2C-AC

EA02-030

5/19/03

Book 13

454203

American Family Insurance
Special Investigations Unit
PO Box 120069
Anderson, Indiana 46012-0069

January 17, 2002

GM Product Development
Karen Smith, Customer Relations Manager
VIA FACSIMILE: 866.249.2314

RE: Patricia[redacted]
Type of Loss: Auto Fire
Your File: S1-631-78736
Our Claim: 00-541-365367

Dear Ms. Smith:

This letter is in regards to the above captioned loss. American Family Insurance is the insurer of this vehicle. This letter is to inform you that I have been assigned to investigate the origin, cause, and circumstances of this loss. From our previous telephone conversation it is my understanding that you also have an interest in this vehicle.

On January 16, 2003 I spoke by telephone with John Wade of EAA. He wished to inspect and photograph the vehicle. He was given the opportunity to do so on that date. He did not wish to do his inspection of the vehicle on that day. He was advised that I would make the vehicle available to him to inspect at any time, all he needed to do was contact me so that I could be present. He does not wish for anyone else to be present when he does his inspection. That is not acceptable.

The vehicle has now been determined to be evidence and has been duly marked as such. I have had the vehicle moved from the dealership with orders given to the storage unit that the front of the vehicle is to be [illegible]. The storage unit is also under orders that no one, including American Family personnel, are to look at that vehicle without my express permission and presence. Anyone examining this vehicle in violation of these orders will be considered to have spoiled evidence. American Family Insurance will pursue whatever means necessary, civilly and/or criminally, to protect the interest of our insured and American Family.

This vehicle will be examined by myself and a forensic mechanic on Thursday, January 23, 2003 at 10:00 a.m. at the storage unit. This letter is to inform you of the opportunity to have your representative(s) present at the examination of the vehicle. Your representative(s) will be given every opportunity to inspect, photograph, and examine the vehicle at that time.

[redacted]

This letter is the only notification you will receive about this matter. In the event that you wish to have someone present, please have them contact me at 765.622.0904 no later than 4:00 p.m. (Indiana time) on Wednesday, January 22, 2003. If we fail to hear from you by the prescribed time, we reserve the right to conduct any testing we deem necessary. The issue of subrogation has yet to be determined. Part of the examination on the 23rd will be to determine if subrogation is present. Some of the examination could result in destruction testing of vehicle parts.

I look forward to hearing from you or your representative.

Sincerely,

Bryan L. Frank

Bryan L. Frank,
Special Investigator

Cc: claims

SR No.	1-83175738	Ref No.		BRC Type	PAR	Safety Yes	Bus. Unit	BRC
		Site					Area	PAR
Last Name	Coleman	First Name	Patricia	Approval	Not Initiated		Sub-Area	Initial PAR-Thermal Event
	[redacted]	Street	[redacted]		Electrical Start/Charge - Battery / Cables			Phone
Evening #	[redacted]	City	Indianapolis		Bud Wolf Chevrolet, Inc.		Updated	1/14/03 5:26:33 PM
		State	IN ZipCd 46256		Open			KSMITH
Make	Chevrolet	Mileage	28000		Satisfied			1/13/03 12:16:49 PM
Monte Carlo		Year	2000	Wear. Start	03/22/2000	Abstract	(ET) Vehicle caught on fire	Closed

Customer Description THIS IS A PAR FILE, FORWARD ALL CALLS TO PAR CRM KAREN SMITH @ EXT. 69646

Cust turned key in ignition & cust heard a loud boom sound. Cust states saw smoke coming from engine compartment.

Owner		1/13/03 8:00:00 AM	
Coleman		Patricia	
1/12/52	5' 5 1/2"	n/a	
0	0		
		Component	Battery
N	Other		
Bud Wolf Chevrolet		Concrete	
		n/a	
n/a			

Vehicle caught on fire at cust home. Cust called fire dept & by the time fire dept showed vehicle was engulfed in flames.

Customer's home		Vehicle Location	Bud Wolf Chevrolet
Jones		John	
Insurance Agency	American Family Mutual Insurance	(317) 475-0515	
n/a			

PAR Detail

			Y	N/A

0

12/4/02

$0.00

Personal

COLD

N/A

Prop Est Repair Cost

FRONT END DAMAGE

01/20/03	KSMITH	BRC PAR	Close-No Offer to Repair/Rep	Done	CLOSE

Comment

Confidential Comment

BUSINESS SUMMARY: 1. CRM RECEIVED AND REVIEWED THE FILE. 2. CRM SPOKE WITHE CUST. CUST. 3. CRM SENT OUT INSPECTION REQUEST. 4. CRM SPOKE WITHE GM JOHN PENCE @ WOLF CHEV. 5. CRM AVISED THE AM SCHEDULER @ NODE [redacted] 10. CUST HAS BEEN ADVISED TO RETURN THE RENTAL VEH. TO THE DEALERSHIP. 11. CRM FORWARDED THE FILE TO ERIC. NO OFFER TO REPAIR OR REPUCHASE. KAREN SMITH/TAMPA-PAR/EXT 55548.

01/20/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment

Confidential Comment

CRM CALLED THE CUST AND REINERATED THAT SHE WILL HAVE TO RETURN THE RENTAL VEH. TODAY AND HER FILE WILL BE CLOSED TODAY. CRM ADVISED THE CUST TO RETURN THE VEH. TO RON RAFAIL @ BUD WOLF CHEV. KAREN SMITH/TAMPA-PAR/EXT 55548.

01/20/03	KSMITH	Outbound Call Dealer	Made Contact	Done	OUTBOUND CALL-DEALER

Comment

Confidential Comment

CRM CALLED BUD WOLF CHEV. TO SPEAK WITHE SM MR. JOHN PENCE. CRM WAS ADVISED MR. JOHN PENCE IS NOT LONGER THE DEALERSHIP. CRM ADVISED BY MR. RON RAFAIL HE IS THE NEW SM @ THIS TIME. CRM ADVISED HIM OF THE CUSTS CONCERN. [redacted] TO RETURN THE VEH. TODAY, SM ADVISED HE WILL. KAREN SMITH/TAMPA-PAR/ EXT 55548

01/20/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment

Confidential Comment

CRM CALLED THE CUST WHO ADVISED SHE RECEIVED A CALL [redacted] CRM ADVISED WILL CLOSE THE FILE, BUT SHE CAN CONTACT ME @ A LATER TIME TO ADVISE IF SHE STILL WANTS THE VEH. INSPECTED BY GM. KAREN SMITH/TAMPA-PAR/EXT 55548.

01/20/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM -CUST

Comment

Confidential Comment

CRM RECEIVED A VM FROM THE CUST WHO ADVISED SHE RECEIVED A CALL FROM THE BUSINESS MANAGER

CHARLIE/NO LAST NAME GIVEN/@ BUD WOLF CHEV.-WHO ADVISED HER TO COME OVER AND PICK OUT THE VEH. CUST ADVISED SHE WANTS ME TO CONTACT HER BACK REGARDING THIS INFORMATION BEFORE 12PM TODAY. KAREN SMITH/TAMPA-PAR/EXT 88548.

01/17/03	KSMITH	Outbound Call Customer	Left Message	Done	OUTBOUND CALL-CUST
Comment					Confidential Comment
	CRM LEFT THE CUST A VM ADVISING HER TO CONTACT ME BACK. CRM ADVISED THE CUST I WILL HAVE TO CLOSE THE FILE AND SHE WILL HAVE TO RETURN THE RENTAL VEH. CRM ADVISED THE CUST THAT I [illegible] LETTER [illegible] VEH [illegible] OF FRONT OF THE VEH [illegible] THE VEH. CRM ADVISED THE CUST THAT I WILL FORWARD HER FILE TO ANOTHER DEPT. PER THE INS. INVOLVEMENT. KAREN SMITH/TAMPA -PAR/EXT 88548.				
01/17/03	KSMITH	Manager Review	Case Assessment	Done	REVIEWED W/TM GIOVANNI D
Comment	CRM REVIEWED THE FILE W/TM GIOVANNI D. WHO ADVISED TO CLOSE THE FILE, OUR INSPECTOR CAN NOT INSPECT THE VEH. KAREN SMITH/TAMPA-PAR/EXT 88548				Confidential Comment
01/17/03	KSMITH	Inbound White Mail		Done	SRC PAR Scanned: 2003-01-17-17.11.41.000000, MSXDocNum: KSM02300C2
Comment					Confidential Comment
01/17/03	KSMITH	Outbound Call Third Party	Made Contact	Done	OUTBOUND CALL-EAA
Comment					Confidential Comment
	CRM CALLED THE EAA WHO ADVISED HE DID CONTACT THE DEALER TO VERIFY THE VEH. IS @ THE DEALERSHIP. THE INSPECTOR ADVISED AN INVESTIGATOR FROM AMERICAN FAMILY INS. WAS THERE AND ADVISED HE WAS GOING TO MOVE THE VEH. THE INSPECTOR ADVISED HE DID NOT GET THE VEH. INSPECTED. CRM ADVISED THIS FILE IS BEING CLOSED AND FORWARDED TO ESIS. CRM ADVISED NO TO INSPECT THE VEH. KAREN SMITH/TAMPA-PAR/EXT 88548.				
01/17/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM-CUST
Comment					Confidential Comment
	CRM RECEIVED A RETURN VM FROM THE EAA INSPECTOR. CRM WILL RETURN HIS CALL. KAREN SMITH/TAMPA-PAR/EXT 88548.				
01/17/03	KSMITH	Inbound Fax		Done	INBOUND FAX
Comment	CRM RECEIVED A LETTER FAXED BY THE CUST'S INS COMPANY. THE LETTER STATES THE EAA INSPECTOR CAN NOT INSPECT THE VEH. WITHOUT THE INSPECTOR FROM AMERICAN FAMILY INS. THERE. THE LETTER ALSO STATES THE VEH. WAS ORDERED REMOVED FROM BUD WOLF CHEV., AND [illegible] AND MARKED AS EVIDENCE IN A CRIMAL MATTER. CRM WILL REVIEW THIS NEW INFORMATION W/ TM AND CUST. KAREN SMITH/TAMPA-PAR/EXT 88548				Confidential Comment
01/17/03	KSMITH	Outbound Call Third Party	Left Message	Done	OUTBOUND CALL-EAA INSPECTOR
Comment					Confidential Comment
	CRM CALLED THE EAA INSPECTOR AND LEFT HIM A VM ADVISING HIM OF THE PHONE # TO WHERE THE VEH. IS LOCATED. CRM ADVISED HIM TO CONTACT ME AS SOON AS HE RECEIVES THIS MESSAGE. KAREN SMITH/TAMPA-PAR/EXT 88548				
01/17/03	KSMITH	Outbound Call Dealer	Made Contact	Done	OUTBOUND CALL-DEALER
Comment	CRM CALLED BUD WOLF CHEV. AND SPOKE W/SM JOHN PENCE WHO ADVISED THE EAA INSPECTOR DID CALL HIM ON 01/16/03 TO FIND OUT WHEN HE COULD COME OUT AND INSPECT THE VEH. SM ADVISED HE TOLD THE EAA INSPECTOR THE OTHER INSPECTOR FROM AMERICAN FAMILY INS. IS HERE NOW, AND GAVE THE PHONE TO BRIAN FRANK THE INSPECTOR FOR AMERICAN FAM. INS. SM ADVISED THEY SAID A FEW WORDS, AND THAT WAS ALL. SM ADVISED THE EAA INSPECTOR DID NOT COME OUT TO INSPECT THE VEH.				Confidential Comment

KAREN SMITH/ TAMPA-PAR /EXT 55548.

01/17/03	KSMITH	Outbound Call Third Party	Made Contact	Done	OUTBOUND CALL TO-ANDYS AUTO STORAGE POOL

Comment

CRM SPOKE W/KATHY WHO ADVISED THEY GOT THE ORDER ON 01/16/03 LATE TO REMOVE THE VEH. FROM BUD WOLF CHEV. KATHY ADVISED THEY WILL PICKUP THE VEH. THIS MORNING. KAREN SMITH/TAMPA-PAR/EXT 55548

Confidential Comment

01/17/03	KSMITH	Inbound Call Customer	Service Request Update	Done	INBOUND CALL-CUST

Comment

CRM RECEIVED A CALL FROM THE CUST [redacted] STORAGE POOL [redacted] CUST STATES SHE GIVEN [redacted] THE VEH. THERE. CRM ADVISED THE CUST WILL FORWARD THIS INFORMATION TO THE INSPECTOR. KAREN SMITH/ TAMPA-PAR/EXT 55548.

Confidential Comment

01/16/03	KSMITH	Inbound Call Customer	Service Request Update	Done	INBOUND CALL-CUST

Comment

CRM RECEIVED A CALL FROM [redacted] THEM [redacted] CUST ADVISED IF SHE DO NOT HEAR FROM THEM TODAY SHE WILL [redacted] CRM ADVISED THE CUST TO CONTACT ME BACK ONCE SHE GETS THE LOCATION OF THE VEH. CRM ADVISED NEEDS INFORMATION BY 01/20/03. KAREN SMITH/TAMPA-PAR/EXT 55548

Confidential Comment

01/16/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment

CRM CALLED THE CUST AND ADVISED THE VEH. HAS BEEN MOVED FROM THE DEALERSHIP ON THE ADVICE OF HER INS COMPANY. CRM ADVISED THE CUST GM CAN NOT INSPECTED THE VEH. WITHOUT A LOCATION. CUST ADVISED SHE WILL CONTACT HER INS. COMPANY TO ADVISE SHE WANTS GM TO INSPECT THE VEH. CRM ADVISED THE CUST TO CONTACT ME BACK AND ADVISE. KAREN SMITH TAMPA-PAR/EXT 55548

Confidential Comment

01/16/03	KSMITH	Manager Review	Case Assessment	Done	REVIEWED FILE W/ TM GIOVANNI D/GM

Comment

CRM REVIEWED THE FILE WITH GIOVANNI D. AND GM. CRM ADVISED TO CONTACT THE CUST TO SEE IF SHE IS AWARE THE VEH. HAS BEEN MOVED BY HER INS COMPANY AND DID SHE STILL WANT GM TO INVESTIGATE THE CONCERN. KAREN SMITH/TAMPA-PAR/EXT 55548.

Confidential Comment

01/16/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM-EAA INSPECTION

Comment

CRM RECEIVED A VM FROM THE EAA INSPECTOR WHO ADVISED HE WANT TO [redacted] WOLF CHEV. [redacted] AND THE INSPECTOR THEY HIRED TO INVESTIGATE THE CONCERN. THE EAA INSPECTOR WANTS A CALL BACK TO ADVISE OF HIS NEXT STEP. KAREN SMITH/TAMPA-PAR/EXT 55548

Confidential Comment

01/15/03	KSMITH	Inbound Call Third Party	Service Request Update	Done	INBOUND CALL- BRIAN FRANK @ AMERICAN FAMILY INS.

Comment

CRM RECEIVED A CALL FROM THE INVESTIGATOR FOR AMERICAN FAMILY INS. WHO STATES HE NEEDS TO KNOW WHEN THE INSPECTOR WILL REACH THE DEALERSHIP. CRM ADVISED DO NOT HAVE THE EXACT TIME/DATE, BUT THE INSPECTOR WILL CONTACT THE CUST AND SHE WILL BE ABLE TO GIVE HIM THIS INFORMATION. INSPECTOR WANTED

Confidential Comment

01/15/03	BILLINGG	Inbound Call Third Party	Transfer/Referral	Done	Transfer to PAR CRM

Comment

Private Investigator called seeking to speak to PAR CRM regarding customers case. Responding CRM advised PI of working CRMs direct number and extension and transferred PI over.

Greg Billings/CAC/Tampa

Confidential Comment

01/15/03	KSMITH	BRC PAR	Inspection- EAA- Thermal	Done	EAA INSPECTION-
Comment	CRM SENT OUT AN EAA INSPECTION. KAREN SMITH/TAMPA-PAR/EXT 58548.				Confidential Comment
01/15/03	KSMITH	Research		Done	CASE SCAN
Comment	CRM DID A CASE SCAN IN SIEBEL, NO OTHER FILES EXISTING IN SIEBEL. KAREN SMITH/ TAMPA-PAR/ EXT 58548.				Confidential Comment
01/15/03	KSMITH	BRC PAR	Initial Contact- AVM	Done	INITIAL CONTACT -AVM
Comment	CRM CALLED AVM SCOTT CROZIR @ NODE 8300992/8170. CRM LEFT A DETAILED VM ADVISING THE AVM OF THE CUST'S CONCERN. CRM ADVISED THE AVM IF HE NEEDS TO CONTACT ME BACK, CRM ADVISED OF NAME, NUMBER, AND THE CUST'S SR. KAREN SMITH/TAMPA-PAR/EXT 58548				Confidential Comment
01/15/03	KSMITH	BRC PAR	Initial Contact- Dealer	Done	INITIAL CONTACT- DEALER
Comment	CRM CALLED BUD WOLF CHEV, AND WAS ADVISED THEY ONLY HAVE AN ASST SM. CRM SPOKE W/ ASST SM JOHN PENCE WHO ADVISED THEY DID GIVE THE CUST A RENTAL VEH. ON 01/13/03. CRM ADVISED THE SM TO TAKE A HANDS OFF APPROACH TO THE VEH. I WILL BE SENDING OUT AN INSPECTOR. SM ADVISED HE DID SPEAK W/HIS AVM. CRM ADVISED, I WILL CONTACT HIS AVM, SCOTT CROZIER. KAREN SMITH/TAMPA-PAR/EXT 58548.				Confidential Comment
01/15/03	KSMITH	BRC PAR	Initial Contact- Phone	Done	INITIAL CONTACT- CONTINUE
Comment	AND ALONG WITHAT SHE RECEIVED OTHER INCENTIVES TO PURCHASE THE VEH. AS A LEASE. CUST STATES SHE JUST WANTS GM TO TREAT HER FAIRLY. CUST STATES SHE WAS GIVEN A RENTAL VEH. THRU BUD WOLF CHEV. CRM ADVISED THE CUST TO KEEP THE VEH. UNTIL I ADVISE HER. KAREN SMITH/TAMPA-APR/EXT 58548				Confidential Comment
01/15/03	KSMITH	BRC PAR	Initial Contact- Phone	Done	INITIAL CONTACT- CUST
Comment	CRM RECEIVED A CALL BACK FROM THE CUST WHO ADVISED HER VEH. IS LOCATED @ BUD WOLF CHEV. AND NO REPAIRS. CUST STATES SHE DID CONTACT AMERICAN FAMILY INS, BUT THEY HAVE NOT DONE AN ESTIMATE. CUST STATES SHE PURCHASED THE VEH. FROM BUD WOLF CHEV. NEXT CUST STATES SHE WAS THE ONLY PERSON IN THE VEH. @ TIME OF INCIDENT. CUST STATES HER BLOOD PRESSURE [illegible] GONE UP SINCE THE INCIDENT AND [illegible] STRESS. CUST STATES SHE COULD [illegible] SPRAINED ANKLE, WHEN SHE JUMPED OUT OF THE VEH. ********** ***DESCRIPTION OF INCIDENT*** CUST STATES SHE WAS PARKED ON A CARPORT. CUST STATES SHE USED THE KEYLESS ENTRY TO OPEN THE DOOR. CUST STATES SHE GOT IN TURNED THE KEY IN THE IGNITION, AND SHE HEARD A [illegible] CUST STATES IT SOUNDED LIKE A [illegible] CUST STATES SHE JUMPED OUT OF THE [illegible] HOUSE AND CALLED 911. THE FIRE DEPT. [illegible] SMOKE WAS COMING FROM [illegible] THE WIRE [illegible] ENTIRE FRONT [illegible] CUST STATES THIS WAS A LEASE VEH. AND SHE WANTED TO PURCHASE THE VEH. @ THE END OF THE LEASE. CUST STATES SHE JUST WANT TO BE TREATED FAIR. CUST STATES SHE HAS HAD A NUMBER OF LOSS RECENTLY, STARTING W/HER FATHER, AND THIS WAS THE STRAW. CUST STATES SHE USED HER FATHERS' GM DISCOUNT TO PURCHASE THE VEH. KAREN SMITH/ TAMPA *** CONTINUE.				Confidential Comment
01/14/03	KSMITH	BRC PAR	Acknowledgement	Done	ACKNOWLEDGE-CUST
Comment	CRM RECEIVED AND REVIEWED THE FILE. CRM CALLED THE CUST @ PHONE # ON FILE. CRM GOT THE VM OF MYRA WATERMAN. CRM DID LEAVE A VM ADVISING TO FORWARD THE VM TO CUST (PATRICIA COLEMAN). CRM DID ADVISE OF MY NAME,NUMBER, AND THE CUST'S SR#. KAREN SMITH/TAMPA-PAR/EXT 58548.				Confidential Comment
01/14/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: KSMITH
Comment					Confidential

INJURY ?

					Comment
01/14/03	KSMITH	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO KAREN SMITH AT [illegible]
Comment					Confidential
					Comment
01/14/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential
					Comment
01/14/03	JMARTIN	Ownership Changed		Done	Service Request Ownership has changed FROM: JMARTIN TO: BOYCER
Comment					Confidential
					Comment
01/13/03	BRCPARQ	Escalation		Done	Assigning activity to PAR QUE
Comment	File has been received and assigned in PAR Ruthe Beyce /PAR				Confidential
					Comment
01/13/03	JMARTIN	Inbound Call Customer	Complex Request	Done	Vehicle caught on fire
Comment	GMVISS SHOWS OUTSTANDING RECALL #91026-OIL PRESSURE LIGHT PCM REFLASH Cust states Original Owner purchased from Bud Wolf Chev. Cust states caught on fire about [illegible] [redacted] would document info & then forward request to proper dept. CRM [illegible] will contact cust within 24 to 48 hours. CRM JOANNE MARTIN/CARE TAMPA/CORR TEAM				Confidential
					Comment
N02			Battery - Dead		Electrical Stat/Charge - Battery / Cables

Service Request Detail

SR No.	1-8517/8/30	SR No.	SRC Type	PAR	Safety Yes	Sub. Date	SRC
Address		City	Subdivision		Area	PAR
Cell Phone	[redacted]						
Daytime #							
Evening							
Contact		State	IN	Zip/C 46220	Status	Open	
Make	Chevrolet	Mileage	25000	Serial/VIN	2G1WX12KX1630262	Sub-Status	Submitted	Opened	1/13/03 12:16:49 PM
Model Name	C/K5	Year	2000	Warr. Start	03/22/2000	Abstract	(ET) Vehicle caught on fire	Closed	

Customer Description: THIS IS A PAR RIDE, FORWARD ALL CALLS TO PAR CHR KAREN SMITH @ EXT. 6[illegible]

Pre-PAR

PAR Notifier	Owner	Notified Date/Time	1/13/03 9:00:00 AM	Notified Description	Cust arrived key in ignition & cell stand in 600 block [illegible]. Cust states saw smoke coming from engine compartment.
Drivers Last Name	[redacted]	Drivers First Name	Patricia		
DOB	9/12/52	Height	5' 5" 102"	Damage Description	Vehicle caught on fire at cell home. Cust called fire dept & by the time fire dept showed vehicle was engulfed in flames.
# of Other Vehicles	0	# People in Vehicle	0	Incident Location	Customer's home	Vehicle Location	Bad Wolf Chevrolet
Injuries	N	Other Cond		Complaint	Battery		
Mfrr. Location	Bad Wolf Chevrolet	Road Surface	Concrete	Insurance Last Name	Jones	Insurance First Name	John
Fire Report #		Emergency/Hz Hazard		Insurance Agency	American Family Mutual Insurance	Agent Phone #	(317) 475-0815
Police Report #	n/a			Abstract	n/a		

PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Y	Spec Equip	N/A	
Vehicle Speed	0	Weather Condition	COLD	Prop Owner		Property Type	
Last Service Date	12/4/02	Last Lube Service		Property Location		Prop Est. Repair Cost	
Veh Est. Repair Cost	30000	Spec Equip Installer	N/A	Prop Damage Description	FRONT END DAMAGE		
Primary Veh Use	Personal	Inspection Type		Inspected By		Inspection Date/Time	
Veh Damage Description				Expense Code			

Service Request Detail

Activities

02/07/03	KSMITH	Outbound Call Customer	Made Contact	Done	Outbound call-Cust
Comment					Confidential

Crm called the cust and advised her that I did speak w/Jeannie Paris @ ESIS. Crm advised the cust Mrs. Paris will be contacting her shortly regarding her concern. Karen Smith/ tampa-perfect 58548.

02/07/03	KSMITH	Outbound Call-Third Party	Made Contact	Done	Outbound call-ESIS
Comment					Confidential

Crm called Jeannie Paris @ ESIS, crm advised her of the cust's concern, that the check is the cust's insurance. Crm advised Mrs. Paris the cust is seeking a call from her today if possible before 10:30am. Mrs. Paris advise she will contact the cust to advise she is reviewing her file. Mrs. Paris also advised will review the file when Supervisor @ ESIS. Crm advised will fax her the 2 letters received, from the cust and the American Fam, Inc. Special Investigator Mr. Brian Fralik. /Karen Smith/tampa-perfect 58548.

02/06/03	KSMITH	Outbound Call Customer	Made Contact	Done	Outbound call-Cust
Comment					Confidential

Crm spoke w/cust who advised she is still trying to get her Ins. American Family Ins. to take the veh. back to the Chevrolet dealership. Cust states they advised her they will not, and advised her they will no longer pay for her rental veh. Cust states her Ins. advised they have paid for [illegible], cust states she did not sign any ownership papers, she did not give their permission. Cust states she wants GM to inspect the veh. and she wants to deal w/GM regarding her veh. Cust advised she has contacted the Att. Commissioner, and they are investigating the matter w/the Company. Crm advised the cust I did speak w/ Jeannie Paris @ ESIS. Crm advised will contact her back on 02/07/03. Cust advised, she can be reached @ work # (813) [illegible] on 02/07/03. Crm advised will contact her back regarding. Cust stated she was advised by American Family Ins. If she [illegible] they will give her the [illegible] of any [illegible] they received from GM. Cust states she was also advised they will not let anyone from GM inspect the veh. [illegible] present. Crm advised the cust ESIS will determine if they want to inspect the veh. or not. Crm did advise the cust of the 800# to ESIS, but advised her to wait until she hears back from me before she contact them. Karen SMith/tampa-perfect 58548.

Service Request Detail

Activities

[redacted]					
02/06/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	Inbound vm-Cust

Comment

Crm received a vm from cust who seeking a call back. Karen Smith/ tampa-perfect 55548.

Confidential

02/06/03	KSMITH	Outbound Call Third Party	Left Message	Done	Outbound call-ESIS

Comment

Crm called Jamie Paris @ ESIS and left a vm. Crm advised her I did get her vm, but she had left for the day. Crm advised to contact me back, crm advised of hours of operation. Crm advised Mrs. Paris to give me a time to advise the best when to contact her. Karen Smith/tampa-perfect 55548.

Confidential

02/06/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	Inbound vm-ESIS

Comment

Crm received a vm from ESIS Rep Jeannie Paris who advised she received my vm, and wanted me to contact her back regarding the cust's file. Mrs. Paris advised she will be in the office until 3pm today. Karen Smith/tampa-perfect 55548

Confidential

02/06/03	KSMITH	Outbound Call Customer	Left Message	Done	Outbound call-Cust Hmll.

Comment

Crm called the cust @ her home number and left a detailed vm. Crm advised this file is being handled @ ESIS. Crm also left the ESIS file # 464203 and the rep Jeanie Paris w/5000 to ESIS. Crm advised the cust to call the 800 # but speak w/Jeannie Paris. Karen Smith/tampa-perfect 55548

Confidential

02/05/03	KSMITH	Outbound Call Customer	Left Message	Done	Outbound call-Cust's wk

Comment

Crm called the cust's wk # on file, and left a vm @ Myra Waterman's ext. Crm advised to forward the vm to cust. Karen Smith/tampa-perfect 55548.

Confidential

Service Request Detail

Activities

Date	Assigned To	Activity Type	Activity Start Date	Status	Description
02/06/03	KSMITH	Outbound Call Third Party	Made Contact	Done	Outbound call-ESIS

Comment: Crm called ESIS, and was advised Jeanie Perle is handling the file. Crm was given the ESIS file # 454203. Crm was transfered to Mrs. Perle's vm. Can left a vm.
Karen Smith/tampa-perfect 55548

Confidential

Date	Assigned To	Activity Type	Activity Start Date	Status	Description
02/06/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	Inbound vm-Cust

Comment: Crm received a vm from the cust who advised she did get my vm regarding her file. Cust seeking a call back. Karen Smith/tampa-perfect 55548.

Confidential

Date	Assigned To	Activity Type	Activity Start Date	Status	Description
02/04/03	KSMITH	Outbound Call Customer	Left Message	Done	Outbound call-Cust

Comment: Crm called the cust @ her home # and left her a detailed vm. Crm advised the cust that I did get her vm. Can advised the cust her file was forwarded to ESIS, for further handling, since the Adjuster Family Int. Insured or being involved w/the claim. Can advised the cust that I will contact ESIS, to see who is handling her claim. Can advised the cust will contact her back w/the information. Karen smith/tampa-perfect 55548.

Confidential

Date	Assigned To	Activity Type	Activity Start Date	Status	Description
02/04/03	KSMITH	Outbound Call Customer	Left Message	Done	Outbound call-Cust

Comment: Crm called the cust and left a vm for the cust @ Myra Alterman's est per the phone # left by cust. Karen smith/tampa-perfect 55548.

Confidential

Date	Assigned To	Activity Type	Activity Start Date	Status	Description
02/04/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	Inbound vm-Cust

Comment: Crm received a vm from the cust who advised to give her a call back @ work #. Can called the cust and left a vm for the cust @ Myra Alterman's est per the phone # left by cust. Karen Smith/tampa-perfect 55548.

Confidential

Service Request Detail

Activities

Date	Assigned To	Activity	Activity Sub-type	Status	Description
01/28/03	DATIMERO	Inbound Call Third Party	Other	Done	Call from GMAC,

Comment CRM received call from Ms Molly, GMAC, Indianapolis, IN, seeking to speak w/CRM Smith. However, Ms Molly thought she would be contacting another GMAC office and stated CRM Smith would be unable to assist her. Ms Molly stated she would call GMAC in Detroit.

Don Latimer/PAR/87748

Confidential

Date	Assigned To	Activity	Activity Sub-type	Status	Description
01/27/03	KSMITH	Inbound White Mail		Done	BRC PAR Scanned: 2003-01-27-13.12.43.000000, MSKDocNum: KSM3E36116

Comment

Confidential

Date	Assigned To	Activity	Activity Sub-type	Status	Description
01/27/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CAL-CUST

Comment CRM CALLED CUST AND ADVISED HER I SPOKE W/MR. BRYAN FRANK @ AMERICAN FAMILY INS. AND WAS ADVISED HE WILL NOT LET GM INSPECT THE VEH. WITHOUT HIM BEING PRESENT. CRM ADVISED HER MR. FRANK STATES HE HAS TO PROTECT THE EVIDENCE, FOR POSSIBLE SUBORGATION. CRM ADVISED THE CUST THAT I WILL NOT BE ABLE TO GO BACK AND FORTH ON THIS MATTER W/ MR. FRANK. SHE WILL HAVE TO CONTACT HIM AND ADVISE HIM SHE WANTS GM TO INSPECT THE VEH. W/OR WITHOUT HIS PRESENTS. CRM ADVISED THE CUST TO CONTACT ME BACK ONCE SHE HAS THIS MATTER SETTLED. KAREN SMITH/TAMPA-PAR EXT 88546.

Confidential

Service Request Detail

Activities

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
01/22/03	KSMITH	Outbound Call Third Party	Made Contact	Email Closed	OUTBOUND CALL COST

Comment

CRM BROKE W/ MR. BRYAN FRANK THE INVESTIGATOR FOR AMERICAN FAMILY INS. AND ADVISED IN ORDER FOR GM TO INSPECT THE VEH. THE INSPECTOR WILL HAVE TO CONTACT HIM TO SET UP AN APPOINTMENT TO DO THE INSPECTION, BECAUSE HE WANTS TO BE PRESENT. MR. FRANK ADVISED THEY HAVE ALREADY INSPECTED THE VEH. AND HAVE ALREADY COMPLETED THEIR REPORT. MR. FRANK HAS TOTAL DISCREPENCY OVER THE VEH. AND HE GIVES PERMISSION ALSO WHO WILL INSPECT THE VEH. CRM ADVISE HIM CAN NOT ADVISE WHO THE INSPECTOR WILL BE ABLE TO CONTACT HIM & MAKE ARRANGEMENTS FOR HIM TO BE PRESENT WHEN THEY INSPECTS THE VEH. MR. FRANK ADVISED THE HAVE TO PROTECT THEIR EVIDENCE FOR SUBORGATION. CRM ADVISED IF THE CUST WANTS TO SETTLE THIS MATTER W/ GM, WHERE IS THE SUBORGATION. MR. FRANK ADVISED HE WILL NOT GIVE PERMISSION TO INSPECT THE VEH. WITHOUT HIM BEING THERE. KAREN SMITH/TAMPA-PAR/EXT 55648.

Confidential

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
01/22/03	KSMITH	Outbound Call Third Party	Left Message	Done	OUTBOUND CALL-AMERICAN FAMILY INS

Comment

CRM CALLED TODD FEARRIN THE ADJUSTOR @ AMERICAN FAMILY INS. AND WAS ADVISED BY HIS VM, HE WILL BE ON VACATION UNTIL 02/03/03. CRM WAS TRANSFERED TO BRIAN HARDESTY @ AMERICAN FAMILY INS. CRM ADVISED GM WILL NEED 10-14 BUSINESS DAYS TO GET THE VEH. INSPECTED TO DETERMINE WHAT HAPPENED TO THE VEH. CRM WAS ADVISED BY BRIAN HARDESTY THIS CLAIM WAS SENT TO THE SPECIAL INVESTIGATORS UNIT AND THE PERSON INCHARGE OF THIS CLAIM IS BRYAN FRANK. CRM WAS GIVEN HIS CELL # 795-617-[illegible], AND HIS OFFD # 795-422-[illegible]. CRM WAS ALSO ADVISED MR. FRANK IS W/AMERICAN FAMILY INS. KAREN SMITH/TAMPA-PAR/EXT [illegible].

Confidential

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Subtype	Status	Subject
01/22/03	KSMITH	Inbound Fax	Customer	Done	INBOUND FAX-CUST

Comment: CRM RECEIVED A FAXED SBMT TO ME BY THE CUST FROM HER INS COMPANY AMERICAN FAMILY INS. THE LETTER STATES AMERICAN FAMILY HAS DID THEIR INVESTIGATION AND HAS DISCOVERED THIS CONCERN WILL NOT BE COVERED UNDER THE CUST'S CURRENT POLICY WITH EM. CRM WILL CONTACT THE CUST'S INS. COMPANY TO VERIFY IF GM CAN INSPECT THE VEH. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

01/22/03	KSMITH	Outbound Call - Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment: CRM SPOKE WITH THE CUST WHO ADVISED SHE RECEIVED A LETTER FROM HER INS COMPANY AMERICAN FAMILY INS. ADVISING THEY DISCOVERED HER CONCERN IS A MANUFACTURING CONCERN AND THEY ARE NOT OBLIGATED TO ASSIST HER. CUST ADVISED SHE WILL FAX ME THE LETTER. CRM ADVISED THE CUST OF THE FAX # AND ADVISED I WILL VERIFY THE INS. (S) ASSISTING; THEN I WILL CONTACT HER BACK WITH INFORMATION REGARDING THE NEXT STEP. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

01/22/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM-CUST

Comment: CRM RECEIVED A VM FROM THE CUST WANTING A CALL BACK. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

01/22/03	KSMITH	SR Opened		Done	SR in Status of Closed has been Re-Opened by KSMITH

Comment:

Confidential

01/21/03	KSMITH	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.

Comment:

Confidential

Service Request Detail

Activities

Date	Assigned To	Activity Type	Activity Subject	Status	Description
01/21/03	KSMITH	Outbound Call Field Rep/Wrkr	Left Message	Done	OUTBOUND CALL-A/VM

Comment

CRM CALLED SCOTT CROZIER @ NODE 630092/8170, CRM LEFT A DETAILED VM ADVISING HIM OF THE INFORMATION IN THE FILE. CRM ADVISED THIS FILE HAS BEEN FORWARDED TO ESIS, FOR FURTHER HANDLING. CRM ADVISED IF HE NEEDS FURTHER INFORMATION REGARDING THE VM TO CONTACT ME BACK. CRM ADVISED OF NAME, NUMBER, AND THE CUST'S FILE #. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

Date	Assigned To	Activity Type	Activity Subject	Status	Description
01/21/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment

CRM CALLED THE CUST WHO ADVISED SHE TOOK THE RENTAL VEH. BACK TO CHARLIE @ BUD WOLF CHEV. AND SHE WAS ADVISED TO TAKE THE VEH. BACK TO ENTERPRISE W/ A PO # FOR AMERICAN FAMILY INS. CUST STATES THE RENTAL IS NOW BEING COVERED BY AMERICAN FAMILY INS. KAREN SMITH/TAMPA-PAR/EXT 58548

Confidential

Date	Assigned To	Activity Type	Activity Subject	Status	Description
01/21/03	KSMITH	Outbound Call Dealer	Made Contact	Done	OUTBOUND CALL-CUST

Comment

CRM CALLED BUD WOLF CHEV. AND SPOKE W/THE NEW SM RON RAFAIL CRM ASKED IF THE CUST HAS TURNED IN THE RENTAL VEH. MR. RAFAIL ADVISED HE HAS NOT SEEN THE VEH. CRM ADVISED WILL CONTACT THE CUST TO SEE IF SHE HAD A CHANCE TO BRING THE RENTAL VEH. BACK. KAREN SMITH/ TAMPA-PAR/EXT 58548.

Confidential

Date	Assigned To	Activity Type	Activity Subject	Status	Description
01/21/03	KSMITH	SR Opened		Done	SR in Status of Closed has been Re-Opened by KSMITH

Comment

Confidential

Date	Assigned To	Activity Type	Activity Subject	Status	Description
01/20/03	KSMITH	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.

Comment

Confidential

Service Request Detail

Activities

Date	Created By	Activity	Action Taken	Status	Closed
01/20/03	KSMITH	BRC PAR	Close-No Offer to Repair/Rep	Done	CLOSE

Comment: BUSINESS SUMMARY: 1. CRM RECEIVED AND REVIEWED THE FILE. 2. CRM SPOKE WITHE CUST. CUST. 3. CRM SENT OUT INSPECTION REQUEST. 4. CRM SPOKE WITHE CM JOHN PENCE @ WOLF CHEV. 5. CRM AVISED THE AVN. SCOTT CROZIER @ NODE 630062/6170. 6. CRM ADVISED THE VEH. HAS BEEN REMOVED BY THE CUST'S INS. AMERICAN FAMILY INS. 7. CUST ADVISED VEH. HAS BEEN REMOVED. 8. CUST ADVISED THIS FILE IS BEING CLOSED AND FORWARDED TO ESIS PER INS INVOLVEMENT. 9. CUST'S INS COMPANY IS INSISTING ON ASSISTING THE CUST PER THIS MATTER AND SUBORGATING W/GM. 10. CUST HAS BEEN ADVISED TO RETURN THE RENTAL VEH. TO THE DEALERSHIP. 11. CRM FORWARDED THE FILE TO ESIS. NO OFFER TO REPAIR OR REPUCHASE. KAREN SMITH/TAMPA-PAR/EXT 55548.

Confidential

Date	Created By	Activity	Action Taken	Status	Closed
01/20/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment: CRM CALLED THE CUST AND REINERATED THAT SHE WILL HAVE TO RETURN THE RENTAL VEH. TODAY, AND HER FILE WILL BE CLOSED TODAY. CRM ADVISED THE CUST TO RETURN THE VEH. TO RON RAFAIL @ BUD WOLF CHEV. KAREN SMITH/TAMPA-PAR/EXT 55548.

Confidential

Date	Created By	Activity	Action Taken	Status	Closed
01/20/03	KSMITH	Outbound Call Dealer	Made Contact	Done	OUTBOUND CALL-DEALER

Comment: CRM CALLED BUD WOLF CHEV. TO SPEAK W/THE SM MR. JOHN PENCE, CRM WAS ADVISED MR. JOHN PENCE IS NOT LONGER THE DEALERSHIP. CRM ADVISED BY MR. RON RAFAIL HE IS THE NEW SM @ THIS TIME. CRM ADVISED HIM OF THE CUST'S CONCERN. CRM ADVISED HIM THE CUST WAS GIVEN A RENTAL VEH. THRU THE DEALERSHIP, CRM ADVISED THE CUST WAS INFORMED TO RETURN THE RENTAL TODAY. CRM ADVISED THE MR. RAFAIL OF THE CUST'S NAME, VIN#, MY PHONE #, AND EXT. CRM ADVISED THE CUST TO GIVE THE CUST A CALL TO REMIND HER TO RETURN THE VEH. TODAY, SM ADVISED HE WILL. KAREN SMITH/TAMPA-PAR/ EXT 55548

Confidential

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Subtype	Status	Subject
01/20/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment: CRM CALLED THE CUST WHO ADVISED SHE RECEIVED A CALL FROM SOMEONE @ BUD WOLF CHEV. ADVISING HER TO PICK OUT A VEH. CRM ADVISED THE CUST THAT YOU NOT GIVE PERMISSION FOR HER TO GET A VEH. CRM ADVISED THE CUST SHE SHOULD CONTACT HER INS. REGARDING. CRM ADVISED THE CUST GM IS GOING TO CLOSE HER FILE DUE TO INS INVOLVEMENT. CRM ADVISED, HER INS COMPANY HAS TAKEN OVER THIS MATTER AND WISH TO SETTLE THE MATTER WHER. CRM ADVISED THE CUST TO RETURN THE RENTAL VEH. TO BUD WOLF CHEV. TODAY. CRM ADVISED THE CUST I WILL INFORM THE GM JOHN PENCE. CUST ADVISED SHE WILL RETURN THE VEH. AND CONTACT THE INS COMPANY. CUST ADVISED SHE WANTED GM TO HANDLE THIS CONCERN. CRM ADVISED WILL CLOSE THE FILE, BUT SHE CAN CONTACT ME @ A LATER TIME TO ADVISE IF SHE STILL WANTS THE VEH. INSPECTED BY GM. KAREN SMITH/TAMPA-PA/EXT 55548.

Confidential

01/20/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM -CUST

Comment: CRM RECEIVED A VM FROM THE CUST WHO ADVISED SHE RECEIVED A CALL FROM THE BUSINESS MANAGER CHARLIE(NO LAST NAME GIVEN) @ BUD WOLF CHEV. WHO ADVISED HER TO COME OVER AND PICK OUT A VEH. CUST ADVISED SHE WANTS ME TO CONTACT HER BACK REGARDING THIS INFORMATION BEFORE 12PM TODAY. KAREN SMITH/TAMPA-PA/EXT 55548.

Confidential

01/17/03	KSMITH	Outbound Call Customer	Left Message	Done	OUTBOUND CALL-CUST

Comment: CRM LEFT THE CUST A VM ADVISING HER TO CONTACT ME BACK. CRM ADVISED THE CUST I WILL HAVE TO CLOSE THE FILE AND SHE WILL HAVE TO RETURN THE RENTAL VEH. CRM ADVISED THE CUST THAT I RECEIVED A LETTER FROM THE INSPECTOR FOR AMERICAN FAMILY INS ADVISING THEY HAVE MOVED THE VEH. TO A STORAGE YARD, AND HAS SHRINK WRAPPED THE FRONT OF THE VEH AND WE CAN NOT INSPECT THE VEH. CRM ADVISED THE CUST THAT I WILL FORWARD HER FILE TO ANOTHER DEPT. PER THE INS. INVOLVEMENT. KAREN SMITH/TAMPA -PA/EXT 55548.

Confidential

Service Request Detail

Activities

Date	Actor	Activity	Activity Type	Status	Description
01/17/03	KSMITH	Manager Review	Case Assessment	Done	REVIEWED W/TM GIOVANNI D

Comment CRM REVIEWED THE FILE W/TM GIOVANNI D. WHO ADVISED TO CLOSE THE FILE. OUR INSPECTOR CAN NOT INSPECT THE VEH. KAREN SMITH/TAMPA-PAR/EXT 58548

Confidential

Date	Actor	Activity	Activity Type	Status	Description
01/17/03	KSMITH	Inbound [illegible]	[illegible]	Done	SRC PAR [illegible]

Comment [illegible]

Confidential

Date	Actor	Activity	Activity Type	Status	Description
01/17/03	KSMITH	Outbound Call Third Party	Made Contact	Done	OUTBOUND CALL-EAA

Comment CRM CALLED THE EAA WHO ADVISED HE DID CONTACT THE DEALER TO VERIFY THE VEH. IS @ THE DEALERSHIP. THE INSPECTOR ADVISED AN INVESTIGATOR FROM AMERICAN FAMILY INS. WAS THERE AND ADVISED HE WAS GOING TO MOVE THE VEH. THE INSEPCTOR ADVISED HE DID NOT GET THE VEH. INSPECTED. CRM ADVISED THIS FILE IS BEING CLOSED AND FORWARDED TO EBIS. CRM ADVISED NO TO INSPECT THE VEH. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

Date	Actor	Activity	Activity Type	Status	Description
01/17/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM-CUST

Comment CRM RECEIVED A RETURN VM FROM THE EAA INSPECTOR. CRM WILL RETURN HIS CALL. KAREN SMITH/TAMPA-PAR/EXT 58548.

Confidential

Date	Actor	Activity	Activity Type	Status	Description
01/17/03	KSMITH	Inbound Fax		Done	INBOUND FAX

Comment CRM RECEIVED A LETTER FAXED BY THE CUST'S INS COMPANY. THE LETTER STATES THE EAA INSPECTOR CAN NOT INSPECT THE VEH. WITHOUT THE INSPECTOR FROM AMERICAN FAMILY INS. THERE. THE LETTER ALSO STATES THE VEH. WAS ORDERED REMOVED FROM BUD WOLF CHEV., AND SENT TO A STORAGE YARD AND MARKED AS EVIDENCE IN A CRIMAL MATTER. CRM WILL REVIEW THE NEW INFORMATION W/ TM AND CUST. KAREN SMITH/TAMPA-PAR/EXT 58548

Confidential

Service Request Detail

Activities

[redacted]					
01/16/03	KSMITH	Inbound Call Customer	Service Request Update	Done	INBOUND CALL-CUST

Comment: CRM RECEIVED A CALL FROM THE CUST WHO ADVISED SHE DID CONTACT HER INS. COMPANY AND LEFT THEM A DETAILED MESSAGE. CUST ADVISED SHE INFORMED THEM SHE NEEDS TO KNOW WHERE THE VEH. IS BECAUSE SHE WANTS GM TO INSPECT THE VEH. CUST ADVISED IF SHE DO NOT HEAR FROM THEM TODAY SHE WILL CONTACT THEM AGAIN ON 01/17/03. CRM ADVISED THE CUST TO CONTACT ME BACK ONCE SHE GETS THE LOCATION OF THE VEH. CRM ADVISED NEEDS INFORMATION BY 01/20/03. KAREN SMITH/TAMPA-PA/EXT 58548

Confidential: N

01/16/03	KSMITH	Outbound Call Customer	Made Contact	Done	OUTBOUND CALL-CUST

Comment: CRM CALLED THE CUST AND ADVISED THE VEH. HAS BEEN MOVED FROM THE DEALERSHIP ON THE ADVICE OF HER INS. COMPANY. CRM ADVISED THE CUST GM CAN NOT INSPECTED THE VEH. WITHOUT A LOCATION. CUST ADVISED SHE WILL CONTACT HER INS. COMPANY TO ADVISE SHE WANTS GM TO INSPECT THE VEH. CRM ADVISED THE CUST TO CONTACT ME BACK AND ADVISE. KAREN SMITH/ TAMPA-PA/EXT 58548

Confidential: N

01/16/03	KSMITH	Manager Review	Case Assessment	Done	REVIEWED FILE W/ TM GIOVANNI D/GM

Comment: CRM REVIEWED THE FILE WITH GIOVANNI D. AND GM. CRM ADVISED TO CONTACT THE CUST TO SEE IF SHE IS AWARE THE VEH. HAS BEEN MOVED BY HER INS COMPANY AND DID SHE STILL WANT GM TO INVESTIGATE THE CONCERN. KAREN SMITH/TAMPA-PA/EXT 58548.

Confidential: N

01/16/03	KSMITH	Inbound Voice Mail	Service Request Update	Done	INBOUND VM-EAA INSPECTION

Comment: CRM RECEIVED A VM FROM THE EAA INSPECTOR WHO ADVISED HE WENT TO INSPECT THE VEH. @ BUD WOLF CHEV. AND WAS ADVISED BY THE GM THE VEH. HAS BEEN REMOVED FROM THE DEALERSHIP BY INS. CO. AND THE INSPECTOR THEY WERE NOT INVESTIGATE THE CONCERN. THE EAA INSPECTOR WANTS A CALL BACK TO ADVISE OF THE NEXT STEP. KAREN SMITH/TAMPA-PA/EXT 58548

Confidential: N

Service Request Detail

Activities

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
01/15/03	KSMITH	Inbound Call Third Party	Service Request Update	Done	INBOUND CALL- BRIAN FRANK @ AMERICAN FAMILY INS.
Comment	CRM RECEIVED A CALL FROM THE INVESTIGATOR FOR AMERICAN FAMILY INS. WHO STATES HE NEEDS TO KNOW WHEN THE INSPECTOR WILL REACH THE DEALERSHIP. CRM ADVISED DO NOT HAVE THE EXACT TIME/DATE, BUT THE INSPECTOR WILL CONTACT THE CUST AND SHE WILL BE ABLE TO GIVE HIM THIS INFORMATION. INSPECTOR WANTED				Confidential
01/15/03	BILLINGG	Inbound Call Third Party	Transfer/Referral	Done	Transfer to PAR CRM
Comment	Private investigator called seeking to speak to PAR CRM regarding customer claim. Responding CRM advised PI of vendor CRM direct number and extension and transferred PI over. Greg Billings/CAC/Tampa				Confidential
01/15/03	KSMITH	BRC PAR	Inspection- EAA-Thermal	Done	EAA INSPECTION-
Comment	CRM SENT OUT AN EAA INSPECTION. KAREN SMITH/TAMPA-PAR/EXT 55048.				Confidential
01/15/03	KSMITH	Research		Done	CASE SCAN
Comment	CRM DID A CASE SCAN IN SIEBEL; NO OTHER FILES EXISTING IN SIEBEL. KAREN SMITH/ TAMPA-PAR/ EXT 55048.				Confidential
01/15/03	KSMITH	BRC PAR	Initial Contact- AVM	Done	INITIAL CONTACT -AVM
Comment	CRM CALLED AVM SCOTT CROZIR @ NODE 8309992/6170. CRM LEFT A DETAILED VM ADVISING THE AVM OF THE CUST'S CONCERN. CRM ADVISED THE AVM IF HE NEEDS TO CONTACT ME BACK, CRM ADVISED OF NAME, NUMBER, AND THE CUST'S SR. KAREN SMITH/TAMPA-PAR/EXT 55048				Confidential

Service Request Detail

Activities

Subject	Assigned To	Assigned By	Activity Type	Status	Description
01/13/03	KSMITH	BRC PAR	Initial Contact- Dealer	Done	INITIAL CONTACT- DEALER

Comment: CRM CALLED BUD WOLF CHEV, AND WAS ADVISED THEY ONLY HAVE AN ASST SM. CRM SPOKE W ASST SM JOHN PENCE WHO ADVISED THEY DID GIVE THE CUST A RENTAL VEH. ON 01/13/03. CRM ADVISED THE SM TO TAKE A HANDS OFF APPROACH TO THE VEH. I WILL BE SENDING OUT AN INSPECTOR. SM ADVISED HE DID SPEAK W/HIS AVM. CRM ADVISED, I WILL CONTACT HIS AVM, SCOTT CROZIER. KAREN SMITH/TAMPA-PAR/EXT 6646.

