the subject vehicle and its availability for inspection.
- Provide proofs of the transmission and engine oil levels, if applicable.
- Advise of any injuries.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and it's related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Marianne Spalla
Claims Administrator

SR No.	1-55253040	Ref No.		BRC Type	PAR	Bus. Unit	BRC
		Site				Area	PAR
Last Name	[redacted]	First Name	[redacted]	Approval	Not initiated	Sub-Area	Initiate PAR- Thermal Event
		Con. Acct.			Engine - General	Safety	Yes
Involved Dealer	Bismarck Chevrolet, Inc.		Phone				
	1G4CW52K1X4606929					Updated	1/20/03 2:21:48 PM
	Park Avenue	License #	BUICK		Medium		CLEMENTP
	Buick	Warr. Start	05/01/1999		Closed		12/12/02 10:38:04 AM
	1999	Mileage	32000		Satisfied		1/20/03 2:21:38 PM
Customer Description	** THIS IS A PAR REQUEST. Please refer all calls to Patrick Clements at 1-800-281-1841 ext. 57306. **				PAR - alledged thermal		

01/20/03	CLEMENTP	CLEMENTP	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
01/20/03	CLEMENTP	CLEMENTP	BRC PAR	Close-No Offer to Repair/Rep	Done	fwdg to ESIS	
01/20/03	CLEMENTP	CLEMENTP	BRC PAR	ESIS- Insurance Involvement	Done	CRM forwarding to ESIS for info purposes	
01/20/03	CLEMENTP	CLEMENTP	BRC PAR	GM Decision-Decline/Z1243	Done	cust settled w/ ins co	BUSINESS SUMMARY: 1- CRM reviewed PAR request. 2- CRM contacted customer and confirmed PAR facts. 3- CRM received customer authorization to inspect vehicle. 4- CRM arranged a dlr inspection. 5- CRM received and reviewed inspection report. 6- Cust states that she has settled w/ ins co and they have assisted her in obtaining new veh and that a NHTSA investigator is to be in touch w/ her. 7- CRM advised customer that GM appreciates opportunity to investigate her concerns but must at this time decline GM involvement for thermal allegation due to insurance involvement. 8- Per consult w/ TM Burcham, CRM advising ESIS of this request due to: - potential for subrogation; - NHTSA involvement. - Patrick Clements/L2E/PAR/TM DePalma/ 57306
01/20/03	CLEMENTP	CLEMENTP	Outbound Call Customer	Made Contact	Done	wrap-up	CRM advised cust have been informed that cust has settled w/ her ins co and dlr HAS assisted her in getting another veh. Cust states this is true, she is satisfied w/ outcome and that she is expecting callback from Bruce York of NHTSA as well. CRM advised pls call if Buick can be of further assistance. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
01/17/03	CLEMENTP	CLEMENTP	Outbound Call Customer	Received No Answer	Done	no answer, no V/M	

01/16/03	CLEMENTP	CLEMENTP	Outbound Call Customer	Received No Answer	Done	no answer	
01/16/03	CLEMENTP	CLEMENTP	Inbound Call Dealer/Partner	Service Request Update	Done	Update	Svc Mgr advises: - he and cust's relative went to a GM auction; - they were able to get cust a good deal on a 2002 Buick, which was a former rental veh w/ approximately 16,000 mi; - cust is satisfied at this time; - cust accepted his settlement. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
01/16/03	CLEMENTP	CLEMENTP	Outbound Call Dealer	Left Message	Done	advs dlr Svc Mgr	CRM advised dlr Svc Mgr via VM pls advise re: veh condition. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
01/16/03	SADMIN	CLEMENTP	Inbound White Mail		Done	BRC PAR Scanned: 2003-01-16-09.11.44.000000, MSXDocNum: CLE3E257EE	
01/16/03	CLEMENTP	CLEMENTP	Other		Done	TM consult	CRM advised TM Gio DePalma of inspector results and of vagueness of same. TM advises: - based on photo evidence, this would appear to be a plenum failure incident; - CRM should offer CIW Trade / repurchase; - cust would sy invoice / wholesale minus trade-in on veh BEFORE damages; - seek dlr input re: veh condition. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
01/16/03	SADMIN	CLEMENTP	Inbound White Mail		Done	BRC PAR Scanned: 2003-01-15-16.14.32.000000, MSXDocNum: CLE3E2571D	
01/15/03	CLEMENTP	CLEMENTP	BRC PAR	Inspection Received	Done	Dlr inspection results attached	
01/15/03	CLEMENTP	CLEMENTP	BRC PAR	Inspection-Dealer- Thermal	Done	Dealer inspection requested (see previous notes)	
12/20/02	BURCHAM	BURCHAM	Final Approval	Letter (Non Goodwill)	Done	Letter approved Pat Burcham/BRC TM/Tempe	
12/17/02	CLEMENTP	CLEMENTP	Inbound Call Dealer/Partner	Service Request Update	Done	Svc Mgr	Svc Mgr advises is completing inspection. Svc Mgr seeks guidance re: completing inspection docs. CRM advised pls complete all inspection parts he can sendsend docs for interpretation here at PAR. - Patrick Clements/L2E/PAR/TM DePalma/57306
12/16/02	SADMIN	CLEMENTP	Inbound White Mail		Done	BRC PAR Scanned: 2002-12-16-09.26.16.000000, MSXDocNum: CLE3DFD943	
12/16/02	CLEMENTP	CLEMENTP	BRC PAR	Initial Contact-AVM	Done	AVM Davis Gregory 918008230066 6467	CRM advised AVM via VM of cust concerns, adding my name, number and cust's SRN. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/16/02	CLEMENTP	CLEMENTP	BRC PAR	Initial Contact-Phone	Done	correction	3/16 activity should be initial contact - phone. NOTES SHOULD READ: Cust seeks assistance in getting into new Buick. CRM advised: - veh will need to be inspected before determination can be made; - CRM is arranging inspection of veh by dlr, and PAR

							should receive results w/in 10-14 business days; - rental reimbursement of up to $30 / day, insurance not included, may be available contingent upon determination of GM responsibility. Cust states dlr has permission to inspect. CRM sending General Inspection Letter to cust. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/16/02	CLEMENTP	BRCLTRQ	Submit for Approval	Letter (Non Goodwill)	Done	PAR Outbound Corr submitted for Approval	Letter approved Pat Burcham/BRC TM/Tampa
12/16/02	CLEMENTP	CLEMENTP	Correspondence		Done	Created:BRCPAR_PA0002. SR#1-55263040	
12/13/02	CLEMENTP	CLEMENTP	Outbound Call Dealer		Done	advise doing dr inspection	CRM advised Svc Mgr will fax docs & instructions for dlr rather than EAA inspection. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/13/02	CLEMENTP	CLEMENTP	Research		Done	per team tech consultant	Per Team Tech Consultant Mike DiMare, CRM to arrange DLR, vs. EAA inspection. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/13/02	CLEMENTP	CLEMENTP	Research		Done	VIN search = no other requests	
12/13/02	CLEMENTP	CLEMENTP	BRC PAR	Inspection- EAA-Thermal	Done	requesting inspection - thermal	
12/13/02	CLEMENTP	CLEMENTP	BRC PAR	Initial Contact-Dealer	Done	init cont (941) 682-2898	CRM adv Svc Mgr of cust concern, adding my name, number and cust's SR#. Svc Mgr advised no diagnosis, no history of dlr svc. CRM advised Svc Mgr will be arranging EAA inspection. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/13/02	CLEMENTP	CLEMENTP	BRC PAR		Done	Init cont	Cust states: - they are first owner of veh; - they had just come out of restaurant and put key in ignition; - there was a pop (like a shot) from under hood; - sat a minute and then smoke started coming from under hood; - stranger obtained extinguisher from restaurant and extinguished event; - stranger then dropped off cust and husband off at home; - "nobody got hurt." Cust seeks assistance in getting CRM advised: - CRM is arranging inspection of veh by dlr/EAA, and PAR should receive results w/in 10-14 business days; - rental reimbursement of up to $30 / day, insurance not included, may be available contingent upon determination of GM responsibility; Cust states EAA/dlr has permission to inspect. CRM sending General Inspection Letter to cust. - Patrick Clements/L2E/PAR/TM DePalma/ext 57306
12/13/02	CLEMENTP	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: CLEMENTP	
12/13/02	BOYCER	CLEMENTP	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO PATRICK CLEMENTS @	
12/13/02	BOYCER	BOYCER	Ownership	Ownership	Done	Ownership Escalated to BRC	