Confidential: n

01/15/03	KSMITH	BRC PAR	Initial Contact- Phone	Done	INITIAL CONTACT- CONTINUE

Comment: AND ALONG WITH AT SHE RECEIVED OTHER INCENTIVES TO PURCHASE THE VEH. AS A LEASE. CUST STATED SHE JUST WANTS GM TO TREAT HER FAIRLY. CUST STATES SHE WAS GIVEN A RENTAL VEH. THRU BUD WOLF CHEV. CRM ADVISED THE CUST TO KEEP THE VEH. UNTIL I ADVISE HER. KAREN SMITH/TAMPA-PAR/EXT 6646

Confidential: n

Service Request Detail

Activities

[redacted]					
01/15/03	KSMITH	SRC PAR	Initial Contact - Phone	Done	INITIAL CONTACT - CUST

Comment CRM RECEIVED A CALL BACK FROM THE CUST WHO ADVISED HER VEH. IS LOCATED @ BUD WOLF CHEV. AND NO REPAIRS. CUST STATES SHE DID CONTACT AMERICAN FAMILY INS, BUT THEY HAVE NOT DONE AN ESTIMATE. CUST STATES SHE PURCHASED THE VEH. FROM BUD WOLF CHEV. NEW. CUST STATES SHE WAS THE ONLY PERSON IN THE VEH. @ TIME OF INCIDENT. CUST STATES HER BLOOD PRESSURE /SUGAR HAS GONE UP SINCE THE INCIDENT, AND SHE FEELS 'IS STRESS. CUST STATES SHE COULD HAVE A POSSIBLE SPRANGED ANKLE, WHEN SHE JUMPED OUT OF THE VEH.
****

DESCRIPTION OF INCIDENT
CUST STATES SHE WAS PARKED ON A CARPORT. CUST STATES SHE USED THE KEYLESS ENTRY, TO OPEN THE DOOR. CUST STATES SHE GOT IN TURNED THE KEY IN THE IGNITION, AND SHE HEARD A LOUD BOOM, CUST STATES IT SOUNDED LIKE A GUNSHOT. CUST STATES SHE JUMPED OUT OF THE VEH., RAN INTO THE HOUSE AND CALLED THE FIRE DEPT. BECAUSE SMOKE WAS COMING FROM UNDERNEATH THE HOOD OF THE VEH. CUST STATES THE FIRE DEPT. REACHED THE SCENE WITHIN 6-10 MINUTES, AND BY THIS TIME THE ENTIRE FRONT END OF THE VEH. WAS ON FIRE. CUST SEEKING ANOTHER VEH. FROM GM. CUST STATES SHE ONLY HAD 6 MORE PAYMENTS ON THIS VEH. CUST STATES THIS WAS A LEASE VEH.AND SHE WANTED TO PURCHASE THIS VEH. @ THE END OF THE LEASE. CUST STATES SHE JUST WANT TO BE TREATED FAIR. CUST STATES SHE HAS HAD A NUMBER OF LOSS RECENTLY, STARTING WHER FATHER, AND THIS WAS THE STRAW. CUST STATES SHE USED HER FATHERS' GM DISCOUNT TO PURCHASE THE VEH. KARSN SMITH/ TAMPA ***
CONTINUE.

Confidential

01/14/03	KSMITH	SRC PAR	Acknowledgement	Done	ACKNOWLEDGE CUST

Comment CRM RECEIVED AND REVIEWED THE FILE. CRM CALLED THE CUST @ PHONE ON FILE. CRM GOT 0-5 MM OF MYRA WATERMAN. CRM DID LEAVE A VM ADVISING TO RORWARD THE VM TO CUST PATRICK KOLEMAN. CRM DID ADVISE OF MY NAME, NUMBER, AND THE CUST'S CASE NUMBER WITH DAMAGE PARTS 2004.

Confidential

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Description
01/14/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: KSMITH
Comment					Confidential
01/14/03	KSMITH	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO KARIN SMITH AT [illegible]
Comment					Confidential
01/14/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential
01/14/03	JMARTIN	Ownership Changed		Done	Service Request Ownership has changed FROM: JMARTIN TO: BOYCER
Comment					Confidential
01/13/03	BROPARQ	Escalation		Done	Assigning activity to PAR QUE
Comment	File has been received and assigned in PAR Ruthe Boyce #PAR				Confidential
01/13/03	JMARTIN	Inbound Call Customer	Complex Request	Done	Vehicle caught on fire
Comment	GMVASS SHOWS OUTSTANDING RECALL 901026-OIL PRESSURE LIGHT ROM REFLASH Cust states Original Owner purchased from Bud Wall Chev. Cust states caught on fire about [illegible] months. Cust stated that when turning the key in the ignition the warning [illegible] light [illegible] and exploded. Cust states [illegible] connection the engine compartment. Cust states [illegible] was in [illegible] to report the incident [illegible] Cust [illegible] cust accident file [illegible] 24 to 48 hours. [illegible]				Confidential

Service Request Detail

UCC Information

[redacted]	[redacted]	[redacted]
102	Billing - Dual	Electrical Service Change - Billing / Cables

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:	2G1WX12KXY9302562

VEHICLE INFORMATION

Merchandising Model:	1WX27 - 2000 MONTE CARLO Z34 COUPE	Warranty Start Date:	03/22/2000
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
01026	OIL PRESSURE LIGHT PCM REFLASH	05/17/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	03/22/2000	10 miles	3/22/2003	36010 miles
72/100000 SHEET METAL RUST-THROUGH	03/22/2000	10 miles	3/22/2006	100010 miles
36/36000 SHEET METAL CORROSION	03/22/2000	10 miles	3/22/2003	36010 miles
96/80000 PCM/CC EMISSIONS	03/22/2000	10 miles	3/22/2008	80010 miles
36/36000 FEDERAL EMISSIONS	03/22/2000	10 miles	3/22/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
12/18/2002	170851	#	N2320 - IGNITION SWITCH RPL	26817 miles
12/18/2002	170851	#	C7051 - BUCK CUSH R&R/RPL	26817 miles
12/18/2002	170851	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	26817 miles
01/04/2002	156046	#	E7700 - STEER SHAFT RPL	20011 miles
01/04/2002	156046	#	C6871 - BUCK CUSH R&R/RPL	20011 miles

01/04/2002	156046	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	20011 miles
12/10/2001	155150	#	J6372 - OXYGEN SENSOR RPL	19563 miles
[illegible]/10/2001	155150	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	19563 miles
09/12/2001	151726	#	N0524 - BULBS, INSTRUMENT PANEL AND/OR COMPONENTS REPLACE	17558 miles
09/08/2000	136682	#	N6614 - INTERIOR/REAR COMPARTMENT LIGHTING	5785 miles
03/03/2000	902562	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
Summary

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

Help

VIN:	2G1WX12KXY9302562

VEHICLE INFORMATION

Merchandising Model:	1WX27 - 2000 MONTE CARLO Z34 COUPE	Warranty Start Date:	03/22/2000
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
01026	OIL PRESSURE LIGHT PCM REFLASH	05/17/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	03/22/2000	10 miles	3/22/2003	36010 miles
72/100000 SHEET METAL RUST-THROUGH	03/22/2000	10 miles	3/22/2006	100010 miles
36/36000 SHEET METAL CORROSION	03/22/2000	10 miles	3/22/2003	36010 miles
96/80000 PCM/CC EMISSIONS	03/22/2000	10 miles	3/22/2008	80010 miles
36/36000 FEDERAL EMISSIONS	03/22/2000	10 miles	3/22/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
12/18/2002	170851	#	N2320 - IGNITION SWITCH RPL	26817 miles
12/18/2002	170851	#	C7051 - BUCK CUSH R&R/RPL	26817 miles
12/18/2002	170851	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	26817 miles

01/04/2002	156046	#	E7700 - STEER SHAFT RPL	20011 miles
01/04/2002	156046	#	C6871 - BUCK CUSH R&R/RPL	20011 miles
01/04/2002	156046	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	20011 miles
12/10/2001	155150	#	J6372 - OXYGEN SENSOR RPL	19563 miles
12/10/2001	155150	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	19563 miles
09/12/2001	151726	#	N0524 - BULBS, INSTRUMENT PANEL AND/OR COMPONENTS REPLACE	17558 miles
09/08/2000	136682	#	N6614 - INTERIOR/REAR COMPARTMENT LIGHTING	5785 miles
03/03/2000	902562	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

VIN:	2G1WX12KXY9302562

VEHICLE BUILD

Merchandising Model:	1WX27 - 2000 MONTE CARLO Z34 COUPE		
Gross Vehicle Weight Rating:	1994 kg (4397 lb)	Order Number:	CFMBVF
Build Date:	03/03/2000	Build Plant:	2Y9W - GM CANADA OSHAWA #1 ASSEMBLY

OPTION CODES

AG1	AG2 - ADJUSTER, 6-WAY POWER SEAT,
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AR9 - FRT BKT, DELUXE
CF5 - SUN, GLASS, SLIDING, ELEC	CJ3 - AIR CONDITIONING - DUAL ZONE
DD6 - LT SENSITIVE, DUAL READING LAMP	DK5 - LH & RH, REMOTE CONTROL, ELECTR
DK6 - ROOF CONSOLE	DL5 - ROADSIDE SERVICE INFORMATION
D55 - FRT COMPT, FLOOR	FE3 - TOURING & LOAD LEVELING
FE9 - FEDERAL EMISSIONS	FR9 - TRANSAXLE FINAL DRIVE 3.29
IP3 - INTERIOR DESIGN (P3)	JB9 - LIGHT WEIGHT, DISC/DISC
JL9 - ANTILOCK	KA1 - SEAT, FRT
K43 - 102 AMP	L36 - 3.8 LITRE V6 MFI
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	M15 - AUTO 4 SPD, HMD, 4T65-E, ENHANC
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NP5 - STEERING WHEEL- LEATHER WRAPPED
OSH - OSHAWA 1, ONT, CANADA	PY0 - 16 X 6.5, ALUMINUM
QVG - AUTOBAHN PACKAGE INCLUDES	UA6
UB3 - INST, OIL, COOL TEMP, VOLTS, TR	UG1 - GARAGE DOOR, UNIVERSAL
UK3 - STEERING WHEEL, ACCESSORY	UN0 - AM/FM STEREO, SEEK/SCAN, CD, AU
UQ3 - PREMIUM SPEAKER SYSTEM INCLUDES	U68 - DRIVER INFORMATION/CONVENIENCE
U77 - REAR WINDOW ANTENNA	VH9 - OWNER INFO MAN
VM3 - CONSUMER, CONTAINS BPR IMP STAN	V73 - USA/CANADA

1AY - STOCK	1SB - PREFERRED EQUIP. GROUP - 1SB **
16U - BRIGHT WHITE	19I - BLACK (I) (96)
193 - BLACK LEATHER	6KT - COMPUTER SEL SUSP (6KT)
7KT - COMPUTER SEL SUSP (7KT)	8JB - COMPUTER SEL SUSP (8JB)
9JB - COMPUTER SEL SUSP (9JB)	

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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:	2G1WX12KXY9302562

CLAIM HISTORY

Repair Order Date:	12/18/2002	Repair Order Number:	170851	Odometer Reading:	26817 miles
Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET		
		Site Code:	25461		
		Business Associate Code:	112922		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/24/2002	337	01	#	N2320 - IGNITION SWITCH RPL	22670487 - SWITCH	N/A	N/A	$153.66	N
12/24/2002	337	02	#	C7051 - BUCK CUSH R&R/RPL	12458707 - COVER	N/A	N/A	$349.35	N
12/24/2002	337	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$30.00	N

Repair Order Date:	01/04/2002	Repair Order Number:	156046	Odometer Reading:	20011 miles
Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET		
		Site Code:	25461		
		Business Associate Code:	112922		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/18/2002	240	01	#	E7700 - STEER SHAFT RPL	26098237 - LUBRICANT	N/A	N/A	$50.86	N
01/18/2002	240	02	#	C6871 - BUCK CUSH R&R/RPL	12454372 - COVER	N/A	N/A	$378.67	N
01/18/2002	240	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$30.00	N

Repair Order Date:	12/10/2001	Repair Order Number:	155150	Odometer Reading:	19563 miles

Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/21/2001	232	01	#	J6372 - OXYGEN SENSOR RPL	25318321 - SENSOR	E	N/A	$127.14	N
12/21/2001	232	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$5.00	N

Repair Order Date:	09/12/2001	Repair Order Number:	151726	Odometer Reading:	17558 miles

Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/02/2001	209	01	#	N0524 - BULBS, INSTRUMENT PANEL AND/OR COMPONENTS REPLACE	09441839 - BULB LP	N/A	N/A	$19.31	N

Repair Order Date:	09/08/2000	Repair Order Number:	136682	Odometer Reading:	5785 miles

Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/29/2000	104	01	#	N6614 - INTERIOR/REAR COMPARTMENT LIGHTING	N/A	E	N/A	$112.79	N

Repair Order Date:	03/03/2000	Repair Order Number:	902562	Odometer Reading:	0 miles

Serviced By:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
03/07/2000	45	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$67.67	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Component

VIN:	2G1WX12KXY9302562

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BKZ		Traceability:	0071388	
Date Scanned:	03/03/2000	Time Scanned:	17.07.00	Scan Station:	03

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	SDK		Traceability:	PK0950520	
Date Scanned:	03/03/2000	Time Scanned:	12.13.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	0LMB		Traceability:	0J7U	
Date Scanned:	03/03/2000	Time Scanned:	17.07.00	Scan Station:	03

Component Code:	65 - REAR AXLE ASSEMBLY				
Source Plant:	O - BOC LANSING, MICHIGAN				
Part/Num Broadcast:	WM		Traceability:	0630A2031	
Date Scanned:	03/03/2000	Time Scanned:	19.27.00	Scan Station:	03

Component Code:	74				
Source Plant:	R				
Part/Num Broadcast:	4619		Traceability:	000470707	
Date Scanned:	03/03/2000	Time Scanned:	19.29.00	Scan Station:	03

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	1234		Traceability:	9SMUVSG	
Date Scanned:	03/03/2000	Time Scanned:	12.13.00	Scan Station:	03

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	1				
Part/Num Broadcast:	5093		Traceability:	4055W0191	
Date Scanned:	03/03/2000	Time Scanned:	14.20.00	Scan Station:	03

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	3000		Traceability:	30053197T	
Date Scanned:	03/03/2000	Time Scanned:	22.35.00	Scan Station:	03

Component Code:	CA - SEQ NUM (FLEX) BODY ASM				
Source Plant:	O				
Part/Num Broadcast:	ZZ		Traceability:	1400369	
Date Scanned:	03/02/2000	Time Scanned:	13.52.00	Scan Station:	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ		Traceability:	1400369	
Date Scanned:	02/26/2000	Time Scanned:	03.32.00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	1PP		Traceability:	1356858	
Date Scanned:	03/02/2000	Time Scanned:	17.17.00	Scan Station:	N/A

Component Code:	CK - SEQ NUM (FLEX) GEN ASM				
Source Plant:	O				
Part/Num Broadcast:	GA		Traceability:	1361313	
Date Scanned:	03/03/2000	Time Scanned:	12.04.00	Scan Station:	03

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1GA		**Traceability:**	1361313	
Date Scanned:	03/03/2000	**Time Scanned:**	12.04.00	**Scan Station:**	N/A

Component Code:	CZ - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	N/A		**Traceability:**	163005	
Date Scanned:	03/04/2000	**Time Scanned:**	00.32.00	**Scan Station:**	03

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GM Vehicle Inquiry System
Delivery Information

VIN:	2G1WX12KXY9302562

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	03/22/2000	Delivery Type:	032 - GMS EMPLOYEE OUT-OF-STOCK/OPT 2 LEASE	Delivered Odometer:	10 miles

Delivering Dealer:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Delivery Selling Source:	13 - CHEVROLET
		Delivery Site Code:	25461
		Business Associate Code:	112922

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GM Vehicle Inquiry System
Dealer Information

VIN:	2G1WX12KXY9302562

INVOICE INFORMATION

Invoice Date:	03/03/2000		
Site Address:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	BUD WOLF CHEVROLET, INC. PO BOX 20606 INDIANAPOLIS, IN 46220-0606 (317) 257-4461	Selling Source:	13 - CHEVROLET
		Site Code:	25461
		Business Associate Code:	112922

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2000 MONTE CARLO SS COUPE
16U BRIGHT WHITE /V6G
193 EBONY LEATHER ACCENT
ORDER NO. CFMBVF/TRE STOCK NO.
VIN 2G1 WX12 KX Y9302562

CHEVROLET MOT DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1001
VEHICLE INVOICE 1AD44156221

**********13*25461S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1WX27 MONTE CARLO SS COUPE	21735.00	19887.53	INVOICE 03/03/00
AG2 SIX-WAY POWER PASSENGER SEAT	305.00	271.45	SHIPPED 03/03/00
AR9 LEATHER ACCENT BUCKET SEATS	625.00	556.25	EXP I/T 03/15/00
CF5 SUNROOF, ELECTRIC	700.00	623.00	INT COM 03/15/00
FE9 FEDERAL EMISSIONS	N/C	N/C	PRC EFF 03/03/00
KA1 FRONT HEATED SEATS	120.00	106.80	KEYS S626A S626A
L36 3.8L V6 ENGINE	N/C	N/C	WFP-S QTR OPT-1
MX0 4-SPEED AUTOMATIC TRANSMISSION	N/C	N/C	BANK: GMAC - 031
UN0 AM/FM STEREO W/CD (REPLACES STD/OPT PKG RADIO)	123.00	109.47	CHG-TO 25-461
1SB MONTE CARLO SS PREFERRED EQUIP GROUP INCLUDES:	736.00	655.04	SHIP WT: 3354
* DRIVER INFO CONVENIENCE CTR			HP: 34.7
* DUAL POWER OUTSIDE HEATED MIRRORS			GMS: 22039.22
* 6-WAY POWER DRIVER SEAT			DAN: MONSS
* ISRV ELECTROCHROMIC MIRRORS WITH DUAL READING/MAP LAMPS			MEMO 1217.20

TOTAL MODEL & OPTIONS	24344.00	22209.54	ACT 231	22039.22
DESTINATION CHARGE	560.00	560.00	H/B 261	730.32
DEALER CO-OP ADVERTISING		243.44	ADV 261	243.44
TOTAL	24904.00	23012.98	PAY 310	23012.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 21956.63

****

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.

BUD WOLF CHEVROLET, INC.

REMIT TO GMAC NO. 031
VIN 2G1WX12KXY9302562
$ 23012.98 INV 1AD44156221
DUE 03/15/00 DEALER 25-461

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
02/11/2003 11:27

N: 2G1WX12KXY9302562 OPEN\CLOSED STATUS:

SEL CODE	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR DEALER	PREV. NUMBER	CAMPAIGN TYPE
	01026	OPEN	/ /			CUSTOMER SAT.

OIL PRESSURE LIGHT PCM REFLASH

INQUIRY COMPLETE 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:

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

AdminaStar Federal
Tel 317-913-6347
Fax

AdminaStar Federal

facsimile

Privileged and Confidential Communication

To: Karen Smith	Number of Pages (including cover): 3
Company/Department: General Motors	Date: 1-27-03
From: [redacted]	Fax number calling: 1-866-249-2314
Re: file # S-1631-787-36	Reference: American Family offer and discon

Remarks: Rick Bailey - Adjuster offered me $17,134.10 "not enough to purchase a new car Due do health and mental problems can not finance another car, need enough to purchase a new car with no payments.
also was informed that if I did go with American Family offer that I would have to turn in entire car

The information in this facsimile message, and in any accompanying documents, is confidential information which belongs to AdminaStar Federal. This information is intended for the use of the individual or entity named above. If you are not the intended recipient of this information, you are hereby notified that any disclosure, copying or distribution of this information, or the taking of action in reliance on this information, is strictly prohibited. If you have received this facsimile message in error, please immediately notify the sender by telephone to arrange for its return at our expense. Thank you.

AMERICAN FAMILY INSURANCE GROUP
7330 SHADELAND STATION • INDIANAPOLIS IN • PHONE (317) 842-0094
Mailing Address: PO BOX 1003 • INDIANAPOLIS IN 46207-1003

January 20, 2003

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

[redacted]
INDIANAPOLIS IN 46250

RE: Claim Number: 00-541-365357-0319
Off Insured: [redacted]
Policy Number: [redacted]
Date of Loss: January 13, 2003
Claimant: PATRICIA[redacted]

RESERVATION OF RIGHTS

We acknowledge receipt of the notice of the loss occurring on January 13, 2003, received on 1-13-03, which is American Family Mutual Insurance Company first notice of this loss. A review of this loss has disclosed facts which may affect the coverages afforded under policy number [redacted] issued to Patricia Coleman with respect to this accident. We are advising you at this time that there is a question whether coverage under your policy mentioned above will apply to this loss.

American Family Mutual Insurance Company is asserting this reservation of its rights because we may not be given the full opportunity to inspect your vehicle to determine the cause of the fire. If you would please refer to your private passenger auto with the edition date of 7-91 on page 1 of 7 and page 6 of 7:

Pg. 1 of 7

OTHER DUTIES:
Each person claiming Car Damage coverage must also:

1. *Take reasonable steps after loss to protect the vehicle and its equipment from further loss. We will pay fair expenses for such steps.*
2. *Promptly report the theft of vehicle to police.*
3. *Let us inspect and appraise the damaged vehicle before its repair or disposal.*
4. *Answer questions under oath when asked by any person we name, as often as we reasonably ask, and sign copies of the answers*

pg. 6 of 7

General Provisions, Part VI:

> *5. Our Recovery Rights. If we pay under this policy, we are entitled to all the rights of recovery of the person to whom payment was made against another. That person must sign and deliver to us any legal papers relating to that recovery, do whatever else is necessary to help us exercise those rights and do nothing after loss to harm our rights.*

Indiana Fraud Warning: A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

January 20, 2003
Claim No: 00-541-365357-0319
Page 2

Because the loss as reported to us may involve subrogation potential against the manufacturer of the vehicle, it is imperative that we determine the cause of the fire. Bryan Fran, STU Investigator with American Family Mutual Insurance Company has arranged for an expert to inspect your vehicle on January 23, 2003 at 10:00 am. He has contacted GM and gave them the opportunity to be present during the inspection, but he was informed that their representative does not want to be present. If you decide to not allow American Family Mutual Insurance Company to inspect your vehicle, you will be jeopardizing your coverage if GM does not to pay for your damages. It would be best for both companies to look at your vehicle to determine the cause of loss and then it can be determine whether American Family Mutual Insurance Company or General Motors will pay for the vehicle.

We are bringing these facts to your attention at this time and wish to further advise that American Family Mutual Insurance Company will continue to investigate this claim even though a coverage question exists. However, no act of any company representative while investigating the claim, negotiating settlement of the claim, or defending a law suit shall be construed as waiving any of American Family Mutual Insurance Company rights. American Family Mutual Insurance Company reserves the right, under the policy, to deny coverage to you or anyone claiming coverage under the policy. We also reserve the right to decline payment of any and all claims emanating from this loss or law suit. American Family Mutual Insurance Company retains the right to reject the defense of any law suit arising from the accident, should it be determined that its rights have been prejudiced by your failure to comply with the terms and conditions of your policy. There may be other reasons why coverage does not apply. We do not waive our rights to deny coverage for any other valid reasons which may arise.

We are available to answer or discuss any questions you might have concerning our position outlined in this letter. If you have any questions, please contact me at either (317) 849-1775 or 1-800-374-1111, extension 42363. Todd Fearrin, Casualty Claim Examiner is the adjuster handling your file if you have any other questions. He can be reached at ext. 42327.

Respectfully,

Kirk Milam

Kirk Milam, CPCU, District Casualty Claim Manager
American Family Mutual Insurance Company
Phone 800-374-1111 or 317-849-1775 ext. 42363, Fax 317-842-3893
kmilam@amfam.com
kmf

cc: Non-Certified
[redacted]
INDIANAPOLIS IN 46250

John Jones 032 554

Bryan Frank - STU

Marianne Spalla
Claims Administrator
ESIS GM Central Claims

454556

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 29, 2003

Motorist Mutual Insurance
Attn: Jan Kerwood
471 E. Broad Street
Columbus, OH 43215

Your File Number:	Unknown
Your Insured:	Richard Kerby
Our File Number:	454556
Our Client:	General Motors Corporation
Date of Event:	12/02/02

Dear Ms. Kerwood:

ESIS is a Risk Management service 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 correspondence that alleges your insured sustained property damage as a result of a manufacturer's product defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide color copies of photos taken of the property damage involved. (Garage, Driveway any personal items damaged.) Please do not send originals as they may not be returned.

2. A copy of the police and/or fire report.

3. Provide copies of repair invoices / estimates for the garage and driveway.

4. Provide copies of your proof of payment (cancelled checks).

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.

We will be unable to determine if a physical inspection would be necessary until we have had the opportunity to thoroughly evaluate your supporting documentation.

Respectfully,

Marianne Spalla
Claims Administrator

SR No.	1-53835185	Ref No.		BRC Type	Repurchase	Safety Yes	Bus. Unit BRC
		Site			Repurchase		Area Repurchase
Last Name	[redacted]				Not Initiated		Sub-Area PAR PRA
					Engine - Manifold Gasket (Intake / Exhaust)		Phone
Evening #					Bob Lungers Motors, Inc.		Updated 1/22/03 11:39:02 AM
					Open		GWALKER
Make Buick	Mileage 12300	Serial #/Vin 1G4HR54K9YU141571			Satisfied		12/5/02 3:00:46 PM
LeSabre	Year 2000	Warr. Start 11/05/1999		Abstract	Thermal Event		Closed
Customer Description	BRC FILE DO NOT COMMENT REFER ALL CALLS TO CRM GEORGETTE WALKER EXT. 65432						

					Thermal Event		
Relative		12/2/02 10:00:00 AM					
Kerby		Eulah					
					Front end of veh melted		
55/15	60	No					
0	0				Route 1 , French Lick In 47432	Vehicle Location	Route 1 , French Lick In 47432
		Component	Assuming Battery or Electrical system				
N	Dry						
Babcock Buick		Concrete					
				Insurance Agency			
		Jeff Kerby (Son) 812-875-4066					

PAR Detail

	Y		Y	none	
0		dry			
					Prop Est

Repair Cost

front end

Personal

Thermal Event

3rd Party Inspector

01/22/03	LOTTM	Outbound Call Third Party	Made Contact	Done	Jan, insurance company, at 614-225-6228	
Comment					Confidential Comment	
	Cns advised gave subrogation info to Katie for insurance claim. Jan sts she had Cns's name as contact person. Cns advised to contact ESIS for further handling. Marjorie Lott/PAR/57120					
01/22/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Jan, insurance company	
Comment					Confidential Comment	
	Jan requests c/b at 614-225-6228 abt file. Marjorie Lott/PAR/57120					
01/22/03	GWALKER	SR Opened		Done	SR in Status of Closed has been Re-Opened by LOTTM	
Comment					Confidential Comment	
01/15/03	GWALKER	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
Comment					Confidential Comment	
01/15/03	LOTTM	Outbound Call Third Party	Left Message	Done	Katie, insurance company, at 800-876-2482 x2717	
Comment					Confidential Comment	
	Cns left a message informing of ESIS info. Marjorie Lott/PAR/57120					
01/15/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Katie, insurance company	
Comment					Confidential Comment	
	Katie sts GM offered cust settlement on veh. Katie sts insurance company has expenses they want to recover. Katie requests c/b at 800-876-2482 x2717 case 8-642672. Katie sts she wants to know where to send info. Marjorie Lott/PAR/57120					
01/15/03	GWALKER	SR Opened		Done	SR in Status of Closed has been Re-Opened by LOTTM	
Comment					Confidential Comment	
01/14/03	GWALKER	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
Comment					Confidential Comment	
01/14/03	GWALKER	BRC Repurchase	Closed- Straight (Check Rcvd)	Done	closed straight	

Comment

Per Larron Lougers. RVDC gave them instructions and he has sent the packet back to them so the case is closed.
georgette walker/repurchase 58432

Confidential Comment

01/14/03 KDAVIS Inbound Call Dealer/Partner Service Request Update Done TERRY SWARTZ

Comment

CRM RECEIVED CALL FROM TERRY SWARTZ. HE STATED CUST HAS RELEASED VEHICLE AND IT IS READY FOR PICK UP. HE STATED HE WILL FAX STORAGE BILL AFTER VEHICLE IS PICKED UP. KRYSTEL DAVIS-GRANT/PAR/58130.

Confidential Comment

01/13/03 GWALKER Outbound Call Dealer Made Contact Done return dealer vm

Comment

contact dealer....Larron Lougers....CRM advised that he contact rvdc and gave him case number and they can answer his questions.
georgette walker/repurchase 58432

Confidential Comment

01/13/03 GWALKER Inbound Voice Mail Service Request Update Done vm form dealer

Comment

Larron Lougers left vm and has questions about papers that were sent and the power of attorney and such.
georgette walker/repurchase 58432

Confidential Comment

01/13/03 GWALKER Notify CRM Done Sales Mgr. Larron Lougers/800-686-1444 has question about forms that need to be signed.

Comment

Confidential Comment

01/13/03 KDAVIS Outbound Call Dealer Made Contact Done Larron Lougers, Sales Mgr.

Comment

CRM spoke w/Larron Lougers. He stated he has some forms that need to be signed. He stated cust was in FL. CRM referred him to Repurchase CRM G. Walker/58432.
Krystel Davis-Grant/PAR/58130.

Confidential Comment

01/13/03 KDAVIS Inbound Voice Mail Service Request Update Done Larron Lougers/800-686-1444

Comment

CRM RECEIVED MESSAGE FROM LARRON LUEGER/800-686-1444 REQUESTING RETURN CALL. KRYSTEL DAVIS-GRANT/PAR/58130.

Confidential Comment

01/09/03 GWALKER Inbound White Mail Company Done BRC REPURCHASE Scanned: 2003-01-09-07.06.00.000000, MSXDocNum: GWA3E1C382

Comment

Imaged file

Confidential Comment

01/06/03 GWALKER BRC Repurchase Send to RVDC Done Image file and send to rvdc

Comment

Image file and send to rvdc
STRAIGHT REPURCHASE SUMMARY
SIGNING DATE:1-14-03
GM SUPERVISOR:Sheldon Bright
REASON :Thermal event in engine
MSRP $29,309
PURCHASE PRICE $27,300.00
plus sales tax.....$ 700.00
less usage.....$ 3,357.90
TOTAL GM COST $24,642.10
LIENHOLDER: NONE

Confidential Comment

01/08/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer

Comment

contact dealer...812-482-8141 Larron Lungers-sls. mgr.
Customer is at dealership
Customer has left deposit slip for dealer to deposit his check.
Customer has signed and left title at dealership
Customer has signed odometer statement
Customer has signed over Power of attorney to the dealership to sign papers for him on the closing.
Customer will fax to dealer a copy of his power of attorney for his mother.
CRM advised that the dealership should receive the check and final papers on 1-13.

CRM not faxing closing date letter since customer is not going to the closing and has give the dealer all the infor and power he needs to close for him and dealer is aware of when he will receive the final papers with the check.
georgette walker/repurchase 68432

Confidential Comment

01/08/03	GWALKER	BRC Repurchase	Signed Offer Received	Done	signed offer received

Comment

signed offer received
submit file for gas signature

Confidential Comment

01/08/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

customer called.....states he has left the title and the vehicle with the dealer because he is leaving tomorrow to go to Florida. CRM states that there is final papers to be signed but he can give the dealer or someone else the power of attorney to sign for him because I will not have the final papers there till 1-13.
He states he will go back to the dealer to do that.
georgette walker/repurchase 68432

Confidential Comment

01/08/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

customer called ....states he will try to fax again. CRM gave him another number to try if mine does not work. Gave him Mary Lou Forde fax number.
georgette walker/repurchase 68432

Confidential Comment

01/08/03	GWALKER	Outbound Call Customer	Left Message	Done	contact customer

Comment

contact customer...812-638-6349 cell
left vm of fax number, and to try again and if it does not work to contact me.
georgette walker/repurchase 68432

Confidential Comment

01/08/03	GWALKER	Outbound Call Customer	Left Message	Done	return vm from customer

Comment

return vm from customer...812-878-8541 operator said Richard just stepped out and gave me cell number. CRM left my number in case I do not get ahold of him.
georgette walker/repurchase 68432

Confidential Comment

01/08/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from customer

Comment

Customer left vm that he is trying to fax to me but gets a busy signal.
georgette walker/repurchase 68432

Confidential Comment

01/07/03	GWALKER	Inbound White Mail	Dealer	Done	BRC REPURCHASE Scanned: 2003-01-07-13.09.06.000000, MSXDocNum: GWASE1AB53

Comment offer

Confidential Comment

01/07/03	GWALKER	Inbound White Mail	Company	Done	BRC PAR Scanned: 2003-01-07-15.10.03.000000, MSXDocNum: KDA3E1AE7C

Comment e-pro

Confidential Comment

01/07/03	GWALKER	Inbound White Mail	Customer	Done	BRC REPURCHASE Scanned: 2003-01-07-11.11.34.000000, MSXDocNum: GWA3E1AB29

Comment offer

Confidential Comment

01/07/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer

Comment contact dealer...812-482-5141 Larron Luegers-gen sals mgr. CRM explained that I am fxing him the offer papers now and have fxxed them to customer also.
georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Offer Sent	Done	offer sent to customer and dealer

Comment offer sent to customer and dealer
georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Initial Contact	Done	initial contact customer

Comment Initial contact customer.....customer returned my call. CRM explained the process and the offer. CRM explained usage calculation and over allowance. Customer asked about the damage to his house. CRM explained to contact his house insurance or contact Krystal Dade-Grant, I deal strictly with the vehicle and not any other loss. CRM explained the the Black Book retail value of his vehicle is $15,075 and I can not offer more than what was paid and the usage is calculated according to the bbb formula. Customer states he wants to talk to his lawyer. CRM states to please give me fax number first and I will fax him the settlement offer and release agreement so he can show it to his lawyer and as soon aas qualify gives it back to me I will fax it to him.
georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Acknowledgement	Done	acknowledgement customer

Comment Acknowledgement customer...812-678-5541 home. Linday Kerby said Richard is not available now but she will try to reach him on his cell phone and have him call me.

RICHARD KERBY HAS POWER OF ATTORNEY FOR HIS GRANDMOTHER EULAH KERBY. THE VEHICLE IS TITLED IN EULAH KERBY'S NAME.

georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact selling dealer

Comment contact selling dealer...812-685-2502 Jill Hubler-office mgr. States the $13,300 is the acv for the trade as shown on bill of sale.
georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Initial Contact	Done	initial contact dealer

Comment Initial contact dealer....812-482-5141 Tony Schwartz-exc. mgr. states that Larron Luegers will be handeling the paperwork, Larron is Gen-Sales Mgr.
Spoke to Larron Luegers and explained the process.
CRM states I will call before I fax papers and will try to have them done today.
georgette walker/repurchase 58432

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Straight Repurchase	Done	straight repurchase

Comment EXECUTIVE SUMMARY

Confidential

DECISION MAKER:Krystel Davis-Grant per crm x58130
TRANSACTION:Straight Repurchase
REASON:Thermal event in engine
DEALER CONTACT:Terry Schwartz-Service Mgr.
812-482-6141 812-634-2758fax
georgette walker/repurchase 58432

Comment

01/07/03	FORDE	Ownership Changed		Done	Service Request Ownership has changed FROM: FORDE TO: GWALKER

Comment

Confidential Comment

01/07/03	FORDE	Inbound While Mail		Done	BRC PAR Scanned: 2003-01-07-09.11.43.000000, MSXDocNum: KDA3E19E8A

Comment

Confidential Comment

01/07/03	GWALKER	BRC Repurchase	Assigned- PAR	Done	VOLUNTARY PAR STRAIGHT

Comment PRELIMINARY REPURCHASE AUTHORIZATION FORWARDED BY PAR CRM KRSTAL GRANT DAVIS ASSIGNED TO CRM GEORGETTE WALKER EXT. 58432 MARYLOU FORDE TAMPA ASSIGNER

Confidential Comment

01/07/03	KDAVIS	Ownership Changed		Done	Service Request Ownership has changed FROM: KDAVIS TO: FORDE

Comment

Confidential Comment

01/07/03	KDAVIS	BRC PAR	Close	Done	FTT CRM FORWARDING FILE TO REPURCHASE

Comment FTT CRM FORWARDING FILE TO REPURCHASE. CRM WILL PROCESS GMWA FOR TOWING/STORAGE AFTER REPURCASHE COMPLETE. KRYSTEL DAVIS-GRANT/PAR/58130.

Confidential Comment

01/07/03	KDAVIS	Inbound Call Customer	Service Request Update	Done	CUST

Comment

CRM RECEIVED CALL FROM CUST CONFIRMING RECEIPT OF FAX. CRM ADVISED REGIS WAS NEVER RECEIVED PREVIOUSLY. CUST STATED HE NO LONGER HAS REGIST FOR 200 BUICK. HE STATED HE TURNED IT IN WHEN THE 2003 BUICK WAS PURCHASED. CRM ADVISED FILE WOULD BE FORWARDED TO REPURCASE WHIS CORRESPONDENCE. KRYSTEL DAVIS-GRANT/PAR/58130.

Confidential Comment

01/08/03	KDAVIS	BRC PAR	Escalation or Forward to Repur	Done	FTT CRM FORWARDING FILE TO REPURCHASE PENDING REGISTRATION.

Comment

FTT CRM FORWARDING FILE TO REPURCAHSE PENDING REGISTRATION.

FTT CRM WILL PROCESS GMWA FOR TOWING/STORAGE AFTER REPURCHASE COMPLETE.

KRYSTEL DAVIS-GRANT/PAR/58130.

Confidential Comment

01/08/03	KDAVIS	Inbound Call Customer	Service Request Update	Done	CUST

Comment

CRM RECEIVED CALL FROM CUST. CRM REQUEST REGIST. CUST STATED HE WAS @ THE DENTIST, BUT WOULD FAX HE WHEN HE GOT HOME. CRM ADVISED AFTER THE REGIST RECEIVED THE FILE WOULD BE FORWARD TO REPURCHASE. CRM ADVISED CUST THERE MAY BE USAGE FEE. CRM ALSO ADVISED CUST IF THERE WERE ANY

Confidential Comment

OVERALLOWNE3 EQUITY HE WOULD BE RESPONSIBLE. CUST STATED HE WOULD BE LEAVING FOR FL ON 1/9/02.
KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Customer Left Message Done CUST 812-630-9349

Comment

Confidential Comment

CRM LEFT MESSAGE FOR CUST TO RETURN CALL. CRM ALSO REQUEST REGIS FOR VEH. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Customer Done CELL 812-630-9349

Comment

Confidential Comment

CRM TRIED TO REACH CUST AND WAS PROVIDED ALT. # TO CALL. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Inbound Voice Mail Service Request Update Done CUST

Comment

Confidential Comment

CRM RECEIVED MESSAGE FROM CUST. CUST STATED HE COULD BE REACHED @ 812-578-3541. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Inbound Voice Mail Service Request Update Done TERRY SCHARTZ

Comment

Confidential Comment

CRM RECEIVED MESSAGE FROM TERRY SCHARTZ ACKNOWLEDGING MESSAGE. HE STATED HE WILL CALL BACK AFTER REPURCHASE. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Dealer Left Message Done TERRY SCHWARTZ/812-482-5141

Comment

Confidential Comment

CRM LEFT MESSAGE FOR TERRY SCHWARTZ. CRM REQUEST RO AFTER REPURCHASE COMPLETE. CRM PROVIDED CONTACT INFORMATION. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Customer Left Message Done LEFT MESSAGE 812-630-9349 (CELL)

Comment

Confidential Comment

CRM LEFT MESSAGE TO RETURN CALL. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Customer Done CUST NO LONGER WORK @ EASTERN GREEN SCHOOL

Comment

Confidential Comment

CRM TRIED TO REACH CUST @ EASTERN SCHOOL. CRM WAS TOLD CUST NO LONGER WORKS THERE. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Outbound Call Customer Left Message Done LEFT MESSAGE(812) 578-3541

Comment

Confidential Comment

CRM LEFT MESSAGE FOR CUST TO RETURN CALL. KRYSTEL DAVIS-GRANT/PAR/58130.

01/06/03 KDAVIS Inbound White Mail Done BRC PAR Scanned: 2003-01-06-11.15.11.000000, MSXDocNum: KDA3E195CA

Comment

Confidential Comment

01/06/03 KDAVIS Inbound Call Dealer/Partner Service Request Update Done JILL HUTSLAR, OFFICE MGR

Comment

Confidential

	CRM RECEIVED MESSAGE FROM OFFICE MGR, JILL HUTSLAR SHE WILL FAX SALES INFORMATION. KRYSTEL DAVIS-GRANT/PAR/56130.				Comment
01/06/03	KDAVIS	Outbound Call Dealer	Made Contact	Done	JENNIFER BABCOCK/812-866-2602
Comment	CRM SPOKE WIREX BABCOCK. HE REFERRED CRM TO HIS DAUGHTER, JENNIFER FOR ASSISTANCE. CRM REQUEST BILL OF SALE AND ACV FOR TRADE. JENNIFER STATE SHE WOULD FAX. KRYSTEL DAVIS-GRANT/PAR/56130.				Confidential Comment
01/06/03	LOTTM	Outbound Call Customer	Made Contact	Done	Contacted cust at (812) 678-3541
Comment	Crm advised spoke to dlr abt veh. Cust sts dlr advised veh was in the way and they wanted it removed from dlr. Crm advised has spoken w/dlr and GM has agreed to pay storage. Crm advised veh is fine at dlr. Crm advised has notified FTT of cust situation and they will contact today. Marjorie Lott/PAR/67120				Confidential Comment
01/06/03	LOTTM	Outbound Call Dealer	Made Contact	Done	Terry Schwartz, 800-666-1444 x151, storage
Comment	Terry sts veh is at dlr and cust is leaving for Florida. Terry sts veh is in fenced in portion of dlr. Crm advised any storage fees will be taken care of at the end of repurchase. Terry sts how to received payment. Crm advised to place on R/O w/verbal and rate will be made. Crm advised of fax number. Crm thanked for assistance. Marjorie Lott/PAR/67120				Confidential Comment
01/06/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called
Comment	Cust sts he is leaving for Florida this week and dlr wants to know what to do w/veh. Cust requests cfb at 812-678-3541. Marjorie Lott/PAR/67120				Confidential Comment
01/06/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called
Comment	Cust sts he will leave for Florida this week and will be gone for 2 months. Cust sts wants to know if veh should be towed back to his home or what will be done. Cust requests cfb. Marjorie Lott/PAR/67120				Confidential Comment
01/06/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Terry Schwartz
Comment	Terry sts there is a storage fee in the amount of $10 a day and he needs to know who will pay for that. Terry requests cfb at 800-666-1444 x151. Marjorie Lott/PAR/67120				Confidential Comment
12/31/02	LOTTM	Ownership Changed		Done	Service Request Ownership has changed FROM: LOTTM TO: KDAVIS
Comment					Confidential Comment
12/31/02	KDAVIS	BRC PAR	Workflow - Assign	Done	FTT File assigned to Krystal Davis-Grant at ext. 56130
Comment					Confidential Comment
12/31/02	LOTTM	Notify CRM		Done	new doc's rec'd for review, attached and notified handling brc-crm yvonne beathlegal com/56266/t
Comment					Confidential Comment
12/31/02	LOTTM	Inbound White Mail		Done	LEMON Scanned: 2002-12-23-16.18.08.000000, MSODocNum: 0236700352

Comment						Confidential Comment
12/30/02	LOTTM	Inbound Write Mail			Done	BRC PAR Scanned: 2002-12-30-09.11.56.000000, MSXDocNum: LOT3E10058
Comment						Confidential Comment
12/30/02	LOTTM	Inbound Write Mail			Done	Dealer Estimate BRC PAR Scanned: 2002-12-30-09.09.45.000000, MSXDocNum: LOT3E081E0
Comment						Confidential Comment
12/30/02	BOYCER	BRC PAR	Fwd to FTT- Straight Repurch		Done	Forward to FTT
Comment						Confidential Comment
	Business Summary Crm reviewed PAR facts. Crm contacted cust and confirmed PAR facts. Crm received authorization for inspection. Crm initiated inspection. Crm received and reviewed inspection. Crm offered cust repurchase which was accepted. Crm received necessary docs. Crm forwarding to FTT for further processing. Marjorie Lott/PAR/57120 File received and assigned to FTT. T.Holcomb/PAR					
12/30/02	LOTTM	BRC PAR	GM Decision- Repurch Straight		Done	Decision
Comment						Confidential Comment
	GM will accept responsibility. Crm offered repurchase which cust accepted. Marjorie Lott/PAR/57120					
12/30/02	LOTTM	Outbound Call Customer	Made Contact		Done	Contacted cust at 812-825-5821 x222
Comment						Confidential Comment
	Crm advised received fax and file is being forwarded to repurchase. Crm advised a representative will contact w/other. Cust sts that is fine. Cust sts he tried to fax a few times but got busy signal. Crm apologized for inconvenience. Marjorie Lott/PAR/57120					
12/30/02	LOTTM	Inbound Voice Mail	Service Request Update		Done	Cust called
Comment						Confidential Comment
	Cust sts he is trying to fax docs but fax is ringing busy. Cust sts to call him at work or home. Marjorie Lott/PAR/57120					
12/26/02	LOTTM	Outbound Call Dealer	Made Contact		Done	Contacted dlr at (812) 482-6141
Comment	Crm advised cust has accepted offer of repurchase. Crm advised once info is received from dlr file will be forwarded to repurchase who will arrange to have veh towed from dlr. Terry sts he will get info out to Crm. Crm thanked for assistance. Marjorie Lott/PAR/57120					Confidential Comment
12/26/02	LOTTM	Outbound Call Customer	Made Contact		Done	Contacted cust at 812-825-5821 x222
Comment						Confidential Comment
	Crm advised GM will accept responsibility for incident. Crm advised dlr has totaled veh. Crm advised GM is offering to repurchase veh. Cust sts he has purchased another veh for his mother so how will this work. Crm advised once required docs are received file will be transferred to repurchase who will make him an offer. Cust sts that is fine. Crm advised bill of					

sale, title and current registration is needed. Cust sts he may not have bill of sale but will look tonight. Cns advised bill of sale can not be found then current registration and title are needed. Cust sts he will fax. Crm advised of fax number. Marjorie Lott/PAR/57120

12/20/02	LOTTM	Outbound Call Dealer	Made Contact	Done	Contacted dlr at (812) 482-5141

Comment

Crm advised received VME abt cust wanting veh towed back to his home. Terry sts it was the wrecker driver, Terry, that called but he has been working on file as well. Crm advised GM will accept responsibility for incident. Crm asked if veh totalled. Terry sts veh is totalled. Crm advised if Crm could get that statement on dlr letterhead that would be sufficient. Terry sts who will pay for tow bill. Crm advised GM will pay. Crm advised to submit under labor operation code Z1242. Crm advised to fax estimate and tow on R/O to Cns. Crm advised a representative from financial department will advise when and how to submit. Crm advised will contact cust to see if offer will be accepted. Crm advised will c/b. Marjorie Lott/PAR/57120

Confidential Comment

12/20/02	LOTTM	Manager Review		Done	Inspection

Comment

Crm reviewed inspection w/consultant. Marjorie Lott/PAR/57120

Confidential Comment

12/24/02	LOTTM	BRC PAR	Inspection Received	Done	Inspection

Comment

Crm received inspection. Marjorie Lott/PAR/57120

Confidential Comment

12/24/02	LOTTM	Inbound Voice Mail	Service Request Update	Done	Terry called

Comment

Terry sts cust wants veh towed back to his home. Terry sts he dlr will be closed until Thursday, 12/26/02. Marjorie Lott/PAR/57120

Confidential Comment

12/19/02	LOTTM	Inbound White Mail		Done	EAA Inspection Report BRC PAR Scanned: 2002-12-19-08.11.27.000000, MSXDocNum: LOT3ED0EEC

Comment

Confidential Comment

12/18/02	LOTTM	Inbound Call Customer	Service Request Update	Done	Cust called

Comment

Cust sts he was wondering abt status of case. Crm advised inspection report has not been received. Crm advised once inspection is received and reviewed Crm will call. Crm advised hopefully it will be received this week. Cust sts he hope so. Marjorie Lott/PAR/57120

Confidential Comment

12/16/02	LOTTM	Outbound Call Customer	Made Contact	Done	Contacted cust at 812-526-5621 x222

Comment

Crm advised inspector informed Cns inspection would be completed today at the earliest. Cust sts veh is at dlr and he thought he would come out Friday or Saturday. Cns advised inspector wanted veh at dlr so inspection could just be completed once he got there. Cust sts that is fine. Marjorie Lott/PAR/57120

Confidential Comment

12/13/02	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called

Comment

Cust sts inspector was suppose to inspect veh on Friday but did not show up. Cust requests c/b at work number. Marjorie Lott/PAR/57120

Confidential Comment

12/13/02	LOTTM	BRC PAR	Inspection Received	Done	Inspection due 12/23

Comment

Confidential Comment Inspector Donald Wade 317-578-1052

12/12/02	LOTTM	Outbound Call Third Party	Made Contact	Done	Don Wade, EAA Inspector, 317-258-4969

Comment

Confidential Comment

Crm advised veh will be towed to another dlr and gave dlr contact info. Don asked when veh will be taken. Crm advised veh should be there by tomorrow. Don sts he will inspect on Monday. Crm advised if there are any concerns they will be addressed tomorrow and resolved for inspection. Marjorie Lott/PAR/57120

12/12/02	LOTTM	Outbound Call Customer	Made Contact	Done	Crm contacted cust at 812-525-5521 x222

Comment

Confidential Comment

Crm advised dlr gave permission to have veh towed there. Crm advised cust could call Roadside to tow and GM will pay to have towed back. Cust sts he will call today. Marjorie Lott/PAR/57120

12/12/02	LOTTM	Outbound Call Dealer	Made Contact	Done	Crm contacted dlr at 812-482-5141

Comment

Crm advised veh had thermal and GM needs an inspection sts for inspection. Terry sts svc mgr is not there but he will have to ask owner for permission.

Terry sts owner advised it will be okay. Crm advised veh will be towed today or tomorrow. Crm advised that GM will pay to have veh towed back to cust home. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Outbound Call Customer	Made Contact	Done	Crm contacted cust at 812-525-5521 x222

Comment

Crm advised inspector needs to have veh towed to dlr to complete inspection. Crm advised GM could not tow veh w/o permission. Cust sts he has no problem w/that. Cust asked where veh will be towed. Crm asked for closest dlr. Cust sts Bob Lugers is closest dlr. Crm advised will contact dlr for authorization. Crm asked if cust could call roadside to have veh towed. Crm to wait on calling roadside until contact w/dlr is made. Crm advised will clb. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called

Comment

Cust sts he is responding to VME. Cust requests clb. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Outbound Call Third Party	Left Message	Done	Don Wade, EAA Inspector, 317-258-4969

Comment

Crm left a message advising of inability to contact cust. Crm advised left a message for cust abt towing veh. Crm advised will contact once any additional info has been obtained. Crm advised of contact number. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Outbound Call Customer	Left Message	Done	Crm contacted cust at (812) 578-3541

Comment

Crm contacted cust but was advised cust is at work. Crm was provided 812-525-5521 x222. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Outbound Call Customer	Left Message	Done	Crm contacted cust at 812-525-5521 x222

Comment

Crm advised veh needs to be towed to dlr to complete inspection. Crm advised his permission is needed. Crm requested clb abt veh. Marjorie Lott/PAR/57120

Confidential Comment

12/12/02	LOTTM	Inbound Call Third Party	Service Request Update	Done	Don Wade, EAA Inspector

Comment

Does sts he needs to have veh towed to dlr in order to complete inspection. Crm advised will contact cust for permission to tow veh and also contact dlr. Does sts he has not been able to get in touch w/cust. Crm advised will attempt to contact and asked for contact info. Don sts his number is 317-250-4009. Marjorie Lott/PAR/57120

Confidential Comment

12/09/02	LOTTM	BRC PAR	Inspection- EAA- Thermal	Done	Emailed EAA inspection request to EAA contact

Comment

Confidential Comment

12/09/02	BRCLTRQ	Submit for Approval	Letter (Non Goodwill)	Done	PAR General Inspection Letter

Comment letter approved

Confidential Comment

12/09/02	LOTTM	Correspondence		Done	Created:BRCPAR_PA0002. SR#1-53635188

Comment

Confidential Comment

12/09/02	LOTTM	BRC PAR	Initial Contact- AVM	Done	Crm contacted AVM at 404062-8164

Comment Crm contacted AVM advising of cust allegation. Marjorie Lott/PAR/57120

Confidential Comment

12/09/02	LOTTM	BRC PAR	Initial Contact- Dealer	Done	Crm contacted dlr at (812) 866-2502

Comment Crm contacted dlr and spoke w/Amos, svc mgr. Crm advised of cust allegation. Crm inquired if any electrical concerns presented to dlr. Amos sts the only repair they have on veh is for electrical short in dome light on 11/9/02. Crm thanked for info. Marjorie Lott/PAR/57120

Confidential Comment

12/09/02	LOTTM	BRC PAR	Initial Contact- Phone	Done	Cust called

Comment Cust sts there were no injuries.