			Changed	Escalated to ERC			
12/13/02	BOYCER	GOMEZF	Ownership Changed		Done	Service Request Ownership has changed FROM: GOMEZF TO: BOYCER	
12/12/02	GOMEZF	BOYCER	Escalation	Initiate PAR	Done	Assigning activity to PAR QUE.	CRM advised that a person from the PAR Department will contact the customer within 24 to 48 hours. This case has been received & assigned in Par Ruthe Boyce/Par
12/12/02	GOMEZF	GOMEZF	Inbound Call Customer	Complex Request	Done	Cust alleged fire under the hood	Cust states that they are the orig owner of the veh 1990 Buick Park Avenue that was purchased at Nelson Chev and veh currently has 3k miles. Cust states that when they were coming out of the restaurant they went for dinner on Sunday 12/08/02 and when they came back to the veh, they placed the key in the ignition the veh caught on fire. Cust states that someone stranger helped them and put out the fire that was coming from under the hood. Cust SEEKS to file the complain. CRM advised that a person from the PAR Department will contact the customer within 24 to 48 hours. Fernando Garcia/GAC/ATX.

GM-PAR-FIRE Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Division:	Refit	VIN: 1G4CW SAK 1X4 60 69 29
Claimant's Name (LAST, First) [redacted]		

Inspected By: Gary Olmstead Organization: Olmstead Chev Inc
Phone: (64) 53- 3 Inspection Date: 12-16-02 Mileage at Inspection: 82,400

I INSPECTION SUMMARY

Type Non Collision ☒, Collision ☐

Fire Origin Engine Compartment ☑, Underdash ☐, Other Interior ☐, Trunk ☐, Unknown ☐, Other ☐ specify _____, Component _____

Following the inspection, summarize the observations: Talk To the Customer, she said Drove The car 6 Blocks, To eat Dinner, check oil, pull key out of the ignition.

Come back out 1½ hour later Should and Try To start car and Heard a shot or a big shotgun noise, Then smoke came from under Hood, Open Hood and smoke was coming out, And Fire, Run and get fire extinguer, put out fire

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: [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.): NONE

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

Repaired by: NONE

4. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", engine miss, etc):
Turn Key on To start, Customer said it Sounded like a shot gun went off, Then smoke came from under the Hood, then Fire

5. *Repairs* outside of warranty (what, when, by whom?): Nelson Chevrolet + Buick
Replaced EGR VALVE & GASKET 88K MILES 6/20/00
L.F. DOOR TRIM REPAIRED 01/30/02

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

7. *Last maintenance* (date, description, by whom?): Glenstar Chev Inc Oil Change only

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 15 mph, drive length __ h 10 min, distance ½ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). City

If parked, how long was it parked? 30min Was the ignition off ☒ or was the engine running ☐? Describe drive prior to parking: drive length __ h 10 min, distance ½ 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: NONE

Load location: NONE

Height and description of front shape of trailer: NONE

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

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): START Engine running? (Y/N) N
Unusual *odors*?. (Y/N) N Describe: Engine Burned Bad, Then Smoke Came From Under Hood, Then There was Fire

Smoke? (from where, color, intensity, etc.) Under Hood

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

Any apparent malfunction? (Y/N) Y If yes, describe: May be Intake gasket blow out

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

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

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

If any of the above were cycled, describe: Don't Know

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? Don't Smoke

III C DURING THE FIRE

Time Min and distance 50 FT to get Help between first indication of a problem and start of fire.
Time Dies between start of fire and other significant events. Describe: —

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

Describe initial location, color and intensity of smoke and flame. Smoke Came From under Hood. White Smoke + some Black Smoke

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) — Describe: Ignition was on at the time she started car

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

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) Y Open Hood? (Y/N) Y Other? (Y/N) — Describe: Smoke Then Fire, Run to get Fire Extinguisher

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

Any other comments that have not been covered? _____

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

- Front
- Right side
- Rear
- Trunk area
- Decklid outer panel
- Decklid inner panel
- Option label
- VIN
- Left side
- Hood outer panel
- Hood inner panel
- Roof
- Fuel filler "Lead Free" restrictor in place? (Y/N) ___ Describe: _____
- Location of fuel filler cap (or evidence of remains): _____

Comments: Fire was in Engine Compartment, Fender area good shape

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): Wind shield maybe Bad

Comments: _____

C. Underhood:

Engine compartment — WIRING, ALL PLASTIC, WERE BURNED

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

Comments: _____

D. Fluids (comments only):

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

Engine coolant: _____
Engine oil: _____
Transmission fluid: _____
Power steering fluid: _____
Brake fluid: BURN TOP OFF OF THE BRAKE MASTER CYLINDER

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:

G. General Observations (Take photographs if applicable):

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

Photograph and comment on the item/area which is the apparent origin of the fire:
DIT No

Anything on vehicle which is a after-market: NO

Anything on vehicle which is a modification: NO

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

Other relevant information: NONE

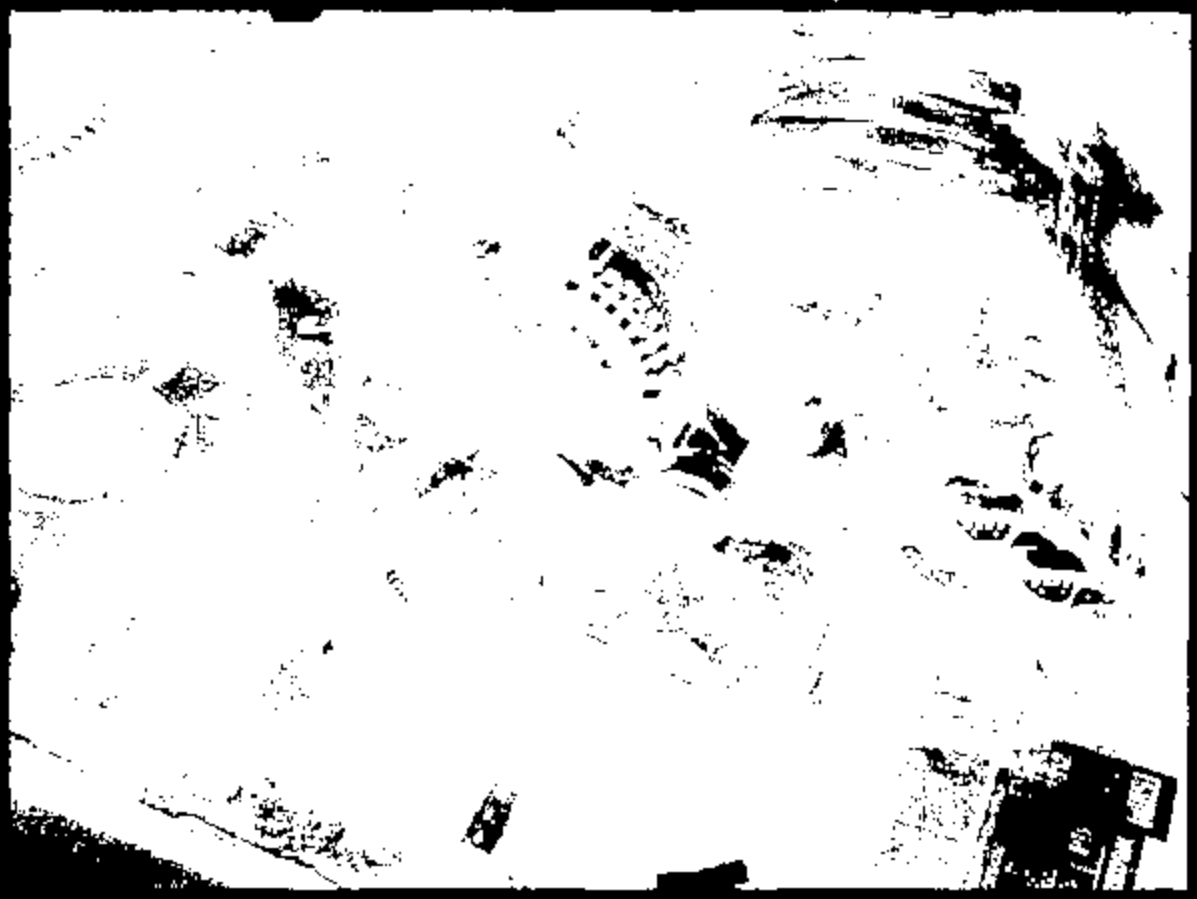
H. Vehicle Contents:

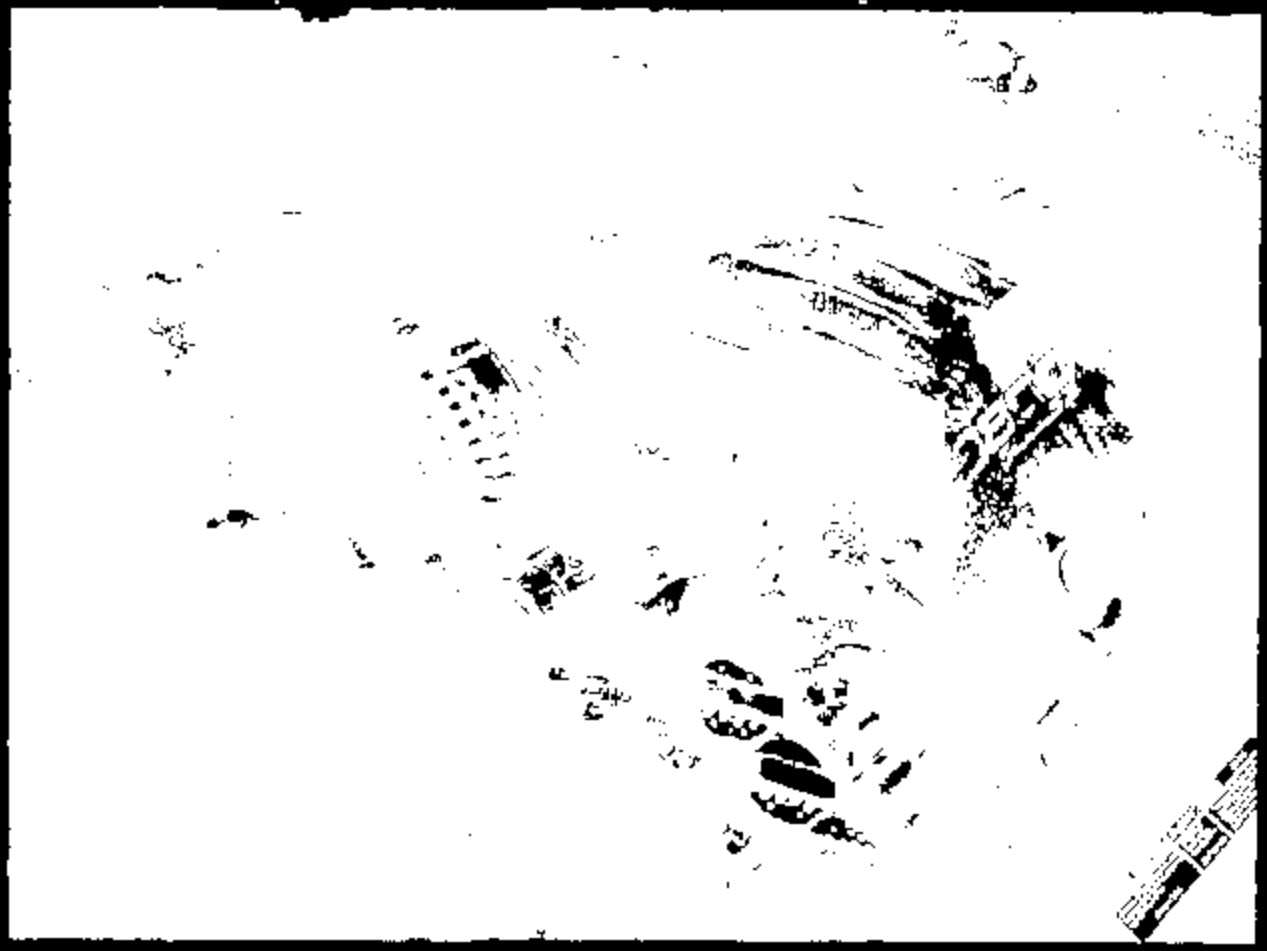
Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: Look AT The pictures

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: CAR only had DAMAGE





28881

BLOMSTER CHEVROLET, INC.

Hwy 9
Telephone (641) 562-2696
BUFFALO CENTER, IOWA 50424

LABOR RATE 55.00 AN HOUR.

DATE 12/1[redacted]/02

WRITTEN BY

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

VIN 1G4CW52K1X4606929

FINANCE CHARGE:
All accounts due in full 30 days following purchase. If not then paid, a 1½% FINANCE CHARGE (computed on unpaid balance, 18% ANNUAL INTEREST) will be added to your account of the month due and each succeeding month thereafter.

NAME [redacted]

ADDRESS [redacted]

CITY BUFFALO CENTER, IA [redacted]

TIME RECEIVED A.M. P.M.

TIME PROMISED A.M. P.M.

MILEAGE

DELIVERY DATE

TRUCK NAME

MODEL

LICENSE

PHONE RES. BUS.

C	DATE	ITEM NO. OR DESCRIPTION	SALE
		TOWING	35.00
		PICTURES	10.00
			35.00

FC	OPER. NO.	TIME	REPAIR ORDER - LABOR INSTRUCTIONS	INTERNAL	
		1.0	INSPECTION		55.00
		.5	additional Time		27.50
					82.50

DEALER REMARKS

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED.
INITIAL YOUR CHOICE:
___ Written estimate ___ No estimate
___ Oral estimate ___ Call me if repairs and service will be more than $ _____

"I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. If the work is changed, I agree to pay your regular flat rate charge. I understand that order form has not been paid until the vehicle and payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any articles left in it in case of fire, theft or any cause beyond your control."