Confidential Comment

DESCRIPTION OF INCIDENT
Cust sts incident occurred on 12/2/02 at approx 10am. Cust sts he has power of atty over mother's affairs. Cust sts veh belongs to mother, Adele. Cust sts mother went to start veh, heard a popping noise come and saw smoke coming from under hood. Cust sts she called 911 and went back outside. Cust sts veh was engulfed in fire by that time. Cust sts 2 neighbors towed veh out of garage w/their trucks b/c they did not want house to burn down. Cust sts there was damage done to the garage and driveway but insurance is paying for those repairs. Cust sts he has purchased his mother a 2003 LeSabre. Cust asks for GM to pay for new veh. Crm advised GM will send inspector to inspect veh. Crm advised if GM is liable then GM and veh is totaled. GM will pay for old veh but not upgrade. Cust sts he will contact his local news stations regarding this incident if he does not get what he wants. Crm advised the inspection has to be completed first in order to make a determination of liability. Cust sts he authorizes inspection. Cust sts veh is at mother's home at:
9003 W State Road 58
French Lick, IN 47432
Crm advised inspector will be in contact regarding inspection. Marjorie Lott/PAR/57120

12/09/02	LOTTM	BRC PAR	Acknowledgement	Done	Crm contacted cust at (812) 825-5821 x222

Comment Crm contacted Cust and left a message on VME b/c cust was on another line. Marjorie Lott/PAR/57120

Confidential Comment

12/09/02	LOTTM	Research		Done	VIN scan completed no other files located

Comment					Confidential Comment
12/06/02	SANTOSB	Ownership Changed		Done	Service Request Ownership has changed FROM: SANTOSB TO: LOTTM
Comment					Confidential Comment
12/06/02	LOTTM	BRC PAR	Case Assigned	Done	file assigns dto Marjorie Lott at ext. 57120
Comment					Confidential Comment
12/06/02	HOLCOMB	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential Comment
12/05/02	BOYCER	Escalation	Initiate PAR	Done	Pre-Par form
Comment	Case received and assigned in PAR Ruthe Boyce/PAR				Confidential Comment
12/05/02	SANTOSB	Inbound Call Customer	Complex Request	Done	Thermal Event
Comment	Cust State starting veh and turned radio a pop heard a pop noise and smoke started coming out of under the hood and immediatly it was in flame. Cust state his mother went in the house and called 911 and the police and fire dept put out the fire. Cust state the veh was inside the garage. Cust state the fire melted the front end of the veh. Cust state the fire damage to the Garage. Cust asking to make grs aware . Crss advise cust that a representative will contact cust within 48 hrs.				Confidential Comment
J74		No Symptom Indicated			Engine - Manifold Gasket (Intake / Exhaust)

Mr. Richard Kerby
10401 E State Road 56
French Lick, IN 47432

Service Request: SI-53635188

812-678-3541

2000 LESABRE LIMITED SEDAN
44U MEDIUM RED PEARL /V6G
173 MED GRAY LEATHER/VINYL SEATING
ORDER NO. BRXKKH/TRE STOCK NO.
VIN 1G4 HR54 K9 YU141571

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 40D09013711

**********11*41620S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4HR69 LESABRE LIMITED SEDAN	27340.00	25016.10	INVOICE 08/09/99
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 08/09/99
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	EXP I/T 08/12/99
1SE PRESTIGE OPTION PACKAGE (SE)	615.00	528.90	INT COM 08/12/99
* MIRROR AUTO DIMMING INSIDE REARVIEW WITH COMPASS			PRC EFF 08/09/99
* RADIO - PWR LOADING CD & CASS PLAYER W/NEXT/LAST CD TRACK SELECTOR & ETR AM-FM STERO WITH SEEK/SCAN, AUTO TONE CTL AND CLOCK (INCLUDES STEERING WHEEL RADIO CONTROLS)			KEYS 05784 05784
* WIPERS - MOISTURE SENSING			WFP-S QTR OPT-1
* TRACTION CONTROL SYSTEM			BANK: THE CITIZEN
* UNIVERSAL TRANSMITTER			CHG-TO 41-620
* RECLINERS-PWR DRIVER & PASS			SHIP WT: 3524
			HP: 34.7
			GMS: 25931.40
			MEMO 1434.50

PERSONAL CHOICE FEATURES

10A STRIPE- BODY SIDE - LIGHT GRAY	N/C	N/C
173 MED GRAY LEATHER/VINYL SEATING	735.00	632.10

TOTAL MODEL & OPTIONS	28690.00	26177.10	ACT 231	25931.40
DESTINATION CHARGE	615.00	615.00	H/B 261	860.70
DEALER CO-OP ADVERTISING		286.90	ADV 261	286.90
TOTAL	29305.00	27079.00	PAY 310	27079.00
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25808.20		