Date Signed _____

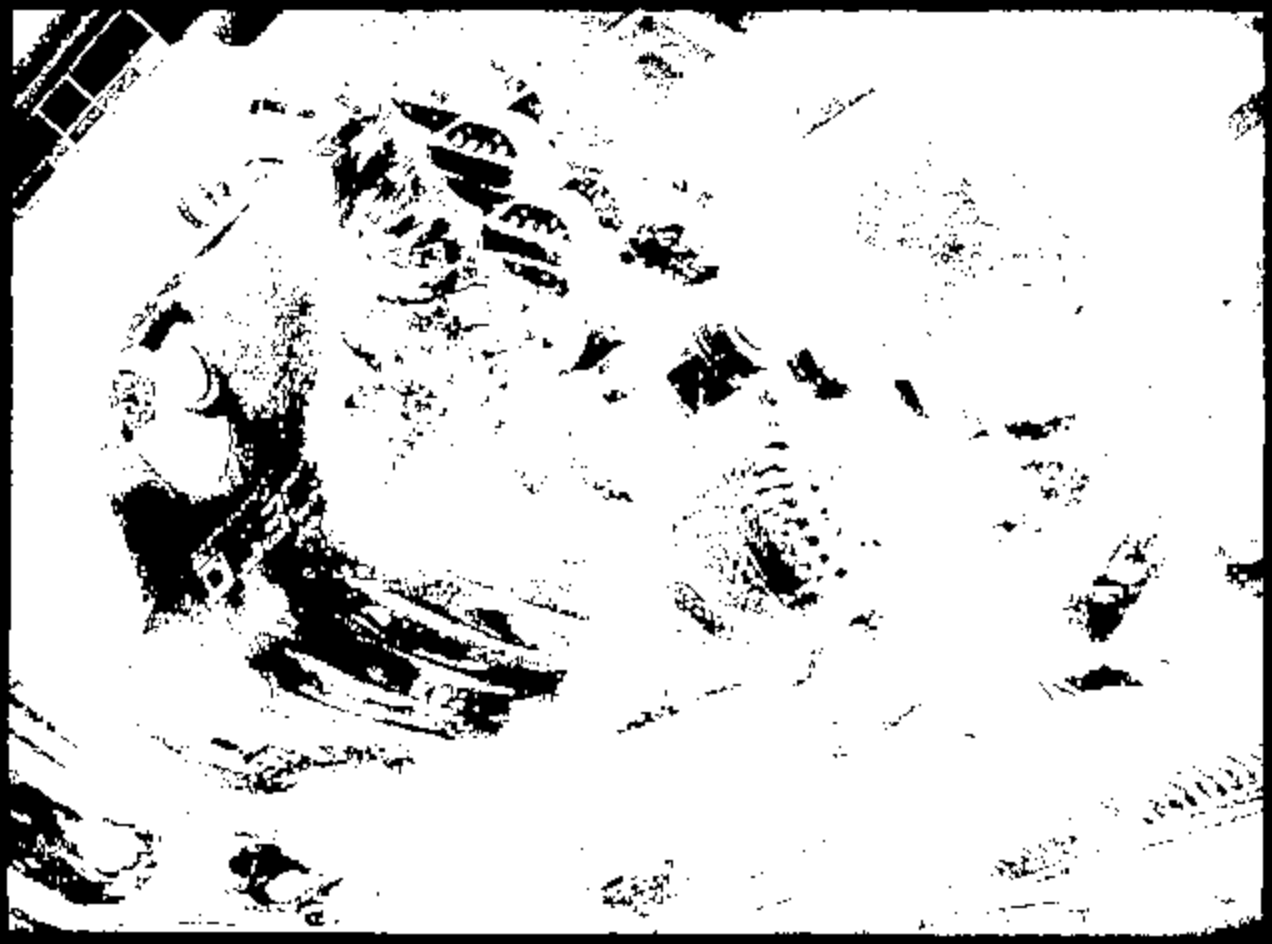
X _____
CUSTOMER'S SIGNATURE

INTERNAL SUMMARY			WARRANTY CLAIMS				
HOURS	CHARGE	COST	CHARGE	COST			
	82.50					EVH FEE	
						LABOR MECHANICAL	
						TOWING	
						SUBLET REPAIRS MECHANICAL	
						HAZARDOUS WASTE MATERIALS	
						PAINT & ACCESS. MECHANICAL	
	35.00						
	117.50					SHOP MATERIALS	
						TAX	
					NET	TOTAL AMOUNT	117.50

GAS, OIL & GREASE
GALS. GAS @
QTS. OIL @
LBS. GREASE @

TOTAL GAS, OIL AND GREASE

*** TOTAL PAGE.11 ***



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:	1G4CW52K1X4606929

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN	**Warranty Start Date:**	06/01/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	**Selling Source:**	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

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
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	06/01/1999	8 miles	6/1/2002	36008 miles
72/100000 SHEET METAL RUST-THROUGH	06/01/1999	8 miles	6/1/2005	100008 miles
36/36000 SHEET METAL CORROSION	06/01/1999	8 miles	6/1/2002	36008 miles
96/80000 PCM/CC EMISSIONS	06/01/1999	8 miles	6/1/2007	80008 miles
36/36000 FEDERAL EMISSIONS	06/01/1999	8 miles	6/1/2002	36008 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
05/22/2002	033662	#	C3358 - L/F DR TRIM R&R/RPL	27327 miles
06/21/1999	098121	#	J6270 - EGR VALVE/GASKT RPL	268 miles
10/26/1998	097024	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	5 miles
09/18/1998	A06929	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

icle Has No Associated Check History Information.

GM Vehicle Inquiry System
Claim History

VIN:	1G4CW52K1X4606929

CLAIM HISTORY

Repair Order Date:	05/22/2002	Repair Order Number:	033662	Odometer Reading:	27327 miles

Serviced By:	LICHTSINN MOTORS, INC. PO BOX 326 FOREST CITY, IA 50436-0326 (641) 585-3213	Selling Source:	11 - BUICK
		Site Code:	54795
		Business Associate Code:	111667

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/04/2002	279	01	#	C3358 - L/F DR TRIM R&R/RPL	N/A	E	N/A	$28.36	Y

Repair Order Date:	06/21/1999	Repair Order Number:	098121	Odometer Reading:	268 miles

Serviced By:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Selling Source:	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/27/1999	980	01	#	J6270 - EGR VALVE/GASKT RPL	17113284 - VALVE	E	N/A	$180.24	N

Repair Order Date:	10/26/1998	Repair Order Number:	097024	Odometer Reading:	5 miles

Serviced By:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Selling Source:	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/12/1998	906	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	$0.67	N

Repair Order Date:	09/18/1998	Repair Order Number:	A06929	Odometer Reading:	0 miles

Serviced By:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Selling Source:	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/21/1998	891	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$69.18	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN:	1G4CW52K1X4606929

LINE COMMENTS

Repair Order Date:	05/22/2002	Repair Order Nbr:	033662	Odometer Reading:	27327 miles

Serviced By:	LICHTSINN MOTORS, INC. PO BOX 326 FOREST CITY, IA 50436-0326	Selling Source:	11- BUICK
		Site Code:	54795
		Business Associate Code:	111667

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
06/04/2002	279	01	#	C3358 - L/F DR TRIM R&R/RPL	N/A	E	N/A	$28.36

Comments:	LEFT FRONT DOOR LOCK SWITCH MOUNT BROKEN. R AND R TRIM PANEL AND REPAIR MOUNT FOR SWITCH.

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4CW52K1X4606929

VEHICLE BUILD

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN		
Gross Vehicle Weight Rating:	2238 kg (4935 lb)	**Order Number:**	BBKZMG
Build Date:	09/18/1998	**Build Plant:**	1X4C - ORION ASSEMBLY

OPTION CODES

AK5 - FRONT PASSENGER AIR BAGS	AL2 - CONTROL SEAT - POWER LUMBAR
AQ7 - 55/45 SEATS	A43 - SEAT- 3 POSITION MEMORY DRIVER
CD2 - LOW W/S/W FLUID INDICATOR	CE1 - WIPERS - MOISTURE SENSING
[illegible] - AIR CONDITIONING-DUAL AUTOMATIC	DA1 - ARM REST RR SEAT, STORAGE
DD7 - MIRROR- AUTOMATIC REARVIEW	DR2 - MIRROR-DRIVER SIDE REMOTE/AUTO
D85 - STRIPE, BODY SIDE	FE1 - BUICK DYNARIDE SUSPENSION
FE9 - FEDERAL EMISSIONS	F83 - RATIO TRANSAXLE FINAL DR 3.05
IC3 - ULTRA TRIM - PARK AVE	JL9 - ANTI-LOCK BRAKE SYSTEM
KA1 - HEATED DRIVER SEAT	KG7 - GENERATOR - 125 AMP
L36 - ENGINE- 3800 SERIES II V6	MN3 - TRANSMISSION - AUTO 4SPD
MX0 - TRANSMISSION-4 SPEED ELECTRONIC	NF2 - EMISSION SYSTEM, FEDERAL TIER 1
NP5 - LEATHER WRAPPED STEERING WHEEL	ORN - LAKE ORION ASSEMBLY
PY0 - 16" CHROME ALUMINUM WHEELS	QPX - TIRES- P225/60R16 BLACKWALL
R9X - PERSONAL CHOICE FEATURES	UB7 - INSTRUMENTATION
UG1 - UNIVERSAL TRANSMITTER	UK3 - STEERING WHEEL RADIO CONTROL
UP0 - RADIO-POWER LOAD CD & CASSETTE	U09 - HORN - FOUR NOTE
U77 - ANTENNA - REAR WINDOW	U99 - CONCERT SOUND III
VH9 - LEATHERETTE OWNERS MANUAL COVER	VK3 - LICENSE PLATE MOUNTING PKG-FRNT
[illegible]3 - 5MPH BUMPER STANDARD FRONT&REAR	V73 - STATEMENT- US/CANADA PRODUCED
W01 - SEATING PACKAGE: INCLUDES	Y67 - WASHER FLUID, LOW COOLANT, AND