****
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.
****

ROMAIN BUICK-SUBARU-SUZUKI, INC.

```
INCAMPI                    DISPLAY VIN\RELATED CAMPAIGNS                    KIPSA06I
                                                                      02/11/2003   11:32

VI[redacted]2G4WS52M4X1415527     OPEN\CLOSED STATUS:

SEL  CAMPAIGN STATUS                    REPAIR      REPAIR PREV.   CAMPAIGN
CODE NUMBER                             DATE        DEALER NUMBER  TYPE
     99033    DEALER REPAIRED          1999/11/22 44667           SAFETY
ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID PIPE

     99093    OPEN                          /  /                   NON-COMPLIANCE
VEHICLE HEADLAMP AIMING DEVICE (VHAD) HORIZONTAL INDICATORS

INQUIRY COMPLETE                                                          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:	1G4HR54K9YU141571

VEHICLE INFORMATION

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN	Warranty Start Date:	11/05/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BABCOCK MOTORS, INC. 1302 S MAPLE ORLEANS, IN 47452-9283 (812) 865-2502	Selling Source:	11 - BUICK
		Site Code:	51382
		Business Associate Code:	112959

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	11/05/1999	253 miles	11/5/2002	36253 miles
72/100000 SHEET METAL RUST-THROUGH	11/05/1999	253 miles	11/5/2005	100253 miles
36/36000 SHEET METAL CORROSION	11/05/1999	253 miles	11/5/2002	36253 miles
96/80000 PCM/CC EMISSIONS	11/05/1999	253 miles	11/5/2007	80253 miles
36/36000 FEDERAL EMISSIONS	11/05/1999	253 miles	11/5/2002	36253 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/09/2003	053037	#	Z7097 - BUYBACK DEALER ADMINISTRATIVE ALLOW OTHER THAN LEGAL	12300 miles
11/09/1999	007492	#	N6180 - DOME LAMP WRG REP	331 miles
08/09/1999	U41571	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:	1G4HR54K9YU141571

CLAIM HISTORY

Repair Order Date:	01/09/2003	Repair Order Number:	053037	Odometer Reading:	12300 miles

Serviced By:	BOB LUEGERS MOTORS, INC. PO BOX 787 JASPER, IN 47547-0787 (812) 482-5141	Selling Source:	16 - PONTIAC
		Site Code:	09886
		Business Associate Code:	116037

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/21/2003	345	01	#	Z7097 - BUYBACK DEALER ADMINISTRATIVE ALLOW OTHER THAN LEGAL	N/A	N/A	N/A	$100.00	N

Repair Order Date:	11/09/1999	Repair Order Number:	007492	Odometer Reading:	331 miles

Serviced By:	BABCOCK MOTORS, INC. 1302 S MAPLE ORLEANS, IN 47452-9283 (812) 865-2502	Selling Source:	11 - BUICK
		Site Code:	51382
		Business Associate Code:	112959

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/30/1999	17	01	#	N6180 - DOME LAMP WRG RHP	N/A	E	N/A	$220.50	N

Repair Order Date:	08/09/1999	Repair Order Number:	U41571	Odometer Reading:	0 miles

Serviced By:	ROMAIN BUICK-SUBARU-SUZUKI, INC. 3700 MORGAN AVE EVANSVILLE, IN 47715-2269 (812) 479-5300	Selling Source:	11 - BUICK
		Site Code:	41620
		Business Associate Code:	118431

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

08/13/1999	985	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$87.94	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4HR54K9YU141571

VEHICLE BUILD

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN		
Gross Vehicle Weight Rating:	2141 kg (4721 lb)	Order Number:	BRXKKH
Build Date:	08/09/1999	Build Plant:	1YUH - HAMTRAMCK ASSEMBLY

OPTION CODES

AJ7	AM6 - SEAT - 60/40 SPLIT FRONT BENCH
CD2 - WSWA JAR FLUID	CB1 - WINDSHIELD, PULSE, MOISTURE SEN
CJ2 - AIR CONDITIONER FRT, AUTO TEMP	DD7 - MIRROR - INSIDE REARVIEW,
[illegible] - DETROIT/HAMTRAMCK, MI, USA	DR2 - LH & RH, REMOTE CONTROL, ELECTR
D85 - BODY SIDE PAINT STRIPES	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	FQ3 - TRANSAXLE FINAL DRIVE 2.86
IQ3 - INTERIOR DESIGN (Q3)	JL9 - ANTILOCK
K68 - GENERATOR	L36 - 3.8 LITRE V6 MFI
MN3 - 4 SPD AUTO TRANS 4T65-E	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NE5 - STANDARD
NW9 - ELECTRONIC	PH3 - 15" CAST ALUMINUM WHEELS
QPK - P215/70R15-97S BW R/PE ST TL AL	R6H - SALES ITEM NO. 08
R9X - SALES ITEM NO. 98	UB7 - INST, OIL, COOL TEMP, VOLTS, TR
UG1 - GARAGE DOOR, UNIVERSAL	UJ2 - ENGINE OIL LIFE
UK3 - STEERING WHEEL, ACCESSORY	UP0 - AM/FM STEREO, SEEK/SCAN, AUTO R
UV7 - WSHLD/RR WINDOW ANTENNA	UW6 - 6, CUSTOM
VH9 - OWNER INFO MAN	VM3 - CONSUMER, CONTAINS BPR IMP STAN
V73 - USA/CANADA	1SE - UPFITTER EQUIP. GROUP
[illegible] - ACCENT, LT FERN GRAY (97)	171 - MED GRAY (I) (97)
173 - MED. GRAY LEATHER	44U - EXTERIOR, MED MALACHITE MET (96

6AH - COMPUTER SEL SUSP (6AH)	7AH - COMPUTER SEL SUSP (7AH)
8CW - COMPUTER SEL SUSP (8CW)	9CW - COMPUTER SEL SUSP (9CW)

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G4HR54K9YU141571

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BKU		Traceability:	0035991	
Date Scanned:	08/06/1999	Time Scanned:	16.01.00	Scan Station:	08

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	PZS		Traceability:	Y20211839	
[illegible] Scanned:	08/06/1999	Time Scanned:	18.24.00	Scan Station:	14

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	0PAB		Traceability:	0Z01	
Date Scanned:	08/06/1999	Time Scanned:	16.40.00	Scan Station:	10

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	M - DELCO ELECTRONICS MILWAUKEE, WISCONSIN				
Part/Num Broadcast:	DASF		Traceability:	79215KHZQ	
Date Scanned:	08/07/1999	Time Scanned:	00.11.00	Scan Station:	03

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	4320		Traceability:	2TFJRJF	
[illegible] Scanned:	08/09/1999	Time Scanned:	07.35.00	Scan Station:	12

Component Code:	AD - IR-SENSOR-FORWARD				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AH - IR-SENSOR ASM-LEFT				
Source Plant:	X - DELCO ELECTRONICS SINGAPORE				
Part/Num Broadcast:	7999		Traceability:	12CH7	
Date Scanned:	08/06/1999	Time Scanned:	18.20.00	Scan Station:	16

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	1				
Part/Num Broadcast:	4580		Traceability:	5210V0236	
Date Scanned:	08/06/1999	Time Scanned:	18.16.00	Scan Station:	13

Component Code:	AP - RH SIDE IMPACT AIRBAG MODULE				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB DE	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AQ - LH SIDE IMPACT AIRBAG MODULE				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB DE	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	6830		Traceability:	3921515MT	
Date Scanned:	08/09/1999	Time Scanned:	10.13.00	Scan Station:	02

Component Code:	AU - LEFT SIDE IMPACT SENSING MODULE				
Source Plant:	X - DELCO ELECTRONICS SINGAPORE				
Part/Num Broadcast:	6773		Traceability:	11W9N	
Date Scanned:	08/06/1999	Time Scanned:	18.19.00	Scan Station:	15

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
[redacted]ce Plant:	N/A				
Part/Num Broadcast:	1ZZ		**Traceability:**	2470327	
Date Scanned:	07/31/1999	**Time Scanned:**	03.58.00	**Scan Station:**	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	1TT		**Traceability:**	9213202	
Date Scanned:	08/03/1999	**Time Scanned:**	05.23.00	**Scan Station:**	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1NN		**Traceability:**	9212482	
Date Scanned:	08/06/1999	**Time Scanned:**	15.02.00	**Scan Station:**	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4HR54K9YU141571

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	11/05/1999	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	253 miles

Delivering Dealer:	BABCOCK MOTORS, INC. 1302 S MAPLE ORLEANS, IN 47452-9283 (812) 865-2502	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	51382
		Business Associate Code:	112959

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4HR54K9YU141571

INVOICE INFORMATION

Invoice Date:	08/09/1999		
Site Address:	ROMAIN BUICK-SUBARU-SUZUKI, INC. 3700 MORGAN AVE EVANSVILLE, IN 47715-2269 (812) 479-5300	Selling Source:	11 - BUICK
		Site Code:	41620
		Business Associate Code:	118431

SHIP-TO INFORMATION

Ship-To Date:	08/16/1999		
Site Address:	ROMAIN BUICK-SUBARU-SUZUKI, INC. 3700 MORGAN AVE EVANSVILLE, IN 47715-2269 (812) 479-5300	Selling Source:	11 - BUICK
		Site Code:	41620
		Business Associate Code:	118431

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GM Vehicle Inquiry System
Service Contract

VIN:	1G4HR54K9YU141571

SERVICE CONTRACT

Vehicle Has No GM Service Contracts.

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GM Vehicle Inquiry System
Warranty Block

VIN:	1G4HR54K9YU141571

WARRANTY BLOCK

Block Code:	SV	Description:	GOVERNMENT REPORTED SALVAGED	Effective Date:	01/01/2003
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
Branded Title

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

Help

VIN:	1G4HR54K9YU141571

BRANDED TITLE

Brand Description:	JUNK		
Date Branded:	01/01/2003	Reporting Source Code:	C
Title Number:	298P0170068	Reporting State/Entity:	MI

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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FAX COVER SHEET

EAA
DONALD WADE
8863 POWDERHORN WAY
INDIANAPOLIS,IN. 46256
PHONE/FAX 317-576-1987

SEND TO	[redacted]
Company name GN PAR INVESTIGATIONS	From DONALD WADE
Attention MARJORIE LOTT	Date 12-18-02
Office location TAMPA,FL	Office location INDIANAPOLIS,IN
Fax number 1-866-233-7029	Phone number 317-576-1987

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☒ For your information

Total pages, including cover: 8

COMMENTS [redacted]
Attached you will find the Case report files for Case#1-63635185/[redacted] additional info will be mailed

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division:Buick	Ref# 1-53635188	VIN:1g4hr54k9yu141571
Claimant's Name (LAST, First) [redacted]		

Inspected By: Donald Wade_____ Organization: EAA_____

Phone: (_317) _578-1997__ x_____ Inspection Date: 12__/16__/02__ Mileage at Inspection: unknown_

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

Following the inspection, summarize the tests and observations.

The vehicle was inspected at Bob Luegers Motors,Hwy 231 S,Jasper,In,812-482-5141. The vehicle had sustained fire damage to the frontend area,the hood,both front fenders,bumper,grills,front windshield,left and right tires were damaged or destroyed by the fire and heat. The hottest area of heat was at the top left center area of the engine compartment as defined from the heat/fire damage to the hood. The fire destroyed all plastic,rubber and light alloys and other combustible items in the top area of the engine and engine compartment,the heaviest damage was to the top left center area. There were no blown fuses in the interior of the vehicle,the underhood,fuse block was heat and fire damaged. The wiring going to the fuse block under the hood sustained less damage than the wiring on the left side of the engine compartment. There Was not damage to exterior of vehicle behind the frontend . There was wiring damage at left firewall,melted plastic on left front floor.

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

[redacted]

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

Item(s), date installed, and by whom (name, phone) No modifications_____

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) No prior collision damage_____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) _Y___ Date/description of last maintenance/repair (by whom?) Couldn't remember_____

_____

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

_____

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

Vehicle was not towed after fire,towed by Bob Luegers Motors,Jasper,In by request of Customer Assistance

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) flatbed_____ 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) No cargo

load description No cargo_____ load location_____

Driver's physical description (gender, age, height, weight, disabilities) Female,84year old,5ft 4in tall,105lbs,no disabilities

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? _14 hours_____ Were all doors locked? (Y/N) N___

Drive length (if vehicle was parked prior to fire, describe *last* drive): Hrs. _____ Min. _10___ Distance traveled 3 MILES_____

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

MPH

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

Exact incident location 9803 W. State Rd 56,French Lick,In 47432_____

_____

Weather conditions and visibility Clear and dry_____

Approx. temperature unknown__°F. Any physical visual obstructions? No_____

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

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

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

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

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

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) 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
___ Traction Control Switch "On"
___ Low Beam Headlights
___ High Beam Headlights
___ Daytime Running Lights
___ Fog Lamps
___ Turn Signal
___ Hazard Flashers
___ Map Lights, Ft ___ Rr ___
___ Other Interior Lights

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

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

Steering operation: (normal, other?) Normal _____

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.?) Normal no problem,last drive _____

_____

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? Owner states that when she tried starting vehicle ,there was an explosion in the engine compartment area_____ Did it appear to match engine speed? (Y/N) engine didn't start

Describe any unusual odors. From where? No unusual odors _____

Any smoke? (from where, color, intensity, etc.) Smoke from engine area after the explosion _____

_____

Was anyone smoking? (Y/N) N___ How long since someone last smoked in the vehicle? Never _____

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

Any flame? (from where, color, intensity, etc.) Black smoke and flames from engine area,when vehicle was pulled from garage

_____

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

_____

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

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

_____

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

Any other comments or observations that have not been covered? NO_____

_____

_____

_____

_____

_____

_____

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

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

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

Left & right side exterior Paint at the edge of left front door,has minor smoke damage_____

Front & rear exterior Hood,both front fenders,windshield,grille,headlamps and tires/wheels damaged by fire

Hood, inner & outer panels Hood partially melted,inner and outer panels damaged,insulation burned_____

Trunk area and Decklid, inner & outer panels No damage_____

Roof _No damage_____

Door interior panels No damage_____

Left & right instrument panel & odometer No damage to instrument panel,rear edge of dash damaged by heat____

Ashtray(s) area _No damage_____

Left & right front seat and carpet No damage to seats,melted plastic on floor mats left front_____

Underbody & exhaust (include hangers) No damage_____

Option code label No damage_____

Engine compartment all combustible parts on top and to the side of engine damaged by fire,wiring,plastic,light alloys etc

Radiator, front & rear Radiator,over 90 percent consumed by fire_____

Coolant recovery bottle consumed by fire_____

Transmission cooler lines/connections Rubber cooler line burned at area near radiator_____

Engine compartment engine coolant lines/hoses, connections/clamps Coolant lines burned or partially burned_____

_____

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

Or partially burned_____

All fuel lines/hoses, filter, connections/clamps _All rubber hoses,oring burned by fire_____

TBI, injector rail, or carburetor & fuel line connection All orings and any rubber lines burned by fire,plenum chamber burned

Engine compartment fuel lines/hoses, connections & o-rings All rubber fuel lines and orings burned by fire_____

_____

Power steering lines/hoses, connections/clamps Lines and hoses heat damaged_____

Generator & attached wiring _Wiring burned,alternator heat damaged_____

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

Battery & attached cables No damage_____

Engine block (note precise location of cracks, holes, etc.) No damage to engine block,Intake manifold plenum chamber consumed By fire._____

Engine oil pan No damage to engine oil pan_____

Engine compartment hinge torque rods Fire damaged_____

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

_____

Any item which is alleged to be the cause/source _____

Anything on vehicle which is after-market No aftermarket items_____

_____

Anything on vehicle which is a modification _No modifications_____

Anything on vehicle which is unusual, or out-of-place, etc. No_____

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

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

Engine coolant Radiator destroyed by fire_____

Engine oil _Engine oil full,dirty condition_____

Transmission fluid _Transmission full _____

Power steering fluid _Full_____

Brake fluid __Resevoir burned by fire_____

List all driver electrical controls which are in the "On" position (include ignition) No controls in on positions_____

_____

Fuses (identify all open or not proper size) No blown or open fuse in interior,underhood fuse block damaged by fire

_____

Wiring insulation at fuse blocks Wiring harness going to fuse block underhood,least damaged wiring under hood,no damage in interior

Fusible links (identify all open) _All wiring under hood damaged_____

Spark plug wiring and boot condition Spark plug wires burned_____

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

Location of fuel filler cap (or evidence of remains) In place no damage_____

Catalytic converter (any discoloration or swelling?) _No discoloration_____

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

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): The frontend and engine compartment of the vehicle damaged. Estimated $15000 + damage_____

_____

_____

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

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

Comments: _No inspection of incident site was performed._____

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division:Buick	Ref#:1-53835188	VIN: 1G4HR54K9YU141571
Claimant's Name (LAST, First) [redacted]		

Inspected By: Donald Wade_____ Organization: EAA_____

Phone: (317_) 578-1967___x_____ Inspection Date: 12__/16__/02__ Mileage at Inspection: unknown_

Roll Number ____

Neg.#	Description
0	Vehicle fire
1.	Frontend of vehicle,fire damaged
2.	Right side of vehicle from the front,fire damaged frontend
3.	Right side of vehicle from the rear
4.	Rear of vehicle
5.	Left side of vehicle from the front
6.	Left side of vehicle from the rear
7.	Gas cap area
8.	Front interior ,seats,steering wheel
9.	Rear seats and interior
10.	Rear seats
11.	Front interior
12.	Front interior,door panels
13.	Left front floor carpets and mats
14.	Hood outer panel
15.	Hood inner panel
16.	Engine compartment
17.	Engine compartment
18.	Engine compartment,top of engine
19.	Top of engine area
20.	Battery
21.	Exhaust and undercarriage
22.	Catalytic converter,undercarriage
23.	Undercarriage,engine compartment area
24.	Undercarriage,engine compartment
25.	Exhaust
26.	
27.	
28.	
29.	
30.	
31.	
32.	
33.	
34.	
35.	
36.	
37.	

Kerby,Richard(P)1-53835188

2-11-03

454556

The Motorists Insurance Group; You know us.

Visit our Web Site:
http://www.youknowus.com

FAX COVER SHEET

DATE: 02/07/2003

PAGES TO FOLLOW: 3

TO:

NAME: Mary Ann Spalla
COMPANY: ESIS
STREET:
CITY/STATE/ZIP:
PHONE: 800-888-0184
FAX PHONE: 313-885-0911

FROM:

- ● Home Office
- ○ Cleveland Branch
- ○ Pittsburgh Branch
- ○ Akron Branch
- ○ Dayton Branch
- ○ Wilson Mutual
- ○ Cincinnati Branch
- ○ Indianapolis Branch
- ○ Claims Service Center
- ○ Minnetonka Branch

NAME: [redacted]
PHONE:
COMPANY: Motorists Insurance Group
ADDRESS: 471 E. Broad Street
CITY/STAT/ZIP: Columbus OH 43215
FAX: 1-614-225-8407 ← Click cover to select Fax Number

COMMENTS: Your file is 454556. My file is 3-642572. My insured is Richar[redacted]er my telephone message of 2-7-03, attached please find our supporting documentation to substantiate our subrogation claim in the amount of $100.00. We would appreciate consideration for our damages. Thank you for your prompt attention to this matter.

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, NOTIFY:

SENDER: [redacted]

SENDER'S PHONE:

MOTORISTS MUTUAL INSURANCE COMPANY 2650342 CHECK No. 3850342

Date of Check	Claim Number	Branch	Payee Code	Date of Loss
12/20/2002	3-648872	641	33-4021403	12/02/2002

Policy # / Insured. [redacted]

INVOICE 0000000
FIRE RUN FOR SULAH [redacted]

Amount ****100 DOLLARS 00 CENTS ****100.00

FRENCH LICK FIRE DEPT.
PO BOX 109
FRENCH LICK IN 47432 0109

CLAIM FILE COPY - NOT NEGOTIABLE

31850

⑈3850342⑈ ⑆041403494⑆ 0099998⑈

KM 3142872 Cinti Bonds

French Lick Fire Dept.

6630 W State Road 56 - P.O. Box 109
French Lick, IN 47432-0109
812-936-7174 fax 812-936-4711

Invoice No. 2002290

INVOICE

Customer

Name: MOTORIST MUTUAL
Address: 471 E BROAD ST
City: COLUMBUS State: OH ZIP: 43215-3881
Phone: 812-847-3062 (?)

Date: 12/2/2002
Order No.:
Rep:
FOB:

Qty	Description	Unit Price	TOTAL
	EXTINGUISHMENT OF VEHICLE FIRE ON 12-02-2002 OWNER: [redacted] ADDRESS: [redacted] FRENCH LICK, IN 47432 POLICY #: AAA535029	$100.00	

RECEIVED BY B&C
DEC 10 2002

SubTotal	100. 00
Shipping & Handling	30.00
Taxes	
TOTAL	$100.00

Payment Details

- ● Cash
- ○ Check
- ○ Credit Card

Name
CC #
Expires

Office Use Only

GMC

GENERAL MOTORS SUPPORT RESOURCE CENTER

January 7, 2003

[redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2000 Buick LeSabre VIN 1G4HR54K5YU141671, #1-4363[redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2000 Buick LeSabre VIN 1G4HR54K5YU141671 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made in an effort to keep you a satisfied Buick customer. Buick Motor Division will repurchase your vehicle for $14,643.10. This offer is calculated by using the following figures:

Purchase Price	$27,500.00
Plus [illegible]	$ 700.00
Less usage	$ 3,557.90
TOTAL REPURCHASE PRICE	$14,643.10
TOTAL AMOUNT TO CUSTOMER	$14,643.10

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN 1G4HR54K5YU141671 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4[illegible] by 01-09-03. The conditions of the straight repurchase are as follows:

- a free and clear title is provided at the time of repurchase (pay off original loan)
- a "Power of Attorney" form is signed at the time of repurchase and only for this transaction, if needed (supplied by General Motors)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

If the 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 along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Bob Langan Buick. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 222-1041 ext. 28421 if you have any questions or concerns.

Sincerely,

Gerardo Valles
Customer Resource Center

This letter will be required for you to bring to the signing.

[redacted] January 7, 2003

Spalla 454556

The Motorists Insurance Group, You know us.

Visit our Web Site:
http://www.youknowus.com

FAX COVER SHEET

DATE: 02/07/2003

PAGES TO FOLLOW: 3

TO:

NAME: Mary Ann Spalla
COMPANY: ESIS
STREET:
CITY/STATE/ZIP:
PHONE: 800-888-0164
FAX PHONE: 313-665-0911

RECEIVED
FEB 12 2003
ESIS-GM CLAIMS UNIT

FROM:

- ● Home Office
- ○ Cleveland Branch
- ○ Pittsburgh Branch
- ○ Akron Branch
- ○ Dayton Branch
- ○ Wilson Mutual
- ○ Cincinnati Branch
- ○ Indianapolis Branch
- ○ Claims Service Center
- ○ Minnetonka Branch

NAME: [redacted]
PHONE:
COMPANY: Motorists Insurance Group
ADDRESS: 471 E. Broad Street
CITY/STAT/ZIP: Columbus OH 43215
FAX: 1-614-225-8407 ← Click arrow to select Fax Number

COMMENTS: Your file is 454556. My file is 3-642872. My insured is Richard [redacted]. Per my telephone message of 2-7-03, attached please find our supporting documentation to substantiate our subrogation claim in the amount of $100.00. We would appreciate consideration for our damages. Thank you for your prompt attention to this matter.

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, NOTIFY:

SENDER: Jan Kerwood

SENDER'S PHONE: 614-225-8228

[redacted]

KM 3142872 (Cinti Bank)

French Lick Fire Dept.

6530 W State Road 56 - P.O. Box 109
French Lick,, IN 47432-0109
812-936-7174 fax 812-936-4711

Invoice No. 2002290

INVOICE

Customer

Name: MOTORIST MUTUAL
Address: 471 E BROAD ST
City: COLUMBUS State: OH ZIP: 43215-3861
Phone: 812-547-3062 (?)

Date: 12/2/2002
Order No.:
Rep:
FOB:

Qty	Description	Unit Price	TOTAL
	EXTINGUISHMENT OF VEHICLE FIRE ON 12-02-2002 OWNER: [redacted] ADDRESS [redacted] POLICY # [redacted]	$100.00	

RECEIVED BY S&C
DEC 10 2002

SubTotal	100. 00
Shipping & Handling	$0.00
Taxes	
TOTAL	$100.00

Payment Details

- ● Cash
- ○ Check
- ○ Credit Card

Name
CC #
Expires

Office Use Only

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2003

[redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2000 Buick LeSabre VIN 1G4HR54KPYU141571, [illegible]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2000 Buick LeSabre VIN 1G4HR54KPYU141571 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 Motor Division will repurchase your vehicle for $24,642.10. This offer is calculated by using the following figures:

Purchase Price	$27,900.00
Plus tax	$ 700.00
Less usage	$ 3,957.90
TOTAL REPURCHASE PRICE	$24,642.10
TOTAL AMOUNT TO CUSTOMER	$24,642.10

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN 1G4HR54KPYU141571 in exchange for the release of liability running from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4308 by 01-09-03. The conditions of the straight repurchase are as follows:

- a free and clear title is provided at the time of repurchase (paid off original loan)
- a "Power of Attorney" form is signed at the time of repurchase and only for title correction, if needed (supplied by General Motors)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

If the 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 along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Bob Langan Buick. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the paperwork on the signing date. I can be reached at (800) 231-1941 ext. 30451 if you have any questions or concerns.

Sincerely,

Georgette Walker
Business Resource Center

This letter will be required for you to bring to the signing.

Signature Ralph Kerby Date January 7, 2003

Richard E Kerby, Sr/POA
Witness

The Motorists Insurance Group®, You know us.
471 East Broad Street, Columbus, Ohio 43215-3881
www.motoristsgroup.com

March 12, 2003

RECEIVED
MAR 18 2003
ESIS-GM CLAIMS UNIT

MARY ANN SPALLA
ESIS/GM
300 RENAISSANCE CENTER
CENTRAL CLAIMS UNIT
DETROIT MI 48265-3000

Your file no.: 454556
Your insured : GENERAL MOTORS
Date of loss : 12 02 2002
Our insured : EULAH [redacted]
Our file no..: 3-642872 CI

1. ( ) Please advise the status of our subrogation claim.

2. ( ) May we please have a reply to our previous correspondence?

3. ( ) We have paid additional amounts and our supporting documentation is attached. Please forward your payment in the amount of $0.00.

4. ( ) After a review of our investigation, we must respectfully deny your claim.

5. ( ) Your offer of settlement is acceptable. Please forward your payment in the amount of $0.00.

6. ( ) We must reject your offer of settlement. To resolve this matter, we will accept $0.00.

7. ( ) Please provide the basis of your denial.

8. ( ) Please provide your permission for Arbitration.

9. ( ) Thank you for your payment. Your balance is $0.00.

10. (X) PER YOUR REQUEST OF 1-29-03, ATTACHED PLEASE FIND OUR SUPPORTS TO SUBSTANTIATE OUR CLAIM. THANK YOU.

JANINE S KERWOOD
SUBROGATION SPECIALIST
(614) 225-8228 JAN.KERWOOD@MOTORISTSGROUP.COM

JDS

FRENCH LICK FIRE DEPAI ENT, INC.

Fire Report

Page 1

12/02/2002

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[A]

FDID #	State	Incident Date	Station	Incident #		Exposure #	Del/Change
59001	IN	12/02/2002	12	2002290			

[B]

Residential Units in Bldg	Number of Bldg Involved	Acres Burned	Less than 1 Acre	No Acres Involved

[C]

Materials Involved	Material Stored on Property	
Motor vehicles & parts, o	Undetermined	

[D]

Area of Ignition	Heat Source	
Vehicle storage area; gar	Undetermined	

[D]

Item 1st Ignited	Type of Material Ignited	
Item First Ignited, Other		

[E]

Cause of Ignition	
Cause undetermined after	

Factor #1 Causing Ignition	Factor #2 Causing Ignition	

Human Factor #1	Human Factor #2	Human Factor #3	Human Factor #4	
Human Factor #5	Human Factor #6	Human Factor #7		Gender / Age

[F]

Equipment Involved in Ignition	Equipment Model	Model Year
Equipment Brand	Equipment Model Name or Number	

Equipment Power Source	Equipment Portability

[G]

Fire Suppression Factors

[H]

Mobile Property Involved	Mobile Property Make	License Plate #
Involved in Ign: burned	Buick	59A3409
Mobile Property Type	**Mobile Property Model**	**Mobile Property VIN #**
Passenger car.	LESABRE	1G4HR54K9YU141571
Mobile Property Year	**Mobile Property State**	
2000	IN	

Copyright 200[illegible] ISO) Public Safety Computer Consultants

[A]

FDID #	State	Incident Date	Station	Incident #	CAD #	Exposure #	Del/Change
59001	IN	12/02/2002	12	2002290			

Location of Incident	Intersection / Cross Street	Census Tract
Street Address		

Street / Road #	Prefix	Street / Road Name	Type	Suffix
5603	W	ST RD 56		

Apartment	City	State	Zip	+4
	FRENCH LICK	IN	47432	

Township Name	Twp #	County Name	County FIPS
FRENCH LICK	5901	ORANGE	

[C]

Incident Type	
130	Mobile property (vehicle)

[D]

Aid Type	Mutual Aid Department	FDID #	State	Their Incident #
N				0

[E]

Incident Date	Time	Arrival Date	Time	Control Date	Time	Closed Date	Time
12/02/2002	1002	12/02/2002	1013	12/02/2002	1055	12/02/2002	1055

Shift	Alarm	District	Sol Study #1	Sol Study #2

[F]

Action Taken #1	Action Taken #2	Action Taken #3
Extinguish	Salvage & overhaul	Action taken, other

[G]

FD Vehicles	Personnel	EMS Vehicles	Personnel	Other Vehicles	Other Personnel
1	3	0	0	1	1

Property Loss	Contents Loss	Property Value	Contents Value
0	0	0	

[H]

Firefighter Deaths	Firefighter Injuries	Civilian Deaths	Civilian Injuries
0	0	0	0

Smoke Detector Alerted Occupants	Hazardous materials Released

[M-J]

Mixed Property Use	Property Use
	Residential, other

[redacted]

KM 3142872 (Cinti Bonds)

French Lick Fire Dept.

8830 W State Road 56 - P.O. Box 109
French Lick,, IN 47432-0109
812-936-7174 fax 812-936-4711

Invoice No. 2002290

INVOICE

Customer

Name: MOTORIST MUTUAL
Address: 471 E BROAD ST
City: COLUMBUS State: OH ZIP: 43216-3561
Phone: 812-547-3062 (?)

Date: 12/2/2002
Order No.:
Rep:
FOB:

Qty	Description	Unit Price	TOTAL
	EXTINGUISHMENT OF VEHICLE FIRE ON 12-02-2002 OWNER [redacted] ADDRES[redacted] FRENCH LICK, IN 47432 POLICY [redacted] RECEIVED BY BSC DEC 10 2002	$100.00	

SubTotal	100. 00
Shipping & Handling	$0.00
Taxes	
TOTAL	$100.00

Payment Details

- ● Cash
- ○ Check
- ○ Credit Card

Name
CC #
Expires

Office Use Only

esis

General Motors Claims
Routing MC 482 C20 D71
300 Renaissance Center
Detroit, MI 48265-3000
Wayne

313-665-3403 tel
313-665-0911 fax

Marianne.spalla@esis.com
www.esis.com

Marianne Spalla
Claims Administrator

March 28, 2003

Motors Insurance Group
ATTN: Janine Kerwood
471 East Broad Street
Columbus, OH 43215-3861

Our File Number:	454556
Your File Number:	3-642872 CI
Your Insured:	Eulah [redacted]
Our Client:	General Motors Corporation
Date of Loss:	12/2/02

Dear Ms. Kerwood

I am in receipt of your invoice number 2002290 in the amount of $100.00; however we must respectfully deny this request for payment. We are the third-party administrators on behalf of General Motors Corporation. We process claims which involved product liability allegations. The bill you have requested payment on is not an item we will process for payment because the Fire Department by law, is obligated to respond to these fires and as a result this is not within the purview of our process on behalf of General Motors.

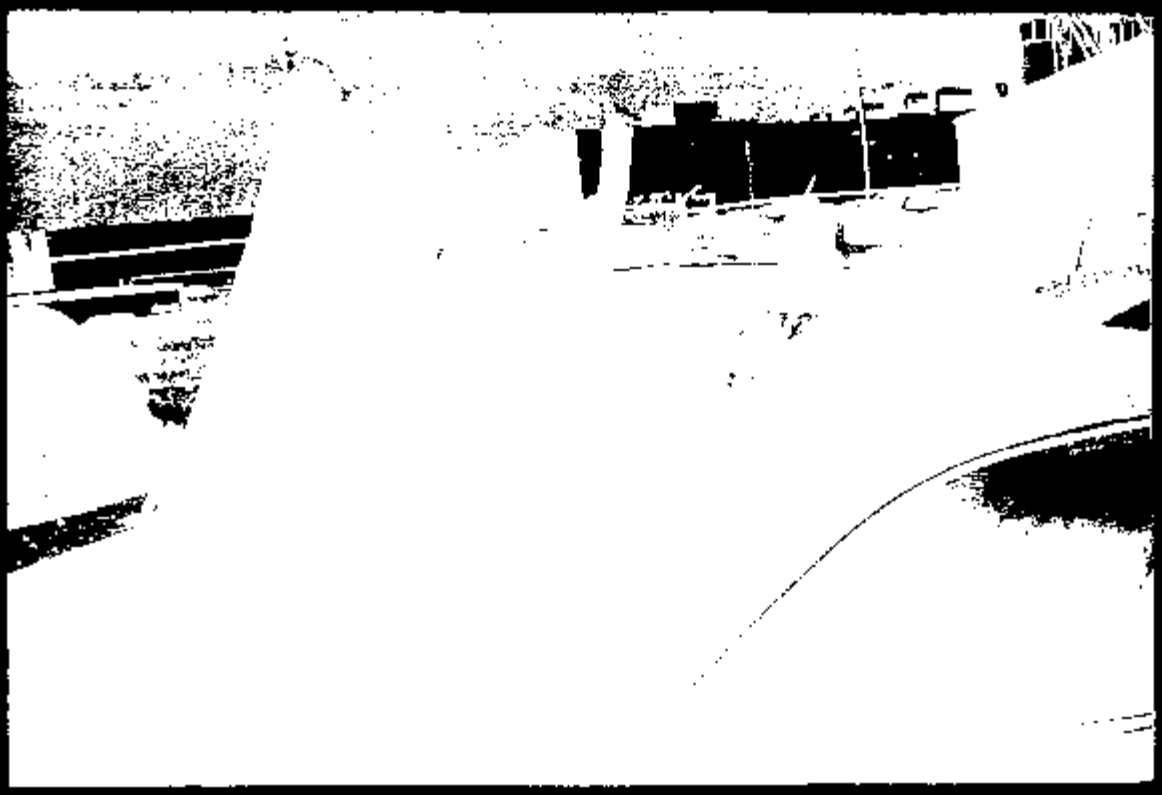
I am sorry I cannot be of further assistance to you.

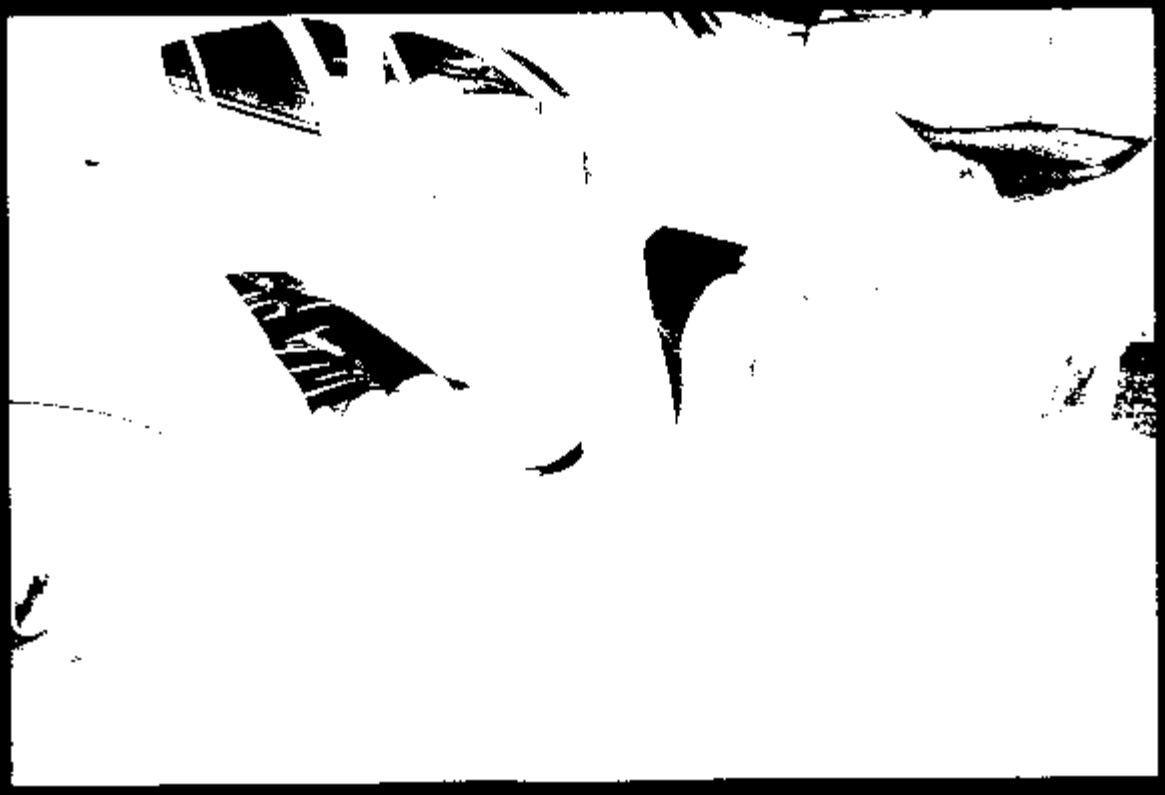
Sincerely,

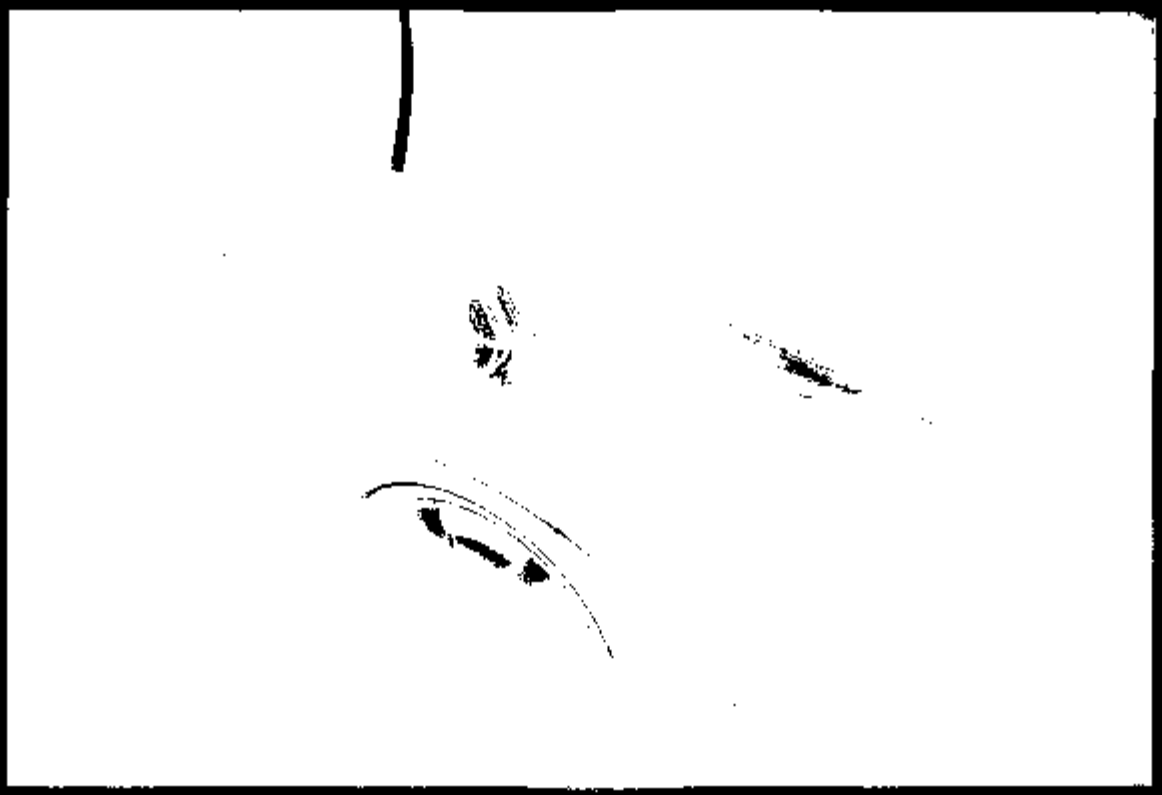
Marianne Spalla

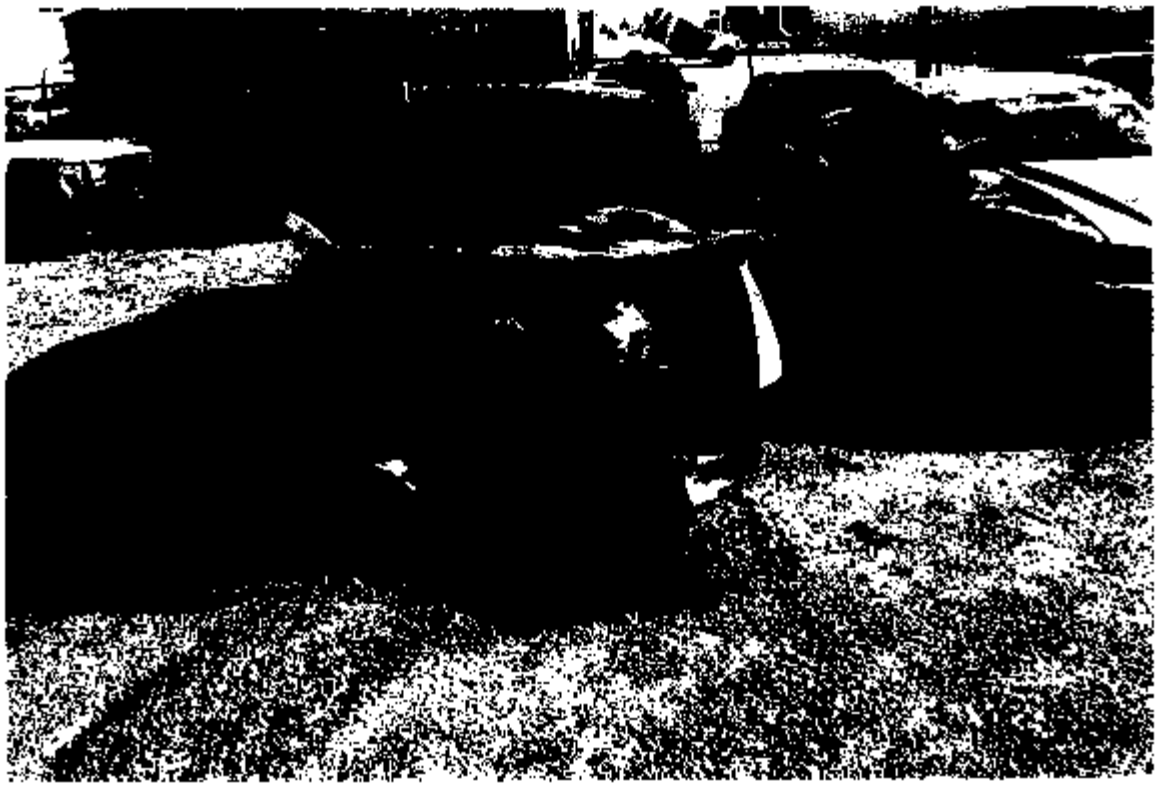
Cc: File

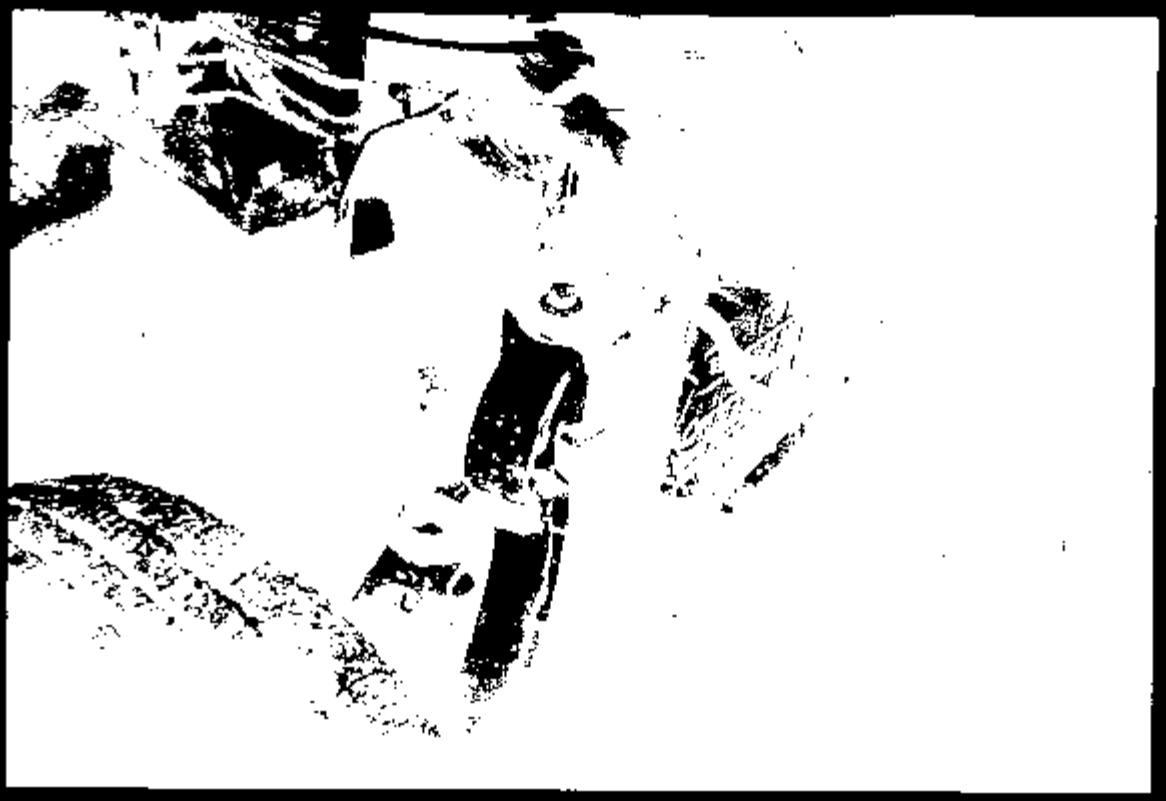
Kaby

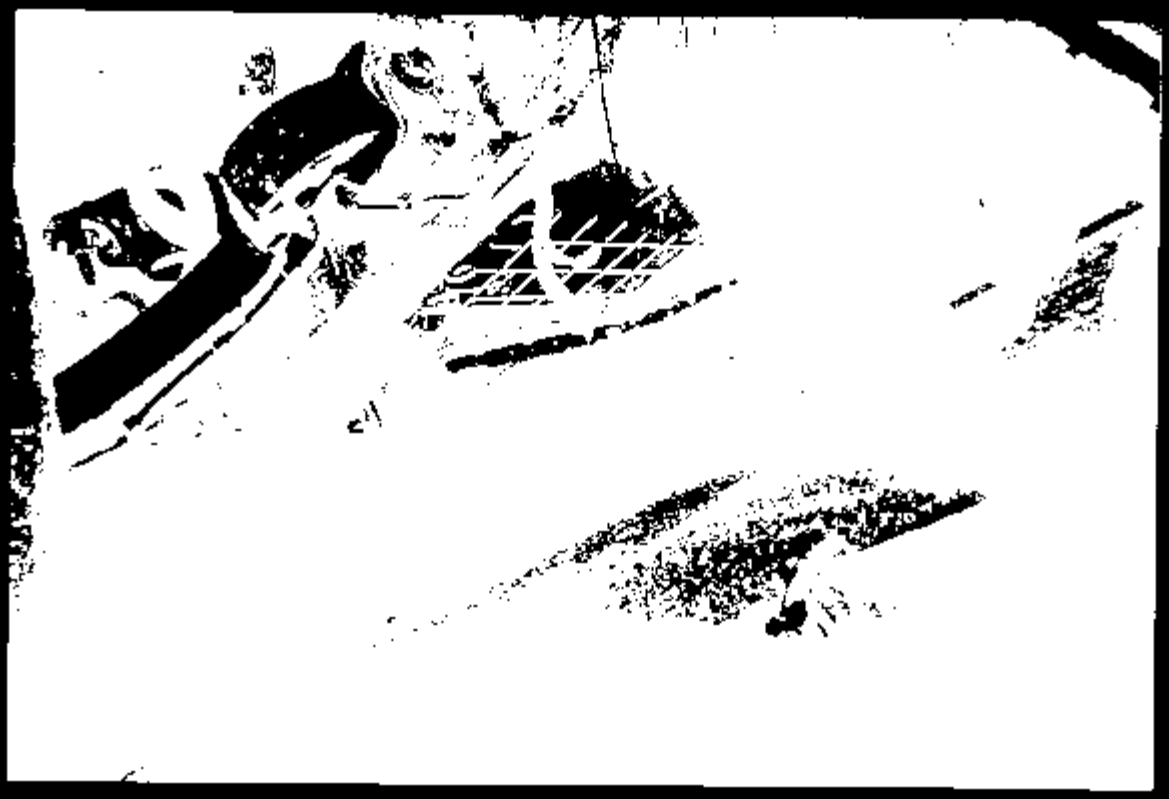


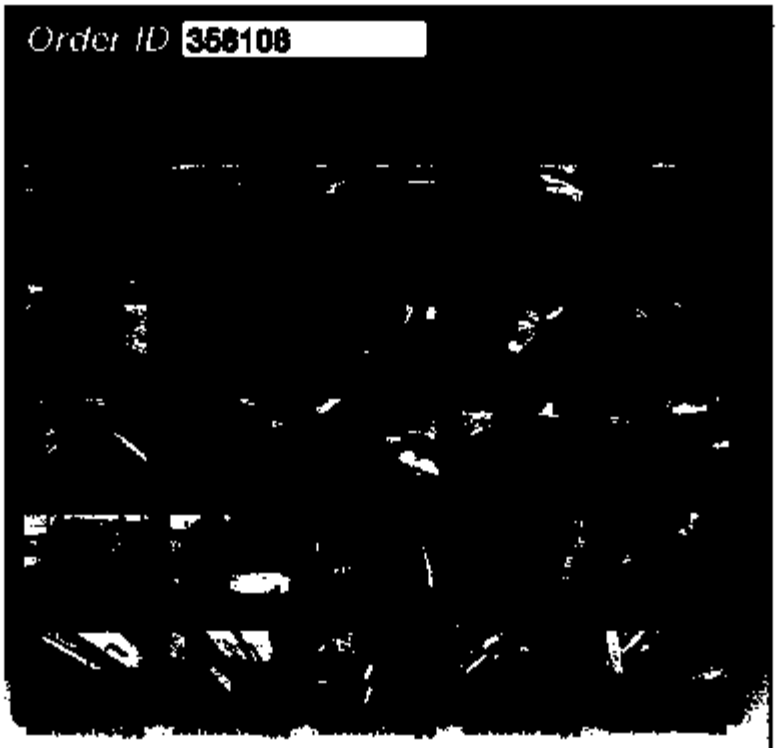












WAL★MART

WA
DIGITAL PHOTOS
ART
FUJIFILM
digital
Imaging Services
FDI
Pict

455232

Marianne Spalla
Claims Administrator
ESIS GM Central Claims

ESIS
An Insurance Services Company
200 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3403
Facsimile 313.665.0911

February 6, 2003

State Farm Insurance
1055 E. County Rd. E
St. Paul MN 55110

Your Claim Number:	231556289
Your Insured:	Ann[redacted]
Our File Number:	455232
Our Client:	General Motors Corporation
Date of Event:	1/12/03

Dear Ms. Gustafson:

ESIS is a Risk Management Service 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

455232

SITEL

Service Request Activity

SR No.	1-[illegible]	Ref No.		BRC Type	PAR	Bus. Unit	BRC
Account		Site		Goodwill		Area	PAR
Last Name	[redacted]	First Name	Ann	Approval	Not Initiated	Sub-Area	Initiate PAR- Thermal Event
Daytime #	[redacted]	Con. Acct.		UCC	Engine - Manifold Gasket (Intake / Exhaust)	Safety	Yes
Involved Dealer	Buerkle Buick CO.	Source	Phone				
Serial #/VIN	1G4CW52KZW4634401					Updated	1/28/03 4:36:18 PM
Model	Park Avenue	Licensee #	BUICK	Priority	Medium	Owner	RUEDP
Make	Buick	Warr. Start	03/31/1998	Status	Open	Opened	1/24/03 11:36:48 AM
Year	1998	Mileage	75000	Sub-Status	Satisfied	Closed	
Customer Description	PAR request/ refer calls to Paul M Rued/ 57526			Abstract	Thermal event/ CST/insur 2/5/03		

Activities

01/28/03	RUEDP	RUEDP	BRC PAR	Close	Done	BUSINESS SUMMARY:	BUSINESS SUMMARY: CRM received and reviewed PAR request. CRM obtained insurance contact via cust. CRM discussed PAR facts with cust. CRM advised insurance company file would be addressed via ESIS and advised advised contact. CRM sending file to ESIS. CRM retaining PAR case for one week for goodwill offer. Paul M Rued TampaPAR/57526

RECEIVED
JAN 28 2003
ESIS-GM CLAIMS UNIT
no omm no 18
PD

[redacted]

1055 E. County Rd E
St Paul MN
55110

Service Request Activity

SITEL

Activities

01/28/03	RUEDP	RUEDP	Outbound Call Third Party	Left Message	Done	651-653-2222/ Filal 2318/8288/ State Farm	CRM left vmail with state farm agent to advise insurance claim would be sent to EBB. CRM advised address and CRM has noted her as contact. Paul M Rued TampaPAR57328
01/28/03	RUEDP	RUEDP	BRC PAR	Initial Contact- Phone	Done	Cust- Cust did not call GM	CRM contacted cust who advised speak to husband. 952-830-8372. CRM advised would contact. Paul M Rued TampaPAR57328

SITEL

Activities

Created	Owner	Assigned To	Activity Type	Subject	Status	Description	Comments
01/28/03	RUEDP	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: RUEDP	
[redacted]							
01/27/03	RUEDP	RUEDP	Outbound Call Third Party	Left Message	Done	Insurance agent(512) 920-2340	CRM advised rec'd vms and request contact information for Heidi Gustafson. Paul M Rued TampaPAR/57326
[redacted]							
01/27/03	RUEDP	RUEDP	BRC PAR	Acknowledgement	Done	Acknowledgement/VME	CRM Left vms with insurance agent to seek contact number for insurance agent Gustafson Paul M Rued TampaPAR/57326
01/27/03	BOYCER	RUEDP	BRC PAR	Case Assigned	In Progress	THIS FILE HAS BEEN ASSIGNED TO PAUL RUED AT 57326	
[redacted]							
1/27/03	BOYCER	VASQUEZJ	Ownership Changed		Done	Service Request Ownership has changed FROM: VASQUEZJ TO: BOYCER	
[redacted]							

SITEL

Activities

01/24/03	VASQUEZJ	VASQUEZJ	Inbound Call Third Party	Complex Request	Done	Alleged product allegation-thermal	Heidi Gustafson from State farm Insurance was advsd by Buerkle Buick in St. Paul, MN to contact cust asst legal dept b/c one of their cust's (Todd[redacted]n) veh caught on fire. Heidi Gustafson sts that in the report a Brian Haag from Ward and Whitmore fire consultant sts that fire under hood occured in the area of the intake manifold on the engine block. Mr. Gustafson sts that cust's veh was in the garage. cust put key in the ignition and turned the key when cust heard a loud boom and noticed smoke coming from the hood. cust then called husband from inside and when cust's husband opend up the hood cust saw flames. cust's husband pushed veh out of garage & used a household fire extinguisher to put fire out then contacted fire dept. CRM advsd Mrs. Gustafson that cust's their information will be forwarded to the Product Allegation Department within the BRC JUANITA VASQUEZ/CA/CA/ATX

[redacted]

Contacts Accounts Opportunities Service Requests Leads [redacted] Vehicles Activities Calendar Libraries

Personal Requests

Activity Form

Activities

Service Requests

[redacted]

Service Request Detail

1-16705256	[redacted]	PWI request/ refer calls to Paul N Rund/ 57326	
[redacted]	[redacted]	Thermal event/ CST/Rear 2/5/03	
	[redacted]	[redacted]	[redacted]
	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]	[redacted]
[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

[redacted]

[redacted]

Contact [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[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:	1G4CW52K2W4634401

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1998 PARK AVENUE	Warranty Start Date:	03/31/1998
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK
		Site Code:	44565
		Business Associate Code:	118599

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	03/31/1998	10 miles	3/31/2001	36010 miles
72/100000 SHEET METAL RUST-THROUGH	03/31/1998	10 miles	3/31/2004	100010 miles
36/36000 SHEET METAL CORROSION	03/31/1998	10 miles	3/31/2001	36010 miles
96/80000 PCM/CC EMISSIONS	03/31/1998	10 miles	3/31/2006	80010 miles
36/36000 FEDERAL EMISSIONS	03/31/1998	10 miles	3/31/2001	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
08/03/2000	067836	#	H0137 - BR DISC R&R/RPL	40358 miles
05/26/2000	060693	#	K6353 - SOLENOID, PRESSURE CONTROL-REPL	35395 miles
04/27/2000	057786	#	B4120 - RT FT DR HANDLE RPL	33530 miles
02/08/2000	050034	#	J1000 - OIL PAN/GASKET RPL	30033 miles
02/08/2000	050034	#	C2200 - ASH TRAY R&R/RPL	30033 miles
11/12/1999	042130	#	R1000 - CARPET SVR MATS RPL	26821 miles
11/05/1999	041348	#	J5560 - DFI REGULATOR RPL	26395 miles

04/17/1998	075947	#	E0203 - BALANCE FOUR WHEELS	547 miles
04/17/1998	075947	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	547 miles
04/08/1998	073892	#	C0650 - RR WIN GLASS RESEAL	30 miles
02/09/1998	A34401	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:	1G4CW52K2W4634401

CLAIM HISTORY

Repair Order Date:	08/03/2000	Repair Order Number:	067836	Odometer Reading:	40358 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/11/2000	90	01	#	H0137 - BR DISC R&R/RPL	18021768 - ROTOR	A	N/A	$180.37	N

Repair Order Date:	05/26/2000	Repair Order Number:	060693	Odometer Reading:	35395 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/02/2000	70	01	#	K6353 - SOLENOID, PRESSURE CONTROL-REPL	10478146 - VALVE SOL	N/A	N/A	$534.34	N

Repair Order Date:	04/27/2000	Repair Order Number:	057786	Odometer Reading:	33530 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/16/2000	65	01	#	B4120 - RT FT DR	25699151 -	E	N/A	$144.06	N

				HANDLE RPL	HANDLE				

Repair Order Date:	02/08/2000	Repair Order Number:	050034	Odometer Reading:	30033 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/11/2000	38	01	#	J1000 - OIL PAN/GASKET RPL	24502397 - GSKT ASM	N/A	N/A	$89.36	N
02/11/2000	38	02	#	C2200 - ASH TRAY R&R/RPL	25703283 - ASHTRAY	N/A	N/A	$73.28	N

Repair Order Date:	11/12/1999	Repair Order Number:	042130	Odometer Reading:	26821 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/19/1999	14	01	#	R1000 - CARPET SVR MATS RPL	12365859 - MAT PKG	N/A	N/A	$57.63	N