1SE - * DOOR LOCKS - MEMORY	56I - TAUPE INTERIOR
[illegible] - TAUPE LEATHER/VINYL 45/45 FRONT	6MB - COMPONENT-FRT LH COMPUTER SUSP
7MB - COMPONENT-FRT RH COMPUTER SUSP	8AC - SPRING
83U - PLATINUM BEIGE METALLIC	88A - STRIPE- BODY SIDE - DARK BROWN
9AC - SPRING	

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G4CW52K1X4606929

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BGW		Traceability:	0005501	
Date Scanned:	09/18/1998	Time Scanned:	07.16.00	Scan Station:	04

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	MKM		Traceability:	AA0392538	
Date Scanned:	09/17/1998	Time Scanned:	20.21.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	9FFB		Traceability:	0CPJ	
Date Scanned:	09/18/1998	Time Scanned:	07.29.00	Scan Station:	04

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	M - DELCO ELECTRONICS MILWAUKEE, WISCONSIN				
Part/Num Broadcast:	3964		Traceability:	382527780	
Date Scanned:	09/18/1998	Time Scanned:	13.13.00	Scan Station:	01

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	2924		Traceability:	WSB778Y	
Date Scanned:	09/18/1998	Time Scanned:	06.37.00	Scan Station:	03

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	3040		**Traceability:**	2SB6FLW	
Date Scanned:	09/17/1998	**Time Scanned:**	19.54.00	**Scan Station:**	02

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	9994		**Traceability:**	182471U86	
Date Scanned:	09/18/1998	**Time Scanned:**	13.13.00	**Scan Station:**	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ		**Traceability:**	2280787	
Date Scanned:	09/11/1998	**Time Scanned:**	03.48.00	**Scan Station:**	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1PP		**Traceability:**	1267593	
Date Scanned:	09/17/1998	**Time Scanned:**	19.31.00	**Scan Station:**	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4CW52K1X4606929

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	06/01/1999	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	8 miles

Delivering Dealer:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	54796
		Business Associate Code:	111670

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4CW52K1X4606929

INVOICE INFORMATION

Invoice Date:	09/18/1998		
Site Address:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Selling Source:	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

SHIP-TO INFORMATION

Ship-To Date:	10/09/1998		
Site Address:	NELSON CHEVROLET-BUICK, INC. PO BOX 4B LAKE MILLS, IA 50450-0004 (641) 592-1211	Selling Source:	11 - BUICK
		Site Code:	54796
		Business Associate Code:	111670

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1999 PARK AVENUE SEDAN
33U PLATINUM BEIGE METALLIC /V6G
563 TAUPE LEATHER/VINYL 55/45 SPLIT
ORDER NO. BBKZMG/TRE STOCK NO.
VIN 4 CW52 K1 X4606929

BUICK MOTOR VISION
GENERAL MOTORS CORPORATION
902 E. HAMILTON AVE.
FLINT MI 48550-0001
VEHICLE INVOICE 4AD21664368
**********GA**********11*54796S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4CW69 PARK AVENUE SEDAN	31130.00	28172.65	INVOICE 09/18/98
DA1 ARM REST RR SEAT, STORAGE	50.00	43.00	SHIPPED 09/18/98
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 09/28/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 09/28/98
UP0 RADIO-POWER LOAD CD & CASSETTE	200.00	172.00	PRC EFF 09/18/98
W/STEERING WHEEL RADIO CONTROL			KEYS 1153 1153
(REPLACES RADIO IN OPTION PKG)			WFP-F QTR OPT-1
U09 HORN - FOUR NOTE	28.00	24.08	BANK: GMAC - 038
U99 CONCERT SOUND III	280.00	240.80	CHG-TO $4-796
VK3 LICENSE PLATE MOUNTING PKG-FRNT	N/C	N/C	
W01 SEATING PACKAGE: INCLUDES	380.00	326.80	SHIP WT: 3705
1SE PRESTIGE OPTION PACKAGE (SE)	970.00	834.20	HP: 34.7
			GMS: 30114.89
			MEMO 1689.40

* INSTRUMENTATION - TEMPERATURE TACH, FUEL W/DRIVER INFORMATN CENTER (INCLUDES:TIRE PRESSUR WARNING, OIL PRESSURE, VOLTS, OIL LIFE & OIL LEVEL MONITORS LOW WASHER FLUID, LOW COOLANT & DOOR/TRUNK AJAR INDICATORS, BASIC TRIP COMPUTER(FUEL ECON MILES TO EMPTY, GALLONS USED)
* MIRROR - ELECTROCHROMIC AUTO DIMMING OUTSIDE LEFT MIRROR (HEATED RIGHT & LEFT)
MIRROR - ELECTROCHROMIC AUTO DIMMING (INSIDE REARVIEW) WITH COMPASS
* RADIO - POWER-LOAD CASSETTE & AUTOMATIC TONE CONTROL & CLCK &STEERING WHEEL RADIO CONTROL
* SEAT - THREE POSITION MEMORY 10-WAY POWER DRIVER'S SEAT & MEMORY MIRRORS
* UNIVERSAL TRANSMITTER
* WIPERS - MOISTURE SENSING

PERSONAL CHOICE FEATURES
---

563 TAUPE LEATHER/VINYL 55/45 SPLIT	750.00	645.00
88A STRIPE- BODY SIDE - DARK BROWN	N/C	N/C

** CONTINUED ON PAGE 2 **

NE N CHEVROLET-BUICK, INC.

1999 PARK AVENUE SEDAN
83U PLATINUM BEIGE METALLIC /V6G
563 TAUPE LEATHER/VINYL 55/45 SPLIT
ORDER NO. BBK2MG/TRE STOCK NO.
VIN 1G4 CW52 K1 X4606929

BUICK MOTOR VISION
GENERAL MOTORS CORPORATION
902 E. HAMILTON AVE.
FLINT MI 48550-0001
VEHICLE INVOICE 4AD21664368
**********GA**********11*547968

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	33788.00	30458.53	ACT 231 30114.89
DESTINATION CHARGE	670.00	670.00	H/B 261 1013.64
TOTAL	34458.00	31128.53	PAY 310 31128.53

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29647.94

****

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.

NEL CHEVROLET-BUICK, INC.

REMIT TO GMAC NO. 038
VIN 1G4CW52K1X4606929
$ 31128.53 INV 4AD21664368
DUE 09/28/98 DEALER 54-796

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
02/11/2003 11:29

VIN: 1G4CW52K1X4606929 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

Marianne Spalla
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3403
Facsimile 313.665.0911

March 4, 2003

EMC Insurance Companies
P.O. Box 884
Des Moines, IA 50304-0884

Your Insured:	[redacted]
Your Claim Number:	Z00040567
Our File Number:	454202
Our Client:	General Motors Corporation
Date of Loss:	December 18, 2002

Dear Ms. Clark:

I am responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against GM would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Iowa is 2 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner in 1, 1999 As such, this claim is time barred and GM must respectfully deny this claim.

Sincerely,

Marianne Spalla
Claims Administrator

P.O. Box 884
Des Moines, IA 50304-0884
Phone 515.280.2504
Mgt. / Special Risk FAX 515.362.7890
Underwriting FAX 515.280.2844
P & C Claims FAX 515.280.2883
Work Comp Claims FAX 515.237.2118
www.emcinsurance.com

EMC
Insurance Companies

April 11, 2003

MARIANNE SPALLA
CLAIMS ADMINISTRATOR
ESISGM AUTO CENTRAL CLAIMS
300 RENAISSANCE CTR
MAIL CODE 482-C20-D71
DETROIT MI 48265-3000

RECEIVED
APR 14 2003
ESIS-GM CLAIMS UNIT

RE: Our Claim Number: AA20-Z00040567
Our Insured: [redacted]
Loss Date: 12-18-02
Your File Number: 454202
Your Client: General Motors Corporation

Dear Ms. Spalla:

As you are aware, EMC Insurance Companies provides the personal auto policy for [redacted] We have received your letter dated January 27, 2003.

Please find enclosed:

- Photos of the 1999 Buick Park Avenue VIN 1G4CW52K1X4606929
- Report from the Steven G. Mikesell Fire Origin and Cause Analyst
- Recorded statement from Opal DeVries

For your inspection, the location of this vehicle is at Copart Auto Auctions, Des Moines facility, 3300 Vandalia Road, Des Moines, Iowa 50317. Telephone number 515-262-1900. The lot number on this vehicle is 10250342.

We are giving you 14 days from the receipt of this letter to inspect this automobile as this vehicle is collecting a storage fee.

Our investigation revealed your defective products caused this fire in this 1999 Buick Park Avenue and we are looking towards GMAC for recovery in the amount of $16,463.75.

Your cooperation in this matter is greatly appreciated. If you have any questions or concerns, please feel free to contact the undersigned at 1-800-362-2227, extension 2240.

Best regards,

Jaynell Clark, AIC
Office Adjuster

JC:cat12

Dear Ms. Spalla,

As you are aware GMC Insurance Companies provided the personal auto policy for Opal Davis. We have received your letter dated 1/27/03. ~~Enclosed you will find all the information you requested.~~

Please find enclosed:
photos of the vehicle
report from the Cause + Origin Analyst
Recorded Statement from Opal Davis
for your inspection ~~this~~
The location of this automobile is Copart auto Salvage 3100 Vandalia Rd Dan OH, ~~lot~~ lot# 102-50342.

We are giving you ~~10 working~~ 14 days from the receipt of this letter to inspect this auto. As this vehicle is collecting a storage fee.

Our investigation reveals your defective product caused this damage & we are looking towards ~~the~~ of GMAC for recovery.

EMC
Insurance Companies
P.O. Box 884 • Des Moines, IA 50304-0884

FIRST CLASS MAIL

MARIANNE SPALLA -- CLAIMS ADMINISTRATOR
ESISGM AUTO CENTRAL CLAIMS
300 RENAISSANCE CTR
MAIL CCD 482-C20-D71
DETROIT MI 48265-3000

IMPORTANT:
DO NOT DESTROY

STATEMENT

40567

This is Jaynell Clark interviewing over the telephone with [redacted] on Tuesday, April 1st, 2003 concerning the incident that happened in uh, looks like Buffalo Center on, back in December 8th of 2002. Opal, do you understand that I am recording our conversation?

A. Mmm hmm.

Q. And do I have…

A. Yeah.

Q. …your permission to do so?

A. That's fine.

Q. Okay. Please state your full name and spell your last name?

A. Uh, [redacted] and the last name is spelled [redacted] like in Doug, [redacted], small [redacted] uh, [redacted] like in victory, [redacted]

Q. Okay. And your date of birth [redacted]

A. Uh, [redacted]

Q. Okay. And do you know your social security number right offhand?

A. [redacted]

Q. And do you have a valid Iowa driver's license?

A. Yes.

Q. Okay. Alright. And are there any restrictions on that license?

A. No.

Q. Okay. Now back in December uh, it appears that you were at Choice Restaurant is that correct?

A. 'vers.

Q. Drivers Choice Restaurant in Buffalo Center.

A. Mmm hmm.

Q. Okay. Alright. Tell me what happened?

A. Right after we'd had dinner.

Q. Okay. And did you, who was with you?

A. My husband [redacted].

Q. Okay. And what, did you finish your lunch and then you went out to…

A. We went out…

Q. …start the vehicle?

A. Okay. I started the vehicle to go home.

Q. Okay. And what happened when you tried to start the vehicle?

A. It backfired.

Q. Okay.

A. And it sound like a shot. Like a gun went off.

Q. Okay. At that time did you smell smoke?

A. Well I can't smell.

Q. Okay.

A. My nose doesn't smell odors.

Q. Okay. Did you see smoke?

A. I saw smoke coming out from under the hood. Yeah.

Q. Okay. So both of you got out?

A. We sat there a minute uh, and I thought well I've gotta get the hood up and I kinda looked underneath to see where to make the hood uh, release and I couldn't find anything 'cause I was too excited and then I decided we better get out.

Q. Okay.

A. 'Cause it kept getting more smoke and more smoke.

Q. Okay. And once you got out of the vehicle, so no one was injured? Is that correct?

A. No one was injured. No.

Q. Okay. Now tell me what happened? Did somebody come and help you get up the hood?

A. Well a stranger came. It was, and his mother were going into the restaurant and he happened to look over there and he uh, his mother went into the restaurant and he came over and says looks like you're having a little problem and I said yes. I can't open the hood and he says don't. He got down on his hands and knees and looked under and he says there's fire under that hood.

Q. Uh huh.

A. And he said I'll go in and get a fire extinguisher but stay back he said.

Q. Okay.

A. So he went in and got a fire extinguisher and kinda sensed which direction the wind was from and opened the hood and the fire extinguisher put out the flame but everything underneath was all black by that time.

Q. Now so were the police called?

A. No.

Q. How 'bout the fire department?

A. No. 'Cause the fire went out.

Q. Okay. After that did you have your, was, did you have your vehicle towed then?

A. Well the man that was helping us uh, said uh, where do you live and I said in town and he says well I'll just give you a ride home so he had a pickup and he uh, got us in the pickup and took us home and then I wanted to pay him for helping us and I wanted to pay for his dinner and he wouldn't take anything.

Q. Okay. Did somebody tow your vehicle then?

A. So then I called Bloomstra Chevrolet. Well then this guy said you should uh, get somebody to tow it and report it to your insurance company is what he told me.

Q. Okay.

A. And uh, so then I reported it to Bloomstra Chevrolet and they, that same afternoon they towed it to their garage.

Q. Okay. Now do you know uh, before the fire when was the last time your vehicle was worked on? Do remember right offhand? I know…

A. Oh.

Q. …it's been a while ago.

A. No. I don't.

Q. Okay. Who usually done your servicing on your vehicle?

A. Well I had Bloomstras do some and uh, then I would go, before that you see Nelson Chevrolet did that from Lake Mills because that's where I bought it...

Q. Okay.

A. …and they, their business closed down and so I'd had some uh, kind of a door uh, lock, it was a, just that push button, off and on lock…

Q. Okay.

A. …that needed b-, uh, that needed replacing and so then I took it to a Buick dealer uh, in Forest City and I think that was uh, hmf, uh, Imans or somethin' like that.

Q. Okay.

A. I don't know.

Q. In Forest City?

A. I don't know if that's the name of it or not.

Q. Okay. Now did you keep records of all of the uh, stuff that was done to your vehicle?

A. No. I don't have any.

Q. Records of services?

A. No. No.

Q. M'kay. Would they be in your vehicle?

A. No.

Q. M'kay. Okay. When you turned off the auto before the fire did it, I mean, was the car w-, was the car going correctly? I mean, it stopped okay? Did it have any problems? Did it smell? I mean, as you say you cn-…

A. You mean before this happened?

Q. Yes.

A. Yeah. It uh, it would uh, seem to be alright. It, I had a little trouble starting it at times.

Q. Okay. But other than that, that's it?

A. Yeah.

Q. Okay. Then Bloomstras towed it. Is that correct?

A. Yeah.

Q. After the fire? Okay. Before the fire when was the last time you drove it? Other than to the restaurant?

A. Mmm. Probably the day before to go up to another restaurant to have coffee with the girls.

Q. Okay. And just the day before?

A. Mmm hmm.

Q. And you didn't have any problems then?

A. No. No.

Q. Okay. Uh…

A. It could have happened uh, uh, this could have happened in the garage when I started it and there's bedrooms up over the garage and nobody woulda come along and seen it and I don't know what I oughta done then.

Q. Right.

A. It could of 'caused, burned the house down.

Q. Okay. So uh, on your way up to the café you just left from the garage and just drove up there? You didn't go anywhere else or anything like that?