Repair Order Date:	11/05/1999	Repair Order Number:	041348	Odometer Reading:	26395 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/12/1999	12	01	#	J5560 - DFI REGULATOR RPL	17113346 - REGULATOR	N/A	N/A	$65.13	N

Repair Order Date:	04/17/1998	Repair Order Number:	075947	Odometer Reading:	547 miles
Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK		
		Site Code:	44565		
		Business Associate Code:	118599		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/04/1998	851	01	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	N/A	B	N/A	$41.95	N
04/23/1998	848	01	#	E0203 - BALANCE FOUR WHEELS	N/A	N/A	N/A	$55.94	N

Repair Order Date:	04/08/1998	Repair Order Number:	073892	Odometer Reading:	30 miles

Serviced By:	BUERKLE BUICK CO. 3350 HIGHWAY 61 VADNAIS HEIGHTS, MN 55110-5293 (651) 484-0231	Selling Source:	11 - BUICK
		Site Code:	44565
		Business Associate Code:	118599

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/20/1998	847	01	#	C0650 - RR WIN GLASS RESEAL	25671082 - MLDG-RWDO	N/A	N/A	$113.35	N

Repair Order Date:	02/09/1998	Repair Order Number:	A34401	Odometer Reading:	0 miles

Serviced By:	LUTHER STEPHENS BUICK PONTIAC 2370 HIGHWAY 100 S MINNEAPOLIS, MN 55416-1703 (952) 929-0081	Selling Source:	11 - BUICK
		Site Code:	44437
		Business Associate Code:	118600

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/12/1998	828	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$112.00	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:	1G4CW52K2W4634401

VEHICLE BUILD

Merchandising Model:	4CW69 - 1998 PARK AVENUE		
Gross Vehicle Weight Rating:	N/A	Order Number:	N/A
Build Date:	02/09/1998	Build Plant:	1W4C - ORION ASSEMBLY

OPTION CODES

AK5	AL2 - SEAT, POWER LUMBAR
AQ7 - FRT SPLIT, 3 PASS, 6 WAY ADJ, R	A43 - SEAT ADJUSTER, MIRROR, POWER, D
CD2 - WSWA JAR FLUID	CE1 - WINDSHIELD, PULSE, MOISTURE SEN
CJ2 - AIR CONDITIONER FRT, AUTO TEMP	DD7 - MIRROR - INSIDE REARVIEW,
DR2 - LH & RH, REMOTE CONTROL, ELECTR	D85 - BODY SIDE PAINT STRIPES
FE1 - SOFT RIDE	FE9 - FEDERAL EMISSIONS
F83 - TRANSAXLE FINAL DRIVE 3.05	IC3 - 4HE1-TC 4 CY,DIE 175 HP
JL9 - ANTILOCK	KA1 - SEAT, FRT
K05 - BLOCK	K68 - GENERATOR
L36 - 3.8 LITRE V6 MFI	MN3 - 4 SPD AUTO TRANS 4T65-E
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NP2 - EMISSION SYSTEM, FEDERAL TIER 1
NK5 - STANDARD	ORN - ORION, MI, USA
PY0 - 16 X 6.5, ALUMINUM	QFY - P225/60R16-97S WS2 R/PE ST TL A
R9X - SALES ITEM NO. 98	UB7 - INST, OIL, COOL TEMP, VOLTS, TR
UG1 - GARAGE DOOR, UNIVERSAL	UK3 - STEERING WHEEL, ACCESSORY
UP0 - AM/FM STEREO, SEEK/SCAN, AUTO R	U77 - REAR WINDOW ANTENNA
U99 - 9, DUAL F/D 2 TWEET & 2 WOOF, D	VH9 - OWNER INFO MAN
VK3 - FRT MOUNTING PKG	VM3 - CONSUMER, CONTAINS BPR IMP STAN
V73 - USA/CANADA	WJ7 - INTERIOR *LEATHER* (TO BE USED
W01 - COMFORT SEATING PACKAGE	Y67 - REMINDER PACKAGE

1SE - UPFITTER EQUIP. GROUP	1SZ - OPTION PACKAGE
17I - MED GRAY (I) (97)	17U - EXTERIOR, SILVERMIST MET (97)
173 - MED. GRAY LEATHER	6MB - COMPUTER SEL SUSP (6MB)
7MB - COMPUTER SEL SUSP (7MB)	8AC - COMPUTER SEL SUSP (8AC)
87A - ACCENT, GUNMETAL MET (91)	9AC - COMPUTER SEL SUSP (9AC)

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State Farm Insurance Companies

State Farm Insurance
1055 East County Road E
Vadnais Heights MN 55110
Phone: (651) 653-2300
Watts: (888) 888-6510
Fax: (651) 653-2320

January 29, 2003

No OWN
Name
No Bill
2/3/03

ATTN: Claims Dept.
Esis-Gm
300 Renaissance Mc482-C20-D71
Detroit, MI 48265

RECEIVED

FEB 0 3 2003

ESIS-GM CLAIMS UNIT

RE: Claim Number: 23-1556-289
Date of Loss: January 12, 2003
Our Insured: Todd P. [redacted]n

Your Insured: GM
Accident Location: Residence
Your Policy Number:
Your Claim Number:

Dear Claims Dept.:

We have been informed you are the insurance carrier for GM. Our investigation establishes your insured ~~was~~ may be responsible for this loss.

Please accept this as notice of our subrogation rights and we ask you acknowledge our subrogation interest in writing. When our handling is complete we will forward our supporting documents.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

If you have any questions, or if the above information is incorrect, please contact us.

Sincerely,

Heidi Gustafson
Claim Representative
(651) 653-2322

State Farm Mutual Automobile Insurance Company

State Farm Insurance Companies

State Farm Insurance
PO Box 25027
St. Paul, MN 55125-0027

Phone: (888) 577-4668
Fax: (888) 577-4670

April 4, 2003

Marianne Spalla
Esis-Gm Central Claims
300 Renaissance Ctr 482C20D71
Detroit, MI 48265-3000

RECEIVED
APR 14 2003
ESIS-GM CLAIMS UNIT

RE: Claim Number: 23-1556-289
Date of Loss: January 12, 2003
Our Insured: Todd P[redacted]n
Your File #: 455232
Your Client: General Motors Corporation

Dear Ms. Spalla:

Enclosed please find the documentation you requested regarding the vehicle fire. Our subrogation claim is as follows:

Payment for Total Loss:	$14188.65
Less Salvage:	$ 2828.00
TOTAL CLAIM:	$11360.65

Our insured did not have a deductible for this loss.

Please contact our office with status of payment when your review is complete.

Thank you.

Sincerely,

Tina Meyer

Tina Meyer
Claim Processor
(888) 577-4668
Team #: 6853

State Farm Mutual Automobile Insurance Company

Heidi Gustafson

From: John Watters
Sent: Thursday, January 16, 2003 2:22 PM
To: Heidi Gustafson
Subject: FW: 23-1556-269

---Original Message---
From: Robert D Lattanzio/BNFJ/00/State Farm@STATE FARM
Sent: Thursday, January 16, 2003 1:55 PM
To: John Watters
Subject: 23-1556-269

C.R.A.S.H. research regarding Fire Engine Compartment in a 1998 BUICK PARK AVENUE 4D-Sedan 4 Dr. resulted in our finding the following information that may be relevant to the cause of loss. If you have any questions please call me at (309) 766-4709.

Robert D Lattanzio
****

Source:CRASH
Date Opened: 04/28/2000
Document Number: CPE2000-007
Date Closed:
Model Year(s):2002, 2001, 2000, 1999, 1998, 1997
Manufacturer:GENERAL MOTORS CORPORATIONMakes: Buick LeSabre, Park Avenue, Regal, and Riviera, Chevrolet Lumina and Impala
Pontiac Bonneville and Grand Prix
Oldsmobile Regency and Eighty Eight

Year/Make/Model:1997, 1998, 1999, 2000, 2001, and 2002

Buick LeSabre, Park Avenue, Regal, and Riviera
Chevrolet Lumina and Impala
Pontiac Bonneville and Grand Prix
Oldsmobile Regency and Eighty Eight

Summary:
Engine Failure, Fire Engine Compartment
Details:
The current recall notice from the National Highway Traffic Safety Administration, (NHTSA # 98V116000 which includes the 1998 Pontiac Bonneville, Oldsmobile 98 & 88, Buick Park Avenue, Riviera, Regal, LeSabre, and 1997 LeSabre), for a backfire condition that may occur during start up, breaking the intake manifold and possibly cause a fire, does not include the above listed vehicles. There are least 22 additional inquiries for the same type of condition occurring in vehicles other than those listed in the recall. The primary problem appears to be computer programming which allows the intake manifold to flood with fuel/vapors and then ignite. As the intake manifold is constructed out of a plastic compound it can break and possibly spread fire to other components in the engine compartment.

The engines involved all have a "K" designation in the VIN, (this is the eighth character in the VIN). The intake manifold is shared between all of the listed models as indicated by the part number (24508923).

The contents of this communication are confidential and for internal State Farm use ONLY. This information shall not be reproduced and/or distributed to any person, firm or entity without first consulting with the C.R.A.S.H. unit.

Technical material is provided for your information only. Proper interpretation is the responsibility of the addressee.

Note: This is not a NHTSA recall or investigation document.

CRASH REPORT

****

Source: NHTSA ODI Date Opened: 10/22/2002

Document Number: EA02-030 Date Closed:

Model Year(s): 2000, 1999, 1998, 1997, 1996

Manufacturer: GENERAL MOTORS CORPORATION Makes: Buick, Chevrolet, Oldsmobile, Pontiac

Year/Make/Model:1996-2000 Buick LeSabre, Park Avenue, Regal, Riviera;
1996 Chevrolet Monte Carlo;
1996-2000 Oldsmobile 88, 98, Cutlass;
1996-2000 Pontiac Bonneville, Grand Prix

Summary:
Fire Engine Compartment
Details:
Synopsis: ENGINE COMPARTMENT FIRES
ODI Summary -- According to GM, if a backfire occurs during engine startup, the intake manifold could break and possibly cause an engine fire.

********** Subrogation Procedures **********

DEFECTS AND FAILURES

For all Manufacturer defects, product failures, and other safety related issues the vehicle owner should report U.S. losses to the National Highway Traffic Safety Administration (NTHSA) 1-800-424-9393; Canadian losses should be reported to Transport Canada 1-800-333-0510.

SUBROGATION PROCEDURES

If subrogation is to be pursued, you should consider the following with management approval:

1. Put the responsible party (repair facility, manufacturer, individual) on notice of the potential subrogation claim as soon as possible. We are providing you with sample "Put On Notice" and "Subrogation" letters to be sent to the responsible party if needed.

   A - The "Put On Notice" letter should be sent to the responsible party(s) as soon as a defect, product failure, or faulty repairs are suspected of causing the loss.
   B - The "Subrogation" letter is sent to the responsible party(s) when a defect, product failure, or faulty repair is reasonably determined to be the cause of loss, and when the total amount of subrogation is established.

2. If the vehicle is a total loss, salvage retention should be based on the merits and value of the claim. In claims where significant property damage and/or personal injury have occurred it may be necessary to retain the salvage for the duration of the subrogation claim. The manufacturer should be provided a reasonable amount of time to inspect the vehicle prior to consideration of salvage disposal. If salvage is disposed of prior to concluding subrogation QUALITY photographs of the vehicle and defect, product failure, or faulty repairs must be included in the file to substantiate the claim.

3. If the vehicle is repairable, secure quality 35mm photos of damage. The suspect part(s) should be obtained and labeled with the VIN and claim number to be held as evidence. The removal date of the part should be documented in the claim file.

4. Obtain repair and maintenance history from the owner.

5. If warranted obtain a recorded statement from insured including service and maintenance history of the vehicle. Include any recent and past problems with the vehicle.

An independent expert's report should be considered (with management approval). A copy of technical information obtained from C.R.A.S.H. along with all relevant information from the vehicle owner should be provided to the expert if one is retained. When possible inspect the vehicle with the expert. If you have questions concerning the expert report contact C.R.A.S.H. or Corporate Subrogation for assistance prior to sending report to the responsible party. If the cause of loss is determined to be something unrelated to the information sent by C.R.A.S.H. but is defect or repair related, subrogation should be pursued based on the expert's conclusion. A loss found to be "accidental in nature" does not preclude a defect or faulty repair from being the cause of loss.

The contents of this communication are confidential and for internal State Farm use ONLY. This information shall not be reproduced and/or distributed to any person, firm or entity without first consulting with the C.R.A.S.H. unit.

****

Sample First Notice Letter
Certified Mail - Return Receipt Requested

ESIS/GM Claims
Renaissance Center
P.O. Box 300
Mail Code 482C20D71
Detroit, MI 482650300

Re: Claim Number
Our Insured
Date of Loss
Make, Model, and Year of Product
Serial Number or Vehicle Identification Number (VIN)

The identified (vehicle or product) is insured by State Farm (Name of Co.). This (vehicle or product) experienced a (name the type of failure - fire, brake failure, collision, etc.).

State Farm would like to give you an opportunity to inspect the (vehicle or product) and give you advance notice of our potential subrogation claim.

Please contact me at (claim representative's phone number) to set up a time for your inspection.

Sincerely,
Bob Doe
(Title)

****

Sample Subrogation Letter
Certified Mail - Return Receipt Requested

ESIS/GM Claims
Renaissance Center
P.O. Box 300
Mail Code 482C20D71
Detroit, MI 482650300

Re: Claim Number
Our Insured
Date of Loss
Make, Model, and Year of Product
Serial Number or Vehicle Identification Number (VIN)

This State Farm insured (vehicle or product) was involved in a (please describe the nature of the loss - fire, collision, etc.). We settled a claim with our insured in the amount of $xxx.xx, which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to (please describe specific cause of the failure).

Enclosed is the documentation of State Farm's claim. The evidence is being held for your inspection. You may contact me at (xxx)xxx-xxxx to make arrangements to inspect the (vehicle or product).

Please consider this letter as our demand to (name the manufacturer) for reimbursement of $xxx.xx.

Sincerely,
Bob Doe
(Title)

The contents of this communication are confidential and for internal State Farm use ONLY. This information shall not be reproduced and/or distributed to any person, firm or entity without first consulting with the C.R.A.S.H. unit.

INVESTIGATION DOCUMENTS

99V081000: BRAKE COMPONENT INSPECTION

Article Text
1999 Buick Park Avenue
For Ward & Whitemore LFC
Copyright © 1998 Mitchell Repair Information Company, LLC
Friday, May 10, 2002 01:26PM

ARTICLE BEGINNING

NHTSA RECALL BULLETIN

Model(s):	1999 Buick Park Avenue 1999 Oldsmobile Aurora
Campaign No:	99V081000
Number of Affected Vehicles:	38
Beginning Date of Manufacture:	1999 MAR
Ending Date of Manufacture:	1999 MAR

VEHICLE DESCRIPTION:

Passenger vehicles.

DESCRIPTION OF DEFECT:

These vehicles may have been built with incorrect front brake rotor, brake caliper assembly, brake pads, and caliper mounting bracket on either the left or right side of the vehicle.

CONSEQUENCE OF DEFECT:

A vehicle with this condition can pull to one side during a braking maneuver. In addition, vehicle stopping distance could be increased.

CORRECTIVE ACTION:

Dealers will inspect for correct brake parts and replace any incorrect rotors, caliper assemblies, brake pads, and caliper mounting brackets.

OWNER NOTIFICATION:

Owner notification is expected to begin during April 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300 or Oldsmobile at 1-800-442-6537. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-dash-2-dot (1-888-327-4236).

ADDITIONAL INFORMATION:

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

END OF ARTICLE

99V239000: BRAKE BOOSTER ATTACHMENT NUTS LOOSE/GONE

Article Text
1999 Buick Park Avenue
For Ward & Whitemore LFC
Copyright © 1998 Mitchell Repair Information Company, LLC
Friday, May 10, 2002 01:36PM

ARTICLE BEGINNING

NHTSA RECALL BULLETIN

Model(s):	1999 Buick Park Avenue 1999 Oldsmobile Aurora 2000 Buick LeSabre
Campaign No:	99V239000
Mfg. Campaign No:	99038
Number of Affected Vehicles:	988
Beginning Date of Manufacture:	1999 June
Ending Date of Manufacture:	1999 July

VEHICLE DESCRIPTION

Passenger vehicles.

DESCRIPTION OF DEFECT/CONSEQUENCE OF DEFECT

The brake booster to pedal assembly attachment nuts may be loose. If these nuts are loose, the brake pedal may be low, the assembly may be loose, the brakes may not release, and if the nuts back completely off, braking may be lost. Also fume and water intrusion to the passenger compartment can occur.

CORRECTIVE ACTION

Dealers will replace any missing brake booster to brake pedal assembly nuts and tighten all four (4) nuts to specified torque.

OWNER NOTIFICATION

Owner notification is expected to begin during September 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300, or Oldsmobile at 1-800-442-6537. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

ADDITIONAL INFORMATION

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

PAGE 01

WARD & WHITEMORE LFC

01/22/2003 12:48 9524617188

Office of Defects Investigation
Recall Database

Call the Auto Safety Hotline toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: May 20, 2002 03:27:48 PM

NOTE: Click the checkboxes to the first column to order more research on these records.

Search Recall Campaigns Database by
NHTSA Campaign ID Number: ***96V116000***

Recalls

Quick Order

NHTSA CAMPAIGN ID Number: 96V116000
Component: FUEL:FUEL
Manufacturer: GENERAL MOTORS CORP.

Year: 1996	Make: BUICK	Model: LESABRE , PARK AVENUE , REGAL , RIVIERA , SE , SE , BONNEVILLE	Recall Date: 07/08/1996

Type of Report: Vehicle

Potential Number of Units Affected: [illegible]

01/22/2003 12:48 9524617188 MARD & WHITEMORE LPC PAGE 02

Defect Summary:

A BACKFIRE DURING ENGINE STARTING CAN CAUSE BREAKAGE OF THE UPPER INTAKE MANIFOLD.

Consequence Summary:

THIS CONDITION CAN CAUSE A NO-START CONDITION AND POSSIBLY AN ENGINE COMPARTMENT FIRE.

Corrective Summary:

DEALERS WILL UPDATE THE POWERTRAIN CONTROL MODULE PROGRAMMING. UNTIL THE CAMPAIGN REPAIR IS MADE, THE VEHICLE HOOD SHOULD BE SHUT WHENEVER STARTING THE VEHICLE TO REDUCE THE CHANCE OF PERSONAL INJURY.

New Search

Return to Safety Problems and Issues

Home | General Info | Cars | People | Hot | New | Site Map | Search | Tools

Send mail to the Web Master

6910 240th Street East
Elko, MN 55020
Phone: (952) 461-7000
Fax: (952) 461-7100

Ward & Whitemore
Fire Consultants, Inc.

JACKSONVILLE MINNEAPOLIS CINCINNATI
DALLAS/FORT WORTH TALLAHASSEE
MIAMI

Fax

To: Heidi Gustafson State Farm Insurance Company	From: Brian Haag, CFI
Fax: 651-653-2398	Date: January 23, 2003
Phone: 651-653-2322	Pages: 2
Re:	CC:

☐ Urgent ☑ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

FIRE INVESTIGATION STATUS REPORT

Todd Davidson, Insurance Auto Auction, St. Paul, MN XXXXX
Claim # 23-1856-289 Date of Loss: 1/12/2003 W & W File # 03-M013

Heidi,

I inspected the above captioned loss on January 22, 2003 at Insurance Auto Auction in St. Paul, Minnesota. The risk consisted of a 1999 Buick Park Avenue VIN # 1G4CW52K2W4634401. The property was owned by your insured Todd[redacted]on.

According to information obtained from Todd and Ann Davidson the fire occurred on January 12, 2003 at approximately 5:00 p.m. The Edina Fire Department responded to the fire.

Ann Davidson attempted to start the vehicle and turned the ignition key and heard a loud "pop". The vehicle did not start, and she saw smoke from the engine of the vehicle. She entered the home and notified her husband and contacted 9-1-1. Todd [redacted] then partially opened the hood and encountered billowing smoke. He placed the vehicle in neutral and pushed it out of the garage. He then re-opened the hood and saw fire all over the engine. He extinguished the fire with a fire

CAUSE & ORIGIN BRIEF REQUIRED

1/23/2003

extinguisher prior to the fire department arrival. Mr. [redacted] stated that he also saw what appeared to be gas on the garage floor burning in the location of the engine.

The [redacted]s purchased the vehicle new in 1998. Last year the vehicle had been running poorly, and the Berkley Buick in White Bear Lake replaced a part. Mr. Davidson was unsure of the part, but stated he had the receipt if needed later. Since then there have been no major repairs to the vehicle.

Based on the fire patterns I determined the area of origin to be on the top of the engine near the rear portion of the intake manifold. This area had the most fire damage with melting of some plastic components and exposed copper electrical wiring. The plastic manifold had melted to the engine block exposing the inner fuel rails and components. There were no obvious breaches to the fuel rail, but it was not fully exposed. Three fuel lines ascended up the driver's side of the bulkhead from the gas tank and turned toward the passenger side of the engine. The lines then transitioned from metal lines to plastic or rubber and were consumed during the fire. Some remains of the fuel lines were visible within the melted manifold

Several other components within the compartment near the area of origin also had fire damage. However, this damage was less significant and pointed toward the manifold as the fire origin. None of the electrical circuits that were exposed had obvious signs of failure or arcing.

During my inspection the interior and exterior of the vehicle was photographed. Because of the potential for further examination none of the engine components were removed, and no artifacts were taken from the vehicle.

Based on the fire patterns I believe this fire occurred within the intake manifold on the engine block. The information provided by Mrs. Davidson, as well as the fire damage are consistent with a fuel explosion within the intake manifold during initial startup. This model vehicle had a recall in 1996 for the exact same problem with descriptions similar to the events of this fire. The NHTSA campaign number for that recall is 96v116000.

It is my opinion that General Motors be notified about this fire and a joint inspection and removal of the components within the area of the fire take place at a later date.

Please contact me with any questions or comments you may have at your convenience.

Brian Haag, CFI

23-1006-289 IC

WARD & WHITEMORE

UNIVERSAL FIRE CONSULTANTS, INC.

CAUSE & ORIGIN REPORT

WARD & WHITEMORE
UNIVERSAL FIRE CONSULTANTS, INC.

Cincinnati
P.O. Box 11293
Cincinnati, OH 45211
513-867-[illegible]
FAX 513-451-1795

Dallas
P.O. Box 3102
Grapevine, TX 76099
817-329-5252
FAX 817-421-4602

Jacksonville
P.O. Box 16457
Jacksonville, FL 32245
904-223-2295
FAX 904-223-2219

Miami
P.O. Box 211118
RPB, FL 33421-1116
561-753-7078
FAX 561-753-7078

Minneapolis
P.O. Box 549
Prior Lake, MN 55372
952-461-7000
FAX 952-461-7100

Tallahassee
P.O. Box 1145
Monticello, FL 32345
850-997-3336
FAX 850-997-4455

Winter Haven
P.O. Box 9223
Winter Haven, FL 33883
863-326-5434
FAX 863-326-6298

March 11, 2003

Ms. Heidi Gustafson
State Farm Insurance Companies
1055 East County Road E
Vadnais Heights, MN 55110

Re: [redacted]
Edina, Minnesota 55436
Vehicle location: IAA
St. Paul, Minnesota
Claim #23-1556-289 - Policy [redacted]
Date of Loss: January 12, 2003
W&W File #03-M013

Dear Ms. Gustafson:

On January 16, 2003 Ward & Whitemore Universal Fire Consultants, Inc. was retained by State Farm Insurance Company for purposes of conducting an investigation into the origin and cause of a fire that occurred to a 1998 Buick Park Avenue. Per your request I traveled to Insurance Auto Auction (IAA) in St. Paul, Minnesota on January 22, 2003 and conducted my investigation into this matter. This report will provide you with a synopsis of my investigation conducted to date including my opinions with respect to the origin and cause of this fire.

BACKGROUND INFORMATION

On January 12, 2003 at approximately 5:00 p.m. a fire was reported within a passenger vehicle. The Edina Department responded and suppressed the fire. According to information obtained from Todd and Ann[redacted]n on the day of the fire Ann [redacted] attempted to start the vehicle by turning the ignition key and heard a loud "pop" under the engine compartment of the vehicle. She stated that when she turned the key the "pop" occurred and that at no time did the engine "turn over". She immediately noticed smoke coming from the engine compartment of the vehicle. She exited the vehicle, entered the home,

notified her husband and contacted 911. At that point Todd [redacted] partially opened the hood of the vehicle and encountered billowing smoke from the engine compartment. He placed the vehicle in neutral and pushed it out of the garage to the driveway of his home. He then reopened the hood and saw fire all across the top surface of the engine. He extinguished the fire with a fire extinguishment prior to fire department arrival. Mr. [redacted] stated that he also saw what appeared to be gas dripping on the ground from the engine compartment while pushing the vehicle and noted residual matter on the floor following the removal of the vehicle from the garage.

Mr. [redacted] stated he purchased the vehicle new in 1998. Last year the vehicle had been running poorly and the vehicle was taken to Berkley Buick in White Bear Lake, Minnesota where it was purchased. At that time Berkley Buick replaced a part on the engine to make the vehicle run better. Mr. Davidson stated he was unsure of the part but stated that he had a receipt in his possession. He was needed it at a later time. Since then there had been no major repairs or problems with the vehicle.

ANALYSIS

On January 22, 2003 I traveled to Insurance Auto Auction in St. Paul, Minnesota for the purpose of conducting an investigation into the origin and cause of a fire that occurred to a vehicle located there. The risk consisted of a 1998 Buick Park Avenue, VIN 1G4CW52K2W4634401. The property was owned by your insured Todd Davidson.

Based upon the fire patterns I determined the area of fire origin to be on top of the engine near the rear portion of the engine block. The damage appeared to take place within the plastic intake manifold on the top surface of the engine. This area had the most significant fire damage with melting of plastic components within the compartment as well as the exposed copper electrical wiring on the rear surface of the engine. The plastic manifold cover had melted to the engine block exposing the

inner fuel rails and components within the plenum. There were no obvious breaches to the fuel rail based upon visual inspection of the components that were visible within the debris. However, the full run of the fuel rail was not visible and was adhered within the melted plastic remains.

Three fuel lines descended up the driver's side of the bulkhead from the gas tank on the rear portion of the engine compartment and turned towards the passenger side of the engine. The lines transitioned from metal to plastic or rubber lines above the area of the master cylinder of the bulkhead. The combustible portion of the fuel lines had been consumed during the fire and had fallen within the debris of the top surface of the manifold. The metal fuel lines were intact with no visible sign of significant heat within the area of their location of the bulkhead.

The fire damage to the remaining components within the compartment were consistent with a fire occurring on the rear portion of the intact manifold of the top surface of the engine. The front portion of the engine compartment had limited fire damage and the remaining compartment components had top damage from travel of the fire within the compartment. The interior insulation for the hood was still intact although significantly damaged above the area of the intake manifold.

Because of the possibility of further inspection of the vehicle as a result of notification to the vehicle manufacturer, the plenum was not removed from the compartment on the date of my inspection.

Following my inspection I conducted a recall search for this particular year, make and model of the vehicle looking for possible manufacturer defects. During this recall examination I was able to find information on the National Highway Transportation and Safety Administration web site that involved a 1996 Buick Park Avenue recall in which a backfire during starting of the engine which could cause breakage of the upper intake manifold and/or result in fire. The damage to the compartment is consistent with this occurrence happen during this fire incident despite

the particular year of the subject vehicle not fitting within the recall perimeters. Campaign number for the NFTSA website is #96V118000.

During my inspection the interior and exterior of the vehicle was documented and photographed. No artifacts were taken from the scene.

Based upon the fire patterns I believe this fire occurred within the intake manifold of the engine block on the rear portion of the engine. Based on the damage sustained to the vehicle as well as information obtained from prior inspections and manufacturer recall research I believe the fire is the result of the explosion of fuel within the intake manifold during the start-up of the vehicle from a faulty or leaky intake manifold system.

This concluded my investigation into this matter. If you desire further investigation into this matter, please feel free to contact me at your convenience.

Sincerely,

Ward & Whitemore Universal Fire Consultants, Inc.

Brian P. Haag, CFI
Fire Consultant

BPH:kh

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**
Insured:
Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota
Date: **January 22, 2003**
By: **Brian Haag, CFI**

PQO

Photo No. **1-2**

Comments: This series of photographs depict the front of a 1998 Buick Park Avenue VIN 1G4CW52K2W4634401 owned by Todd [redacted] of [redacted] Edina, Minnesota.

WARD & WHITMORE
UNIVERSAL FIRE CONSULTANTS

Photo #2

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **3**

Comments: This photograph depicts the driver's side front portion of the vehicle.

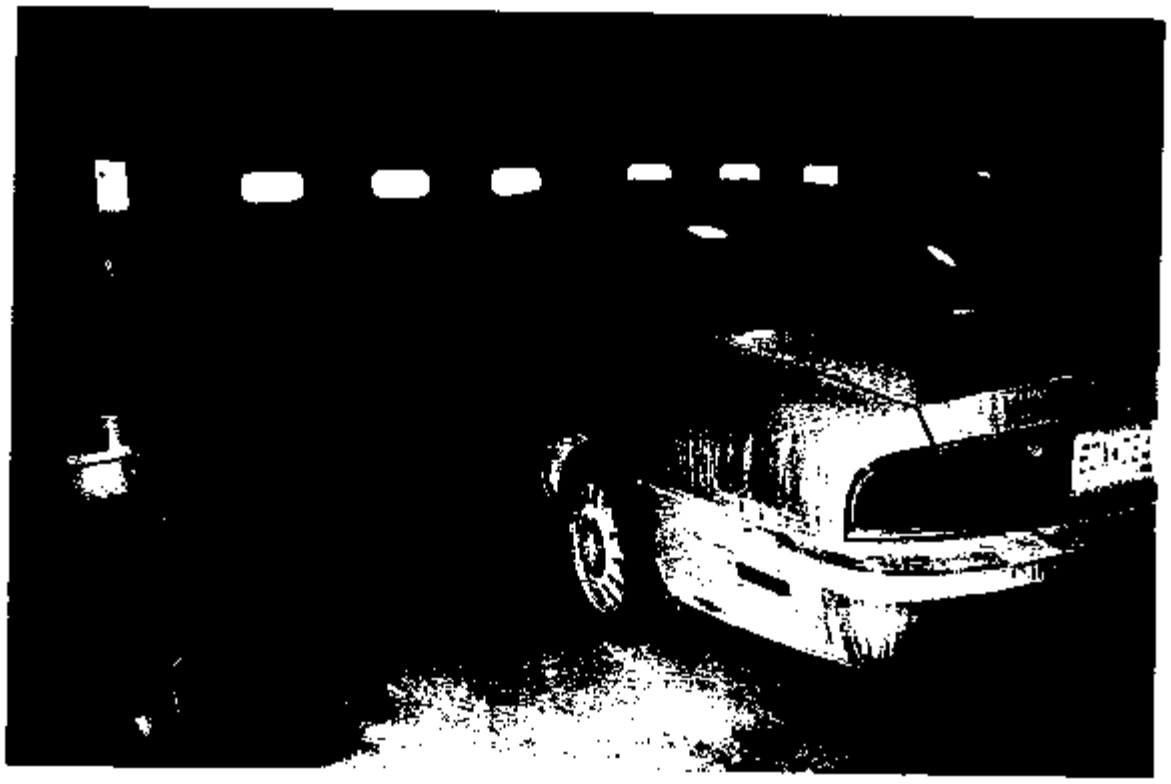
PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**
Insured:
Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota
Date: **January 22, 2003**
By: **Brian Haag, CFI**

Photo No. **4**

Comments: This photograph depicts the driver's side rear portion of the vehicle.



PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **5**

Comments: This photograph depicts the rear of the vehicle.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1558-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 6

Comments: This photograph depicts the passenger side rear portion of the vehicle.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **7**

Comments: This photograph depicts the passenger side front portion of the vehicle.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 8

Comments: This photograph depicts the interior passenger rear seat area of the vehicle.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

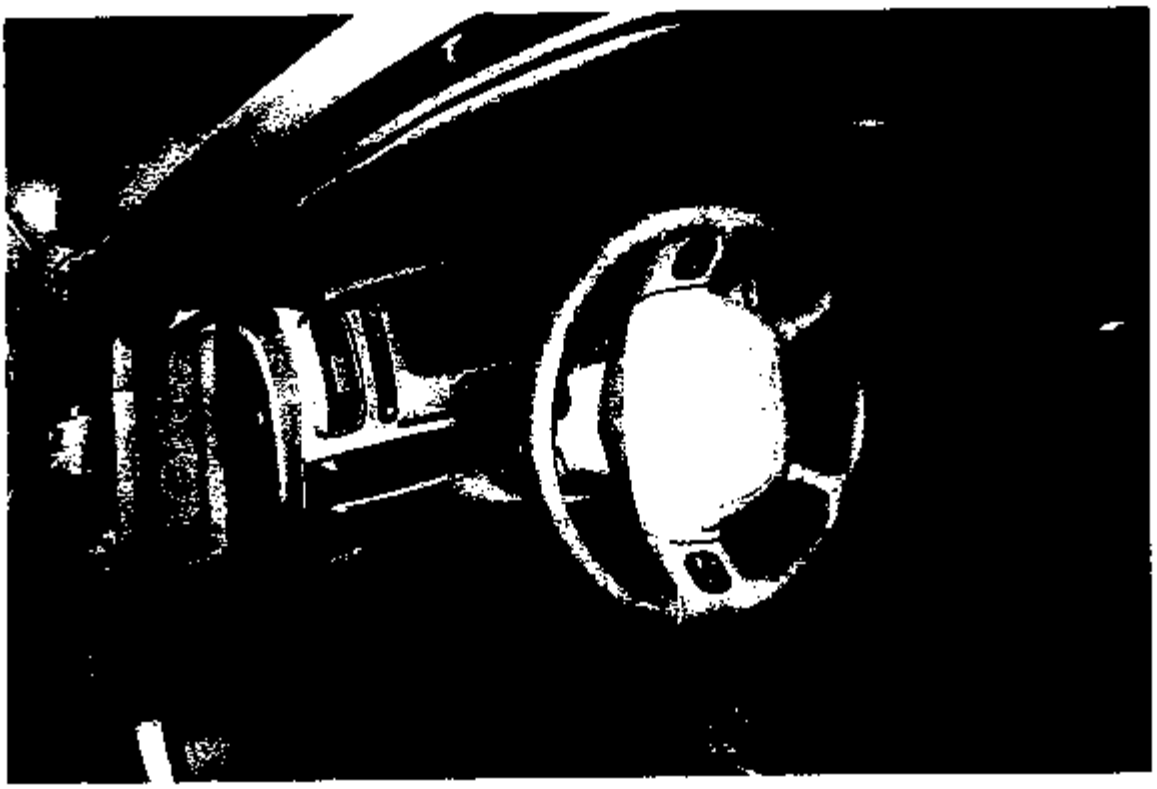
Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 9-10

Comments: This series of photographs depict the driver's front portion of the passenger compartment of the vehicle.

Photo #10



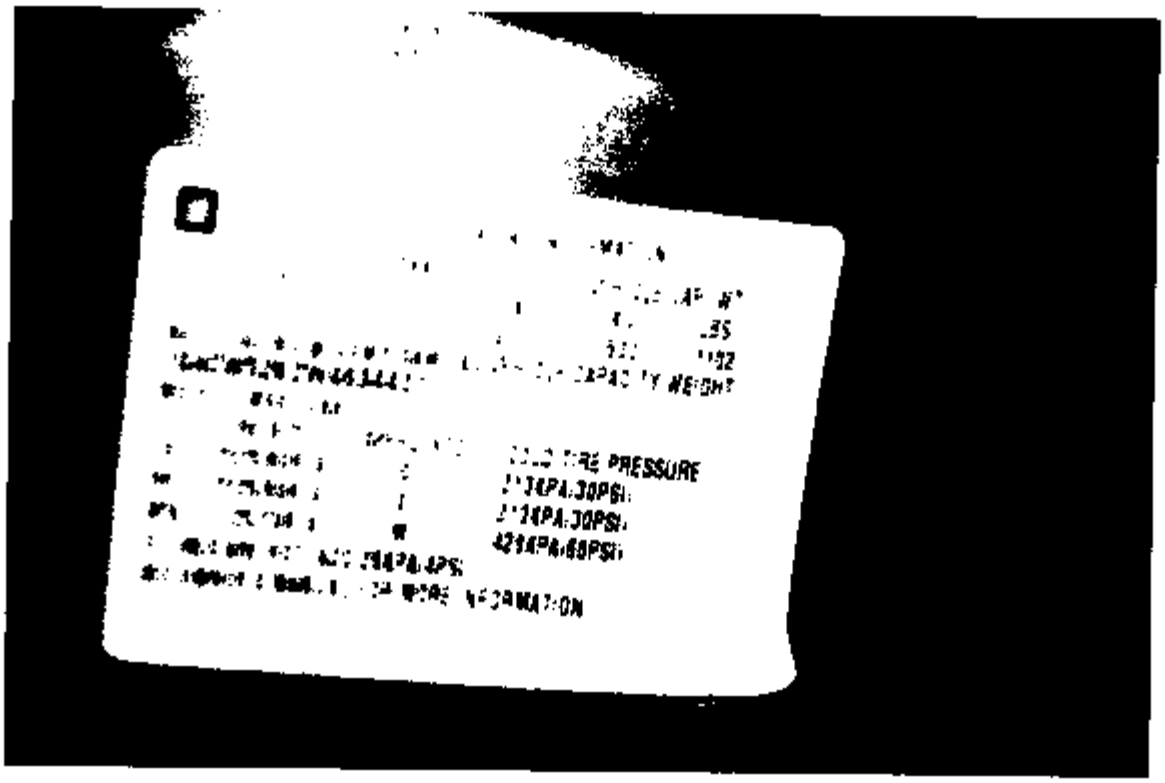
PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**
Insured:
Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota
Date: January 22, 2003
By: Brian Haag, CFI

Photo No. 11

Comments: This photograph depicts the manufacturer attached label on the inside surface of the driver's door.



PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **12**

Comments: This photograph depicts of the engine compartment of the vehicle. The engine compartment was the area of fire origin.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

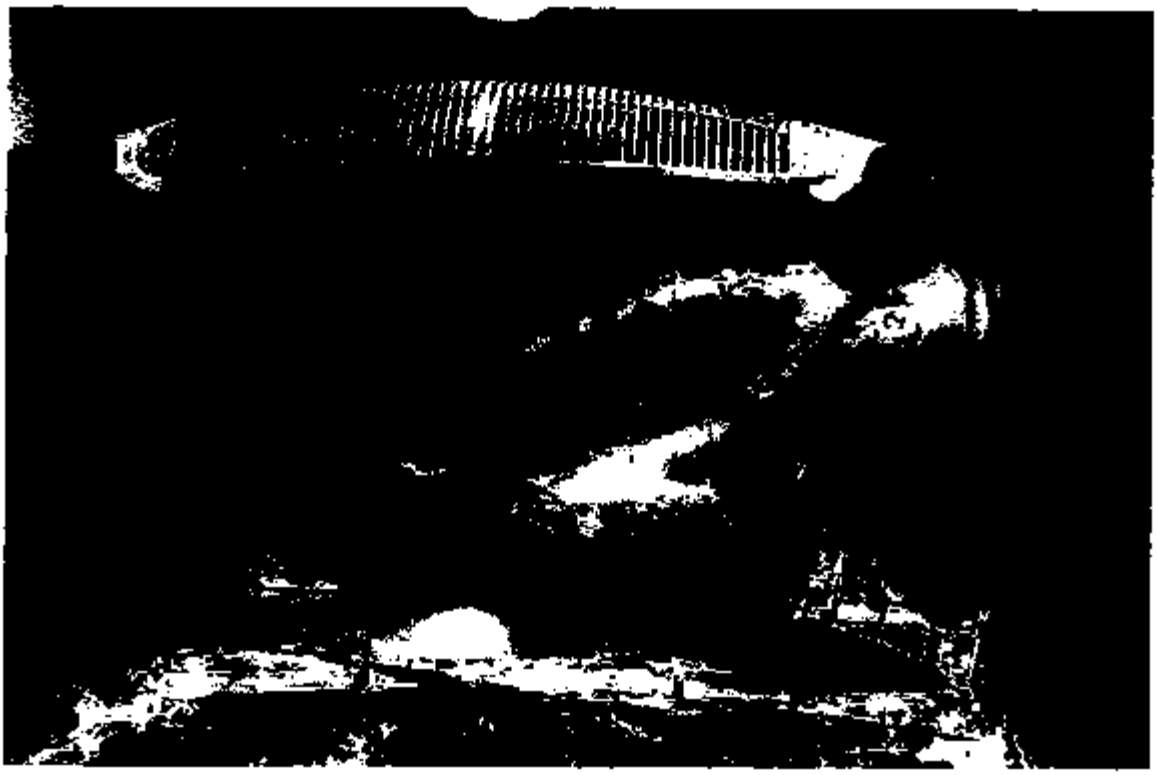
Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

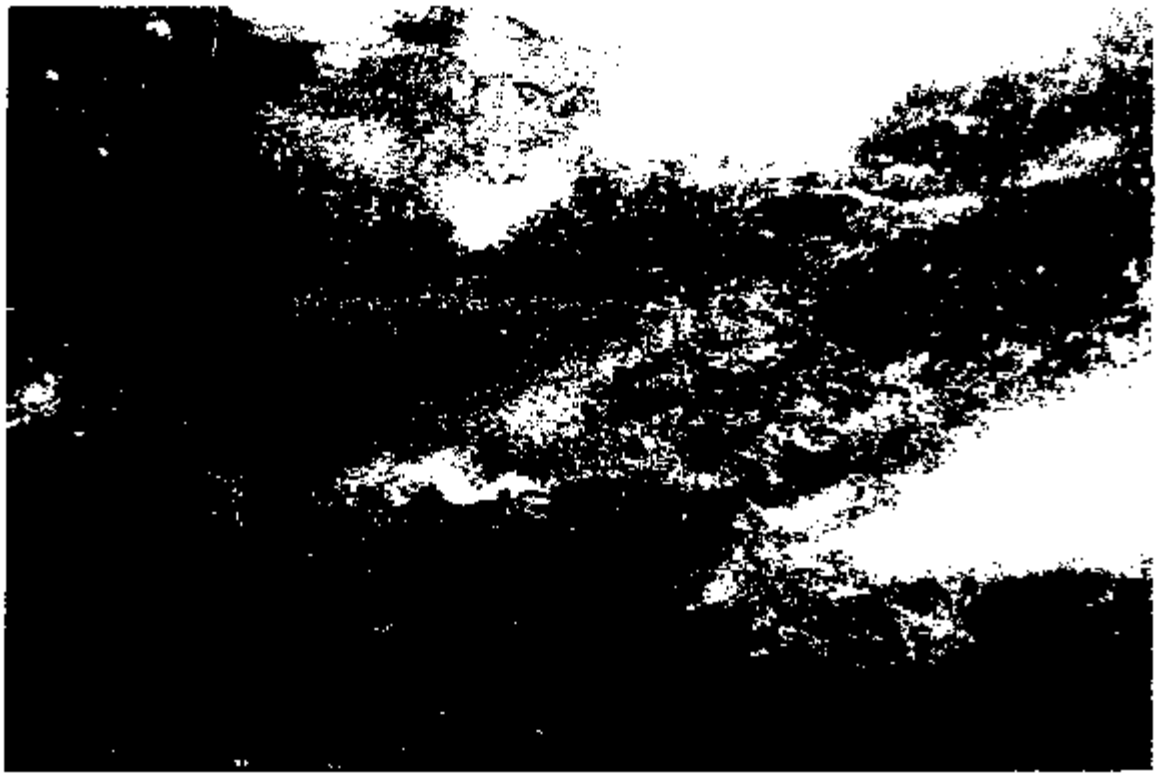
Photo No. 13-14

Comments: This series of photographs depict the damage sustained to the insulation on the underside of the engine compartment hood.



PQO

Photo #14



PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **15**

Comments: This photograph depicts the passenger side of the engine compartment of the vehicle.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 16-18

Comments: This series of photographs depict the limited damage sustained to the components located on the passenger side of the engine compartment.

PQO

PQO

Photo #17

Photo #18

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

PQO

Photo No. 19

Comments: This photograph depicts the alternator and pulley system for the engine located on the passenger side of the engine compartment.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**
Insured:
Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota
Date: **January 22, 2003**
By: **Brian Haag, CFI**

PQO

Photo No. **20**

Comments: This photograph depicts the lack of damage sustained to the blower motor for the heater attached to the bulkhead on the passenger side of the engine compartment.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**

Insured:

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

PQO

Photo No. 21

Comments: This photograph depicts the main center portion of the engine block of the engine.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

PQO

Photo No. **22**

Comments: This photograph depicts the driver's side of the engine compartment.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**

Insured:

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **23**

Comments: This photograph depicts the damage sustained to the rear portion of the driver's side of the engine compartment as a result of fire travel.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **24-27**

Comments: This series of photographs depict views of the damage sustained to the components mounted to the bulkhead directly behind the center portion of the engine along the interior surface of the bulkhead.

PQO

Photo #25

Photo #26

PQO

Photo #27

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] Claim #23-1556-289

Insured:

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 28

Comments: This photograph depicts the melting that occurred to the rubber gaskets on the rear portion of the bulkhead directly behind the fuel plenum.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

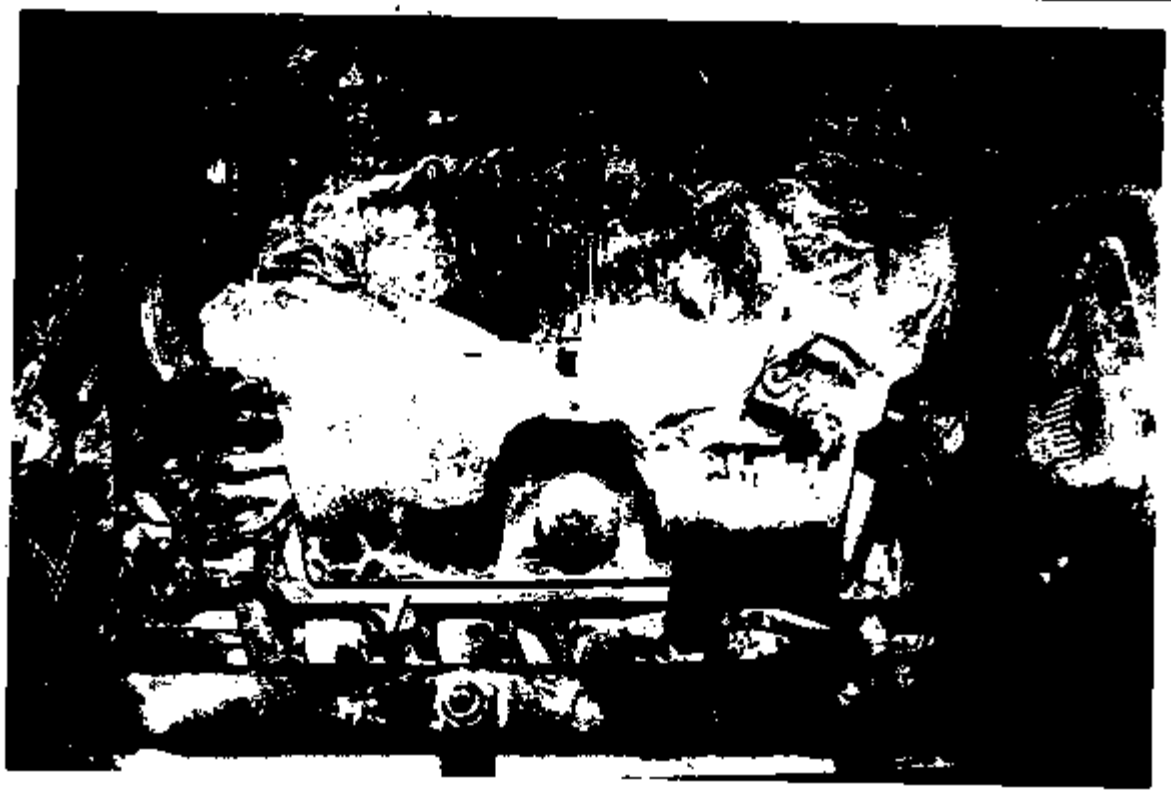
PQO

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 29

Comments: This photograph depicts the damage sustained to the plastic intake manifold over the plenum on the rear portion of the engine compartment.



INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 30

Comments: This photograph depicts the most significant damage occurring near the rear portion of the engine compartment and the main fuel intake area.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **31**

Comments: This photograph depicts a view of melting and damage to the EGR valve on the driver's side rear portion of the engine.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

PQO

Photo No. 32

Comments: This photograph depicts a view of the main fuel lines ascending from the under side of the engine on the driver's side of the bulkhead transitioning to the rubber hoses above the area of the master cylinder.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1566-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

PQO

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **33**

Comments: This photograph depicts a view looking towards the area of fire origin from the driver's side of the engine compartment.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

PQO

Photo No. **34**

Comments: This photograph depicts the damage sustained to the portion of the engine components on the bulkhead directly above the area of the fuel intake manifold.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**

Insured:

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 35-38

Comments: This series of photographs depict the damage sustained to the top surfaces of some combustible hoses on the rear portion of the engine. The damage was sustained to the top surface only and not the rear.

PQO

Photo #36

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 37-38

Comments: This series of photographs depict views looking from the passenger side towards the driver's side at the damage on the rear portion of the engine.

PQO

Photo #38

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013[redacted] **Claim #23-1556-289**

Insured: [redacted]

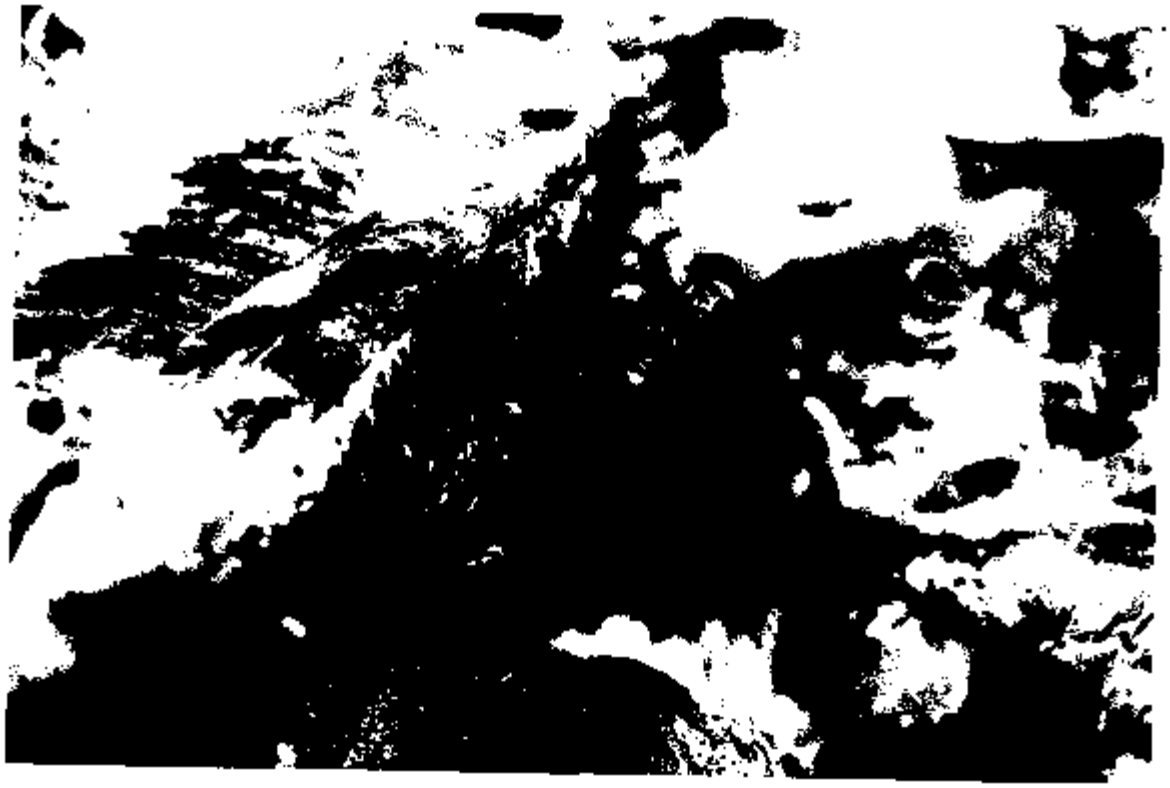
Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 39

Comments: This photograph depicts a direct view of the ports for the fuel lines on the bulkhead portion of the engine.



PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 40

Comments: This photograph depicts the limited damage sustained to the bulkhead below the level of the fuel intake on the rear portion of the engine.

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**

Insured:

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

Photo No. 41-44

Comments: This series of photographs depict views inside the damaged area of the melted plastic fuel manifold on the topside of the engine compartment. Noted within the photographs is the metal fuel rail which runs internal within the manifold system.

PQO

PQO

Photo #42

Photo #43

Photo #44

PQO

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 [redacted] **Claim #23-1556-289**

Insured:

Location/View: Insurance Auto Auction
1280 Jackson Street
St. Paul, Minnesota

Date: January 22, 2003

By: Brian Haag, CFI

PQO

Photo No. 45

Comments: This photograph depicts the melted remains of the transmission fluid dipstick located near the driver's rear portion of the engine compartment.

INVESTIGATION PHOTOGRAPHS

W&W File #03-M013 **Claim #23-1556-289**

Insured: [redacted]

Location/View: **Insurance Auto Auction**
1280 Jackson Street
St. Paul, Minnesota

Date: **January 22, 2003**

By: **Brian Haag, CFI**

Photo No. **46**

Comments: This photograph depicts the top surface of the engine compartment hood.

PQO

This is Heidi Gustafson. I'm interviewing Ann[redacted]son from our office at 1055 East County Road E in Vadnais Heights, Minnesota. Our interview is taking place by phone. It's approximately 2:55 on January 16th, 2003. This concerns a vehicle fire with their 1998 Buick Park Avenue that occurred on the 12th of January at their home. The time that this happened at their home was approximately 5:00.

Q. Ann, will you please state your full name for me and then spell your last name?
A. Sure. It's Ann Mitchell [redacted]

Q. And you're aware that I am recording your conversation?
A. Yes, that's correct.

Q. Ann, can I get your home address please?
A. [redacted]Minnesota 55436.

Q. Thank you. Um, and your home phone number?
A. [redacted].

Q. And do you have any other phone numbers you can be reached at during the day?
A. No, this is the one.

Q. Okay. Um, are you currently employed?
A. Ah, yes, I am.

Q. Okay. Where do you work?
A. I work for [redacted]

Q. Okay. Um, through your home or at a different office?
A. Ah, through my home.

Q. Okay. And typically do you work regular hours, or...
A. Yes, un huh.

Q. Okay. And, the vehicle that this happened to was a 1998 Buick Park Avenue, correct?
A. That's correct.

Q. Okay. And I show that this happened about the 12th of January?
A. Yes.

Q. Okay.
A. On the 12th of January.

Q. On, on the 12th.
A. Um hum.

Q. Okay. And what happened?
A. Um, actually it was about 5:00 and I was going to get gasoline in my car and to the grocery store. I went out to get in the car and I turned the key to start it and it never turned over, there was just an explosion under the hood. And I got out of the car and I noticed smoke started billowing out. And I came in the house and yelled to my house

ANN
DAVIDSON
RECORDED STMT

and told him that the car was on fire. And he came out and, um, opened up, got in the car, pushed the hood button, opened up the hood and then it was, um, engulfed in flames and pushed the hood back down. Prior to this, I said I'm gonna call the fire department. So I called the fire department.

Q. Um hum.
A. And, while I was calling the fire department, he put the, came and got my keys, put the car in neutral, pushed it out onto the, um, driveway. And then, ah, came in the house and went downstairs and got the fire extinguisher and, um, put the fire out in the, before the fire, ah, department got here.

Q. Okay. And, um, did, you were able to get out of the vehicle in time, you didn't experience any injuries or anything?
A. No, no, I got right out, as soon as I heard the explosion.

Q. Did you turn the, the car off or did you take the keys out of the ignition?