A. Well I guess we went to church first.

Q. Okay.

A. And then we left from the church after we'd had coffee and then we went up there.

Q. Okay.

A. So there's some little start and stops right in there.

Q. Okay. Approximately how many miles did you drive that day then? Have any idea?

A. Uhm, where did I drive that day?

Q. How, yeah. How far?

A. Oh.

Q. Was it very far around town? You think like a couple miles? Or…

A. No. Well by the time I'd get out to the Drivers Choice I suppose, it could be close to a half a mile, three-fourths of a mile. It wasn't very far.

Q. Okay. Okay. Now uh, when you bought the vehicle uhm, did you have any additional items installed in it like a radio and then, you know, was it…

A. No. No.

Q. Okay.

A. Everything came complete.

Q. Okay.

A. It was uh…

Q. The alarm? Or telephone? Radar detector?

A. No.

Q. CD Player?

A. No. I…

Q. Equalizer?

A. …didn't do any of that.

Q. Okay. How 'bout any modifications or changes to the vehicle? Was there pretty much just stock the way that you found it?

A. Yeah.

Q. You haven't done very much, I mean you didn't do any additional to it or anything?

A. No. Huh uh.

Q. Okay. How 'bout, did you receive any recall notices?

A. No. I didn't.

Q. You never did? Okay.

A. No. I never did.

Q. Okay. Alright. Now have you since then?

A. No.

Q. Okay. Before this accident and any time since you purchased the vehicle were you involved in a auto accident with this vehicle?

A. Uh, when we were down in Texas I made a right-hand turn into a, a grocery store 'cause it said ahead uh, lane closed ahead.

Q. Okay.

A. So I did turn in and the guy that was in the right lane uh, was going real fast and I, he kinda, kinda skinned the skin on one door.

Q. On the door? Okay. So it was never hit?

A. It'd be, it would be on the right-hand side in the back, he sti-, uh, that door got skinned.

Q. Okay. So never time was the front end of the vehicle damaged?

A. No. Way.

Q. Or the front quarter panels? Or anything like that?

A. No. Way.

Q. Okay.

A. No.

Q. Now at any time did you have a trailer attached to your vehicle?

A. No.

Q. No? Okay. Even when you go down to Texas you don't carry like a U-Haul or anything like that?

A. No. No. No.

Q. No?

A. No.

Q. Okay. Alright.

A. We h-, no. We don't.

Q. Okay. Uhm, now EMC Insurance Companies has paid you for this. Is that correct?

A. Yes.

Q. Okay. Alright. And have you replaced that vehicle?

A. Yes.

Q. Okay. Alright. And what did you buy?

A. I bought another Buick.

Q. Okay. Alright. Now al-...

A. Well I was used to it...

Q. Uh huh.

A. ...and I would rather have the same thing back again.

Q. Right. M'kay. Di-, what year did you buy?

A. It was a program car that'd been used. It was a 2002.

Q. Okay. Alright. Okay. Anything else [redacted] that you would like to add that we have not covered?

A. Huh, huh, huh. I don't know. You done pretty good.

Q. Yeah. I think we covered everything didn't we?

A. Yeah.

Q. Okay. Okay. I'll do our closing and then we'll discuss this a little bit further. Okay?

A. Okay.

Q. [redacted] do you understand that I have been recording our conversation?

A. Yes.

Q. And did I have your permission to do so?

A. Yes.

Q. Okay. Please state your name again for the record?

A. [redacted]s.

Q. Okay. This is Jaynell Clark concluding the recorded interview with [redacted] on Tuesday, April 1st, 2003 at approximately 11:38 a.m. Just one moment.

lh/devries/04-09-03

Steven G. Mikesell
1002 North 18th
Chariton, Iowa 50049

Claim # AA20-Z00040567

D.O.L. 12-8-02

Insured: [redacted]

Year: 1999

Make: Buick

Model: Park Ave

VIN: 1G4CW52K1X4606929

Odometer: Could not be determined due to the extent of damage

On Friday, February 7th, 2003, I inspected the above described vehicle at Copart Auto Auction in Des Moines, Iowa.

I was asked to determine the origin and cause of a fire that had damaged this vehicle.

I was advised by [redacted] the owner, that she was trying to start the vehicle and heard a pop from the engine compartment. She released the hood and saw that the top part of the engine was on fire.

Initial inspection of this vehicle showed that it had been in good condition prior to the fire.

The underbody of the vehicle was inspected. No evidence of physical or fire damage was found. There was no excessive wet oil or other indication of any type of fluid leakage prior to the fire.

The visible parts of the underbody portion of the fuel system were inspected and found to be intact to the engine compartment. No evidence of fuel leakage was found. Nothing was found that indicated that the origin of the fire had been in the underbody area of the vehicle.

The passenger compartment of the vehicle was inspected. A minimal amount of smoke odor was present throughout the entire area. There was no visible evidence of direct fire damage. Nothing was found that indicated that the origin of the fire had been in the passenger compartment of the vehicle.

The engine compartment of the vehicle was inspected. The rear portion of the engine cover had sustained a considerable amount of fire damage. The area located between the firewall and the rear of the engine showed extensive fire damage. Combustibles throughout the remainder of the engine compartment remained virtually undamaged by the fire.

All engine driven accessories were inspected and showed no evidence of mechanical or electrical malfunction.

The engine was inspected. No evidence of valve cover leakage was found. All spark plug wires were properly installed and seated at the time of the fire.

The engine cover was removed to allow the area below it to be inspected.

The engine compartment portion of the fuel system was inspected. The fuel supply tube was burnt through in the area between the engine and the firewall. Inspection of the

remainder of the fuel system showed no evidence of fuel leakage.

The air intake plenum was split lengthwise. This split was open several inches.

The underside of the hood was inspected. A fire damaged area was present in the area located above the fire damaged area of the engine cover.

Conclusion:

The fire that damaged this 1999 Buick Park Ave. originated on the top surface of the engine.

The fire was caused when an engine backfire ignited accumulated fuel vapors in the air intake plenum.

The pressure that resulted from the engine backfire caused the plenum to break. The broken area in the plenum allowed the fire to spread to adjacent combustibles.

This conclusion is based on the physical evidence and statement of the operator of the vehicle.

Photographic Evidence:

1. This photo shows the right front of the vehicle and its condition.

2. This photo shows the left front of the vehicle and its condition.

3. This photo shows the right rear of the vehicle and its condition.

4. This photo shows the left rear of the vehicle and its condition.

5. This photo shows the public VIN.

6. This photo shows the vehicle data plate.

7. This photo shows the front portion of the interior viewed from the left side of the vehicle.

8. This photo shows the front portion of the interior viewed from the right side of the vehicle.

9. This photo shows the rear portion of the interior viewed from the left side of the vehicle.

10. This photo shows the rear portion of the interior viewed from the right side of the vehicle.

11. This photo shows the engine compartment viewed from the right side of the vehicle.

12. This photo shows the engine compartment viewed from the left side of the vehicle.

13. This photo shows the air intake plenum viewed from the right side of the vehicle. The arrows show the crack in the plenum. The engine cover has been removed to allow inspection and photography of this area.

14. This photo shows the air intake plenum viewed from the left side of the vehicle. The arrows show the crack in the plenum.

15. This photo shows the engine cover. Note the fire damage to the underside.

16. This photo shows the underside of the hood. The arrows show the fire damaged area on the underhood pad. Note that this is located directly above and behind the broken area of the air intake plenum.