A. Um, yes, I took the keys out of the ignition and brought them in the house.

Q. Okay.
A. Turned it on, off, came in the house, right.

Q. Okay. And you had said that you were gonna put some gas in your vehicle, do you know, did; did your car have any gas in it? And if so, approximately how much?
A. Oh, I'd say probably a quarter, a little under a quarter of a tank.

Q. Okay. So there was enough in there to at least drive somewhere?
A. Oh, sure.

Q. Okay. Um, had you noticed any, any problems with the vehicle...
A. None, um um.

Q. ...the week prior or the month prior or anything?
A. Um um, none.

Q. Okay. Um, and you've never had problems with it starting before?
A. No.

Q. Okay. Um, and I, I spoke with your husband and he had that you have it repaired or usually take it for service at Berkley Buick.
A. Correct.

Q. Is that in White Bear Lake?
A. Yes, correct.

Q. And, do you know about the last time it was, it was there to be serviced?
A. Oh, you know, he would have those records.

Q. Okay.
A. Ya.

Q. And I did talk with him and he said that he would fax me or send me that information.
A. Okay.

Q. Um, what, did you have a conversation with the police that came or the, the fire expert that was there? I don't know if it was the fire department, or...
A. Um, I didn't really, um, talk to them. My husband was talking to them, telling them what happened. Um, they came in with a, their infrared machine that they have and looked in the garage to make sure there weren't any sparks anyplace...

Q. Um hum.
A. ...in the garage. And, um, um, but I'm sure... The, actually, when my husband... I did hear a conversation with, my husband had with one of the firemen saying that there had been a fire not too, in our, not too far from us in our neighborhood, only it happened to be a fatality. So they're not sure what happened with there, but it was a car fire.

Q. Okay. How often do you drive this vehicle?
A. I drive it every day.

Q. Okay. And, prior to you getting into it about 5:00 on the 12th of January, when was the last time you were in it before then?
A. Um, Saturday afternoon.

Q. Okay. And I'll just make... That was, that was the day before, right?
A. Correct.

Q. Okay.
A. Um hum, the 11th.

Q. And it started okay that day?
A. Sure, um hum.

Q. Okay. Okay. Well, I just needed to get basically what happened since you were the one there...
A. Okay.

Q. ...right after it happened. I just wanted to get your, your input of what happened with it. Um, is there anything else you wanted to add regarding what happened?
A. Well I think I've covered it, ya.

Q. Okay.
A. Um hum.

Q. Okay. So all the remarks you made are, are your true version?
A. Absolutely.

Q. And you were aware that I did record this conversation?
A. Yes, um hum.

Q. Okay. Thanks, Ann, I'm just gonna turn off my recorder.

This is Heidi Gustafson in our Vadnais H[redacted]n Vadnais Heights, Minnesota. It's approximately 10:01 and I'm speaking with Todd[redacted] regarding a vehicle fir that occurred on January 12th, 2009 at his home. And the Buick is a 1998 Buick Park Avenue sedan and this loss occurred at approximately 3:00 p.m. on the 12th of January.

Q. Todd, will you please state your full name for me and then spell your last name?
A. Ah, my name is Todd P[redacted]. And Heidi, let me interject, um, it was closer to 5:00 I guess is...

Q: Oh.
A: Ya.

Q: Okay.
A: Whatever that's worth.

Q: Okay, that's fine. So it was approximately 5:00 then?
A: Right.

Q: Um, the agent wasn't sure, um, what time it was. That was a guesstimate.
A: Ya, and that's what I guessed too.

Q. Okay. You are aware that I am recording our conversation?
A. Sure.

Q. Okay. And, your home address please?
A. The address is [redacted] Edina, Minnesota 55436.

Q. Okay. And what is your home phone number?
A. Ah[redacted]

Q. And your work number?
A. Yes, [redacted]

Q. Are there any other phone numbers you can be reached at?
A. Ah, no, those are the two.

Q. Okay. And, where do you work?
A. Ah, Wachovia Securities.

Q. And what do you do there?
A. Financial advisor.

Q. Okay. And do you typically work, um, 9:00 to 5:00, Monday through Friday, or...
A. Yes.

Q. Okay. And your wife's name is Ann?
A. Ann.

P. Hodson
Red Giant

Q. Okay. And who typically drives this vehicle?
A. That's the one she uses.

Q. Okay. Do you drive it periodically, or...
A. Ah, once in a while.

Q. Okay. Um, prior to this, this loss happening, um, had you noticed any, any problems with the vehicle starting or driving or anything?
A. No, ah, it's, it's been running excellently for quite a while.

Q. Okay. Um, and if you, what, just tell me what happened?
A. Well, she went out to, ah, start the car to go up and get a tank full of gas. And, um, she was out of gas. And she, I was in the other room in the house. There was an explosion that I heard. I came out just about the time that she was running in the house and she said the car exploded and she said it's on fire. She said there's smoke building up from underneath the hood. And I passed her and went out and looked in the garage. Jumped into it, cause I figured if there was a fire, I didn't want it in the house. She said I'm gonna call 911. And then I realized I couldn't get the car into neutral because she'd taken the key back. So I went and got the key, came back in and put it into the ignition, turned it. Got it in neutral and then I was able to push it out the open garage door. We have an incline, so it's easy once I got it past that point. Rolled down the driveway, she was in the process of calling the police or the fire department. And, um, I put the brake on it and I basically got out, opened up the hood and there was flames just shooting up in the air. So I put the hood back down. I went back down into the basement and got a fire extinguisher, came back out and extinguished the flames. And ah, about, I don't know, five minutes or so after that, the fire department showed up. And they continued to douse it, although there wasn't any indication there was still fire, they just washed it down. And ah, did an inspection. They took the vehicle number I believe and other information. Asked me what had happened, similar to this. And I told 'em and that was all I saw. They left and ah, I called the insurance company on Monday morning.

Q. Okay. And, um, you said your wife had started the vehicle with keys, not from an electric starter?
A. No, no, she actually got it and started it with a key.

Q. Okay.
A. And that's when the explosion occurred.

Q. When, when she turned the key in the ignition, that's when the explosion was?
A. Right.

Q. Okay. Um, was she injured at all?
A. Not to my knowledge, no. Just, just scared.

Q. Okay. So she then turned the, the car off and then went into the house?
A. Right.

Q. Okay. Um...
A. And took the keys with her.

Q. Um hum. And has she mentioned any, any problems with the vehicle at all...
A. No.

Q. ...prior to this?
A. No, she hasn't.

Q. Now you said that you had some work done at the dealership. Which dealership do you have, have this vehicle serviced at?
A. Ah, Berkley Buick in ah, North St. Paul is where I got the car and I've had all the major service work done there.

Q. Okay. Um, and it was there... When was the last time it was there for any kind of repairs or service?
A. The last time it was there I think was... It seems to be it was in, sometime in 19, in 2002, ah, my wife ran over a, a rock or brick or something in the road and hit something in the rear end by the rear axle, which was the automatic level control.

Q. Okay.
A. And they, they repaired there. It was about $400 or $500. And, um, prior to that, ya, I think in 2001, I took it in cause it was spitting and coughing, ah, when you try and start it. In fact, it would belch. And then it would, ah, sometimes not start. And I got it in and they said that there was a, ah, an ignition switch, a starter switch or some kind of a switch. I've got the paperwork, but I don't have it handy.

Q. Um hum.
A. That they had to replace. And ah, there was, ah, you know, some gas leaking at the time, ah, onto the carburetor onto the manifold. And ah, they fixed that and it worked fine subsequent to that.

Q. Okay. And so it was never in for that issue again?
A. No.

Q. And, um, do you know if there was any kind of a warranty issued with that, that work they did?
A. Ah...

Q. Or for the parts?
A. ...I think the dealers typically got a parts and workmanship 90 days.

Q. Okay.
A. I think.

Q. You never took out any...
A. I recall that being just...

Q. ...any other kind of warranties or anything for the part?
A. No. I, I recall it... I, I think they said it was 90 days. Maybe 120 or something.

Q. Okay.
A. I've got the paperwork. I'm sure it says on there.

Q. Sure.
A. But I just don't have it with me.

Q. Sure. Um, do you know, is it the same person that does the work on your vehicle each time it's there or just...
A. Yes, I do take it to the same, ah, attendant when I go in.

Q. Okay. And do you know what the person's name is?
A. His name is Jeff [redacted] believe it's [redacted]

Q. Okay. And have, have you notified them at all that your, your vehicle has had this car fire?
A. No, I haven't bothered to call anybody other than you.

Q. Okay. Um, and then you said that the, the police came. Was it the police or the fire department?
A. Both.

Q. Okay.
A. Ya, they both showed up.

Q. And there was a report written up?
A. Well, now, you know, that's a good question. Cause one of the forms you sent me, ah, was for some kind of an authorization. I, I never signed anything that I recall.

Q. Okay.
A. They just, ah, inquired. They, I believe the fire department filled something out, cause he was taking notes down.

Q. Okay.
A. But I didn't get any copy of a report or anything like that. So one of my questions to you, which we can get at later is, what do I do with that piece of paper?

Q. Sure. And that's something that we can use to get the... If there was a fire report written then, we can get a copy of that.
A. Um hum. Okay.

Q. Um, I think that, that pretty much answers my questions. When did you buy the vehicle?
A. I bought it new in, ah, I believe it was probably May of 1998.

Q. Okay. And have you ever been, received any notices of recalls or anything on the vehicle?
A. Well, there were... No, not that I remember.

Q. Okay.
A. I've had many Buick's from that dealership. There have been some recalls, but I don't remember anything on this one.

Q. Okay. And typically they notify you though if there is a, a recall?
A. Um hum.

Q. Okay. Um, and we had our estimator look into it. They didn't find any recalls, um, it doesn't mean there aren't, they aren't out there. We just, we haven't found any, so...
A. Um hum.

Q. Um, will all be part of our investigation in looking into this. Um, I think that takes care of my questions. Is there anything you want to add about what happened?
A. No, really, um, I can't think of anything other than that.

Q. Okay.
A. It could have been a lot worse, that's all I can say if it, if it flared up in the house, or in the garage.

Q. Sure. Ya.
A. Um, can I ask you about this paperwork?

Q. Sure. You know what? We'll just, well, I'm just gonna turn off the tape.
A. Okay.

Q. But I got to ask a few things first. As, as, like you said, there was nothing else that you wanted to add to the tape?
A. Not that I can think of.

Q. Okay. And all the remarks you have made are your true version?
A. Yes.

Q. Okay. And you were aware that I did record this?
A. Yes.

Q. Okay. Now I'm gonna turn off the tape. Thanks, Todd, for your assistance.

059/JP/M0455-2.19

FID ★	State ★	Incident Date ★ (MM DD YYYY)	Station	Incident Number ★	Exposure ★
27207	MN	01 12 2003	1	03-0000136	000

☐ Delete ☐ Change ☐ No Activity

NFIRS -1 Basic

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire module in section 4 "Ignition Location Specification". Use only for Wildland Fires.

Census Tract: ___ - ___

Location★

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Number/Milepost: 6204 | Prefix: | Street or Highway: Idylwood | Street Type: LANE | Suffix:

Apt./Suite/Room: | City: Edina | State: MN | Zip Code: 55436 -

Cross street or directions, as applicable

Incident Type ★

31 Passenger vehicle fire
Incident Type

Aid Given or Received★

☐ Mutual aid received
☒ Automatic aid recv.
☐ Mutual aid given
☐ Automatic aid given
☐ Other aid given
☐ None

Their FDID | Their State
Their Incident Number

E1 Date & Times

Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
ALARM always required. Alarm ★	01	12	2003	16:56:00
ARRIVAL required, unless canceled or did not arrive. ☒ Arrival ★	01	12	2003	17:03:00
CONTROLLED Optional, Except for wildland fires. ☐ Controlled				
LAST UNIT CLEARED, required except for wildland fires. ☒ Last Unit Cleared	01	12	2003	17:18:00

E2 Shift & Alarms

Local Option

A | 01 | NW
Shift or Platoon | Alarms | District

E3 Special Studies

Local Option

Special Study Ipd | Special Study Value

Actions Taken ★

86 Investigate
Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources ★

☐ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0005	0009
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires. None

Property $	000,000	☐
Contents $	000,000	☐

PRE-INCIDENT VALUE: Optional

Property $	000,000	☐
Contents $	000,000	☐

Completed Modules

-2
Apparatus-3
Civil Fire Ops.-4
Fire Serv. Ops.-5
EMS-6
Hazmat-7
Wildland Fire-8
Apparatus-9
Personnel-10
Arson-11

H1 ★ Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
0 ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas:
2 ☐ Propane gas:
3 ☐ Gasoline:
4 ☐ Kerosene:
5 ☐ Diesel fuel/fuel oil:
6 ☐ Household solvents:
7 ☐ Motor oil:
8 ☐ Paint:
0 ☐ Other:

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☐ Enclosed mall
58 ☐ Bus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

Property Use★ Structures

31 ☐ Church, place of worship
61 ☐ Restaurant or cafeteria
62 ☐ Bar/Tavern or nightclub
13 ☐ Elementary school or kindergarten
15 ☐ High school or junior high
11 ☐ College, adult education
11 ☐ Care facility for the aged
31 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
871 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

24 ☐ Playground or park
55 ☐ Crops or orchard
59 ☐ Forest (timberland)
07 ☐ Outdoor storage area
19 ☐ Dump or sanitary landfill
31 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/cure for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box.

Property Use 965

Vehicle parking area

NFIRS-1 Revision 03/13/98

FIRE REPORT

K1 Person/Entity Involved

Local Option

Business name (if applicable) | Area Code - Phone Number

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code -

☐ More people involved? Check this box and attach Supplemental Forms (REPORT-1S) as necessary

K2 Owner

Local Option

☐ None as person involved? Then check this box and skip the rest of this section.

Business name (if Applicable) | Area Code - Phone Number

☒ Check this box if same address as incident location. Then skip the three duplicate address lines.

[redacted] | Suffix

[redacted] | LA Street Type | Suffix

[redacted]

Post Office Box | Apt./Suite/Room | City

MN State | 55436 Zip Code -

L Remarks

Local Option

OWNER STATES SHE TRIED TO START CAR W/O SUCCESS
BLACK SMOKE CAME OUT FROM UNDER THE HOOD
HUSBAND ROLLED CAR OUT OF GARAGE
OPENED CAR HOOD
FIRE IN ENGINE COMPARTMENT
EXTINGUISHED WITH DRY CHEM EXTINGUISHER
NO PROBLEMS OR RECENT REPAIRS
D ARRIVED - FIRE OUT
NO EXTENSION TO HOUSE
FIRE DAMAGE TO CAR APPEARS TO BE IN ENGINE COMPARTMENT

L Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
061	Forseth, Joel	CP		01	12	2003

Check box if same as officer in charge.

Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year
9998	Bretson, Karen			01	14	2003

A

FDID *	State *	Incident Date * (MM / YYYY)	Station	Incident Number *	Exposure *	Delete / Change / No Activity	NFIRS -2 Fire
27207	MN	01 / 2003	1	03-000013	000		

B Property Details

B1 [ ] ☐ Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] ☒ Buildings not involved
Number of buildings involved

B3 [ ] ☐ None
Acres burned (outside fires) ☐ Less than one acre

C On-Site Materials or Products ☐ None

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (2) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (3) [ ] [ ]
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

D Ignition

D1 03 | Engine area, running
Area of fire origin *

D2 UU | Undetermined
Heat source *

D3 UU | Undetermined
Item first ignited * 1 ☐ Check box if item ignited was confined to object of origin

D4 [ ] [ ]
Type of material first ignited — Required only if item first ignited code is 98 or 678

E1 Cause of Ignition

☐ Check box if this is an expense report. Skip to section G

1 ☐ Intentional
2 ☒ Unintentional
3 ☐ Failure of equipment or heat source
4 ☐ Act of nature
5 ☐ Cause under investigation
U ☐ Cause undetermined after investigation

E2 Factors Contributing To Ignition

☒ None

NN | None
Factor Contributing To Ignition (1)

[ ] [ ]
Factor Contributing To Ignition (2)

E3 Human Factors Contributing to Ignition

Check all applicable boxes

1 ☐ Asleep ☒ None
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ Unattended person
4 ☐ Possibly mental disabled
5 ☐ Mentally Disabled
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person involved [ ]

1 ☐ Male 2 ☐ Female

F1 Equipment Involved In Ignition

☐ None If Equipment was not involved, Skip to Section G

[ ] [ ]
Equipment Involved

Brand [ ]

Model [ ]

Serial # [ ]

Year [ ]

F2 Equipment Power

[ ] [ ]
Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☐ None

[ ] [ ]
Fire suppression factor (1)

[ ] [ ]
Fire suppression factor (2)

[ ] [ ]
Fire suppression factor (3)

H1 Mobile Property Involved

☐ None

1 ☐ Not involved in ignition, but burned
2 ☐ Involved in ignition, but did not burn
3 ☒ Involved in ignition and burned

H2 Mobile Property Type & Make

11 | Passenger car.
Mobile property type

BU | Buick
Mobile property make

PARK AVENUE
Mobile property model

[ ]
Year

[ ]
License Plate Number

MN | 1G4CW52K2W4634401
State | VIN Number

Local Use

☐ Pre-Fire Plan Available

Some of the information presented in this report may be based upon reports from other Agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

NFIRS-2 Revision 01/18/99

BO #: ED 03-800

DISPATCH INFORMATION	DISPOSITION INFORMATION
Location [redacted]	Usr Code Description 8610 Fire - Vehicle
Beat/Sub[redacted] Shift 4 /436 E911 High 1	Service Code Description 40 Completed - No Report
Code / Description 8610 Fire - Vehicle FIRE - VEHICLE /IN ATTACHED GARAGE	
Caller:UNKNOWN (952)933-5448	Dispo Stat: 301 Back Remarks Continued Area
Dispatch Assignment Area Dispatch Code: D Disp:01/12 16:56:11 Enrt:01/12 16:56:11 Onsc:01/12 17:01:13 Comp:01/12 17:18:19 LIC/DPY008 FAIL TO YEILD TO EMERGENCY VEHICLE	

Received Sun 01/12/2003 16:56:11 301 Bank, Denise L
Call Dispatched Sun 01/12/2003 16:56:11 301 Bank, Denise L

Incident Dispatch Block Listing

Unit	Stars	Dispatch Time	En-Route Time	On-Scene Time	Complete Time
3408	110 Marston	01/12/03 16:56:11			01/12/03 17:02:58
3425	175 Bebo	01/12/03 16:57:03		01/12/03 17:01:13	01/12/03 17:18:19

☐ STATE FARM FIRE 'D CASUALTY COMPANY
☐ STATE FARM IN .ATY COMPANY
☐ STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
☐ STATE FARM COUNTY MUTUAL INSURANCE COMPANY OF TEXAS

Barcode Only
VADNAIS HEIGHTS
JAN 21 2003

Claim Number 656-229

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

Name of Ins [redacted] Name of Owner JAME

Address [redacted] Home Phone [redacted]

Date of Birth 11-10-1939 Marital Status: ☒ Married ☐ Single No. of Dependants —

Social Security No [redacted] Driver's License No.

Occupation FINANCIAL ADVISOR Employer's Name [redacted]

Address 8500 NORMANDALE LK. BLVD, BLOOMINGTON

Date of Fire JAN 12 Time ~ 8:00 - 5:30 ☐ A.M. ☒ P.M.

Make of Vehicle BUICK Year 1998 Model PARK AVENUE Body Type 4 dr Color SILVER

Vehicle ID # 1G4CW52K2W4634401 License Plate # [redacted] State MN

Certificate of Title # C1070K732 If none, why?

Number of cylinders V-6 H.P. or C.I. or Liter Odometer reading ~73,000

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

When did you last see your vehicle? Date 1/5 IN DRIVEWAY Time JAN 15 ☐ A.M. ☐ P.M.

Specific location where vehicle burned ATTACHED GARAGE — THE IN DRIVEWAY

Reason vehicle was left at this location BELONGS THERE

Name and address of person who left auto at this location [redacted]

Their driver's license no [redacted]

When was the fire discovered? Date JAN 12 Time ~ 5:00 ☐ A.M. ☒ P.M

Who made the discovery? WIFE (ANA) STARTED VEHICLE AND EXPLOSION OCCURRED

When was fire reported to fire department? Date JAN Time ~ 5:15 ☐ A.M. ☒ P.M

Name and Location of Fire Station EDINA

Describe fire (where, color of smoke, cause): Fire was in engine compartment

Was vehicle being driven? ☐ Yes ☒ No Describe exactly what happened prior to noticing smoke: Ann entered vehicle, turned key and it exploded.

Cause (electrical or mechanical malfunction): Fuel came from burnt hose and part of car.

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

AFFIDAVIT OF VEH. FIRE

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? Explosion first – smoke poured from under hood

Have you had similar problems prior to fire? ☐ Yes ☒ No If yes, explain _____

Has vehicle been damaged during the past three years? ☒ Yes ☒ No If so, give location RAN OVER STONE _____, type of damage DISTRIBUTED ELECTRONIC LEVEL CONTROL (?) FUSE, amount of damage $ 407, and date 5/14/2002

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

Who made the repairs? BURKLE BUICK-HONDA

Name and address of insurance company who paid claim damages, if an: NO COVERAGE

Any other claims in the last three years on this or any other auto? No ~~[illegible]~~
Any other vehicles in your household? ☒ Yes ☐ No

Name of insurance company and agent on other vehicles STATE FARM – JEFF MEYER

Your prior insurance company and agent _____

Any homeowners claims within the past 6 months with State Farm? ☒ Yes ☒ No Just claimed car rising on homeowner,
With any other carrier? _____

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

☐ Radio AM	☒ Power Steer	☐ Vinyl Roof	☒ Cruise Control	Tires	Transmission:
☒ AM/FM	☒ Power Brakes	☒ Tinted Glass	☒ Compact Disc	☒ W/W	☒ Automatic
☐ Stereo	☒ Power Locks	☒ Mag Wheels	☒ Sun/Moon Roof	☐ Radial	☐ Standard
☒ Tape Deck	☒ Power Windows	☐ T-Tops		☐ Special	☐ Console
☒ Air Cond.	☒ Power Seats	☒ Tilt Steering Wheel			☐ AutoStick

☐ 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	
Engine	☐ Fair	☐ Good	☒ Excellent	
Body	☐ Fair	☐ Good	☒ Excellent	

5. Name and address of service station/garage: _____

Who performs routine maintenance service? Burkle Buick – major Date last serviced 5/2002 – major
TIRES PLUS – OIL CHANGES

. Who performs State MV Inspection? _____ ate last inspected _____

6. Date car purchased 1998 ☒ New ☐ Used Purchase Price $ ~ 33,000

ade-in _____ Allowance _____

Seller Dealer/Individual Name and Address _____

How did you learn the car was for sale? _____

How was the car paid for? ☐ Cash ☐ Check

If financed, name and address of finance company GMC acceptance corp – paid in full

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

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

Are keys in your possession? ☒ Yes ☐ No 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 _____

mount for which you are making claim $?

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

ny person who submits an application or files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

Witnes [redacted] Policyholder [redacted]

Addr [redacted]

SUBSCRIBED AND SWORN TO BEFORE ME this 16th day of January (year) 2003

in Bloomington, MN County, Hennepin

Notary Public Christine Burnham My commission expires: 1-31-2006

CHRISTINE LOUISE BURNHAM
Notary Public
Minnesota
My Commission Expires Jan. 31, 2006

Autosource
Claims Solutions Group
(800) 331-9130 FAX (800) 939-5110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 1
Via: FAX Request Number: 0044618 ADP Version: 1

VALUATION DETAIL 98 BUICK PARK AVENUE STD 4D SEDAN

The TYPICAL VEHICLE represents the average mileage, condition, equipment level and estimated selling price of a vehicle of the same year, make, model, doors, edition, body and fuel type as the LOSS VEHICLE and is representative of the market area.

	Typical Vehicle	Loss Vehicle	Adjustments
VEHICLE DESCRIPTION			
City	Edina	Edina	
Price	$11,235		$11,235
Year	1998	1998	
Make	Buick	Buick	
Model	Park Avenue	Park Avenue	
Edition	STD	STD	
Door	4D	4D	
Body	Sedan	Sedan	
Drive	2WD	2WD	
Size	Not Applicable	Not Applicable	
Engine	8cyl Gasoline 3.8	8cyl Gasoline 3.8	0
Transmission	4 Speed Automatic	4 Speed Automatic	0
Color	Not Applicable	Not Specified	
Odometer	78,408 Mi (typical)	55,000 Mi (actual)	1,405
EQUIPMENT			
CONVENIENCE OPTIO	Climate Control For Ac	Climate Control For Ac	
	Dual Air Conditioning	Dual Air Conditioning	
	Rem Trunk/Liftgt Releas	Rem Trunk/Liftgt Release	
	Rear Window Defroster	Rear Window Defroster	
	Cruise Control	Cruise Control	
	Tilt Steering Wheel	Tilt Steering Wheel	
OTHER OPTIONAL EQ	Tachometer	Tachometer	
	Auto Load Leveling	Auto Load Leveling	
	Anti-lock Brakes	Anti-lock Brakes	
	Intermittent Wipers	Intermittent Wipers	
	Keyless Entry System	Keyless Entry System	
	Lighted Entry System	Lighted Entry System	
		Leather Steering Wheel	0
	Overhead Console	Overhead Console	
	Tinted Glass	Tinted Glass	
	Dual Air Bag Restraints	Dual Air Bag Restraints	
POWER ACCESSORIES		Heated Power Mirrors	0
		Power Mirrors	0
	Power Brakes	Power Brakes	
	Power Door Locks	Power Door Locks	
	Power Steering	Power Steering	
	Power Windows	Power Windows	
	Dual Power Seats	Dual Power Seats	
RADIO/PHONE/ALARM	Alarm System	Alarm System	
	Compact Disc W/Tape	Compact Disc W/Tape	
ROOF OPTIONS		Power Moonroof	330
SEAT OPTIONS	Leather Seats	Leather Seats	
		Heated Front Seats	0

TOTAL LOSS
SETTLEMENT

Autosource
Claims Solutions Group
(800) 931-8198 FAX (800) 999-8110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 2
Via: FAX Request Number: 8844518 ADP Version: 1

VALUATION DETAIL (CONTINUED) 98 BUICK PARK AVENUE STD 4D SEDAN

	Typical Vehicle	Loss Vehicle	Adjustments
WHEEL OPTIONS PACKAGES	Aluminum/Alloy Wheels	Aluminum/Alloy Wheels	
		Concert Sound Speakers	80
		Seating Package	125
	Value Before Condition Adjustments:		$13,175
INTERIOR			
Seats	Good	Good	
Carpets	Minor Wear	Good	45
Dash	Good	Good	
Glass	Good	Good	
Headliner	Good	Good	
EXTERIOR			
Body	Minor Damage	Minor Damage	
Paint	Minor Wear	Good	190
Trim	Good	Good	
MECHANICAL		Average	
Engine	Well Maintained	Well Maintained	
Transmission	Well Maintained	Well Maintained	
TIRES			
Front Tires	Good (30-79% Of Tread)	Worn (0-29% Of Tread)	-75
Rear Tires	Good (30-79% Of Tread)	Worn (0-29% Of Tread)	-75
	Total Condition Adjusted Market Value:		$13,260

Applicable Tax: _____% _____

Title Fee: _____

Transfer Fee: _____

Deductible: -_____

NET ADJUSTED VALUE: _____

Salvage/Other: -_____

Autosource
Claims Solutions Group (800) 551-8155 FAX (800) 939-8110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 3
Via: FAX Request Number: 9844818 ADP Version: 1

ADMINISTRATIVE DATA

John Watters
State Farm Insurance
Burnsville Branch
7500 France Ave. South
Edina MN 55435

Claimant: [redacted]
Insured: [redacted]
Claim: 23-1556-28901
Loss Date: 01/12/03
Loss Type: COMP
Policy: NONE
Other:

License Number: BCX-084
License State: MN
Inspection Location: RESIDENCE
Claim Rep Name :: Gustafson, Heidi

VINSOURCE ANALYSIS

VIN: 1G4CW52K2W4834401

Decodes as: 1998 Buick Park Avenue STD 4D Sedan
Accuracy: DECODES CORRECTLY
History: NO ACTIVITY WAS REPORTED

NICB REPORT

Loss Date: 01/12/2003 Claim #: 23-1556-28901
NICB Member: 5037 STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
Phone: 9528956570 NICB File#: M0079843788
Type Of Loss: ASSIGNMENT Point of Impact: UNKNOWN

REPORTED PHONE NUMBER ANALYSIS

No Vehicles Advertised at (952) 933-5446

No Vehicles Advertised at (952) 830-8372

Autosource
Claims Solutions Group (800) 331-5138 FAX (800) 950-9110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 4
Via: FAX Request Number: 8044618 ADP Version: 1

TYPICAL CONDITION STATEMENT

1988 Buick Park Avenue STD 4D Sedan
Odometer, equipment, trim level and condition must all be considered carefully on this vehicle. The average miles driven for this vehicle are 78,408. The expected vehicle condition would be as follows:

Component	Description of Typical Condition
INTERIOR	
Seats	Good Slight wear. Soil removed with detail. No fading/discoloring
Carpets	Minor Wear Stains. 1-3 burn marks/holes. Light fading. Wear under pedals.
Dash	Good No obvious damage. Very slight wear on close inspection.
Glass	Good 1-3 very small pits. Light scratches on close inspection.
Headliner	Good Soil removed with detail. No fading/discoloring. No tears.
EXTERIOR	
Body	Minor Damage Multiple dings. Small non-collision dents. Surface rust.
Paint	Minor Wear Numerous chips/scratches. 1-2 scrapes. Discolor can buff out
Trim	Good 1-3 marks/scratches. Shiny chrome/brightwork/color-key parts
MECHANICAL	
Engine	Well Maintained Clean/good condition. Maintenance performed and documented.
Transmission	Well Maintained Clean. No leaks. Maintenance performed. Service documented.
TIRES	
Front Tires	Good (30-70% of tread) Tires are in good condition. 30-70% of tread remains.
Rear Tires	Good (30-70% of tread) Tires are in good condition. 30-70% of tread remains.

Having a clean, well maintained vehicle will add to its market value. Prior body damage, rust, extensive interior damage or mechanical problems will all decrease the market value of this vehicle.

VALUATION NOTES 88 BUICK PARK AVENUE STD 4D SEDAN

Adjustments of Special Note
- No special adjustments were made for this vehicle.

Information Provided By State Farm Insurance

Autosource
Claims Solutions Group (800) 331-6133 FAX (800) 939-8110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 5
Via: FAX Request Number: 8844818 ADP Version: 1

- Loss Vehicle description was provided by State Farm Insurance.
- All values are in U.S. dollars.

ADP/AUTOSOURCE Production Steps

- Over 2,000,000 vehicles are entered weekly into the database used for researching this value. This database includes dealer inspected, dealer inventory, dealer advertised, phone verified and advertised private party vehicles.
- The originating search area for this valuation was Edina, Minnesota.
- The VIN decoded correctly.

REPLACEMENT VEHICLES — 98 BUICK PARK AVENUE STD 4D SEDAN

The following replacement vehicles may include a sampling of the actual vehicles used to calculate the selling price. The replacement vehicles represent vehicles that have recently been offered for sale in the marketplace. These vehicles have similar attributes and characteristics to the total loss vehicle.

DEALER INVENTORY

Dealer (612) 267-5627
Minneapolis, MN 01/13/03
1998 Buick Park Avenue STD 4D Sedan $8,900

108,000 Miles	Stock Nbr: 8244A	6 Cylinder 3.8
Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Leather Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Dealer (651) 639-2163
Minneapolis, MN 01/10/03
1998 Buick Park Avenue STD 4D Sedan $12,000

69,200 Miles	Stock Nbr: 7059A	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Autosource.
Claims Solutions Group (800) 151-8136 FAX (800) 939-8110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 6
Via: FAX Request Number: 0844610 ADP Version: 1

REPLACEMENT VEHICLES 98 BUICK PARK AVENUE STD 4D SEDAN

DEALER INVENTORY (CONTINUED)

Dealer (952) 927-2915
Minneapolis, MN 01/07/03
1998 Buick Park Avenue STD 4D Sedan $8,995

80,700 Miles	Stock Nbr: 37042A	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Dealer (952) 927-2915
Minneapolis, MN 12/26/02
1998 Buick Park Avenue STD 4D Sedan $11,350

63,600 Miles	Stock Nbr: 27868A	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Dealer (952) 927-2915
Minneapolis, MN 11/02/02
1998 Buick Park Avenue STD 4D Sedan $9,995

89,300 Miles	Stock Nbr: 27508A	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Autosource
Claims Solutions Group (800) 331-8195 FAX (800) 939-3110

01/15/03 13:41 ADP/AUTOSOURCE INSTANT VALUATION Page 7
Via: FAX Request Number: 9044618 ADP Version: 1

REPLACEMENT VEHICLES 98 BUICK PARK AVENUE STD 4D SEDAN

DEALER INVENTORY (CONTINUED)

Key Cadillac Inc (952) 920-4300
Minneapolis, MN 11/02/02
1998 Buick Park Avenue STD 4D Sedan $14,995

34,900 Miles	Stock Nbr: 3793	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Dealer (952) 457-5143
Edina, MN 11/02/02
1998 Buick Park Avenue STD 4D Sedan $13,988

60,900 Miles	Stock Nbr: P8604	6 Cylinder 3.8
Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Leather Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	Traction Control System

Dealer (651) 490-6663
Saint Paul, MN 11/03/02
1998 Buick Park Avenue STD 4D Sedan $13,450

56,800 Miles	Stock Nbr: P87261	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

PRIVATE PARTY VEHICLES

Autosource...
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Via: FAX Request Number: 8844018 ADP Version: 1

REPLACEMENT VEHICLES 98 BUICK PARK AVENUE STD 4D SEDAN

PRIVATE PARTY VEHICLES (CONTINUED)

10/03/02-01/10/03
Minneapolis Star Tribune (888) 361-3333
1998 Buick Park Avenue STD 4D Sedan $13,813-9,287

80,800 Miles	Stock Nbr: B900738	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

11/02/02-11/09/02
Twin Cities Auto Mart (888) 250-7214
1998 Buick Park Avenue STD 4D Sedan $13,795

34,000 Miles	Low Mileage	8 Cylinder 3.8
Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Leather Seats	Alarm System
Compact Disc Player	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	All Power Options

PREVIOUS YEAR VEHICLES: The following vehicles were not considered in the calculation of the price. However, they may facilitate in finding a replacement vehicle. These vehicles have similar attributes to the loss vehicle but may vary in year and type.

DEALER INVENTORY

P & N Auto Sales (763) 784-4550
Minneapolis, MN 01/08/03
1997 Buick Park Avenue STD 4D Sedan $10,900

50,000 Miles	6 Cylinder 3.8	4 Speed Automatic
Dual Power Seats	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Leather Seats	Alarm System	AM/FM Stereo Tape
Aluminum/Alloy Wheels	Climate Control For Ac	Cruise Control
Dual Air Conditioning	Rear Window Defroster	Rem Trunk/Liftgt Release

Autosource
Claims Solutions Group
(800) 551-8189 FAX (800) 999-8110

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Via: FAX Request Number: 8944618 ADP Version: 1

REPLACEMENT VEHICLES 98 BUICK PARK AVENUE STD 4D SEDAN

DEALER INVENTORY (CONTINUED)

Tilt Steering Wheel	Anti-lock Brakes	Auto Load Leveling
Dual Air Bag Restraints	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Overhead Console	Tachometer
Tinted Glass		

Morries Minnetonka Ford (612) 545-5441
Minneapolis, MN 01/06/03
Dealer Specialties Inspected
1997 Buick Park Avenue STD 4D Sedan $8,890

88,300 Miles	VIN: 1G4CW52K8V4616238	Stock Nbr: 6217B
6 Cylinder 3.8	Automatic	Dual Power Seats
Power Brakes	Power Door Locks	Power Mirrors
Power Steering	Power Windows	Leather Seats
Alarm System	AM/FM Stereo Tape	Chrome Steel Wheels
Climate Control For Ac	Cruise Control	Dual Air Conditioning
Rear Window Defroster	Rem Trunk/Liftgt Release	Tilt Steering Wheel
Anti-lock Brakes	Auto Load Leveling	Dual Air Bag Restraints
Intermittent Wipers	Keyless Entry System	Lighted Entry System
Overhead Console	Tachometer	Tinted Glass

Marty's Auto Sales (952) 484-3593
Minneapolis, MN 01/11/03
1997 Buick Park Avenue STD 4D Sedan $6,500

New Tires	131,000 Miles	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Leather Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	All Power Options
Original Owner of Vehicle		

Dealer (651) 490-8883
Saint Paul, MN 11/14/02
1997 Buick Park Avenue STD 4D Sedan $10,450

80,800 Miles	Stock Nbr: B4817A	6 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers

Autosource
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Via: FAX Request Number: 9944618 ADP Version: 1

REPLACEMENT VEHICLES 98 BUICK PARK AVENUE STD 4D SEDAN

DEALER INVENTORY (CONTINUED)

Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Polar Chevrolet-Geo-Mazda (651) 653-8703
White Bear Lake, MN 11/02/02
1997 Buick Park Avenue STD 4D Sedan $12,485

88,900 Miles	Stock Nbr: 9700	8 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Leather Seats	Alarm System
Compact Disc Player	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Dealer (651) 306-2280
Saint Paul, MN 11/02/02
1997 Buick Park Avenue STD 4D Sedan $8,995

82,900 Miles	Stock Nbr: L1125C	8 Cylinder 3.8
4 Speed Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Fury Classic Auto (651) 251-8299
Saint Paul, MN 10/21/02
1997 Buick Park Avenue STD 4D Sedan $11,995

85,900 Miles	Stock Nbr: Z02209	8 Cylinder 3.8
Automatic	Dual Power Seats	Power Brakes
Power Door Locks	Power Mirrors	Power Steering
Power Windows	Velour/Cloth Seats	Alarm System
AM/FM Stereo Tape	Aluminum/Alloy Wheels	Climate Control For Ac
Cruise Control	Dual Air Conditioning	Rear Window Defroster
Rem Trunk/Liftgt Release	Tilt Steering Wheel	Anti-lock Brakes
Auto Load Leveling	Dual Air Bag Restraints	Intermittent Wipers
Keyless Entry System	Lighted Entry System	Overhead Console
Tachometer	Tinted Glass	

Autosource
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REPLACEMENT VEHICLES 99 BUICK PARK AVENUE STD 4D SEDAN

PRIVATE PARTY VEHICLES

11/29/02-01/10/03
Minneapolis Auto Trader (888) 466-5468
1997 Buick Park Avenue STD 4D Sedan $11,550

72,000 Miles	8 Cylinder 3.8	Automatic
Dual Power Seats	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Velour/Cloth Seats	Alarm System	AM/FM Stereo Tape
Aluminum/Alloy Wheels	Climate Control For Ac	Cruise Control
Dual Air Conditioning	Rear Window Defroster	Rem Trunk/Liftgt Release
Tilt Steering Wheel	Anti-lock Brakes	Auto Load Leveling
Dual Air Bag Restraints	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Overhead Console	Tachometer
Tinted Glass	Well Equipped	

05/24/02-11/15/02
Minneapolis Auto Trader (800) 987-2094
1997 Buick Park Avenue STD 4D Sedan $11,800-11,550

72,000 Miles	8 Cylinder 3.8	Automatic
Dual Power Seats	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Velour/Cloth Seats	Alarm System	AM/FM Stereo Tape
Aluminum/Alloy Wheels	Climate Control For Ac	Cruise Control
Dual Air Conditioning	Rear Window Defroster	Rem Trunk/Liftgt Release
Tilt Steering Wheel	Anti-lock Brakes	Auto Load Leveling
Dual Air Bag Restraints	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Overhead Console	Tachometer
Tinted Glass	Well Equipped	

10/14/02-11/11/02
Auto Shopper (888) 263-8877
1997 Buick Park Avenue STD 4D Sedan $10,800

72,000 Miles	8 Cylinder 3.8	4 Speed Automatic
Dual Power Seats	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Leather Seats	Alarm System	Compact Disc Player
Aluminum/Alloy Wheels	Climate Control For Ac	Cruise Control
Dual Air Conditioning	Rear Window Defroster	Rem Trunk/Liftgt Release
Tilt Steering Wheel	Anti-lock Brakes	Auto Load Leveling
Dual Air Bag Restraints	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Overhead Console	Tachometer
Tinted Glass		

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RETAIL ASKING PRICE GRAPH

1998 Buick Park Avenue STD 4D Sedan

The following Retail Asking Price Graph represents a market overview of potential replacement vehicles that were advertised for sale in the local market area, during the last 90 days, originating from Zip Code 554361107. All vehicles referenced are identical to the year, make and model of the loss vehicle. While similar, some of these vehicles may be different in edition, mileage, equipment and condition. The price distribution graph displays the average asking price range of all vehicles from the low of $6,995 to a high of $17,995. The vehicle quantity and average asking price are specific to vehicle edition and source, either dealer or private party. All dealer vehicles are displayed in capital letters and private party vehicles are displayed in lower case.

```
     Price Range                    Quantity of Vehicles
                        0    5   10   15   20   25   30   35   40   45   50   55
+-------------------+----+----+----+----+----+----+----+----+----+----+----+----+
|  $6,995 -   8,217  Aaa                                                         |
|  $8,218 -   9,439  AAAaa                                                       |
|  $9,440 -  10,661  AAA                                                         |
| $10,662 -  11,883  AAAAA                                                       |
| $11,884 -  13,105  AAAAAaaa                                                    |
| $13,106 -  14,327  AAAa                                                        |
| $14,328 -  15,549  AAa                                                         |
| $15,550 -  16,771                                                              |
| $16,772 -  17,993                                                              |
| $17,994 -  19,215  A                                                           |
+-------------------+----+----+----+----+----+----+----+----+----+----+----+----+
                        0    5   10   15   20   25   30   35   40   45   50   55
```

-Code-			-Total-		-Dealer-		-Private-	
Dlr	Pvt	Edition	Qty	Price	Qty	Price	Qty	Price
A	a	STD	32	$11,485	23	$11,734	9	$10,850
		Totals	32	$11,486	23	$11,734	9	$10,850

ORIGINAL EQUIPMENT GUIDE — 98 BUICK PARK AVENUE STD 4D SEDAN

Base Retail Price: $31,340

ENGINE OPTIONS		TRANSMISSION OPTIONS	
*8cyl Gasoline 3.8	STD	*4 Speed Automatic	STD

OTHER OPTIONAL EQUIPMENT		CONVENIENCE OPTIONS	
*Anti-lock Brakes	STD	*Climate Control For Ac	STD
*Auto Load Leveling	STD	Automatic Dimming Mirror	$70
*Dual Air Bag Restraints	STD	*Cruise Control	STD

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*Intermittent Wipers	STD	*Dual Air Conditioning	STD
*Keyless Entry System	STD	*Rear Window Defroster	STD
*Lighted Entry System	STD	Heads-Up Display	$275
*Leather Steering Wheel		*Rem Trunk/Liftgt Release	STD
*Overhead Console	STD	Steer. Whl. Radio Cntrls	$150
*Tachometer	STD	*Tilt Steering Wheel	STD
Traction Control System	$175	POWER ACCESSORIES	
*Tinted Glass	STD	*Heated Power Mirrors	
RADIO/PHONE/ALARM OPTIONS		*Dual Power Seats	STD
*Alarm System	STD	*Power Brakes	STD
Compact Disc Player	$250	*Power Door Locks	STD
*Compact Disc W/Tape	$350	*Power Mirrors	STD
AM/FM Stereo Tape	STD	*Power Steering	STD
SEAT OPTIONS		*Power Windows	STD
Bucket Seats		WHEEL OPTIONS	
*Heated Front Seats		*Aluminum/Alloy Wheels	STD
*Leather Seats	$500	Chrome Steel Wheels	$595
Velour/Cloth Seats	STD	ROOF OPTIONS	
		*Power Moonroof	$995

OPTION PACKAGES
*Concert Sound Speakers $250
Convenience Console $185
Includes: Bucket Seats, Non Operating Console W/Illuminated Writing Surface, Provisions For Phone/Fax & Auxiliary 12v Outlets.
Gran Touring Package $240
Includes: Touring Tires, 3.05 Axle Ratio, Variable Assist Power Steering, Gran Touring Suspension & Leather Wrapped Steering Wheel.
Prestige Package $890
Includes: Drivers Information Center, Programmable Garage Door Opener, Dual Heated Power Mirrors W/Lh Automatic Day/Night & Memory, Automatic Day/Night Mirror, am/fm Stereo W/Cassette, Steering Wheel Touch Controls, Drivers Seat Memory & Moisture Sensing W/S Wipers.
*Seating Package $300
Includes: Dual 4-Way Power Lumbar Seat Adjusters & Heated Seats

Loss Vehicle Manufacturer's Suggested Retail Price As Reported: $33,015

EDITIONS AVAILABLE FOR THE SAME BODY STYLE
(in order of original cost, increasing):
*STD,

* Indicates loss vehicle equipment

VEHICLE LOCATOR SERVICE 98 BUICK PARK AVENUE STD 4D SEDAN

After your claim is settled, ADP/AUTOSOURCE provides free assistance in locating your next vehicle. Call us Monday through Friday, between 8:00 AM and 5:00 PM, Pacific time, at (800) 351-9133, ext 7428. Our specialists will work with you to find a new or used vehicle in your area.

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LOSS VEHICLE VALUATION

ADP/AUTOSOURCE has been chosen by State Farm Insurance to assist in establishing a fair market value for your vehicle. We are proud to offer you the most current and comprehensive vehicle valuation available today.

Your vehicle was inspected and/or described to ADP/AUTOSOURCE by a trained representative of State Farm Insurance. ADP/AUTOSOURCE has evaluated all aspects of your vehicle provided by State Farm Insurance as well as those features identified by the VIN or known to be standard equipment for your vehicle.

The market value of your vehicle was determined by comparing it to other vehicles in your area of similar make, model, equipment, mileage and condition that have been offered for sale or sold in the past 90 days. The sources for this comparison include dealers selling new and used vehicles, newspapers, traders and specialty journals.

Each week, over 2,000,000 vehicles are input from these sources representing over 100,000 dealerships and 3400 publications. This database contains over 24,000,000 individual vehicles annually, making it the largest in the industry. We utilize the industry's largest electronic network and leading edge technology to provide you the most current inspected, surveyed or advertised market data. We will find the closest vehicle matches in the area nearest your home.

RECALL BULLETINS 98 BUICK PARK AVENUE STD 4D SEDAN

Nat'l. Highway Traffic Safety Admin (US) has issued a total of 1 recall bulletin that may apply to this vehicle.

NHTSA ID#: 00V117 Date Issued: 04/01/00 Number Affected: 77,952
DATES OF MANUFACTURE: April 1996 - October 1997

DEFECT: Some of these passenger vehicles have front seat shoulder belts that may twist, allowing the webbing to become jammed in the retractor. When the shoulder belt webbing becomes jammed in the retractor, the seat belt may be unusable.

REMEDY: Dealers will inspect for the presence of updated front shoulder belt bezels and where necessary, install new front seat shoulder belt opening bezel kits. The manufacturer has reported that owner notification will begin during July 2000. Owners who do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300.

This report contains proprietary information of ADP and shall not be disclosed to any third party (other than the insured or claimant) without ADP's prior written consent. If you are the insured or claimant and have

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questions regarding the description of your vehicle, please contact the insurance company that is handling your claim. Information within VINsource/NICB is provided solely to identify potential duplicative claims activity. User agrees to use such information solely for lawful purposes.

VEHICLE 1... ECTION REPORT/TOTAL LOSS SETT... _NT REPORT

Claim No: 23-1568-28001 Rep: Gustafson, Heidi Claim Unit: _____
Owner: DAVIDSON, TODD Rep Phone: _____ Rep Fax: _____
Insured: DAVIDSON, TODD Loss Code: _____ Date of Loss: 01/12/03
Date Report.: _____

Location Address: Phone: _____ Storage: $_____/day
N/A, Towing : $_____
Cause of Loss: Stock # _____
_Collision _Theft _Flood _Vandalism _Hail _Fire *Other: _____

VEHICLE DESCRIPTION

1998 Buick Park Avenue STD 4D Sedan Lic. Plt: BCX-084 Exp.: ____
VIN: 1G4CW52K2W4694401 Color: Ext. UNK Int. _____ St: NV
Engine Disp. 3.8 No. Cyl. 6 Trans: *Auto _3 *4 _5 _4WD
*Gas _Diesel _Turbo _STD. _3 _4 _5 _6
Mileage: Tires Mfg: _____ %Wear: LF 75% LR 75% SP __%
55,000 Size: _____ RF 75% RR 75%

EQUIPMENT/ACCESSORIES

SEATS	STEERING	BRAKES	ROOF	GLASS	WHEELS
*Power	*Power	*Power	_Vinyl	*Tinted(OEM/ Non-OEM)	_Standard
_Split	*Tilt	_4W Disc	*Sun(Pwr/Man)	_Shaded	*Alum/Mag Aly (OEM/Non-OEM)
_Bucket	_4W Steer.	*ABS	_T-Top	*Heated(REAR/ Front)	_Chrome
_Cloth	_Telescop.		_Convertible (Pwr/Man)	_HeadsUp Dspl	_Wire
_Vinyl				*Pwr Windows	_Whl Cvr(Wire)
*Leather				_Rear Wiper	
*Heated					
_Lumber Adj.					

RADIO: *OEM _Non-OEM Brand _____ Model No. _____
*AM-FM Stereo *Tape Deck _Amplifier _Equalizer *CD Player _Power Ant.

CB: _OEM _Non-OEM Brand _____ Model No. _____

CELLULAR
PHONE: _OEM _Non-OEM Brand _____ Model No. _____

OTHER INTERIOR		OTHER EXT.	PICKUP/VAN-EQUIPMENT/ACCESSORIES		
*Pwr Locks	*Cruise Ctrl (OEM/Non-OEM)	*Pwr Mirrors	_Step Bumper	_Winch	_Aux. F. Tank
*Trunk Rel		_Spec. Mldgs	_Slid. Rr Wd	_Tool Box	_Fog Lights
*A/C	*Driver Air	_Grnd Effect	_Soft Top	_Bed Liner	_Trl Tow Pk
*Rear A/C	*Pass. Air	_Luggage Rack	_Hard Top	_Roll Bar	_Camper Shl
_Dig. Dash	_3rd. Seat	_Spoiler	_Run. Boards	_Light Bar	
	_2 Cap. Chrs	_Trlr Hitch	_Grille Grd		
	_4 Cap. Chrs	*Theft Alarm	Box Size: _____		
	_8 Cap. Chrs				

PAINT:
_Orig. _Repaint(+/-)$_____ _Pinstrip./Graph. _2-Tone _Custom _Wood Grain

MOTORCYCLES: _Fairing (Full) _Fairing (Handle Bar) _Luggage Carrier
_Saddle Bags _Headers _Side Car _Crash Bars

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Use this space to explain or describe Equipment/Accessories listed above and to describe additional Aftermarket Equipment/Accessories
CONCERT SOUND SPEAKERS
SEATING PACKAGE

PRE-LOSS CONDITION

Explain if other than average condition for year, make and model vehicle:

		+	Avg	-
INTERIOR:				
Seats:			X	
Carpet:		X		
Glass:			X	
Dash:			X	
Headln:			X	
EXTERIOR:				
Sht. Mt:			X	
Paint:		X		
Trim:			X	
MECHANICAL:				
Engine:			X	
Trans.:			X	

PRIOR DAMAGE: _Yes _No Est. Written: _Yes _No Amount: $_____
OVERALL CONDITION: _Above Avg. _Avg. _Below Avg.
Salvage Will be: Inspected by
_Rebuilt _Sold For Parts _Scrapped Date: 01/15/2003

TOTAL LOSS SETTLEMENT

Method used to determine base price:
*Computerized Evaluation __Comparable Vehicles __Book Value

COMPLETE ONLY IF COMPUTERIZED EVALUATION USED
Name of Vendor: ADP/AUTOSOURCE Evaluation Amount: $13,260
Did you pay the computerized evaluation amount? __Yes __No
If No, explain: _____
Adjusted Amount: $_____

COMPLETE ONLY IF COMPARABLE VEHICLES USED

	Source/Telephone	Quote By Date	Make/Model	Avail	Price
1.				_Y _N	
2.				_Y _N	
3.				_Y _N	

Circle vehicle number(s) used to determine base price: (1 2 3) Explain any adjustments for difference in mileage, equipment, condition, prior damage, etc.: _____
Adjusted Amount: $_____

BOOK VALUES
Book(s) used: _____ Basic Book Price: $_____
List additions or deductions for equipment, mileage, prior damage, etc.: ___

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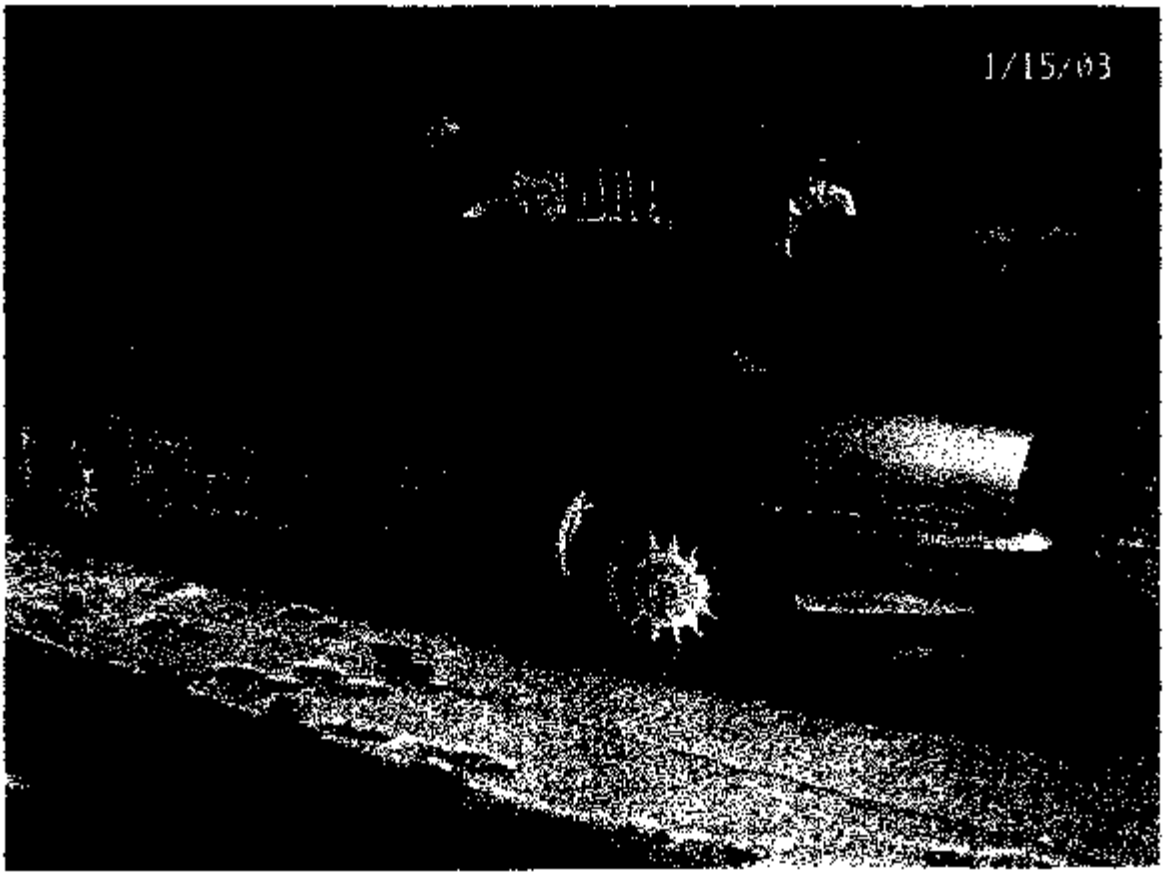
Adjusted Amount: $_____

Did you pay this amount? __Yes __No If No, explain: _____

Base Price	$ 13,260.00	SALVAGE DISPOSITION	
Tax	+ 861.90	Name of Purchaser:	
Fees	+ 66.75	Date Sold:	
Actual Cash Value	- 14,188.65	Date Remit Rec'd:	
Owner Retained Salvage	-	High Salvage Bid:	$
Deductible	- NONE	Towing Expense:	-
Lienholder Payoff	- 0	Storage Expense:	-
Amount Paid Owner	$ 14,188.65	Misc. Expense:	-
Date Settled	1-23-03	Net Salvage Return:	$
Claim Rep: Gustafson, Heidi		Remarks:	
Signature: H Gustafson		Disposition of Title:	
		Date:	

Moved to IAA # 39916 on 4/21/03.

DO NOT sell vehicle until GM has had chance to inspect



VEHICLE PHOTOS

1/15/03

1/15/83

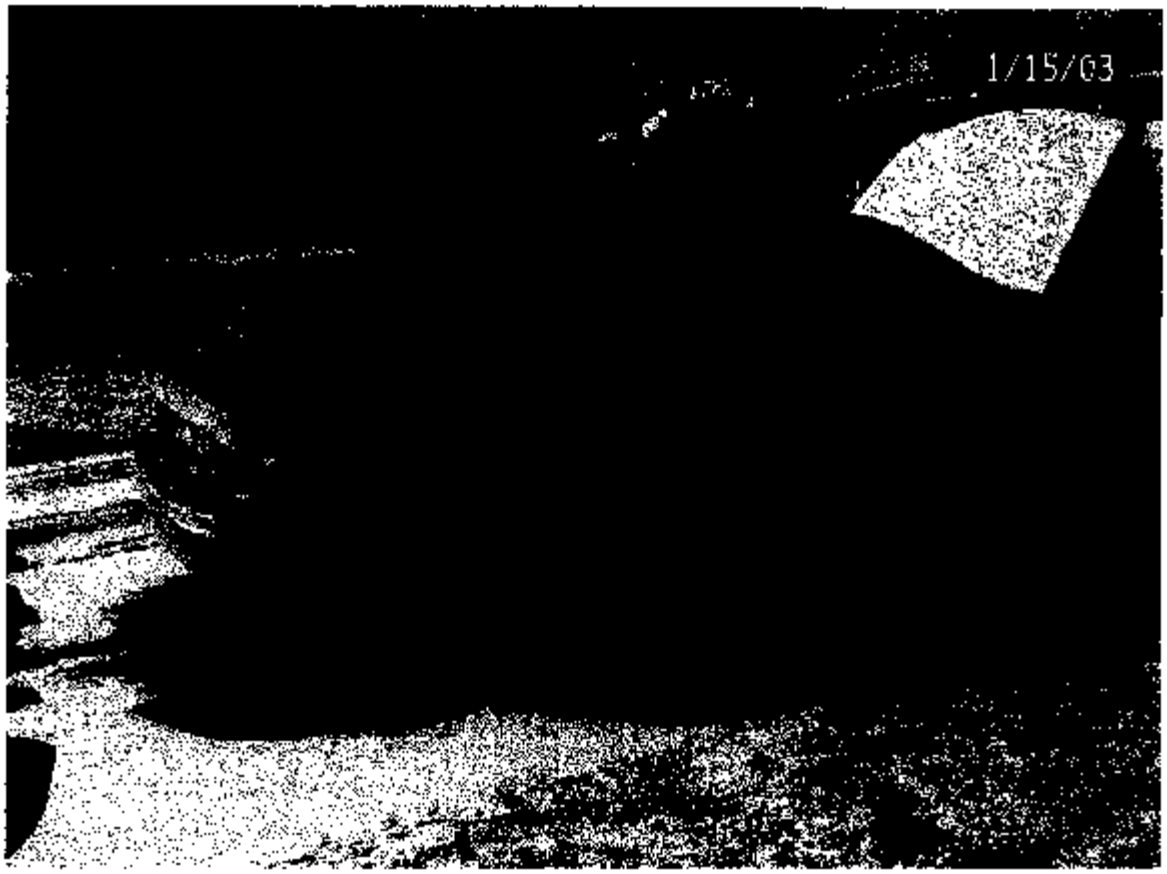
1/15/03

1/15/03

1/15/03

1/15/03

1/15/03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1/15/03

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
Marianne.Spalla@
Esis.com

April 18, 2003

State Farm Insurance
Attn: Ms. Tina Meyer
P.O. Box 25027
St. Paul, MN 55125-0027

Your Claim Number:	23-1556-289
Your Insured:	Todd[redacted]
Our File Number:	455232
Our Client:	General Motors Corporation
Date of Event:	January 12, 2003

Dear Ms. Meyers:

This will have reference to the above product liability subrogation claim that you filed with General Motors Corporation.

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with the following:

1. Advise if the vehicle owner and/or operator noted anything unusual about the vehicle prior to the incident. (Electrical / Mechanical):

2. Please forward copies of all maintenance (this is to include oil changes), warranty, and prior repair orders on the subject vehicle.

3. 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.

4. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

5. Please provide copies of your proof of payment (cancelled checks).

6. Please forward the following information on claimant prior losses:
   A. Complete repair bill for each loss.
   B. Who insured the claimant's vehicle at the time of loss?
   C. Proof of payment that the repairs were made.

Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Sincerely,

Marianne Spalla
Claims Administrator

Marianne Spalla
Claims Administrator
ESIS GM Central Claims

455292

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

February 11, 2003

Mr. Michael P. Perry
Attorneys at Law
100 First Street Southeast
Little Falls, Minnesota 56345

Your File Number:	Unknown
Your Client:	Viola [redacted]
Our File Number:	455292
Our Client:	General Motors Corporation
Date of Event:	December 9, 2002

Dear Mr. Perry:

ESIS is a Risk Management Service 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 you're correspondences to General Motors concerning your client. Your correspondence alleges that your client 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 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 that 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 the name, address, and phone number and claim number for the insurance carrier of your 2000 Buick LeSabre on December 2002.

12. Please advise if your client vehicle is available for inspection. Please provide location and phone number where the vehicle is located at.

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

Servi[redacted] Request Activity

SR No.	1-65283418	Ref No.		BRC Type	N/A	Bus. Unit	CAC
Account		Site		Goodwill		Area	Complaint Vehicle
Last Name	[redacted]			Approval	Not Initiated	Sub-Area	Inflate PAR-Thermal Event
Daytime #				UCC		Safety	Yes
Involved Dealer		Source	Phone				
Serial #/VIN	1G4HR54K3YU284581					Updated	12/12/02 10:49:30 AM
Model	LeSabre	Licence #	BUICK	Priority	Medium	Owner	MALAMURL
Make	Buick	Warr. Start	04/24/2000	Status	Closed	Opened	12/12/02 10:38:09 AM
Year	2000	Mileage		Sub-Status	Satisfied	Closed	12/12/02 10:49:17 AM
Customer Description				Abstract	Refer to SR 1-64490228...		

Activities

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
12/12/02	MALAMUR	MALAMURL	SR Closed - Satisfied	Done	Service Request has been Closed Satisfied.	

[redacted]

Servi Request Activity

SR No.	1-54490228	Ref No.		BRC Type	Repurchase	Bus. Unit	BRC
Account		Site		Goodwill	Repurchase	Area	Repurchase
Last Name		First Name	Viola	Approval	Not Initiated	Sub-Area	PAR PRA
Daytime #		Con. Acct.		UCC	Engine - General	Safety	Yes
Involved Dealer	Peter Motor Company, Inc.	Source	Phone				
Serial #/VIN	1G4HR54K3YU264551					Updated	1/31/03 9:41:17 AM
Model	LeSabre	Licence #	BUICK	Priority	Medium	Owner	MEEKSL
Make	Buick	Warr. Start	04/24/2000	Status	Closed	Opened	12/9/02 4:37:03 PM
Year	2000	Mileage	22369	Sub-Status	Satisfied	Closed	1/31/03 9:41:15 AM
Customer Description	BRC FILE DO NOT COMMENT REFER ALL CALLS TO CRM NANCY KLOTZ EXT. 58164			Abstract	THERMAL EVENT		

Activities

01/31/03	MEEKSL	MEEKSL	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
01/31/03	MEEKSL	MEEKSL	BRC PAR	ESIS- Atty Involvement	Done	FTT crm forwarding file to ESIS	Due Attorney involvement and customer refusal to pay for her usage of previous vehicle...Larry Meeks/Par/57255

Activities

01/31/03	MEEKSL	MEEKSL	BRC PAR	Case Reopened	Done	File returned to FTT crm	Observed file additions and customer refusal to pay usage for her previous vehicle. And customer seems to have retain attorney also. Larry Meeks/Per/57255
01/30/03	SADMIN	KLOTZ	Inbound White Mail		Done	BRC REPURCHASE Scanned: 2003-01-30-13.16.31.000000, MSXDocNum: KLO3E39107	
01/30/03	KIZZIAH	KIZZIAH	BRC Repurchase	Closed- Returned to PAR	Done	TM	CUSTOMER REFUSED TO SIGN LETTER
01/30/03	KLOTZ	KLOTZ	Inbound Call Customer	Service Request Update	Done	Customer	CRM received call from customer - she will not sign offer letter - she is going to contact attorney. cRM advised she will close file without repurchase. Klotz/Rep/58184
01/29/03	SADMIN	KLOTZ	Inbound White Mail	Dealer	Done	BRC REPURCHASE Scanned: 2003-01-29-15.11.34.000000, MSXDocNum: KLO3E37E39	
01/29/03	KLOTZ	KLOTZ	BRC Repurchase	Offer Sent	Done	Offer	Offer Klotz/Rep/58184
01/29/03	KLOTZ	KLOTZ	Outbound Fax	Customer	Done	Offer	Klotz/Rep/58184

Activities

01/28/03	HAWKINS	HAWKINS	Inbound Voice Mail	Service Request Update	Done	RVCD VME MSG FROM SVC MGR	SVC MGR STATED THAT AVM ADVISED HIM THAT HE DOES NOT HAVE TO PICK VEH UP BECAUSE HE IS NOT THE CLOSEST DLR. LATASHA HAWKINS/PAR 58042
01/28/03	KLOTZ	KLOTZ	Inbound Fax	Dealer	Done	Bill of Sale	Bill of Sale Klotz/Rep/58184
01/24/03	HAWKINS	HAWKINS	Inbound Voice Mail		Done	RCVD VME MSG FROM SVC MGR	

Activities

01/23/03	HAWKINS	HAWKINS	Inbound Call Third Party	Service Request Update	Done	RCVD CLL FROM DONNA @ CO-PART	DONNA STATED THAT VEH HAS NOT BEEN PICKED UP YET. CRM PLACED DONNA ON HOLD AND CLLD DLR. CRM SPOKE W/SVC MGR, JEFF. JEFF STATED THAT VEH WILL BE PICKED UP W/IN THE NEXT 48 HOURS. CRM ADVISED DONNA. DONNA STATED THAT CHARGES ARE $579.50. CRM ADVISED REPURCHASE CRM. LATASHA HAWKINS/PAR 55042
01/16/03	KLOTZ	KLOTZ	Outbound Call Customer	Made Contact	Done	Customer	CRM called customer - she has class - please call back in one hour. Klotz/Rep/58184
01/15/03	KLOTZ	KLOTZ	Outbound Call Customer	Left Message	Done	Customer	CRM called customer - left vm for call back and I would be happy to review upgrade and usage. Klotz/Rep/58184

Activities

01/15/03	KLOTZ	KLOTZ	Inbound Voice Mail	Service Request Update	Done	Customer	CRM received vm from customer - provided fedX Klotz/Rep/58184
01/14/03	KLOTZ	KLOTZ	BRC Repurchase	Acknowledgement	Done	Customer	CRM called customer at tel 320- 816-3259 - left vm for call back regarding repurchase. Klotz/rep/58184
01/14/03	KLOTZ	KLOTZ	BRC Repurchase	Initial Contact	Done	PAR CRM	CRM called Larry/PAR - left vm regarding repurchase. Klotz/Rep/58184
01/14/03	KLOTZ	FORDE	Ownership Changed		Done	Service Request Ownership has changed FROM: FORDE TO: KLOTZ	

Activities

Created	Created By	Assigned To	Activity Type	Activity Subject	Status	Subject	Comments
01/14/03	FORDE	KLOTZ	BRC Repurchase	Assigned- PAR	Done	VOLUNTARY PAR TRADE	PRELIMINARY REPURCHASE AUTHORIZATION FORWARDED BY PAR CRM LARRY MEEKS ASSIGNED TO CRM NANCY KLOTZ EXT. 58184 MARYLOU FORDE TAMP ASSIGNER
01/13/03	MEEKSL	MeekSL	Inbound Call Customer	Scheduled Follow-Up	Done	Customer returned call to crm	And advised that she does wish to proceed with the trade repurchase. FTT crm advised he needs a copy of the title faxed to him and then he will forward to the trade repurchase team for her...Larry Meeks/Par/57255

Activities

01/10/03	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer	And advised had received fax but was confused by statement customer states vehicle under warranty she believes that she shouldn't have to pay for her usage crm explains that anyone repurchasing her vehicle back no matter who they are will charge usage as that determines the value of her vehicle by age , mileage and options in a trade repurchase this is generally less then if done by a straight repurchase but it will be charged because the customer had use of vehicle for x amt of months and miles and she must realize that just as she would expect to pay less for vehicle with 22k miles on it then a new veh with no miles so does everyone else. crm asks customer to think on it and advise whether she wants to stop repurchase and pressue through legal channels or whether she wants crm to continue by 4pm on 1-13-03 crm confirms his contact data.. Larry Meeks/Pan/57255

Activities

[redacted]							
01/09/03	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer	Advised had received Vin fm dealership and asked if Crm hawkins had explained repurchase customer states no. crm explained she is responsible for any difference in price is she adds anything to the vehicle she picks out that wasn't on her old vehicle and for usage and explained what that was and any applicable taxes if she upgrades. Customer states the dlr said had the same options crm states if all options are the same and price is higher due to increase in manufacture cost she would not be responsible for difference but trade team will go over all the figures and the usage charge when they call.. Crm states will send to them when title received customer states leaving now will fax shortly crm wishes customer a good day.. Larry Meeks/Par/57255
[redacted]							
01/09/03	MEEKSL	MEEKSL	BRC PAR	Escalation or Forwarded to Repur	Done	FTT crm fwd to repurchase	For a trade repurchase.

Activities

01/09/03	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT cmr called Sales Mgr	And asked if he is assisting on repurchase he states yes , has a vin but not sure if vehicle still at other dealership cmr took data and asked him to call dlr were vehicle is and ask them to place it on hold for a few days for GM. Sales mgr states okay starts asking questions on final process cmr advises that he will forward data to repurchase and they will walk him through process for repurchase.. Larry Meeks/Pw/57255

Activities

Created	Created By	Assigned To	Subject	Activity Outcome	Status	Description	Comments
01/09/03	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer	To see if she had located another vehicle for the trade repurchase she states she hasn't but Falls Motor Co had but the VIN number was at home..crm asked what she meant customer states Crm Hawkins had told the dealership to locate her another vehicle, crm states okay asks for lienholder customer states she had paid for no lienholder crm asks for copy of title customer states at home crm provides his contact data so it can be faxed. Crm asks who at dealership had been locating vehicle and she states Mike Larson, crm states will call dealership for new vehicle location... Larry Meeks/par/57255
01/08/03	BOYCER	MEEKSL	BRC PAR	Workflow - Assign	Done	THIS FILE HAS BEEN ASSIGNED TO LARRY MEEKS @ 57255	

Activities

01/07/03	HAWKINS	HAWKINS	BRC PAR	Close-Resolved with Repurchase	Done	FILE CLOSED	BUSINESS SUMMARY—1-CRM REVIEWED FILE. 2-CRM CONTACTED CUSTOMER AND REVIEWED 1241 FACTS. 3-CRM RECEIVED CUSTOMER'S AUTHORIZATION FOR INSPECTION. 4-EAA INSPECTION REQUESTED. 5-CRM REVIEWED INSPECTION REPORT. 6-CRM OFFERED REPURCHASE. 7-CRM RCVD DOCS FOR REPURCHASE. 8-CRM FORWARDING TO FTT FOR ADDITIONAL HANDLING. LATASHA HAWKINS/PAR 56042
[redacted]							
01/07/03	HAWKINS	BOYCER	BRC PAR	Fwd to FTT- Trade Repurch	Done	FWD TO FTT	TRADE REPURCHASE File has been received and assigned in FTT Ruthie Boyce /PAR

Activities

01/07/03	HAWKINS	HAWKINS	Outbound Call Dealer	Made Contact	Done	CLLD DLR @ 320-632-6658	CRM SPOKE W/SVC MGR, JEFF THOMPSON. CRM ADVISED JEFF OF CONCERNS. CRM REQUESTED ASSISTANCE FROM JEFF TO TOW VEH TO DLR AND TO PAY ACCUM CHARGES @ COPART. JEFF STATED OKAY. CRM ADVISED JEFF TO SUBMIT BILLS AND R/O TO CRM FOR PYMNT. JEFF STATED OKAY. CRM REQUESTED TO SPEAK W/MIKE LARSON. MIKE NOT IN. CRM LFT MSG W/RECPT. LATASHA HAWKINS/PAR 58042
01/06/03	HAWKINS	HAWKINS	Outbound Call Dealer	Left Message	Done	CLLD DLR	MIKE LARSON NOT AVAIL. CRM LFT MSG W/SEC. LATASHA HAWKINS/PAR 58042

Activities

01/08/03	HAWKINS	HAWKINS	Outbound Call Third Party	Made Contact	Done	CLLD CO-PART @ 320-356-2299	CRM SPOKE W/DONNA. DONNA STATED THAT THERE ARE CHARGES ON VEH @ $579.50 FOR TOWING AND ADVANCED CHARGES BY MK TOWING. DONNA STATED THAT THEY HAVE RCVD AUTH VEH TO BE RELEASE BY OWNER. CRM THANKED DONNA FOR HER ASSISTANCE. LATASHA HAWKINS/PAR 58042
12/28/02	HAWKINS	HAWKINS	Outbound Call Customer	Made Contact	Done	CLLD CUST	CRM ADVISED CUST THAT MSG WAS RCVD. CRM ADVISED CUST TO DEAL W/SLS MGR, MIKE LARSON. CUST STATED OKAY. LATASHA HAWKINS/PAR 58042

Activities

12/26/02	HAWKINS	HAWKINS	Inbound Voice Mail	Service Request Update	Done	RCVD VME MSG FROM CUST	CUST STATED THAT INS AGENT WILL BE OUT OF OFFICE UNTIL AFTER 1/2/03. CUST STATED THAT SHE WILL LV MSG FOR INS ADJUSTER. CUST STATED THAT SHE WENT TO DLRSHP TO PICK OUT A NEW VEH. CUST STATED THAT SHE SPOKE W/LARRY INGHOLM. CUST STATED THAT DLR DOES NOT HAVE ANY COMPARABLE VEH ON LOT. CUST REQUESTED CRM TO CONTACT LARRY @ 320-632-6856. LATASHA HAWKINS/PAR 58042

Activities

12/26/02	HAWKINS	HAWKINS	Outbound Call Third Party	Made Contact	Done	CRM CLLD COPART @ 320-356-2299	CRM SPOKE W/DAWN. DAWN STATED THAT VEH IS LOCATED. CRM INQUIRED ABOUT HOW TO REMOVE VEH FROM THEIR FACILITY. DAWN ADVISED CRM THAT WRITTEN AUTH NEEDED FROM INS CARRIER. CRM THANKED DAWN FOR HER ASSISTANCE. LATASHA HAWKINS/PAR 58042
12/26/02	HAWKINS	HAWKINS	Outbound Call Third Party	Made Contact	Done	CRM PHONED MK TOWING	CRM WAS ADVISED THAT VEH HAS BEEN RELOCATED TO COPART IN AVON, MN. LATASHA HAWKINS/PAR 58042
12/26/02	SADMIN	HAWKINS	SR Opened		Done	SR in Status of Pending Documentation has been Re-Opened by SADMIN	

Activities

12/26/02	HAWKINS	HAWKINS	Outbound Call Customer	Made Contact	Done	CLLD CUST	CRM ADVISED CUST THAT DOCS WERE RCVD. CRM ADVISED CUST TO START LOOKING FOR VEH THAT'S COMPARABLE TO HERS IN PRICE. CRM ADVISED CUST TO ADVISE CRM OF VIN AND VEH LOCATION. CRM ADVISED CUST THAT CRM WILL ATTEMPT TO REMOVE VEH FROM ITS CURRENT LOCATION. CUST STATED OKAY. LATASHA HAWKINS/PAR 58042
12/28/02	HAWKINS	HAWKINS	BRC PAR	GM Decision-Repurchase Trade	Done	CLLD CUST @ 320-632-6501	CRM SPOKE W/CUST AND OFFERED REPURCHASE. CUST STATED THAT SHE IS WILLING TO GET INTO ANOTHER GM PRODUCT. CRM REQUESTED COPY OF BILL OF SALE AND CURRENT REGISTRATION. CUST STATED OKAY. CRM WAITING ON DOCS. LATASHA HAWKINS/PAR 58042

Activities

12/24/02	SADMIN	HAWKINS	Inbound White Mail		Done	EAA INSP RPT BRC PAR Scanned: 2002-12-24-11.10.28.000000, MSXDocNum: HAW3ED820E	
12/24/02	HAWKINS	HAWKINS	BRC PAR	Inspection Received	Done	EAA INSPECTION RCVD	CRM REVIEWING. LATASHA HAWKINS/PAR 58042
12/13/02	FORDD	FORDD	Inbound Call Customer	Transfer/Referral	Done	Cust seeks Latasha	Crm transferred cust over. Daniele Ford/PDX/CAC
12/12/02	PUGHJ	HAWKINS	Notify CRM		Done	Inbound call from cust	Cust called and asked to speak to Latasha Hawkins. CRM transferred cust to Latasha Hawkins, as requested. Janet Pugh/CAC/Tampa

Activities

12/12/02	HAWKINS	HAWKINS	BRC PAR	Inspection- EAA-Thermal	Done	REQUESTING EAA INSPECTION-THERMAL	VEH LOCATION: MK TOWING 13054 HAVEN ROAD LITTLE FALLS, MN 56345 320-632-3363 LATASHA HAWKINS/PAR 56042
[redacted]							
12/12/02	MALAMUR	HAWKINS	Notify CRM		Done	Insurance Agent Called In...	

Activities

12/12/02	MALAMUR	MALAMURL	Inbound Call Third Party	Other	Done	Insurance Agent for Cust...	Cust. states that he's the Insurance Agent for this Cust. and the Veh... Cust. states that the Veh. is still currently being held on a lot due to the Engine Blow out... Cust. states that he's aware that Cust. has contacted GM inregards to this concern... Cust. states that the lot that the Veh. is being kept on is charging $12.00 per day for keeping the Veh. there... Cust. seeking to know whats being done at GM about this file... Cust. seeking authorization to tow the Veh. to a local Dealership... Crm advised Cust. that currently the Cust. is being worked with inregards to this concern... Crm advised Cust. that if Insurance Agent needs more info. about this file, Crm advised Cust. to keep in contact with the Owner of the Veh... Crm advised Cust. that no info. will be released on this SR, but it's obtainable thru the Cust. if Cust. feels that the info. can be known... Lia Malamura/cec/pdx

Activities

12/12/02	HAWKINS	HAWKINS	BRC PAR	Initial Contact- Phone	Done	SPOKE W/CUST	CRM OBTAINED INCIDENT DETAILS: CUST STATED THAT SHE STARTED VEH. CUST STATED THAT SHE HEARD A POP AND VEH STARTED TO SMOKE. CUST STATED THAT CLLD DLR AND DLR SENT TOW TRUCK. CUST STATED THAT HER UNDERSTANDING IS THAT THE TOW TRUCK DRIVER TURNED VEH ON TO PUT VEH IN NEUTRAL. CUST STATED THAT VEH CAUGHT FIRE. CUST STATED THAT NOONE WAS INJURED. CUST STATED THAT VEH IS LOCATED AT NK TOWING @ 320-632-3363. CRM ADVISED CUST THAT THE INSPECTOR WILL BE SENT. CRM ADVISED CUST THAT INSP PROCESS TAKES APPROX 10-14 DYS. CUST STATED OKAY. LATASHA HAWKINS/PAR 58042
12/12/02	HAWKINS	HAWKINS	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC	

Activities

12/12/02	HAWKINS	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: HAWKINS	
12/10/02	BOYCER	MIRATSKJ	Ownership Changed		Done	Service Request Ownership has changed FROM: MIRATSKJ TO: BOYCER	

Activities

12/09/02	MIRATSKJ	MIRATSKJ	Inbound Call Customer	Complex Request	Done	Thermal event	Cust states is the orig owner, states that when starting the veh, heard a very loud pop and the veh began smoking, called the dlr, and the dlr had someone come to the veh, a tow truck, they attempted to turn the switch, and the veh immediately exploded and saw the veh was on fire, ran to get extinguisher, called the fire dept, they used a 40 lb fire extinguisher, states was not there and does not have the Fire dept's report #, and the veh is at an impound, the garage still smells heavily like smoke and the apartment filled w/ smoke, states has maint done at the dlr. Cust seeking to have GM come out and look at the veh, seeking to have it repaired or replaced. Cms advsdCRM that a person from the PAR Department will contact the customer within 24 to 48 hours. Cust states okay and is thankful, states would prefer to be contacted at evening # after 5 pm central, but can contact the daytime #, if needed. Jeanette Miratsky/cso/pdx

2000 LESABRE LIMITED SEDAN
16U BRIGHT WHITE /V6G
17C MEDIUM GRAY CLOTH SEATING
ORDER NO. CHDHS0/TRE STOCK NO.
VIN 1G4 HR54 K3 YU284581

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD26252011

**********11*54578S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4HR69 LESABRE LIMITED SEDAN	27525.00	25185.38	INVOICE 03/20/00
A45 SEAT- MEMORY DRIVER AND OUTSIDE	145.00	124.70	SHIPPED 03/20/00
7B9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 04/04/00
K05 ENGINE BLOCK HEATER	18.00	15.48	INT COM 04/04/00
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	PRC EFF 03/17/00
1SE PRESTIGE OPTION PACKAGE (SE)	615.00	528.90	KEYS 06353 06353
* MIRROR AUTO DIMMING INSIDE REARVIEW WITH COMPASS			WFP-F QTR OPT-1
* RADIO - PWR LOADING CD & CASS PLAYER W/NEXT/LAST CD TRACK SELECTOR & ETR AM-FM STERO WITH SEEK/SCAN, AUTO TONE CTL AND CLOCK (INCLUDES STEERING WHEEL RADIO CONTROLS)			BANK: GMAC - 007
			CHG-TO 54-578
			SHIP WT: 3519
			HP: 34.7
			GMS: 25660.37
			DAN: LIMTD
			MEMO 1415.15
* WIPERS - MOISTURE SENSING			
* TRACTION CONTROL SYSTEM			
* UNIVERSAL TRANSMITTER			
* RECLINERS-PWR DRIVER & PASS			
PERSONAL CHOICE FEATURES			
87A STRIPE- BODY SIDE - PEWTER GRAY	N/C	N/C	

TOTAL MODEL & OPTIONS	28303.00	25854.46	ACT 231 25660.37
DESTINATION CHARGE	655.00	655.00	H/B 261 849.09
TOTAL	28958.00	26509.46	PAY 310 26509.46
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25247.49	

****

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.

FALLS MOTOR COMPANY

REMIT TO GMAC NO. 007
VIN 1G4HR54K3YU284581
$ 26509.46 INV 4AD26252011
DUE 04/04/00 DEALER 54-578

/INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I
03/07/2003 12:28

VI 1G4HR54K3YU284581 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:	1G4HR54K3YU284581

VEHICLE INFORMATION

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN	Warranty Start Date:	04/24/2000
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Selling Source:	11 - BUICK
		Site Code:	54578
		Business Associate Code:	111489

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	04/24/2000	6 miles	4/24/2003	36006 miles
72/100000 SHEET METAL RUST-THROUGH	04/24/2000	6 miles	4/24/2006	100006 miles
36/36000 SHEET METAL CORROSION	04/24/2000	6 miles	4/24/2003	36006 miles
96/80000 PCM/CC EMISSIONS	04/24/2000	6 miles	4/24/2008	80006 miles
36/36000 FEDERAL EMISSIONS	04/24/2000	6 miles	4/24/2003	36006 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/01/2002	036659	#	J1000 - OIL PAN/GASKET RPL	15448 miles
03/20/2000	U84581	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:	1G4HR54K3YU284581

CLAIM HISTORY

Repair Order Date:	02/01/2002	Repair Order Number:	036659	Odometer Reading:	15448 miles

Serviced By:	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Selling Source:	11 - BUICK
		Site Code:	54578
		Business Associate Code:	111489

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/15/2002	248	01	#	J1000 - OIL PAN/GASKET RPL	24506067 - PAN	N/A	N/A	$185.49	N

Repair Order Date:	03/20/2000	Repair Order Number:	U84581	Odometer Reading:	0 miles

Serviced By:	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Selling Source:	11 - BUICK
		Site Code:	54578
		Business Associate Code:	111489

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/24/2000	50	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$69.39	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:	1G4HR54K3YU284581

VEHICLE BUILD

Merchandising Model:	4HR69 - 2000 LESABRE LIMITED SEDAN		
Gross Vehicle Weight Rating:	2139 kg (4716 lb)	**Order Number:**	CHDHS0
Build Date:	03/20/2000	**Build Plant:**	1YUH - HAMTRAMCK ASSEMBLY

OPTION CODES

AJ7	AL9 - SEAT, POWER LUMBAR, DRIVER
AM6 - SEAT - 60/40 SPLIT FRONT BENCH	A45 - SEAT ADJUSTER, MIRROR, POWER, D
CD2 - WSWA JAR FLUID	CE1 - WINDSHIELD, PULSE, MOISTURE SEN
CJ2 - AIR CONDITIONER FRT, AUTO TEMP	DD7 - MIRROR - INSIDE REARVIEW,
DEH - DETROIT/HAMTRAMCK, MI, USA	DR2 - LH & RH, REMOTE CONTROL, ELECTR
D65 - BODY SIDE PAINT STRIPES	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	FQ3 - TRANSAXLE FINAL DRIVE 2.86
IQC - INTERIOR DESIGN (QC)	JL9 - ANTILOCK
K05 - BLOCK	K68 - GENERATOR
L36 - 3.8 LITRE V6 MFI	MN3 - 4 SPD AUTO TRANS 4T65-E
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NF2 - EMISSION SYSTEM, FEDERAL TIER 1
NK5 - STANDARD	NW9 - ELECTRONIC
PF7 - 15 X 6, ALUMINUM CAST, STYLED	QPK - P215/70R15-97S BW R/PE ST TL AL
R9X - SALES ITEM NO. 98	UB7 - INST, OIL, COOL TEMP, VOLTS, TR
UG1 - GARAGE DOOR, UNIVERSAL	UI2 - ENGINE OIL LIFE
UK3 - STEERING WHEEL, ACCESSORY	UP0 - AM/FM STEREO, SEEK/SCAN, AUTO R
UV7 - WSHLD/RR WINDOW ANTENNA	UW6 - 6, CUSTOM
VH9 - OWNER INFO MAN	VM3 - CONSUMER, CONTAINS BPR IMP STAN
V73 - USA/CANADA	1AY - STOCK
1SB - UPFITTER EQUIP. GROUP	16U - BRIGHT WHITE

17C - MEDIUM GRAY CLOTH	17I - MED GRAY (I) (97)
6AH - COMPUTER SEL SUSP (6AH)	7AH - COMPUTER SEL SUSP (7AH)
8CW - COMPUTER SEL SUSP (8CW)	87A - ACCENT, GUNMETAL MET (91)
9CW - COMPUTER SEL SUSP (9CW)	

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G4HR54K3YU284581

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BKU		Traceability:	0155472	
Date Scanned:	03/16/2000	Time Scanned:	18.24.00	Scan Station:	08

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	PZS		Traceability:	Z20630730	
[illegible] Scanned:	03/16/2000	Time Scanned:	19.34.00	Scan Station:	14

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	0PPB		Traceability:	2FR2	
Date Scanned:	03/16/2000	Time Scanned:	19.03.00	Scan Station:	10

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	M - DELCO ELECTRONICS MILWAUKEE, WISCONSIN				
Part/Num Broadcast:	DBWW		Traceability:	80073GNRF	
Date Scanned:	03/16/2000	Time Scanned:	22.48.00	Scan Station:	03

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB	
[illegible] Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AD - IR-SENSOR-FORWARD				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AH - IR-SENSOR ASM-LEFT				
Source Plant:	X - DELCO ELECTRONICS SINGAPORE				
Part/Num Broadcast:	8230		Traceability:	24NST	
Date Scanned:	03/16/2000	Time Scanned:	19.21.00	Scan Station:	16

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	1				
Part/Num Broadcast:	4580		Traceability:	5069W1284	
Date Scanned:	03/16/2000	Time Scanned:	19.28.00	Scan Station:	13

Component Code:	AP - RH SIDE IMPACT AIRBAG MODULE				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB DE	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AQ - LH SIDE IMPACT AIRBAG MODULE				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB DE	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	9180		Traceability:	300694VHX	
Date Scanned:	03/17/2000	Time Scanned:	09.55.00	Scan Station:	02

Component Code:	AU - LEFT SIDE IMPACT SENSING MODULE				
Source Plant:	X - DELCO ELECTRONICS SINGAPORE				
Part/Num Broadcast:	8230		Traceability:	23CKT	
Date Scanned:	03/16/2000	Time Scanned:	19.21.00	Scan Station:	15

Component Code:	BH - LH REAR SIDE IMPACT AIR BAGS				
[redacted]ce Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	BI				
Source Plant:	*				
Part/Num Broadcast:	N/A		Traceability:	NOLAB	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	N/A

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ		Traceability:	1410391	
Date Scanned:	03/11/2000	Time Scanned:	03.16.00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
[redacted]rce Plant:	N/A				
Part/Num Broadcast:	1TT		Traceability:	9357952	
Date Scanned:	03/12/2000	Time Scanned:	08.56.00	Scan Station:	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1NN		Traceability:	9356851	
Date Scanned:	03/16/2000	Time Scanned:	17.02.00	Scan Station:	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4HR54K3YU284581

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	04/24/2000	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	6 miles

Delivering Dealer:	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	54578
		Business Associate Code:	111489

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4HR54K3YU284581

INVOICE INFORMATION

Invoice Date:	03/20/2000		
Site Address:	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Selling Source:	11 - BUICK
		Site Code:	54578
		Business Associate Code:	111489

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	FALLS MOTOR COMPANY PO BOX 304 LITTLE FALLS, MN 56345-0304 (320) 632-6656	Selling Source:	11 - BUICK
		Site Code:	54578
		Business Associate Code:	111489

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GM-PAR-FIRE, Rev. 08/20/97

(page 1 of 5)

PRODUCT ALLEGATION RESOLUTION

Date Saved:

Division: BUICK PAR	Ref#1-54490228	Document ID1-54490228	
VIN:	Claimant's Name (LAST, First)		

Division: BUICK	Ref#1-54490228	Document ID 1-54490228	12/18/2002
VIN:1G4H4K3YU264581HR	Claimant's Name (LAST, First) [redacted]		

Inspected By: F.L.CAL MONROE ____ Organization: EAA ____

Phone: (763) 837-2994 - ____ Inspection Date: 12/19/2002____ , Mileage at inspection:NOT READABLE ____

x____

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: INDICATIONS ARE THE FIRE WAS DUE TO AN INTERNAL ENGINE PROBLEM.IT APPEARS THE FIRE STARTED IN THE CENTER OF THE INTAKE MANIFOLD____

II INTERVIEW - VEHICLE HISTORY

1. *Name, address, and phone number* of person being interviewed: VIOLA WUEBKERS PO BOX 192 UPSALA,MN.56384-0192 ____

2. *Vehicle modifications* or after-market equipment? (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.) NO VEHICLE MODIFICATIONS

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

If this vehicle is used for trailering, describe *trailering usage* (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): VEHICLE NOT USED FOR TRAILERING.____

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

Repaired by:____

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

5. *Repairs* outside of warranty (what, when, by whom?): NO REPAIRS OUTSIDE OF WARRANTY ____

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

7. *Last maintenance* (date, description, by whom?): OWNER STATES LAST MAINTENANCE WAS OIL AND FILTER CHANGE OCTOBER 2002 BY FALLS MOTOR CO.IN LITTLE FALLS,MN. ____

III INTERVIEW - INCIDENT DETAILS

Interview Summary written by [redacted] enclosed.

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.). ____VEHICLE WAS PARKED.

If parked, how long was it parked? 11 HOURS_____ Was the ignition off YES or was the engine running NO☐ ? Describe drive prior to parking: drive length 0 __ h 15__ min, distance 5_____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).CITY TRAFFIC _____

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 30___°F. General conditions (dry, rain, wind, etc.):DRY _____

III B AT THE FIRST INDICATION OF A PROBLEM

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

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

Smoke? (from where, color, intensity, etc.) ENGINE AREA ,LITE GREY,NOT THICK_____

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

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

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

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

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

If any of the above were cycled, describe: _____

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

III C DURING THE FIRE

Time 2 HRS.20 MIN._____ and *distance* 0_____ between first indication of a problem and start of fire.

*Time 5 MIN.*_____ between start of fire and other significant events. Describe: TOW TRUCK DRIVER BRIAN DOBLE TIRED TO PUT OUT FIRE THEN CALLED FIRE DEPT._____

Time (24 hr) 10:15 _____ when fire was over or put out.

Describe initial location, color and intensity of *smoke and flame*. GREY COLOR,HEAVY SMOKE,RED GLOW _____

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

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

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

Other? (YESY/ _ Describe: TRIED TO PUT FIRE OUT____

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

Any *other comments* that have not been covered? BEFORE FIRE STARTED THERE WAS ALOUD POP NOISE____

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) YES___ Describe: ____
- Location of fuel filler cap (or evidence of remains): CAP WAS IN PROPER PLACE____

Comments:____

B. Interior: NO INTERIOR DAMAGE
- 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): CASSETTE PLAYER AND HEATER ____
- Position of windows (if glass is missing, do further inspection): ALL WINDOWS WERE UP. ____

Comments:____

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

Engine block (note precise location of cracks, holes, etc.): A HOLE WAS IN CENTER OF ENGINE IN THE INTAKE MANIFOLD AREA. _____
Engine: dipstick, oil cooler lines/connections, filter, oil pan ENGINE HAD PROPER AMOUNT OF OIL.
Transmission: dipstick, oil cooler lines/connections, oil pan THERE IS TRANSMISSION OIL.
Master cylinder and brake fluid reservoir MASTER CYLINDER DESTROYED IN FIRE
Brake lines and hoses
ABS/TCS Modulator ABS MODULATOR NOT BURNT.
Power steering lines/hoses, connections/clamps, pump DESTROYED IN FIRE.
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): NO DAMAGE TO EXHAUST SYSTEM._____
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:COOLANT BOTTLE WAS DESTROYED,RADIATOR HAD COOLANT . _____

Engine oil: PROPER AMOUNT._____

Transmission fluid: FLUID IN TRANSMISSION_____

Power steering fluid: FIRE DESTROYED_____

Brake fluid: FIRE DESTROYED IN MASTER CYLINDER_____

E. Underbody:

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

Comments:_____

F. Electrical:
Generator & attached wiring FIRE DESTROYED
Battery & attached cables NO DAMAGE
Cooling fans FIRE DESTROYED
Fuses (identify all open or *not* proper size): FUSES IN ENGINE BURNT,OTHER FUSES OK AND PROPER SIZE._____
Relay centers FIRE DAMAGE
Wiring insulation at fuse blocks DAMAGED,DOES NOT APPEAR TO BE CAUSE OF FIRE.
Fusible links (identify all open): NONE OPEN FOUND_____
Spark plug wiring and boot condition: FIRE DAMAGED, DOES NOT APPEAR TO BE CAUSE OF FIRE._____
Modules: ABS/TCS, ECM, other FIRE DAMAGED, DOES NOT APPEAR TO BE CAUSE OF FIRE.

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: INTERNAL ENGINE PROBLEM,SIMILAR TO AN ENGINE BACKFIRE OR OUT OF TIME._____

Photograph and comment on the item/area which is the apparent origin of the fire: SAME AS ABOVE_____

Anything on vehicle which is after-market: NO____

Anything on vehicle which is a modification: NO
Anything on vehicle which is unusual, or out-of-place, etc.: NO____

Other relevant information: ____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NO DAMAGE TO CONTENTS 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: THERE WAS DAMAGE TO AN APARTMENT DOOR CAUSED BY AN HYDRAULIC HOOD LIFT THAT WAS DRIVEN THROUGH THE DOOR AFTER A LOUD ENGINE POP NOISE. ____

Statement from 12/16/02

Viola [redacted]

Last Friday Dec. 6, 2002 I went to my garage at 7:25 a.m. I turned the switch on my car. There was a very loud noise and the car started to smoke. The smoke died down. It was not coming out any more, so I walked a block and a half to school and called the garage. They said they needed my keys, so they could send over a tow truck. I walked home and put the keys under the mat. I called the garage and told them I had done it. I didn't know any more about it until 10:15 when MK Towing called me on the phone and told me they were taking my car to the lot because it had burned everything under the hood and couldn't be fixed. They said my car had exploded and caught fire when he put the key in the ignition. A police came to school to take me home. When I got to my apartment only the man from MK Towing was there. The police dropped me off and left. I took things out of the car and the tow truck left with my car. When I went to look from the

breezeway into the garage there was a rod from my car sticking through my door. It was about 30 inches long and 3 inches was inside my apartment. It left about an inch wide hole in the door.

The garage is very smoky smelling, yellow material from fire extinguishers are on the lopes, and the cement on the garage floor is blackened from the fire.

Fax# 616-3210

A 10 4.93.04-111

B 13

C 1

D

E 11

F 12

G 14 7 MPIRS-1

H 15 1

I 20

J Vehicle

K

L

M

N

O

P

Q

R

S 30 Buick

T 40

U Truck chief

Vehicle would not start for owner. When the Tow Truck operator tried to start it the engine caught fire.

Little Falls Police Department

Printed On: Monday, December 16, 2002

Incident Detail Report

NCIC: MN0490100

Case Number: [illegible] Juvenile: No Polished: No Close Hold: No Addl Reports: No Other Hold: Date Closed:

Calls For Service

Reported Date/Time: 12/6/2002 Friday 09:47 Dispatched Start Date/Time: 12/6/2002 09:47 Dispatched End Date/Time:
Received By: 203 How Received: Phone
Description: Fire

Incident Location

Location: [redacted] Place Classified:
Low House Nbr: High House Nbr: Community Code:
Street: Intersection:
Unit: Address: Geo Code:
City: Little Falls State: MN Zip Code: 56345
LEN: Weather Conditions:

Officer Information

Beat/Sector	Assigned Date/Time	Arrived Date/Time	Closed Date/Time	Closed Code
203	12/6/2002 09:47	12/6/2002	12/6/2002	Found

Activities/Offenses

Qty	NCIC	Uniform	Status	Status Date	Criminal Activity
01	9006	Vehicle FIRE	Exceptionally	12/6/2002	

Associations

Role: Reported by Juvenile: No
Name: Anonymous, Resident: No
Phone: DOB, Age: LEN:
Address: Little Falls, MN 56345 Height: Weight: Eyes: Hair:
Sex: Race:

Role: Mentioned in report Juvenile: No
Name: Little Falls Fire Department Resident: No
Phone: (320)-632-4461 DOB, Age: LEN:
Address: 114 1st St No, Little Falls, MN 56345 Height: Weight: Eyes: Hair:
Sex: Race:

Role: Owner of vehicle Juvenile: No
Name: [redacted] Resident: No
Phone: DOB, Age: 1/14/1942 60 LEN:
Address: Height: 505 Weight: 190 Eyes: Blue Hair:
Sex: Female Race: White

Stolen Property

Qty	Type	Description	Stolen Value	Date Recovered	Recovered Value	Recovered Code

Case Property

Narrative

FIRE - VEHICLE
ICR BY OFFICER SCHIRBER

On 12-6-02, at approximately 0947 hours, officers were called to 101 11th St Se to a report of

Mel Lysher
MSI GLASS
3731 3rd Street North, Suite 2
St. Cloud, MN 56302

PHONE: 320-259-0420
FAX: 320-259-1455

FACSIMILE TRANSMISSION COVER SHEET

TO: Cal Moore
FAX#: 763-535-7162
DATE: 12-17-02

NUMBER OF PAGES (INCLUDING THIS SHEET): 14

COMMENTS/INSTRUCTIONS:
Claim # 1149157
D.O.L. 10-6-02
[redacted]

THIS FACSIMILE TRANSMISSION IS INTENDED FOR THE USE OF THE INDIVIDUAL TO WHOM IT IS TRANSMITTED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND NOT TO BE DISCLOSED UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY TELEPHONE. THANK YOU.

attn: Mel.
MSI Ins. Co.
Fax # 320-259-1463

13084 Haven Road
Little Falls, MN 56345
(320) 632-3365

Date of Repair: 12-6-02

Sold To: Attn: Mel MSI Ins.
Address: Fax 320-259-1463
City:
Job Name/Number:
Description of Work:

Start Date: 12-16-02
Completed Date:
☐ Shop Work
☐ Contract
☐ Extra

2000 Buick White
Job Phone:

Fighting fire - Call Fire Dept. in to put car out of fire - winching out of garage for Fire Dept. Clean-up Site - flat bed tow to impound lot $135.00
towing to Gas Center for a Gas Inspection $46.00
2 Fire extinguishers replacement $38.50

$12.00 per day Storage as of 12-6-02

Date Completed:

Signature:

Claim: [redacted] Autosource Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Request: [redacted]

Autosource Valuation

[redacted]

Mel Lyster
Mutual Service Insurance
Country #1[redacted] Branch
3731 3rd St. N. Suite 2
St. Cloud MN 5[redacted]

[redacted]
10/02/2002
CompFire

[redacted]

[redacted] 1G4HR[redacted]
2000 Buick Le Sabre Limited 4D Sedan
Decoding Correctly
Activity has reported

- ☐ Autosource Total Loss activity: (NONE).
- ☐ Autotrak total loss activity: (NONE).
- ☐ Audatex estimate activity: (NONE)
- ☐ Salvo history activity: (NONE)

[redacted]

[redacted] COTS COUNTRY MUTUAL INSURANCE CO.
A[redacted]
ASSIGNMENT

[redacted] 12/2002
H[redacted]
Unknown

[redacted]

No Vehicles Advertised at (320) 532-[redacted]

[redacted]

Nat'l. Highway Traffic Safety Admin (NHTSA) has issued a total of 2 recall bulletins that may apply to this vehicle.

[redacted]
99V001
10/01/99
1,594
July - October 1999 (Dealer build dates are Sept-Oct'99)
The inner tie rod ends are loose and can result in separation of a tie rod. Separation of a tie rod can cause unexpected steering loss, increasing the risk of a crash.
Dealers will verify and adjust the vehicle toe-in and tighten the inner tie rod ends to the specified torque. Owner notification begins Nov. 10, 1999. Owners who do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300 or Cadillac at 1-800-458-8006.

[redacted]
00V114
04/01/00
8,139
January 2000
Some of these passenger vehicles have internal fluid leaks in the brake hydraulic control unit. When the rear brake proportioning, anticatatonic, traction control, or stability control feature is activated in some driving situations, the feature may not perform as designed.

Dealers will inspect the ABS hydraulic modulator unit and, if necessary, replace the hydraulic modulator. The manufacturer has reported that owner notification was to begin during May 2000. Owners who do not receive the free remedy within a reasonable time should contact Buick at 1-800-521-7300, Pontiac at 1-800-758-5767, Oldsmobile at 1-800-442-6537, or Cadillac at 1-800-458-8000.

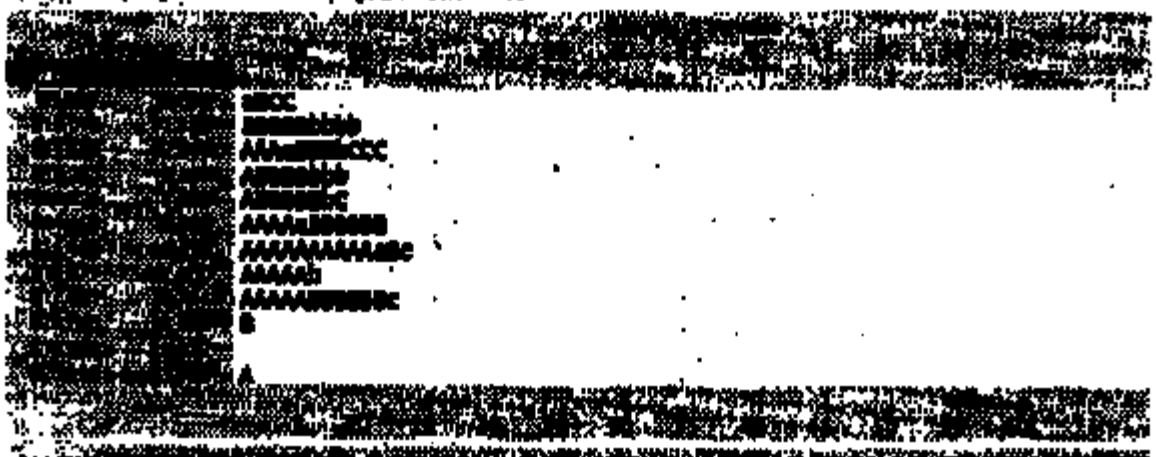
[redacted]

[redacted]	$14,000		$15,000
[redacted]	6 Cylinder 3.8	6 Cylinder 3.8	
[redacted]	4 Speed Automatic	4 Speed Automatic	
[redacted]	81,160 Mi (Typical)	81,000 Mi (Actual)	
[redacted]			1,000
[redacted]			-210
[redacted]			14,810
[redacted]			0
[redacted]			$15,210
[redacted]			
[redacted]			
[redacted]			
[redacted]			
[redacted]			
[redacted]			
[redacted]			

The market value displayed may not reflect the activity selected by VINSCANNER and/or mileage requested. Please contact Client Services at 1-800-521-6100 for review.

[redacted]

The following Retail Asking Price Graph represents a market overview of potential replacement vehicles that were advertised for sale in the local market area, during the last 90 days, originating from Zip Code 85364. All vehicles referenced are standard to the year, make and model of the lost vehicle. While similar, some of these vehicles may be different in edition, mileage, equipment and condition. The price distribution graph displays the average asking price range of all vehicles from the low of $8,000 to a high of $21,000. The vehicle quantity and average asking price are specific to vehicle edition and source, either dealer or private party. All dealer vehicles are displayed in capital letters and private party vehicles are displayed in lower case.



[redacted]								
A	a	Limited	34	$18,040	30	$10,011	4	$18,000
B	b	Custom	42	$18,770	30	$14,198	10	$12,482
C	c	(Not Indicated)	8	$12,000	6	$11,667	2	$17,000

[redacted]

The TYPICAL VEHICLE represents the average mileage, condition, equipment level and estimated selling price of a vehicle of the same year, make, model, doors, option, body and fuel type as the LOSS VEHICLE and is representative of the market area.

Levels	Levels	
$15,055		$15,365
2002	2002	
Buick	Buick	
Le Sabre	Le Sabre	
Limited	Limited	
4D	4D	
Sedan	Sedan	
SWD	SWD	
6 Cylinder 3.8	6 Cylinder 3.8	0
4 Speed Automatic	4 Speed Automatic	0
Not Applicable	White	
30,100 Mi (Typical)	32,550 Mi (Actual)	1,055
Climate Control Far Air	Climate Control Far Air	
Automatic Dimming Mirror	Automatic Dimming Mirror	
Dual Air Conditioning	Dual Air Conditioning	
	Garage Door Opener	90
Rear Trunk/Liftgt Release	Rear Trunk/Liftgt Release	
	Garage Door Opener	60
Rear Window Defroster	Rear Window Defroster	
Cruise Control	Cruise Control	
Tilt Steering Wheel	Tilt Steering Wheel	
Analog Gauges	Analog Gauges	
Driver Information System	Driver Information System	
Anti-lock Brakes	Anti-lock Brakes	
Tinted Glass	Tinted Glass	
Intermittent Wipers	Intermittent Wipers	
Keyless Entry System	Keyless Entry System	
Lighted Entry System	Lighted Entry System	
Leather Steering Wheel		-65
Auto Load Leveling	Auto Load Leveling	
Overhead Console	Overhead Console	
Outlet Communication Sys	Outlet Communication Sys	
Side Air Bag Restraint	Side Air Bag Restraint	
Twilight Sentinel	Twilight Sentinel	
	Traction Control System	80
Tachometer	Tachometer	
Dual Air Bag Restraints	Dual Air Bag Restraints	
Power Seats	Power Seats	
Power Mirrors	Power Mirrors	
Dual Power Seats	Dual Power Seats	
Power Windows	Power Windows	
Power Steering	Power Steering	
Power Door Locks	Power Door Locks	
Compact Disc W/Tape	Compact Disc W/Tape	
Alarm System	Alarm System	
Leather Seats	Velour/Cloth Seats	-440
Split Front Bench Seat	Split Front Bench Seat	
Aluminum/Alloy Wheels	Aluminum/Alloy Wheels	
Grand Touring Package		-35
	Prestige Package	18

Claim: A86187 Automotive Valuation 2000 Saab Le Sabre Limited 4D Sedan ADP Request 878500

Travel Convenience Group	78
	10,810
	0
	[redacted]

Adjustments of Special Note

- No special adjustments were made for this vehicle.

Information provided by Mutual Service Insurance

- Loss vehicle description was provided by Mutual Service Insurance.
- All values are in U.S. dollars.

Automotive Valuation Process

- Over 2,000,000 vehicles are entered weekly into the database used for researching this value. This database includes dealer inspected, dealer inventory, dealer advertised, phone verified and advertised private party vehicles.
- The originating search area for this valuation was Upsala, Minnesota.
- The VIN decoded correctly.
- The value of the Package adjustments displayed include only those items that cannot be purchased individually. Other equipment items included in the package that can be purchased separately are adjusted with the vehicle equipment, and those adjustments are noted by the applicable options.

		Average
	Good	Good
	Good	Good
	Good	Good
	Good	Good
	Good	Good
		Average
	Good	Good
	Good	Good
	Good	Good
		Average
	Well Maintained	Well Maintained
	Well Maintained	Well Maintained
		Average
	Good (50-79% Of Tread)	Good (50-79% Of Tread)
	Good (50-79% Of Tread)	Good (50-79% Of Tread)
		[redacted]

Odometer, equipment, trim level and condition must all be carefully considered on this vehicle. The average miles driven for this vehicle are 60,180. The expected vehicle condition would be as follows:

	Good	Slight wear. Dirt removed with detail. No fading/discoloring.
	Good	No damage. Dirt removed with detail. No fading. No discoloring.
	Good	No contact damage. Very slight wear on close inspection.
	Good	1-5 very small pits. Light scratches on close inspection.
	Good	Dirt removed with detail. No fading/discoloring. No rates.

[redacted]	Good	No serious damage. 1-8 small dings on close inspection.
	Good	1-8 small chips/scratches. Solid marks, can be buffed out.
	Good	1-8 minor scratches. Entry dents/bright/scratch-key pass
[redacted]	Well Maintained	Clean/good condition. Maintenance performed and documented.
	Well Maintained	Clean. No leaks. Maintenance performed. Service documented.
[redacted]	Good (30-79% of tread)	Tires are in good condition. 30-79% of tread remains.
	Good (30-79% of tread)	Tires are in good condition. 30-79% of tread remains.

Having a clean, well maintained vehicle will add to its market value. Prior body damage, rust, extensive interior damage or mechanical problems will all decrease the market value of this vehicle.

[redacted]

The following replacement vehicles may include a sampling of the actual vehicles used to calculate the selling price. The replacement vehicles represent vehicles that have recently been offered for sale in the marketplace. These vehicles have similar attributes and characteristics to the total loss vehicle

[redacted]			
[redacted]		[redacted]	[redacted]
56,500 Miles	6 Cylinder 3.8		Saint Cloud, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		70288A
Power Mirrors	Power Steering		(320) 251-6000
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control Far Air		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rear Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Load Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			
[redacted]		[redacted]	[redacted]
59,000 Miles	6 Cylinder 3.8		Plaza, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		(320) 363-6567
Power Mirrors	Power Steering		
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control Far Air		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rear Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Load Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel	Good Condition		

Claim: [illegible] Autosource Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Request: [illegible]

2000 Buick Le Sabre Limited 4D Sedan		[illegible]
18,400 Miles	6 Cylinder 3.8	Saint Cloud, MN
4 Speed Automatic	Dual Power Seats	Dealer
Power Brakes	Power Door Locks	71300A
Power Mirrors	Power Steering	(320) [illegible]-4155
Power Windows	Split Front Bench Seat	
Velour/Cloth Seats	Alarm System	
AM/FM Stereo Tape	Aluminum/Alloy Wheels	
Automatic Dimming Mirror	Climate Control Per Air	
Cruise Control	Dual Air Conditioning	
Rear Window Defroster	Rem Trunk/Lgd Release	
Tilt Steering Wheel	Analog Gauges	
Anti-lock Brakes	Auto Load Leveling	
Driver Information System	Dual Air Bag Restraints	
Intermittent Wipers	Keyless Entry System	
Lighted Entry System	Outside Communication Sys	
Overhead Console	Side Air Bag Restraint	
Tachometer	Tinted Glass	
Twilight Sentinel		
2000 Buick Le Sabre Custom 4D Sedan		11/03/02 [illegible]
44,300 Miles	6 Cylinder 3.8	Saint Cloud, MN
4 Speed Automatic	Power Brakes	Dealer
Power Door Locks	Power Mirrors	7000
Power Steering	Power Windows	(320) 251-6000
Split Front Bench Seat	Velour/Cloth Seats	
AM/FM Stereo	Air Conditioning	
Cruise Control	Rear Window Defroster	
Rem Trunk/Lgd Release	Steer. Whl. Radio Cntrls	
Tilt Steering Wheel	Anti-lock Brakes	
Auto Load Leveling	Dual Air Bag Restraints	
Intermittent Wipers	Keyless Entry System	
Lighted Entry System	Overhead Console	
Side Air Bag Restraint	Tinted Glass	
Twilight Sentinel		
2000 Buick Le Sabre Limited 4D Sedan		[illegible] $12,750
44,700 Miles	VIN: 1G4HR54K4Y4 [illegible]	Dealer Access
6 Cylinder 3.8	4 Speed Automatic	Saint Cloud, MN
Power Brakes	Power Door Locks	Glieland Chevrolet Inc
Power Mirrors	Power Steering	19600A
Power Windows	Split Front Bench Seat	(320) 251-4943
Velour/Cloth Seats	AM/FM Stereo	Jerry Hoschedt