ERU - ACV Work Sheet - Retail

Insured [redacted]ES **Claimant** **Branch** DES MOINES

Claim # 40567 **Date of Loss** 12/8/2002 **Adjuster** CLARK

Collision NO

Year 1999 **Make** BUICK **Model** PARK AVENUE

VIN # 1G4CW52K1X4606929 **Mileage** 32,000

Market Survey / NADA Used Car Guide Base Retail Value = 14,850.00

Adjustments:			
	ALLOY WHEEL	+	250.00
	CD PLAYER	+	125.00
	THEFT RECOVERY SYSTEM	+	50.00
	LOW MILES	+	900.00
		+	
		-	
		-	
		-	
		-	
	NO LEATHER	-	400.00
High Miles Deduction =		-	
Prior Damage Deduction =		-	

ACV = 15,775.00

Tax @ % 0.05 788.75

Transfer Fees (If Applicable)

EMC Takes Possession of Vehicle

Deductible

Carfax Information: CLEAN -

Total = 16,563.75

ACV = 15,775.00

Vehicle Owner Retains Salvage

Salvage Value = 3,969.00

Deductible = 0.00

Carfax Information: CLEAN 0 - 0.00

Total = 11,806.00

Salvage Disposition

Salvage Location: MINNESOTA **Reference #** **Buyer**

Salvage Bids	Amount
B&R	3,969.00

Date Called for Pickup:

Appraiser LARRY LUCAS

Payment : L30007266 Status: Paid Issue: 12/31/02
Claim : AA20-Z00040567 Paid : 01/08/03
Amount :$ 16,463.75 Entry: 12/30/02
Issue at: Des Moines Last trans: 12/31/02
Authorized by: JAYNELL-C 01 Bill Receive: 12/30/02
Overlimit Authorized by: PATTY-L 01 DOS: 12/30/02 - 12/30/02
Last update by :
Last update CSC:
Type of payment: Computer issued

Payee Code : Insured 01
Send to Code: Agent 07

Payee: [redacted]

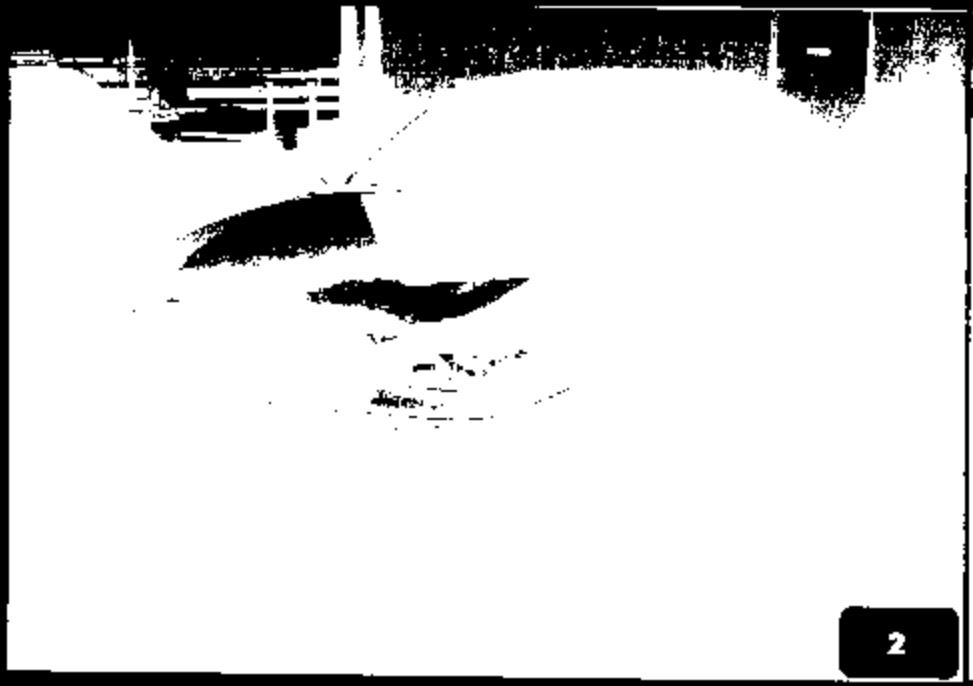
Send to: MISSAL INSURANCE & REALTY
234 N Clark St
PO Box 289
Forest City, IA 50436-1512

In payment of: total loss to a 1999 Buick less $100 ded, EMC retains salvage.

SPLITS

*Cl +	Reserve name VST	Suffix	Vendor name	T	Amount	Payment type Loss/Expense	Type of Payment Days paid
*01	OTC-Fire			L	16,463.75	Total loss	EMC

Total loss $ 16,463.75
Total ALAE $
Total ULAE $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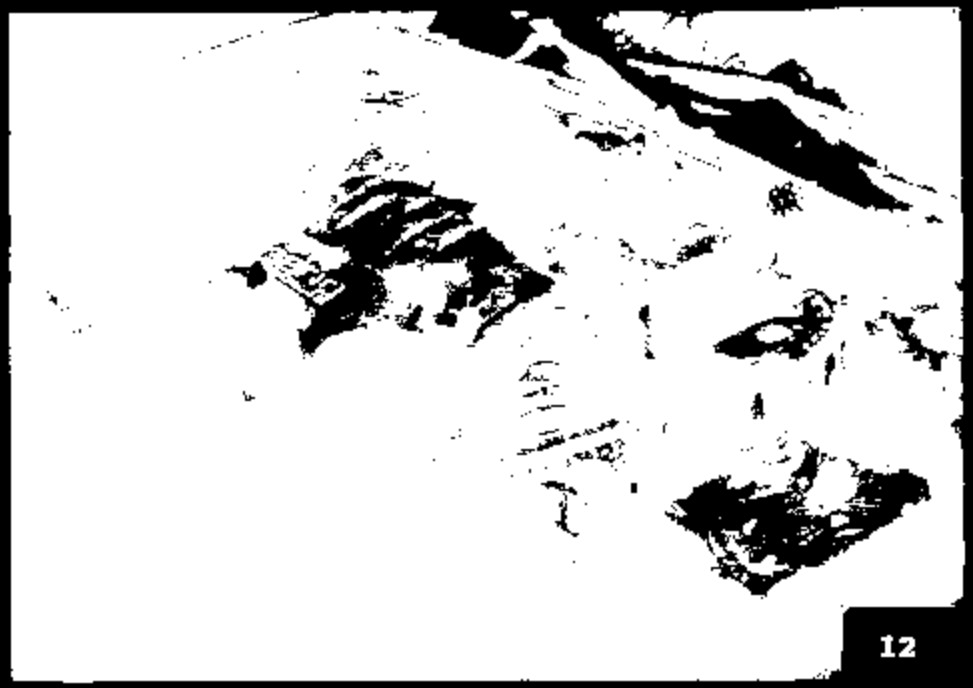
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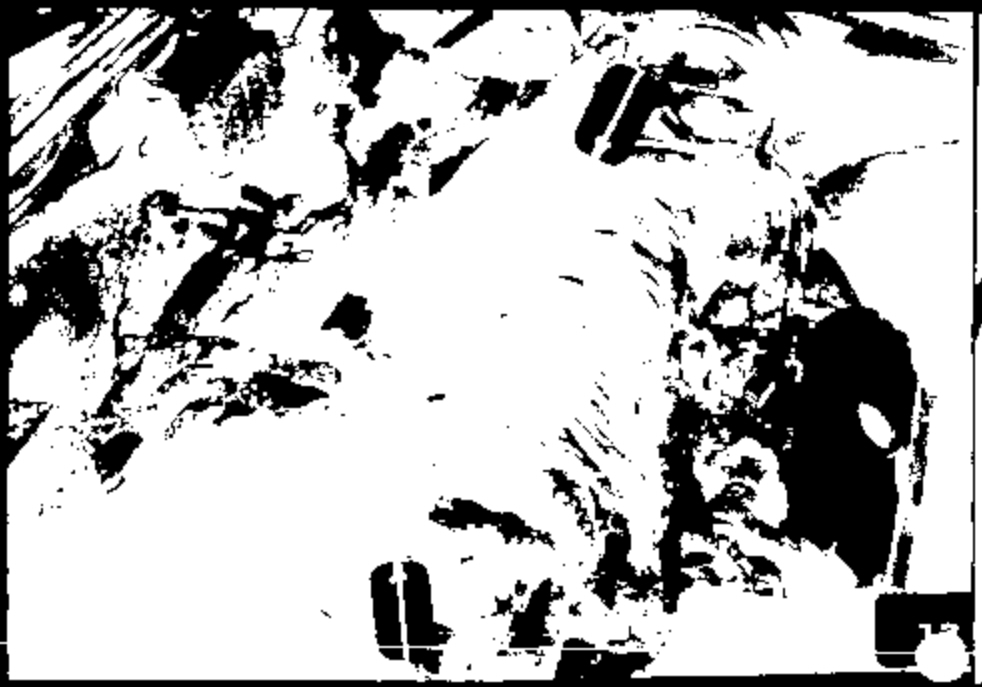

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