Air Conditioning	Cruise Control	
Rear Window Defroster	Rem Trunk/Lgd Release	
Steer. Whl. Radio Cntrls	Tilt Steering Wheel	
Anti-lock Brakes	Auto Load Leveling	
Dual Air Bag Restraints	Intermittent Wipers	
Keyless Entry System	Lighted Entry System	
Overhead Console	Side Air Bag Restraint	
Tinted Glass	Twilight Sentinel	
Exterior White		

Clm= A28167 Automotive Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Report: 1728564

2000 Buick Le Sabre Custom 4D Sedan		[illegible]	$12,[illegible]
44,000 Miles	6 Cylinder 3.8		Saint Cloud, MN
4 Speed Automatic	Power Brakes		Dealer
Power Door Locks	Power Mirrors		7000
Power Steering	Power Windows		(320) 685-4155
Split Front Bench Seat	Velour/Cloth Seats		
AM/FM Stereo	Air Conditioning		
Cruise Control	Rear Window Defroster		
Rem Trunk/Lift Release	Stear. Whl. Radio Contrs		
Tilt Steering Wheel	Anti-lock Brakes		
Auto Level Leveling	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Overhead Console		
Side Air Bag Restraint	Tinted Glass		
Twilight Sentinel			
2000 Buick Le Sabre Limited 4D Sedan		[illegible]	$9,[illegible]
109,000 Miles	VIN: 1G4HP54K7Y4164247		Dealer Specialties Inspection
6 Cylinder 3.8	Automatic		Saint Cloud, MN
Power Brakes	Power Door Locks		Dealer
Power Mirrors	Power Steering		300
Power Windows	Split Front Bench Seat		(320) 253-6059
Velour/Cloth Seats	AM/FM Stereo Tape		
Aluminum/Alloy Wheels	Air Conditioning		
Cruise Control	Rear Window Defroster		
Rem Trunk/Lift Release	Stear. Whl. Radio Contrs		
Tilt Steering Wheel	Anti-lock Brakes		
Auto Level Leveling	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Overhead Console		
Side Air Bag Restraint	Tinted Glass		
Twilight Sentinel			
2000 Buick Le Sabre Limited 4D Sedan		11/1/00	$11,[illegible]
78,000 Miles	6 Cylinder 3.8		Minneapolis, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		21000A
Power Mirrors	Power Steering		(612) 610-7200
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control For Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rem Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Level Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Outlook Communication Sys		
Overhead Console	Side Air Bag Restraint		
Telemagic	Tinted Glass		
Twilight Sentinel			

Claim: A229187 Assessment Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Request: 3F29808

9. 2000 Buick Le Sabre Limited 4D Sedan		1W0002	$14,000
49,800 Miles	6 Cylinder 3.8		Minneapolis, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		PBS4A
Power Mirrors	Power Steering		(763) 561-7980
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control For Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Remote Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Level Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			

10. 2000 Buick Le Sabre Limited 4D Sedan		1W0003	$10,000
43,600 Miles	6 Cylinder 3.8		Minneapolis, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		PBS4A
Power Mirrors	Power Steering		(952) 927-0915
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control For Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Remote Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Level Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			

11. 2000 Buick Le Sabre Limited 4D Sedan		1W0004	$12,000
48,800 Miles	VIN: 1G4HR54K1YU100898		Dealer Reclaiming Inspected
6 Cylinder 3.8	Automatic		Brooklyn Center, MN
Dual Power Seats	Power Brakes		Brooklyn Buick-Pont
Power Door Locks	Power Mirrors		PBS4A
Power Steering	Power Windows		(612) 561-8161
Leather Seats	Split Front Bench Seat		Pat Fasterbern
Alarm System	AM/FM Stereo Tape		
Aluminum/Alloy Wheels	Automatic Dimming Mirror		
Climate Control For Ac	Cruise Control		
Dual Air Conditioning	Rear Window Defroster		
Remote Trunk/Lift Release	Tilt Steering Wheel		
Analog Gauges	Anti-lock Brakes		
Auto Level Leveling	Driver Information System		
Dual Air Bag Restraints	Intermittent Wipers		
Keyless Entry System	Lighted Entry System		
Onstar Communication Sys	Overhead Console		
Side Air Bag Restraint	Tachometer		
Tinted Glass	Twilight Sentinel		

Claim: A296187 Autoexpress Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Request: [illegible]

2000 Buick Le Sabre Limited 4D Sedan		11/15/02	[illegible]
78,400 Miles	6 Cylinder 3.8		Minneapolis, MN
4 Speed Automatic	Dual Power Seats		Lockard Auto Mall
Power Brakes	Power Door Locks		77094
Power Mirrors	Power Steering		(713) 519-6750
Power Windows	Split Front Bench Seat		Tom Schmidt
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control For Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rear Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Load Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			

2000 Buick Le Sabre Limited 4D Sedan		11/15/02	[illegible]
88,100 Miles	VIN: 1G4HP54K7Y[illegible]		Dealer Specialties Inspection
6 Cylinder 3.8	Automatic		Minneapolis, MN
Dual Power Seats	Power Brakes		Water-Quality Uno/Architects
Power Door Locks	Power Mirrors		Lucas
Power Steering	Power Windows		(952) [illegible]-2271
Leather Seats	Split Front Bench Seat		Randy Kavli
Alarm System	AM/FM Stereo Tape		
Aluminum/Alloy Wheels	Automatic Dimming Mirror		
Climate Control For Ac	Cruise Control		
Dual Air Conditioning	Rear Window Defroster		
Rear Trunk/Lift Release	Tilt Steering Wheel		
Analog Gauges	Anti-lock Brakes		
Auto Load Leveling	Driver Information System		
Dual Air Bag Restraints	Intermittent Wipers		
Keyless Entry System	Lighted Entry System		
Onstar Communication Sys	Overhead Console		
Side Air Bag Restraint	Tachometer		
Tinted Glass	Twilight Sentinel		

2000 Buick Le Sabre Limited 4D Sedan		[illegible]	[illegible]
34,700 Miles	6 Cylinder 3.8		Minneapolis, MN
4 Speed Automatic	Dual Power Seats		Dealer
Power Brakes	Power Door Locks		[illegible]
Power Mirrors	Power Steering		(630) 527-2015
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control For Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rear Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Load Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			

Claim: A28167 Automotive Valuation 2000 Buick La Sabre Limited 4D Sedan ADP Records 572598

[redacted]

90,000 Miles	6 Cylinder 3.8	[redacted]	[redacted]
4 Speed Automatic	Dual Power Seats		
Power Brakes	Power Door Locks		
Power Mirrors	Power Steering		
Power Windows	Split Front Bench Seat		
Velour/Cloth Seats	Alarm System		
AM/FM Stereo Tape	Aluminum/Alloy Wheels		
Automatic Dimming Mirror	Climate Control Per Ac		
Cruise Control	Dual Air Conditioning		
Rear Window Defroster	Rem Trunk/Lift Release		
Tilt Steering Wheel	Analog Gauges		
Anti-lock Brakes	Auto Load Leveling		
Driver Information System	Dual Air Bag Restraints		
Intermittent Wipers	Keyless Entry System		
Lighted Entry System	Onstar Communication Sys		
Overhead Console	Side Air Bag Restraint		
Tachometer	Tinted Glass		
Twilight Sentinel			

[redacted]

* 6 Cylinder 3.8	STD	* 4 Speed Automatic	STD
[redacted]		[redacted]	
* Anti-lock Brakes	STD	* Climate Control Per Ac	STD
* Auto Load Leveling	STD	* Automatic Dimming Mirror	STD
* Analog Gauges	STD	* Cruise Control	STD
Center Console		* Dual Air Conditioning	STD
* Dual Air Bag Restraints	STD	* Rear Window Defroster	STD
* Driver Information System	STD	* Garage Door Opener	$100
* Intermittent Wipers	STD	Heads-Up Display	
* Keyless Entry System	STD	* Rem Trunk/Lift Release	STD
* Lighted Entry System	STD	* Steer. Whl. Radio Ctrls	
Leather Steering Wheel		* Tilt Steering Wheel	STD
* Overhead Console	STD	[redacted]	
* OnStar Communication Sys	STD	Heated Power Mirrors	$80
* Side Air Bag Restraint	STD	* Dual Power Seats	STD
* Tachometer	STD	* Power Brakes	STD
* Traction Control System	$175	* Power Door Locks	STD
* Tinted Glass	STD	* Power Mirrors	STD
* Twilight Sentinel	STD	* Power Steering	STD
[redacted]		* Power Windows	STD
Bucket Seats	$70	[redacted]	
Heated Front Seats	$200	* Alarm System	STD
Leather Seats	$795	Compact Disc Changer	$595
* Split Front Bench Seat	STD	* Compact Disc W/Tape	$300
* Velour/Cloth Seats	STD	AM/FM Stereo Tape	STD
[redacted]		[redacted]	
Power Moonroof	$695	* Aluminum/Alloy Wheels	STD

[redacted]

Driver Confidence Package	$750	Includes: Gran Touring Package, Stabilitrak, Self-Sealing Tires & Head-Up Display
Gran Touring Package	$185	Includes 3.08 Axle Ratio; Variable Assist Power Steering; Touring Tires; Polished Alloy Wheels; Higher Rate Front Springs; Rear Stabilizer Bar; Gran Touring Suspension; Leather Wrapped Steering Wheel.
* Prestige Package	$715	Includes Automatic Day/Night Mirror With Compass; Garage Door Opener; Rain Sensing Wiper Wipers; Traction Control; AM/FM Stereo With Cd And Cassette.
* Travel Convenience Group	$145	Includes Power Lumbar And Memory Outside Mirrors.

Claim# [redacted] Autosource Valuation 2000 Buick Le Sabre Limited 4D Sedan ADP Request: [redacted]

[redacted]

Editions available for the same body style (in order of original cost, increasing): Custom, *Limited

* Indicates less vehicle equipment.

[redacted]

After your claim is settled, Autosource provides free assistance in locating your next vehicle. Call us Monday through Friday, between 6:00 AM and 5:00 PM, Pacific time, at (800) 341-3133, ext 7428. Our specialists will work with you to find a new or used vehicle in your area.

[redacted]

Autosource has been chosen by Mutual Service Insurance to assist in establishing a fair and reasonable market value for your vehicle. We are proud to offer you the most current and comprehensive automotive valuations available today.

Your vehicle was inspected and/or described to Autosource by a trained representative of Mutual Service Insurance. Autosource has evaluated all aspects of your vehicle provided by Mutual Service Insurance as well as those features identified by the Vehicle Identification Number (VIN) or known to be standard equipment for your vehicle.

The market value of your vehicle is determined by comparing it to other vehicles in your area of similar make, model, equipment, mileage and condition that have been offered for sale or sold in the past 90 days. The sources for this comparison include new and used car dealers, newspapers, traders, specialty journals and the Internet. Our exclusive *Dealer Access* program provides us with electronic inventories from thousands of affiliated dealers in North America.

Each week, over 2,000,000 vehicles are listed from these sources, representing over 100,000 dealerships and 3400 publications, making our database the largest in the industry. We utilize the industry's largest electronic network and leading edge technology to provide you with the most current inspected, surveyed or advertised market data. We will find the closest vehicle matches in the area nearest your home.

[redacted]

**N.A.D.A. Vehicle Description: 2000 BUICK LESABRE LIMITED-V6 SED 4D

N.A.D.A. values are as of December, 2002 from the Midwest Edition.

[redacted]	[redacted]	[redacted]
[redacted]	$12,300	$10,175
[redacted]	[redacted]	[redacted]
[redacted]	60	60
[redacted]	60	60
[redacted]	[redacted]	[redacted]
[redacted]	75	75
[redacted]	250	250
[redacted]	125	125
[redacted]	$400	$400
[redacted]	[redacted]	[redacted]
[redacted]	$14,170	$12,035

These current N.A.D.A. values are furnished under license from NADA/AIC. All values Copyright © NADA/AIC 2002.

The values in the N.A.D.A. guide assume a vehicle in clean condition. Appropriate deductions should be made to put a vehicle in salable condition.

Special Note on Older Vehicles: N.A.D.A.'s editors believe that most optional equipment has little or no value on older vehicles. This is especially true of options that cost relatively little to begin with and which depreciate with age or use.

[redacted]

This report contains proprietary information of ADP and shall not be disclosed to any third party (other than the insured or claimant) without ADP's prior written consent. If you are the insured or claimant and have questions

regarding the description of your vehicle, please contact the insurance company that is handling your claim. Information within Vehicouse/NICB is provided solely to identify potential duplicative claims activity. User agrees to use such information solely for lawful purposes.

MK TOWING

13054 Haven Road
Little Falls, MN 56345
(320) 632-3363

DATE OF ORDER: 12-6-02

CUSTOMER'S ORDER NO.: | PHONE: | MECHANIC: | HELPER: | STARTING DATE: 12-16-02

ORDER TAKEN BY:

BILL TO: Attn: DM MSI INS.

ADDRESS: Fax 320-259-1463

CITY:

☐ DAY WORK
☐ CONTRACT
☐ EXTRA

JOB NAME AND LOCATION:

2000 Buick white

JOB PHONE:

DESCRIPTION OF WORK

Fighting fire - Call Fire Dept. in to put car out of fire - Winching out of garage for Fire Dept.
Clean-up Site - flat Bed tow to impound lot $155.00
towing to GM Center for a GM Inspection $40.00
2 fire extinguishers replacement $58.50

$12.00 per day Storage as of 12-6-02

DATE COMPLETED: / /

Signature _____

This is a bill for replacing a door

KUEFLER PROPERTY MANAGEMENT
915 St. Germain, #102
P.O. Box 1708
St. Cloud, MN 56302
(320) 255-1510

№ 20617	maintenance work order

PRIORITY (CIRCLE) A B C PM

DATE WRITTEN 12/16/02 TIME WRITTEN

REQUESTED BY: [redacted]

SERVICE LOCATI[redacted]

RESIDENT PHONE NUMBERS:

DAYTIME EVENING

WORK REQUESTED

Replace door	45.00	65.00
Supplies	20.00	20.00
3 hrs labor @ $8.00 + Painting		24.00
		$109.00

PERMISSION TO ENTER UNIT ☐

VACANT ☐ OCCUPIED ☐

COMMENTS

Started _____ DATE _____ TIME _____

Completed _____ DATE _____ TIME _____

Completed By _____

Signature _____

GM-PAR-PHOTO, Rev. 09/2007

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

(page 1 of 1)

Division:PAR BUICK	Ref#1-[illegible]	Document ID 1-[illegible]	Date Saved: 12/18/02
VIN: 1G4H[illegible]4K3YU[illegible]	Claimant's Name (LAST, First) [redacted]		

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

Inspector F.L. CAL MONROE_____ Number of Rolls 3 _____

Roll Number 1

Neg.#	Description
0	
1.	FRONT-SHOWS FIRE DAMAGE TO RIGHT SIDE OF HOOD
2.	RIGHT SIDE- NO DAMAGE
3.	REAR- NO DAMAGE
4.	DECKLID-NO DAMAGE
5.	INSIDE OF TRUNK- NO DAMAGE
6.	COMPLETE REAR- NO DAMAGE
7.	OPTION LABEL
8.	VIN NUMBER
9.	HOOD OUTER PANEL-FIRE DAMAGE RIGHT SIDE
10.	HOOD INNER PANEL-FIRE DAMAGE TO LEFT CENTER MOSTLY
11.	LEFT SIDE- NO DAMAGE
12.	ROOF- NO DAMAGE
13.	FUEL CAP AND RESTRICTOR IN PLACE
14.	LF DOOR PANEL- NO DAMAGE
15.	LR DOOR PANEL- NO DAMAGE
16.	RF DOOR PANEL- NO DAMAGE
17.	RR DOOR PANEL- NO DAMAGE
18.	INSTRUMENT PANEL- NO DAMAGE
19.	IGNITION KEY AND STEERING- NO DAMAGE
20.	STEERING WHEEL AND ODOMETER NO DAMAGE
21.	ASH TRAY- NO DERBIS OR ASHES
22.	RADIO- NO DAMAGE
23.	
24.	
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32.	
33.	

GM-Photo

Inspector F.L.CAL MONROE

Roll Number 2

Neg.#	Description
0	
1.	ENGINE COMPARTMENT
2.	RADIATOR FRONT- LITTLE DAMAGE
3.	RADIATOR REAR-LITTLE DAMAGE
4.	COOLANT BOTTLE- MELTED FIRE DESTROYED
5.	RADIATOR HOSE-LITTLE HEAT DAMAGE
6.	RADIATOR HOSE AND STAT -SOME HEAT DAMAGE
7.	HEATER HOSES- SHOWS OUTER LAYER BURNT
8.	INJECTOR RAIL-SOME SMOKE AND FIRE DAMAGE
9.	ELECTRICAL DISTRIBTOR AND COIL-FIRE DAMAGED
10.	OIL DIPSTICK-PROPER AMOUNT OF OIL
11.	SPARK PLUG WIRES- SOME HEAT DAMAGE
12.	TRANMISSION DIPSTICK- SHOWS FLUID IN TRANMISSION
13.	MASTER CYLINDER AND RESEVOIR-MELTED
14.	BRAKE LINES AND HOSES-DAMAGED
15.	PHOTO SHOWS WIRING AND HOSE DAMAGE UPPER LEFT OF ENGINE
16.	PHOTO JUST BELOW MASTER CYLINDER
17.	ABS/TCS MODULATOR- LITTLE HEAT DAMAGE
18.	PHOTO OF PLUG WIRES ON RIGHT SIDE OF ENGINE
19.	ALTERNATOR PHOTO
20.	RELAY AND AIR FILTER PHOTO
21.	PHOTO OF ENGINE CENTER –APPEARS WHERE FIRE STARTED
22.	" " " " " " " " " " " " "
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Inspector F. L. CAL MONROE

Roll Number 3

Neg.#	Description
0	
1.	LF FLOOR- NO DAMAGE
2.	RF FLOOR- NO DAMAGE
3.	REAR FLOOR- NO DAMAGE
4.	LF SEAT- NO DAMAGE
5.	LR SEAT- NO DAMAGE
6.	RF SEAT- NO DAMAGE
7.	RR SEAT-NO DAMAGE
8.	LF WHEEL- NO DAMAGE
9.	LR WHEEL- NO DAMAGE
10.	RF WHEEL- NO DAMAGE
11.	RR WHEEL- NO DAMAGE
12.	PHOTO WHERE VEHICLE WAS PARKED
13.	PHOTO OF HOLE IN DOOR CAUSED BY HOOD LIFT ROD
14.	PHOTO OF HOLE IN DOOR CAUSED BY HOOD LIFT ROD
15.	PHOTO OF HOOD LIFT ROD THAT WENT THROUGH DOOR
16.	PHOTO OF HOOD LIFT ROD THAT WENT THROUGH DOOR
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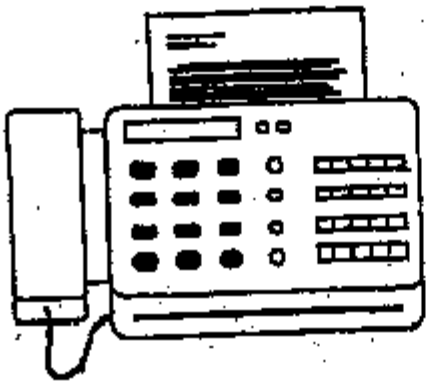
GM-Photo



Fax Transmission

DATE:

To: Larry Meeks

Fax Number: 866-222-8258

From: [redacted]

Our Phone:
Our Fax:

Number of pages including this cover page: 3

Message:

Please call if you experience any transmission problems.

BUSINESS RESOURCE CENTER

STRAIGHT/LEASE REP CHASE / TRADE REPURCHASE Z1242 Z1243

FILE # 1-5449 & 228 Date Assigned 1-8-03

Name	[redacted]
VIN#	1-G-4-H-R-5-4-K-3-V-U-2-8-7-5-8-1
Year-Make Model:	88 - BUICK - LeSabre

✓		DATE	COMMENTS
	Contact Dealer		EXT 1-14-03
	Contact Customer		
	Offer Made		
	Offer Accepted		
	ALLEGATION		MILEAGE 22389

VIN# 1G4HR54K83U186297

APP

- ✓ B PRA FORM
- ✓ COPY OF TITLE OR REGISTRATION
- ✓ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
- ✓ COPIES OF PHOTOGRAPHS
- DAMAGE ESTIMATE
- ✓ INVOICE ON ORIGINAL VEHICLE
- ✓ INCENTIVES ON ORIGINAL VEHICLE
- ✓ INVOICE ON REPLACEMENT VEHICLE (TO)
- GM CARD EARNINGS ON BUYBACK FORM (SO)
- N/A RECEIPTS FOR ANY AFTER-MARKET ITEMS (IA
- ✓ RO'S FOR REASON FOR REPURCHASE (IA)

- INSPECTION/INSPECTION ASSIST
- RENT TO BE PAID/REIM BY PAR
- TOWING TO BE PAID/REIM BY PAR
- STORAGE TO BE PAID/REIM BY PAR
- PERSONAL ITEMS TO BE PAID/REIM BY PAR
- LOCATION OF VEH IF NOT AT ASSISTING DEALER
- LIENHOLDER INFO IF AVAILABLE
- NAME
- ACCOUNT NUMBER
- PHONE NUMBER
- PAYOFF/PER DIEM

Z1242/Z1243 INFORMATION: REQUESTED RO#

Dealership Name:	Falls Motor Co.
Dealers Code:	11-54578
Dealership BAC Code	111489
Dealership Contact Person:	Sum - Jeff Thompson
Dealership Phone:	328-632-6656
Fax Number:	328-632-6658
Repair order # (6 digits) & RO Date	
Z1242 Total	
Z1243 Total:	
Auth Code- Wrnty Blk- Svc Cal- In Svc	WGLP - N - N - 5/24/02

Additional Information Sales Asst - S/Mgr Mike Larson

Date Closed _____ Repurchase _____ Esis _____ Holcomb _____

RCMPR010 VEHI' S DELIVERY/INCENTIVE HISTOR' 06/09/01
PROC. SING SOURCE: BUICK 19:50:05
PAGE: 1

VIN: 1G4HR54K3 YU284581 SELLG SCE: 11 MDL YR: 00 ORD NO: CHDHSO

DDAT 02/18/00 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 11 54578
DDATE 04/24/00 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/03/00 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY.TO: [redacted]
TRD DOE: PO BOX 192
SRVC IN: UPSALA MN 56384
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNC	01	11 54578	00017422406	05/05/00	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00017422406 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	11 54578	00017414182	05/04/00	19.46	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00017414182 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 01/14/03
START BROWSE PROCESSING SOURCE: BUICK 10:07:31
INCENTIVE CODE/LVL: CNC ___ PAGE NO: 1

S	INCTV CD	CD LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	CNC	047	REG 03 NCR CONSUMER CASH	08/01/02		P	01/14/03	131
_	CNC	044	REG 02 NCR CONSUMER CASH	08/09/01	03/02/03	P	01/14/03	10
_	CNC	035	REG 01 NCR CONSUMER CASH	08/18/00	04/02/02	P	11/05/02	1
_	CNC	021	REG 00 NCR CONSUMER CASH	08/07/99	04/02/01	P	06/28/02	1
_	CNE	051	REG 03 NER CONSUMER CASH	08/01/02		P	01/14/03	99
_	CNE	048	REG 02 NER CONSUMER CASH	08/09/01	03/02/03	P	01/14/03	7
_	CNE	038	REG 01 NER CONSUMER CASH	08/18/00	04/02/02	P	10/25/02	2
_	CNE	022	REG 00 NER CONSUMER CASH	08/07/99	04/02/01	P	04/30/02	1
_	CNI	004	REG*02 BONUS CASH INDIANA	10/02/01	01/31/02	P	04/11/02	1
_	CNI	003	REG*01 BONUS CASH INDIANA	10/02/01	01/31/02	P	05/23/02	2
_	CPG	003	REG 03 NER LESSEE BONUS CASH PG	01/07/03	05/28/03	P		0
_	CPG	002	REG 03 NER LESSEE BONUS CASH PG	01/07/03	05/28/03	P		0

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN P/N:

[redacted]

[redacted]

Buick LeSabr	4/24/90 12:00:0	[redacted]	Dwight New Bl
[redacted]	Buick	[redacted]	[redacted]
LeSabre	[redacted]	[redacted]	[redacted]
2000	[redacted]	[redacted]	[redacted]
1G4HR54K2YU284561	BUICK	[redacted]	[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

FALLS GM

DEALER TRADE INFORMATION

FALLS MOTOR COMPANY
400 N.E. 13TH STREET, P.O.BOX 304
LITTLE FALLS, MN. 56345

PHONE: 320-632-6656
FAX: 320-632-6650

GMAC # 007-1625

CHEVROLET: 04-672
GMC: 30-202
PONTIAC: 15-190
BUICK: 54-578
OLDSMOBILE: 15-245

DEALER LICENCE # D18074

SALES MANAGER: MIKE LARSON
GM: TIM SWEET
OFFICE MGR: SANDRA KLISCH

Dealer Confirmation Letter- Trade Repurchase

Buick
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Extension 58184
Fax (866) 202-4302
Nancy N Klotz

Trade Repurchase Agreement between Buick and its dealer partner Falls Motor Company

Customer's Name: [redacted]
Case Number:

Thank you for assisting Buick in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $23,882.50 to Viola Elanor Wuebbens & Falls Motor Company if applicable. Remember that both parties need to endorse the back of the check.

When writing the sales agreement for the trade repurchase, please use the numbers below.

Replacement VIN:	1G4HR54K83U184297
New Vehicle Sales Price:	$28,327.23
Used Vehicle Trade Value:	$23,345.23
Trade Difference:	$ 4,982.00
Taxes:	$ 318.03
Rebates:	(Not Applicable)
Miscellaneous State Fees:	$ 420.50
Document Fees:	(Not paid by either party)
Dealer Processing Fee:	($200 applied as warranty credit via W.I.N.S.)

As always, the customer is obligated to make the final sale arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Falls Motor Company agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 866-202-4302.

Falls Motor Company, 111455 — Management Agent's Signature and Title: SALES MANAGER

Falls Motor Company, 111455 — Management Agent's Printed Name and Title: MIKE LARSON SALES MANAGER

Authorized General Motors BRC Representative Signature

Nancy N Klotz — 1/29/2003
Authorized General Motors BRC Representative Printed Name

Thank you for assisting Buick in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
1-54490228

Customer Name
[redacted]

Worksheet filled out by:
Nancy N Klotz

Old Vehicle VIN:
1G4HR54K3YU284581

New Vehicle VIN:
1G4HR54K83U186297

Date:
1/28/03

Acct. 231/237 Vehicle Costs	26,227.23
Adjustment to line 1	227.27
Conversion Cost	0.00
Tax	0.00
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00
Miscellaneous	0.00
Other	0.00
State Fees	0.00
Cost to transfer Aftermarket Items	0.00
Service Contracts/GMPP	0.00
Attorney's Fees	0.00
Transportation Fees	0.00
Total Replacement Price	26,454.50
Tax	316.03
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	420.50
Additional Aftermarket Items	0.00
Usage/Depreciation	2,000.00
Damage	0.00
Upgrade	2,862.00
Downgrade (deducted)	0.00
Reimbursement of Aftermarkets	0.00
Other	0.00
Total Customer Cost	5,598.53
Trade Repurchase Amount	23,592.50
Total Payoff Amount	0.00
PAYOFF GOOD THRU(mm/dd/y	
Dealer Due to GM	NA
GM Due to Dealer	23,592.50
Estimated Auction Price	14,225.00
Projected (Loss)	(9,367.50)

Purchase Price (New Unit)	26,227.23
State Sales Tax	316.03
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	420.50
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Subtotal	28,963.76
Trade In	23,365.23
Payoff	0.00
Net Allowance	23,365.23
Cash on Delivery	0.00
Total Balance Due	5,598.53
Amount to Dealer for additional Fees	227.27
GM Authorized Signature	1/29/03 Date
This is a "work in process" until signed by a GM Authorized Representative	

Attn: Nancy

Stock #: 72477 Date: 1/25/03 Salesperson: Larry Eyhala

Buyer Name: [redacted] (First) Viola (Vi) (Middle) Elenor

Co-Buyer: (First) (Middle)

Address: [redacted] Upsala State: MN County: Morrison Zip: 56384

Home Phone: [redacted] Buyer DOB: 1/16/42 Co-Buyer DOB:

Buyer D.L.: [redacted] Co-Buyer D.L. #:

Buyer's Insurance Co.: MST Policy #: 0269021

PLEASE ENTER MY ORDER FOR: New ☑ Used ☐ Demo ☐ Leasing Address

YR	MAKE	MODEL	COLOR	TRANSMISSION	DR	INTERIOR
2003	Buick	LeSabre Ltd	Yellow	Auto	4	Gray
VIN: 1G4HR54K83U186297	LIC #: —	TAG EXP. DATE	STATE: —	DELIVERY DATE: 90		

Philip Polzenitz

(320) 352-6171

CASH PRICE OF VEHICLE	31,520	
FREIGHT		
DEALER INSTALLED OPTIONS		
Rebate to Lender	<3000>	
Discount for Cash and Misc	<432>	77
Discount	3592	77
TOTAL	28,227	23
LESS TRADE-IN ALLOWANCE FOR USED VEHICLE	23,365	23
TRADE DIFFERENCE	4,862	00
STATE & LOCAL TAXES	316	03
FEDERAL LUXURY TAX		
DEALER ADMINISTRATIVE FEE		
SERVICE CONTRACT		
TOTAL LICENSE & FEES	420	50
SUBTOTAL		
TOTAL DOWN PAYMENT		
TOTAL AMOUNT DUE ON DELIVERY	5598	53

LICENSE PLATE	40 / 00	
TITLE & TRANSFER FEE	19 / 50	
LIEN RECORDING FEE		
CASH SUBMITTED WITH ORDER		
LESS BALANCE OWING TO LIENHOLDER ON TRADE-IN		

TRADE-IN DATA

YEAR	MAKE	MODEL	COLOR
2000	Buick	LeSabre	Blue

VIN: 1G4HR54K3YU284581

LIENHOLDER: None

ADDRESS:

LICENSE PLATE #: LIEN PAYOFF DATE: STOP DATE:

DETAILS NEW: TRANSFERRED:

DOES YOUR TRADE-IN HAVE A SALVAGE TITLE OR SIGNIFICANT DAMAGE HISTORY? YES ☐ NO ☐

POLLUTION CONTROL SYSTEM DISCLOSURE (TRADE-IN VEHICLE)

In order to comply with Minnesota Statutes, Section [illegible], no person may transfer a motor vehicle without providing a written disclosure to the transferee (buyer) certifying the condition of the pollution control system.

Transferor (seller) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle, being traded in, including the catalytic converter, has not been removed, altered, or rendered inoperative.

Seller's Signature ⊕

DEALER'S DISCLAIMER OF WARRANTY

The Dealer expressly disclaims all warranties, either express or implied on the vehicle sold, except any warranties stated and explained in Paragraph [illegible] on the back of this contract. Buyer acknowledges reading this paragraph before the date and further acknowledges having read and understood the paragraph on the back of this contract.

Buyer's Signature ⊕

DEALER'S POLLUTION CONTROL SYSTEM DISCLOSURE (VEHICLE BEING SOLD)

Transferor (Dealer) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being sold, including the catalytic converter, has not been removed, altered, or rendered inoperative.

The terms and terms of this CONTRACT constitute the entire CONTRACT relating this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You hereby that no credit has been extended by dealer for the purchase of this motor VEHICLE. You hereby that you are 18 years of age or older, and acknowledge receiving a copy of this contract.

The terms of this CONTRACT have agreed upon and the CONTRACT signed in the dealership on the date noted at top of this form. If DEALER is arranging credit for YOU, this CONTRACT is not valid until a [illegible] is made as described in Registration 2 and you have signed the credit [illegible]

NOTICE: SALESPERSON'S LIMITED AUTHORITY: This contract is not valid unless signed and accepted by Sales Manager [illegible] of Dealership.

Accepted (X) Nancy Jorgar

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS.

⊕ Buyer's Signature / Acceptance Terms of Contract

2003 SIERRA 1500 4WD 4 DOOR PICKUP
47U POLO GREEN METALLIC /V8G
69D DARK PEWTER CUSTOM CLOTH
ORDER NO. FVGFC7/TRE STOCK NO.
VIN 2GT EK19 T4 31249090

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE SAD79334590

**********48*30202S

MOD	FACTORY OPTIONS	MSRP	INV AMT
FK15	SIERRA 1500 4WD 4 DOOR PI	30107.00	26343.63
A95	FRONT RECLINING BUCKET SEAT W/ POWER DRIVER SEAT ADJUSTER	870.00	748.20
C7H	GVW RATING - 6,400 LBS	N/C	N/C
DL3	EXTERIOR MIRROR W/DRIVER SIDE AUTO DIMMING, PWR FOLD & ADJ, HEAT, TURN SIGNAL &GROUND ILLUMINATION	183.00	157.38
FE9	FEDERAL/NY/VT EMISSIONS	N/C	N/C
GT4	REAR AXLE - 3.73 RATIO	N/C	N/C
K05	ENGINE BLOCK HEATER	35.00	30.10
LM7	VORTEC 5300 V8 SFI GAS ENGINE	800.00	688.00
M30	4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
PDL	OFF-ROAD PACKAGE INCLUDES: OFF-ROAD CHASSIS EQUIP. PKG. P265/75R16 ALT WOL TIRES FRONT FOG LAMPS POLISHED ALUMINUM WHEELS	980.00	842.80
UB1	AM/FM STEREO W/CD, CASSETTE AND BOSE SPEAKER SYSTEM	595.00	511.70
UK3	STEERING WHEEL RADIO CONTROLS	125.00	107.50
V82	HEAVY DUTY TRAILERING EQUIPMENT INCLUDES: TRAILER HITCH PLATFORM TRANSMISSION OIL COOLER HIGH CAPACITY AIR CLEANER	310.00	266.60
ZSC	SIDE DECOR INCLUDES: AIR COND., DUAL ZONE MANUAL CRUISE CONTROL REMOTE KEYLESS ENTRY W/ALARM POWER WINDOWS & DOOR LOCKS AM/FM STEREO W/CD REAR WINDOW DEFOGGER POWER HEATED OUTSIDE MIRRORS DEEP TINTED GLASS ISRV MIRROR W/COMPASS & TEMP ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE	N/C	N/C
ZSZ	OPTION PACKAGE DISCOUNT	500.00-	430.00-

RETAIL - STOCK
INVOICE 12/18/02
SHIPPED 12/18/02
EXP I/T 01/01/03
INT COM 01/02/03
PRC EFF 12/18/02
KEYS S489K S489K
WFP-F QTR OPT-1
BANK: GMAC - 007
CHG-TO 30-202

SHIP WT: 4901
HP: 44.8
GVW: 6400
GVWF: 3925
GVWR: 3750
GMS: 29075.76
SUPPLR: 30238.79

NTR: 1/2
MEMO 1650.25

* CONTINUED ON PAGE 2 **

Traded

ALLS MOTOR COMPANY

2003 SIERRA 1500 4WD 4 DOOR PICKUP
47U POLO GREEN METALLIC /V8G
69D DARK PEWTER CUSTOM CLOTH
ORDER NO. FVGFC7/TRE STOCK NO.
VIN 2GT EK19 T4 31249090

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 5AD79334590

**********48*30202S

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

MRM: 34795.00

TOTAL MODEL & OPTIONS	33505.00	29265.91	ACT 237	29050.76
DESTINATION CHARGE	790.00	790.00	H/B 261	1005.15
AM GROUP CONTRIBUTION		167.53		
			EXP 65A	167.53
TOTAL	34295.00	30223.44	PAY 310	30223.44

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 28766.68

117268

****

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.

HALLS MOTOR COMPANY

REMIT TO GMAC NO. 007
VIN 2GTEK19T431249090
$ 30223.44 INV 5AD79334590
DUE 01/02/03 DEALER 30-202

Traded

2003 LESABRE LIMITED SEDAN
40U WHITE /V6G
173 MEDIUM GRAY
ORDER NO. FSPF8S/TRE STOCK NO.
VIN 1G4 HR54 K8 3U186297

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD34988846

**********11*54618S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4HR69 LESABRE LIMITED SEDAN	30835.00	28214.03	INVOICE 11/13/02
A45 MEMORY SEATS AND MIRRORS	190.00	163.40	SHIPPED 11/13/02
DR2 MIRROR - OUTSIDE REARVIEW ELECTROCHROMIC	50.00	43.00	EXP I/T 11/24/02
			INT COM 11/25/02
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 11/13/02
K05 ENGINE BLOCK HEATER	35.00	30.10	KEYS 05121 05121
L36 ENGINE- 3800 SERIES II V6	0.00	0.00	WFP-S QTR OPT-1
MX0 TRANSMISSION-4 SPEED ELECTRONIC	0.00	0.00	BANK: GMAC - 007
1SE PRESTIGE PACKAGE (SE)	0.00	0.00	CHG-TO 54-618

OTHER CONTENT INCLUDED
* AIR COND-AUTO DUAL & REAR
* ANALOG GAGE PACKAGE WITH DRIVERS INFORMATION CENTER
* ARMREST - FRONT SEAT STORAGE & REAR FOLD DOWN W/ PASS THRU
* MIRRORS - OUTSIDE POWER, HEATED, BODY COLOR
* MIRROR - INSIDE REARVIEW ELECTROCHROMIC W/ COMPASS
* MIRRORS-LIGHTED VISOR VANITY DRIVER/RIGHT FRONT PASSENGER
* OVERHEAD CONSOLE W/ READING LIGHTS
* AM/FM STEREO W/ CASSETTE, CD AND AUTO TONE CONTROL
* SEATS - 10 WAY PWR & HEATED DRIVER/RIGHT FRONT PASSENGER
* SPEAKER SYST-CONCERT SOUND II

SHIP WT: 3520
HP: 34.7
GMS: 28252.23
SUPPLR: 29382.32
MRM: 31820.00
DAN: 1017
MEMO 1530.50

New Jeff

TOTAL MODEL & OPTIONS	31110.00	28450.53	ACT 231	28227.23
DESTINATION CHARGE	710.00	710.00	H/B 261	933.30
GM DEALER CONTRIBUTION		311.10	ADV 261	311.10
GM GROUP CONTRIBUTION		155.55	EXP 65A	155.55
TOTAL	31820.00	29627.18	PAY 310	29627.18

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 28231.35

139995

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CAR/TRUCK CITY

REMIT TO GMAC NO. 007
VIN 1G4HR54K83U186297
$ 29627.18 INV 4AD34988846
DUE 11/25/02 DEALER 54-618

~~3U186297~~

ZBK 773
03/31/01
BUIC
1G4HR54K3YU284561
[redacted]
01480M072
27955
4D LLP
A1184537
56384-0192

ZBK 773
01480M072
1G4HR54K3YU284561

STATE OF MINNESOTA
CERTIFICATE OF TITLE
TO A MOTOR VEHICLE

1G4HR54K3YU284561	4	BUIC	DG	4D LLP
[redacted]	04/08/00	NEW	04/24/04	

NO SECURITY INTERESTS

OWNER

[redacted]

DOB 12642

6384-0192

03 27955 ZBK 773

2

IT IS IMPORTANT THAT THE STATE RECORD OF OWNERSHIP BE CHANGED. IF THIS SALE IS NOT TO A DEALER BOTH SELLER AND BUYER SHOULD IMMEDIATELY TAKE THIS TITLE TO A DEPUTY REGISTRAR OR THE DRIVER AND VEHICLE SERVICES DIVISION

Department.

APPLICATION FOR TITLE AND REGISTRATION BY BUYER(S) CONTINUED P.S. 2700-10

NN 33856096

BUYER'S GROSS (SALES) TAX DECLARATION

A FALSE OR FRAUDULENT STATEMENT OF PURCHASE PRICE BY ANY PERSON IS A GROSS MISDEMEANOR OR FELONY

REGISTRATION TAX	$	
SUB TOTAL	$	
TOTAL DUE	$	

MODEL YEAR | MAKE | PLATE NUMBER

REASSIGNMENT BY A LICENSED DEALER

X

X

X

X

DVS Driver & Vehicle Services

DY 013 4 C0188175

[redacted]

This Is Your Minnesota Vehicle Registration Renewal Form

Three easy ways to renew your registration:

- Go online. Visit www.dps.state.mn.us/autolicense
- Renew by mail. Follow these three steps:
  1. Review the information on the renewal notice below. Make any address changes in the shaded area provided.
  2. Complete insurance information and sign where indicated.
  3. Detach and mail the bottom half of this form with your check or money order made payable to: DVS Renewal PO Box 64587, St. Paul, MN 55164-4587
  Note: This post office box cannot accept any deliveries other than applications mailed in the U.S. Postal Service.
- Visit any office. Bring this form to our full-service office in St. Paul or any Deputy Registrar office. See information on back.

See the enclosed *Registration Renewal Guide* for more details.

PLATE NO. EBK773	EXPIRATION MAR 2003	YEAR 00
VEHICLE ID NUMBER 1G4HR54K3YU264561		MAKE BUIC
TITLE NO. D16008072	GROSS WT./MAX. 3753	
BASE TAX 99.00	BASE REGISTRATION	PAID
PLATE FEE 4.50	PLATE FEE	FEB 19 02
TOTAL DUE 103.50		
REMITTAL DUE BY LAST DAY OF MAR 2002		DEPUTY #13

Registration is due by the end of the month shown. Please allow 15 days processing time for mail.

DO NOT DETACH UNLESS MAILING

[redacted]

Stock #: 71618 11/24/00 Salesperson: Larry Eichelen

[redacted] Name (First) Viola (Vi) (Middle) Eleanor

Co-Buyer Name (First) (Middle)

Address: Desoto State: MN County: Morrison Zip: 56324

Home Phone: Buyer DOB: 1/14/72 Co-Buyer DOB:

Buyer D.L. #: Co-Buyer D.L.#:

Buyers Insurance Co.: MSI Policy #:

PLEASE ENTER MY ORDER FOR: New ☒ Used ☐ Demo ☐ Lease/Rental Address

YEAR 1996	MAKE Dodge	MODEL Avenger	BODY 4dr	TRANSMISSION Auto	EXT. COLOR Red	INTERIOR Gray	
VIN 1B3ES56K2TD284527	DOT —	TIRE SIZE	STOCK —	MILEAGE 6		ENGINE DISPLACEMENT 2.4(L)	

12 Mo Polaprotect

N

F

320.352-6171

CASH PRICE OF VEHICLE	28,752
FREIGHT	
DEALER INSTALLED OPTIONS	
Rebate	<2000>
TOTAL	27,752
LESS TRADE-IN ALLOWANCE FOR USED VEHICLE	1,600
TRADE DIFFERENCE	26,152
STATE & LOCAL TAXES	1760
FEDERAL LUXURY TAX	
DOCUMENT ADMINISTRATIVE FEE	94
SERVICE CONTRACT	
SUBTOTAL	
Rebate	139
TOTAL AMOUNT DUE ON DELIVERY	28,492

TRADE-IN DATA

YEAR 1996 MAKE Chrysler MODEL Cirrus BODY STYLE 4dr

VIN 1C3BC-56D3ET 259341

[redacted] N/A

[redacted]

LICENSE PLATE # 279JUB STATE MN EXP. DATE 1/10

ODOMETER READING 66727 TRANSMISSION Auto

DOES YOUR TRADE-IN HAVE A SALVAGE TITLE OR SALVAGE HISTORY? YES ☐ NO ☒

POLLUTION CONTROL SYSTEM DISCLOSURE (TRADE-IN VEHICLE)

[redacted]

Seller's Signature [redacted]

[redacted]

Buyer's Signature ⊗ Viola Wuelkers

LICENSE PLATE	351	—	STATE & LOCAL TAXES	1760
TITLE & TRANSFER FEES	15	—	FEDERAL LUXURY TAX	
LIEN RECORDING FEE	N/A		DOCUMENT ADMINISTRATIVE FEE	94
			SERVICE CONTRACT	
TOTAL LICENSE & FEES				374
CASH SUBMITTED WITH ORDER			SUBTOTAL	
LESS BALANCE OWING TO LIENHOLDER ON TRADE-IN			Rebate	139
TOTAL DOWN PAYMENT				
TOTAL AMOUNT DUE ON DELIVERY				28,492

DEALER'S POLLUTION CONTROL SYSTEM DISCLOSURE (VEHICLE BEING SOLD)

Transferor (Dealer) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being sold, including the emission control system, has not been removed, altered, or rendered inoperative.

This front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You verify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You verify that you are 18 years of age or older, and acknowledge receiving a copy of this contract.

The terms of this CONTRACT were agreed upon and the CONTRACT signed in the dealership on the date noted at top of this form. If DEALER is arranging credit for YOU, this CONTRACT is not valid until credit documents is made as described in Regulation Z and you have accepted the credit [illegible]

NOTE: SALESPERSON'S LIMITED AUTHORITY. This contract is not valid unless signed and accepted by Sales Manager or Owner of Dealership.

Accepted ⊗ [illegible]

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS.

⊗ Viola Wuelkers

Buyer's Signature Accepting Terms of Contract

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT [illegible]

Federal and State law require that you name the mileage

I (we) _____ transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

(Transferor's Name, Print) _____ the mileage(s) of the vehicle described below, certify the vehicle is free of all security interests,

assign title, assign the vehicle and leave bid to the person(s) named below and state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge

that it reflects the actual mileage of the vehicle, unless one of the following statements is checked.

☐ (1) I hereby certify to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING — ODOMETER DISCREPANCY if box (1) or (2) is checked.

2000	MAKE Buick	MODEL Lesabre Ltd	BODY TYPE 4dr
VIN 1G4HR54K3YU [redacted]		LICENSE NO. —	LIC EXP DATE —
[redacted]		TRANSFEROR'S NAME (PRINT)	P.O. BOX 304
		CITY	STATE MN ZIP 56345
		TRANSFEROR'S SIGNATURE	DATE 4/24/00

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Relates to Vehicle Being Traded In

Federal and State law require that you name the mileage

I (we) _____ transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment

(Transferor's Name, Print) _____ the mileage(s) of the vehicle described below, certify the vehicle is free of all security interests,

assign title, assign the vehicle and leave bid to the person(s) named below and state that the odometer now reads 60223 (no tenths) miles and to the best of my knowledge

that it reflects the actual mileage of the vehicle, unless one of the following statements is checked.

☐ (1) I hereby certify to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING — ODOMETER DISCREPANCY if box (1) or (2) is checked.

1986	MAKE Chrysler	MODEL LeBaron	BODY TYPE 4dr
VIN 1C3BC56D2GF [redacted]		LICENSE NO. [redacted]	LIC EXP DATE [redacted]
TRANSFEROR'S NAME (PRINT)			
STREET ADDRESS 200 NE 11th ST. P.O. BOX 304		CITY [redacted]	
CITY	STATE MN ZIP 56345		ZIP 3BY
TRANSFEROR'S SIGNATURE		[redacted]	DATE 4/24/00

ADDITIONAL TERMS AND CONDITIONS OF THIS VEHICLE PURCHASE CONTRACT

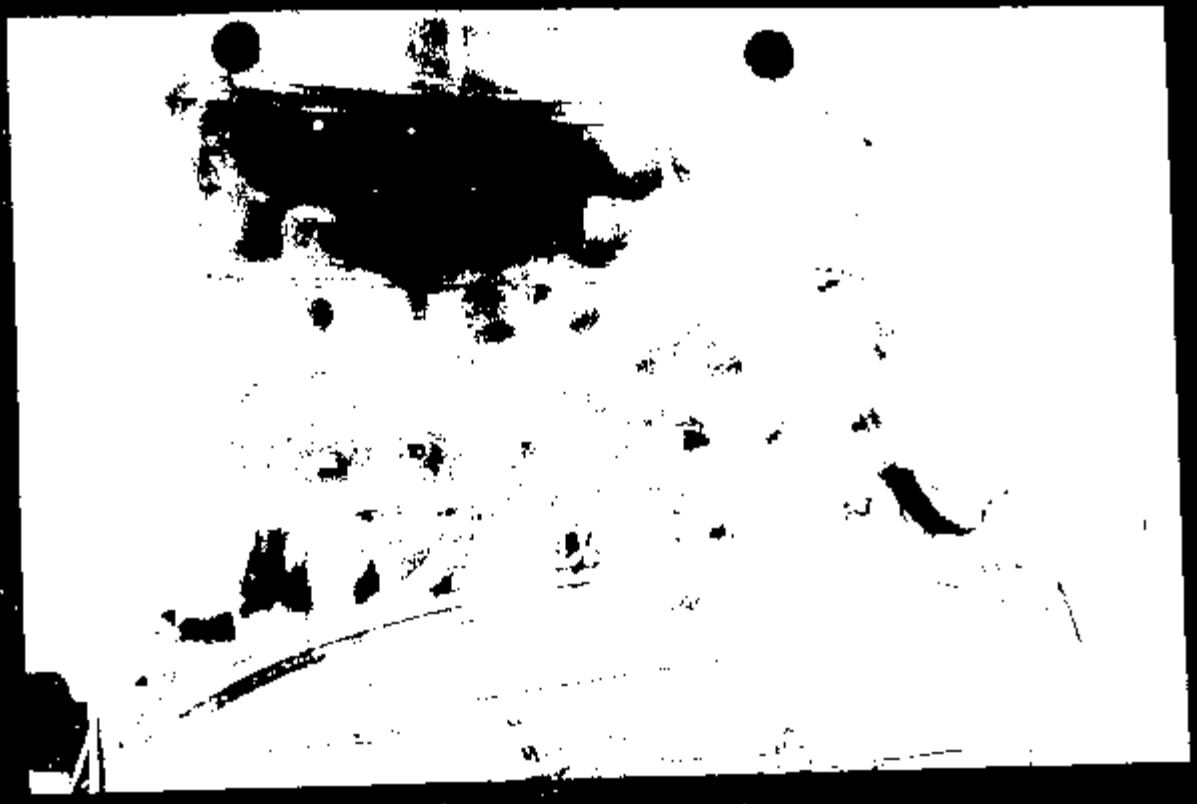
1. Definitions: as used in this CONTRACT, except [illegible] relating to the trade-in vehicle, "YOU" or "YOUR" means the buyer and co-buyer, "I", "ME", or "MY" means the seller or dealer, "VEHICLE" means the car, truck, or other VEHICLE described on the front of this CONTRACT including all the options listed. "Manufacturer" means the company which builds the VEHICLE. "Trade-in" means the car, truck, motorcycle or other vehicle which YOU trade in like in partial payment for the VEHICLE.

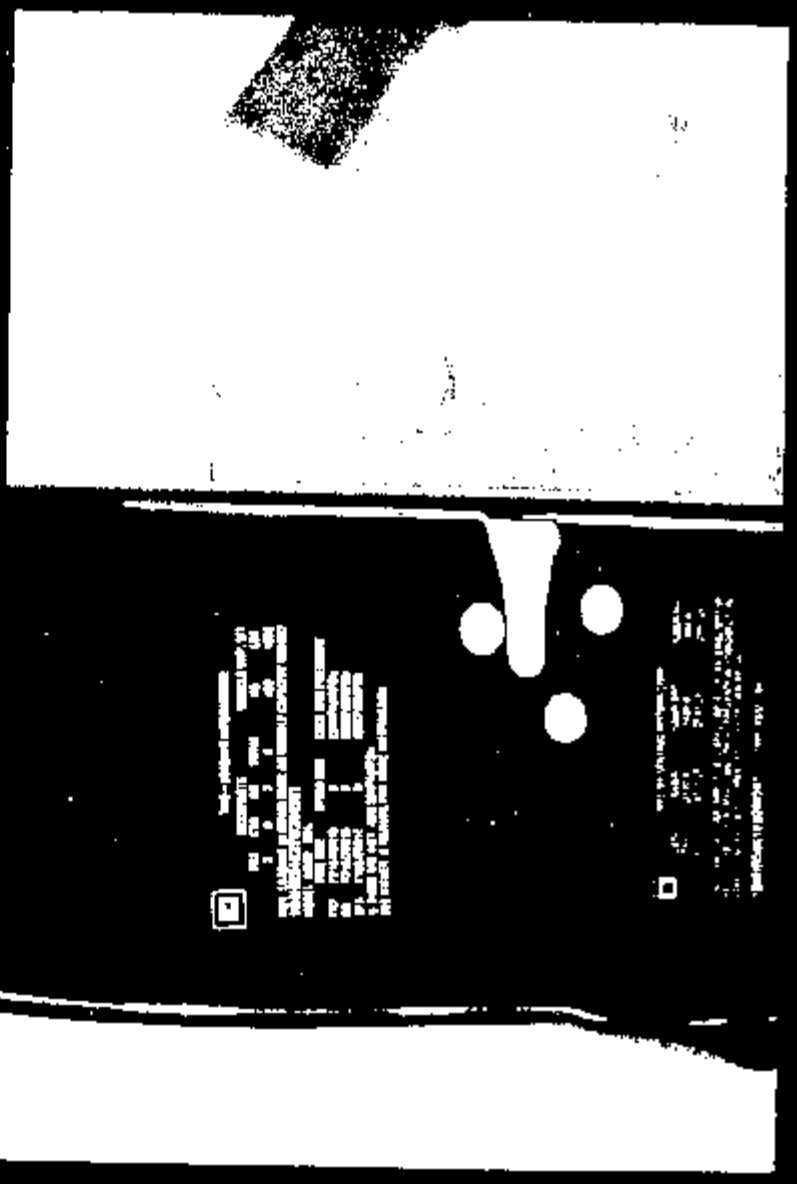
2. Purpose: By signing the CONTRACT, YOU agree to buy the VEHICLE from ME. By accepting this CONTRACT, I agree to deliver the VEHICLE to YOU if the VEHICLE is in my inventory. If the VEHICLE is not in my inventory, I agree to obtain the VEHICLE from the manufacturer and deliver the VEHICLE from the manufacturer to deliver the VEHICLE to YOU.

3. Title & Ownership: By the assignment, the VEHICLE pass title on the other side of this CONTRACT is signed by the manufacturer changes ME. At any time before I receive the VEHICLE from the manufacturer, the manufacturer has the right to change the price if a change in ME, if the manufacturer does make the price, I may take the price to YOU by the same amount. If I do not accept the price YOU may cancel the CONTRACT and get back any downpayment YOU have made. If I have not already sold the Trade-in Car, I may have the Trade-in back by payment and the information code of ownership and any repair work or [illegible] have done.

CONTRACT or when the VEHICLE is ready for YOU to pick up. If YOU do not come the CONTRACT and get back any downpayment YOU have made. If I have no alternate VEHICLE, I may cancel the Trade-in and return the downpayment YOU have made. If I have not already sold the Trade-in Car, I may have the Trade-in back by payment and the information code of ownership and any repair work or [illegible] have done.

[illegible] CONTRACT and get back any downpayment.





Close Without Repurchase Form

Customer Wuebkers VIN (last 6 digits) 284581

CRM Klotz Date 1/30/03

COREPOINT # 1-54490228

Reason:

- ☐ Offer Withdrawn: Reason _____
- ☐ File Returned to ADR: Reason: _____
- ☒ File Returned to PAR: Reason Closed w/out repurchase
- ☐ Replacement Vehicle on Order—****Must Include Order Request Form****

  Order # _____ TPW _____
- ☐ Other _____

Cust will not sign offer!

Team Manager Trey Kyle Date: See Atty Letter! 1/30/03

PAR 1-31-03

RECEIVED

FEB 03 2003

ESIS-GM CLAIMS TITLE REPURCHASE DEPARTMENT

CASE REOPEN DATE _____ Time: _____

CUSTOMER _____ REQUEST # _____

CRM _____ VIN _____ LAST 6 DIGITS

Ver.2-7/12/2001

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the TAB KEY)*

1.Date (mm/dd/yyyy): 1/13/03
2.Customer Name: [redacted]
3.Customer Address:
4.Customer City, State, and Zip:
5.Primary Customer Phone #:
6.Additional Customer Phone #:
7.Additional Customer Phone #: _____ Click here for pull-down:

Cash
Fax
320-616-3210

1/14/03 10:55

Customer Vehicle Information

8.Year/Make/Model: 2000 Buick LeSabre
9.VIN (17 Digits): 1G4HR54K3YU284581 10.Current Mileage: 22389
11.Purchased: NEW

TAC case number is required and if not available, Please explain why not?
12.CAC Case Number: 1-54490228 13.TAC Case Number:
14.Explanation: Par File

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:
15.Dealership Name: Falls Motor Co
16.Dealership Phone #: 320-632-6656
17.Dealership Contact Name: Sales Mgr-Mike Larsons, Svm- Jeff Thompson
18.Dealership Contact Phone # (if different than Dealership #): Fax # 320-632-6650
19.Dealership BAC: 111489 Region: North Central

Fax

20.What GOODWILL TOOLS were offered?

- ☐ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☐ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☒ NOTHING OFFERED

21.Was a TRADE Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?:

23.Reason for Repurchase (include specific mechanical failure): Thermal Event in engine wiring

24.This case was resolved by: PAR Group Decision (Tampa)
25.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
26.Recommended Disposition of Repurchased Vehicle: SCRAP/DONATE/VEHICLE RECOVERY
27.Type of TRANSACTION? TRADE REPURCHASE
28.Vehicle Damage (explain what damage is present and who is responsible): Engine consumed by thermal event smoke damage to interior

29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits): 1G4HR54K83U188297 $2862
30.New Vehicle Year/Make/Model: 2003 Buick Lesabre
31.Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

32.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by Individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: $2000.00

TK 1/29/03

33.Aftermarket Items: No
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
34.Lease Termination Terms:
35.Who will be responsible for the Taxes and/or Fees: Click here for pull-down: Cust
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)

Service Requests

1-55289419			
		Refer to SR 1-54490228...	
	All	N/A	CAC
			Complaint
	Phone	Not Initiated	Initiate PAF
			Yes
1G4HR54K3YU294581			
Buick	BUICK	Closed	Satisfied
LaSabre	4/24/00 12:00	MILANURL	12/12/02 10:38:0
2100		Medium	12/12/02 18:45:1

[redacted]

[redacted]

[redacted] [redacted]

[redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] [redacted]

[redacted] ls Known Rest

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

1-94490229	[redacted]	SRC FILE DO NOT COMMENT REFER ALL CALLS TO CRM NANCY	
[redacted]	[redacted]	THERMAL EVENT	
	Male	Repurchase	SRC
	[redacted]	Repurchase	Repurchase
Pular Motor C	Phone	Not Initiated	PAR FRA
		Engine - Gener	Yes
[illegible]			
Buick	BUICK	Closed	Satisfied
LeSabre	4/24/09 12:00	NEKSL	12/3/02 4:37:03 F
2000	22,369	Medium	1/31/09 9:41:15 A

[redacted]

[redacted]

[redacted]

[redacted]

PO Box 192

Upsala

[redacted]

Home Mailing

[redacted]

[redacted]

56384-0192

USA

No Known Kast

[redacted]

[redacted]

[redacted]

[redacted]

Explain:

36.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): Click here for pull-down:
**NO Rebates are to be applied to the replacement vehicle*
Special Lease Rates and Financing will be allowed on replacement vehicle
M Card points are only refunded back to the card, Current points may be applied to replacement vehicle
Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

37.General Comments/Special Instructions: Trade repurchase.Sales Mgr Mike Larsons has requested hold of veh pending inventory trade.No Lienholder customer paid cash advised she is responsible for usage any upgrades but veh appears to have the same options.

38.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/10/2003
39.Authorizer Name: Larry Meeks
40.GM Position: Par Crm
41.VoiceMail Node: 57255 Mailbox Number:
42.Email Address: meeksl
Save this document using the customers last name plus the last 6 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 813-635-4282
Any questions please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2

Verify that vehicle is at dealership

MICHAEL P. PERRY
ATTORNEY AT LAW
100 FIRST STREET SOUTHEAST
LITTLE FALLS, MINNESOTA 56345

(320) 632-9600
FAX (320) 632-9607
EMAIL mperry@perrylawoffice.com

LEGAL ASSISTANTS:
COLLEEN JUSTIN
PATRICIA J. KASELLA

30 January 2003

Ms. Nancy N. Klotz
Business Resource Center
General Motors

FAX TRANSMITTAL

Dear Ms. Klotz:

Viola Wuebkers was in to see me this morning concerning your settlement proposal dated January 29, 2003. She is willing to pay the $2,736.53, even though she does not believe that is justified under your warranty.

Her rationale is that first, she has been without a motor vehicle from December 6, 2002 through today. It does not seem that was appropriate under the circumstances. In addition, when she talked to GM on December 26 and was advised GM wanted to buy back the motor vehicle for what she had paid for it, she was not told she would be required to pay any usage. That came in later. Next, she was advised that the local GM dealer would find a comparable care but now there seems to be upgrades of almost $3,000, many of which she does not want. Finally, the form you sent asked her acknowledge the vehicle was free from abnormal damage, everything is intact and functional, etc. but she cannot do this because the car is not that way.

Will you accept the $2,736.53 to resolve this without suit or, in the alternative, simply refund Viola $28,396.72, the amount she paid for the car, less the $2,000 usage fee? Please advise.

Yours truly,

MPP/pjk
cc: Ms[redacted]

P
5-2-03

MICHAEL P. PERRY
ATTORNEY AT LAW
100 FIRST STREET SOUTHEAST
LITTLE FALLS, MINNESOTA 56345

(320) 632-3808
FAX (320) 632-5867
EMAIL mperry@perrylawoffice.com

LEGAL ASSISTANTS:
COLLEEN JUSTIN
PATRICIA J. KASMILLA

30 April 2003

Ms. Marianne Spalla
Claims Administrator
ESIS GM Central Claims
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, Michigan 48265-3000

FAX TRANSMITTAL

Dear Ms. Spalla:

My Client: Viola [redacted]
Your File No: 455292
Your Client: General Motors Corp
Date/Event: December 9, 2002

Enclosed are copies of all the documentation Viola [redacted]as, including a copy of her title card. The car was picked up by Ray's Towing on January 29, 2003 from Co Parts in Avon, Minnesota.

Ms. [redacted]s meeting with me on Monday and I believe if this is not resolved, she will have me commence suit.

Yours truly,

Michael P. Perry

MPP/pjk
Enclosures

STATE OF MINNESOTA
CERTIFICATE OF TITLE
TO A MOTOR VEHICLE

1G4HR54K3YU264561	6	BUIC	00	4D LLF
[redacted]	06/08/00	NEW	04/24/00	
NO SECURITY INTERESTS		OWNER		DOS 31642

[redacted]R
[redacted]N 56364-0192

03 27955 EBK 773 2

ASSIGNMENT BY SELLER (TRANSFEROR)

FEDERAL AND MINNESOTA LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE DISCLOSURES ABOUT POLLUTION CONTROL EQUIPMENT AND DAMAGE TO THE VEHICLE. FAILING TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. SOME EXEMPTIONS MAY APPLY.

ODOMETER DISCLOSURE STATEMENT. I (WE) STATE THAT THE ODOMETER NOW READS _____ MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED HEREIN UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE ☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDES THE REPORTED

GASOLINE PIPE ☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

WARNING—ODOMETER DISCREPANCY IF BOX (1) OR (2) IS CHECKED.

ASSIGNMENT. I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE AND ASSIGN THE VEHICLE AND REGISTRATION FEES TO:

SELLER PRINTED NAME | DATE | BUYER'S PRINTED NAME

SELLER'S STREET ADDRESS | BUYER'S ADDRESS

SELLER'S SIGNATURE | BUYER'S SIGNATURE

COMPLETE REVERSE SIDE

APPLICATION FOR TITLE BY BUYER (TRANSFEREE)

PRINT BUYER'S FULL NAME(S) LAST, FIRST, AND MIDDLE | DATE(S) OF BIRTH

STREET ADDRESS | CITY | COUNTY | STATE | ZIP CODE

IS THIS VEHICLE SUBJECT TO SECURITY ARRANGEMENT? NO ☐ YES ☐ ADDITIONAL ☐ IF YES, COMPLETE BELOW

PRINT SECURED PARTY PRINT NAME | DATE OF SECURITY ARRANGEMENT

STREET ADDRESS | CITY | STATE | ZIP CODE

IF THERE IS AN ADDITIONAL SECURITY ARRANGEMENT COMPLETE AND ATTACH SEPARATE | NAME OF INSURANCE COMPANY | POLICY NUMBER

I (we), certify I (we) are (are) of legal age, have bought this vehicle subject to liens shown and no others, this vehicle is and will continue to be located while operating upon the public streets and highways, and all of my (our) statements are true and correct.

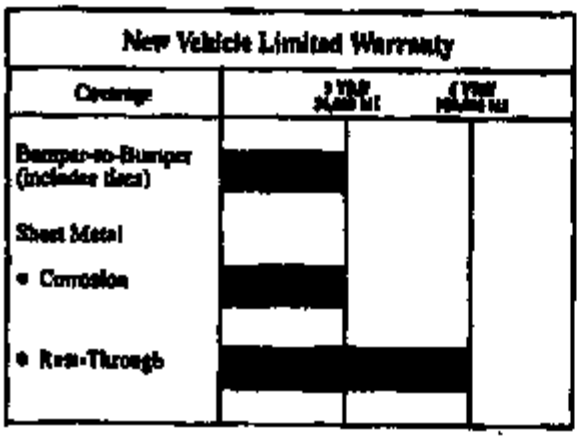
IMPORTANT: PLEASE READ CAREFULLY. INFORMATION CONTAINED IN YOUR MOTOR VEHICLE RECORD MAY BE DISCLOSED TO ANY PERSON THAT MAKES A REQUEST FOR IT. THIS PERSONAL INFORMATION MAY INCLUDE INFORMATION TELLING THE REQUESTOR WHAT KIND OF VEH. ☐ SELECT DISCLOSURE OF INFORMATION FOR SURVEYS, MARKETING OR SOLICITATIONS. ☐

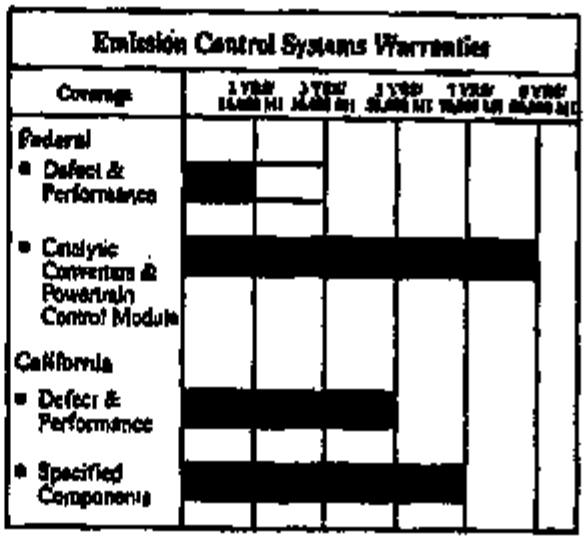
X

BUYER'S SIGNATURE ALL BUYERS SIGN. | BUYER'S DRIVER LICENSE NUMBER

Warranty Coverage at a Glance

The 2000 warranty coverages are summarized below. Please read pages 6 through 24 for complete details.





Defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage.

My car is only 2 years old and had 22,000 miles on it. It is under warranty.

Prior to Dec. 6, 2002 the only problem I had with my Buick was on Feb. 1, 2002 when I was getting my oil changed at Falls GM Center the service department said I had a leaking oil pan. They immediately ordered me a pan and on Feb 8, 2002 they fixed it.

I drove my car Dec. 5, 2002 to come home from school. There were no warning signals and no strange noises. I drove it into my garage like I always did.

I always took it back to Falls GM Center. I told them to do whatever needed to be done. No one else ever touched my car. I was the only person who ever drove my car.

On Friday morning when I turned the switch the noise was so loud that the lady on the other side of my apartment woke up from her sleep and the car started smoking.

My statement to special investigat
Last Friday Dec. 6, 2002 I went to
my garage at 7:25 a.m. I turned
the switch on my car. There was
a very loud noise and the car
started to smoke. The smoke died
down. It was not coming out any
more, so I walked a block and
a half to school and called the
garage. They said they needed
my keys, so they could send
over a tow truck. I walked
home and put the keys under
the mat. I called the garage
and told them I had done it.
I didn't know any more about
it until 10:15 when MK Towing
called me on the phone and
told me they were taking my car
to the lot because it had burned
everything under the hood and
couldn't be fixed. They said my
car had exploded and caught
fire when he put the key in the
ignition. A police came to school
to take me home. When I got
to my apartment only the man
from MK Towing was there. The
police dropped me off and left.
I took things out of the car and
the tow truck left with my car.
When I went to look from the

breezeway into the garage there was a rod from my car sticking through my door. It was about 30 inches long and 3 inches was inside my apartment. It left about an inch wide hole in the door.

The garage is very smoky smelling; yellow material from fire extinguisher are on the bodies, and the cement on the garage floor is blackened from the fire.

On Dec. 6 (the day of the fire) Jeff Peterson from Falls GM Center called me and told me I had to call my insurance company and Buick customer assistance. He said it would not be on my insurance because it was not my fault. He said the car had exploded and started fire.

Later in the day I asked for a loaner car, but they did not give me one. After I became upset the person who sold me the car gave me one for the weekend, but they called to get it back on Monday.

The insurance adjuster from MSI was there on Mon Dec 9, but I did not hear until Dec 13 from the special investigator.

Cal Montrose, the special investigation questioned me about the car. He said he investigates cars and then gives his report to car companies. He wanted me to get a fire report, police report, an estimate of the door and write a statement about what had happened. He wanted me to get that on Saturday and fax it to him

on Saturday I was told by the police department that they were giving me a runaround and that was the special investigators job.

On Sunday he called to see if I had done it.

On Mon. Dec 16 I faxed the information to him and he was going to give the report to General Motors on Dec. 17.

Dec 24 (late in the day) I got a call from Latashai Hawkins and she said I should call her

Dec. 26 I called her and she said General Motors wanted to buy back my car for the price I paid for it in 2000.

When General Motors told me they wanted to repurchase my car for the price I paid for in April 2002. Then she asked me to fax her my bill of sale. I went to Falls GM and they did it for me. Then she said I was suppose to pick out a comparable car. Falls GM did not have a LeSaBRE Limited. She called Mike Larson and told him he needed to do a search for a 2002-or 2003 LeSABRE Limited. He found one, but he didn't tell me where it was. He told me to call the VIN number to Latasha, so I figured this was a comparable car. A couple of days later Larry Meeks called me and told me I had to pay usage, but he didn't know how much. Then he said I had to pay upgrade. I was shocked because my car is under warranty. He said if I went to a lawyer the repurchasing was over. So I faxed him my title card so I would find out how much I had to pay. She said it would take her 30 days to

get the paperwork done
She said I would get a paper
to sign. On Jan 29 I got a
letter stating I had to pay
5,598.53, It also stating
that the vehicle was free
from abnormal damage and
all the equipment was intact
and functional. If I did not
fax this back by Jan. 30 the
repurchasing was over. I could
not sign because they were
repurchasing it because it
could not be fixed. So I went
to Mr. Perry to get this matter
settled.

Insurance

Mutual Service Casualty Ins Co.
P.O. Box 64035
St. Paul, MN 55164

Agent
Philip J. Polipnick
342 Main St N
Sauk Centre
Phone 320-352-6171

Insurance Adjuster

Mel Lysher
St. Cloud

office phone 320-259-0420

cell phone 320-267-2253

File # 154490 228

Vehicle Identification #
1 G4 HR 54 K3 Y U 284581

Policy # [redacted]

The insurance adjuster told me he could not take pictures because
(over)

he could not get the hood open because the hinge was broken.

PROOF OF INSURANCE - PLACE IN YOUR VEHICLE

MUTUAL SERVICE CASUALTY INS. CO.
PO BOX 64096 ST. PAUL, MN 55164

MINNESOTA MOTOR VEHICLE
INSURANCE IDENTIFICATION CARD

INSURED: [redacted]
POLICY # [redacted]
EFF. DATE: 12/31/02 EXP. DATE: 06/21/03
YEAR: 2000 MAKE/MODEL: SUZK/LESA
VIN: 1S4HR54K2YU284581
COVERAGES: BIPD PIP UM/UIM COLL
COMP

AGENT: 03912 S/B PHILIP J POLIFNIGK,LU
PHONE NUMBER: 320-252-5171

THIS CARD MUST BE KEPT IN THE INSURED VEHICLE AT ALL TIMES AND PRESENTED UPON DEMAND.

SEE REVERSE SIDE FOR IMPORTANT MESSAGE.

Buick customer assistance

1-800-521-7300

Latasha Hawkins
866-952-4368 Ex 58042
1-800-231-1841 Ex 58042

Special investigator

Cal Montrose
Minneapolis

Fax # 763-535-7162

Case # PAR 1-544-90228

On Dec 17 He gave the report to General Motors.

I faxed him the police report, fire report, estimate of the door, and my statement of the incident.

After this report Latasha called and said General Motors wanted to repurchase my car.

Towing Service

MK Towing
13054 Haven Road
Little Falls, MN 56345

Phone 320-632-3363

This is the towing service that was called by Falls GM Service to bring my car to the garage.

After the fire they towed it to their lot. They said it didn't pay to take it to Falls GM because it could not be fixed

Location of car

Car was impounded at MK Towing for a week. MK Towing was charging the insurance company $40 a day for the car to be there

The insurance adjuster had the car moved to their insurance lot at Co Parts in Avon.

When General Motors said they wanted to repurchase my car, they asked that Mr. Lysher fax Co Parts that General Motors could pick up the car. I called him on Jan 2 and he told me he would do it right away. I never heard any more, so General Motors should have my car

Maintenance report

Falls (GM Center) should have the complete report. I have not taken my car anywhere else. I am the only driver of my car.

5326501 22167

INVOICE

[redacted]

PAGE 1

FALLS GM CENTER SERVICE
400 13th St. N.E. * Little Falls, MN 56345
P.O. Box 304
Phone: (320) 632-6656

[redacted] BUS:

SERVICE ADVISOR: 627 NELITA RLUDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	00	BUICK LESABRE	1G4HR54K3YU284581		2200/2200	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR2000			WAIT		0.00	CASH	07AUG2000

R.O. OPENED	READY	OPTIONS: STK:71618 ENG:3.8_Liter_V6_MFI
07AUG00	07AUG00	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3,000 MILE FACTORY RECOMMENDED MAINTENANCE SERVICE, INCLUDES ENGINE OIL AND FILTER CHANGE, LUBRICATE CHASSIS, INSPECT FLUID LEVELS AND TOP OFF IF NECESSARY, INSPECT BELTS, HOSES, LIGHTS, AND SUSPENSION			
3K 3,000 MILE FACTORY RECOMMENDED MAINTENANCE SERVICE, INCLUDES ENGINE OIL AND FILTER CHANGE, LUBRICATE CHASSIS, INSPECT FLUID LEVELS AND TOP OFF IF NECESSARY, INSPECT BELTS, HOSES, LIGHTS, AND SUSPENSION			
554 CB		7.50	7.50
1.25010792 OIL FILTR	6.00	5.70	5.70
1 OIL BULK OIL	5.75	5.75	5.75

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER IN THE NEXT FEW WEEKS. THIS IS OUR **REPORT CARD** IF FOR ANY REASON YOU CANNOT GRADE US **COMPLETELY SATISFIED** PLEASE INFORM ROB OR JASON AT (320)632-6656 OR (800)635-3509. THANK YOU!

PARTS AND SERVICE HOURS

Monday - Friday 7:30 a.m. - 5:30 p.m.

General Motors Warranty on installed parts and labor is 12 months or 12,000 miles, whichever comes first

STATEMENT OF DISCLAIMER

[illegible]

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
S-USED R-REPAIRED
T-REBUILT C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	7.50
PARTS AMOUNT	11.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	18.95
LESS ADJUSTMENTS	0.00
SALES TAX	0.74
PLEASE PAY THIS AMOUNT	19.69

CUSTOMER COPY

Thank You!

6326501

25897

INVOICE

PAGE 1

[redacted]S:

FALLS GM CENTER
400 13th St. N.E. * Little Falls, MN 56345
P.O. Box 304
Phone: (320) 632-6656

SERVICE ADVISOR: 699 JASON D FRANZEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	00	BUICK LESABRE	1G4HR54K3YU284581		5148/5148	

DEL.DATE	PROD. DATE	WARR. EXP.	PROMISED		RATE	PAYMENT	INV.DATE
24APR2000			WAIT		0.00	CASH	15DEC2000

R.O. OPENED	READY	OPTIONS: STK:71618 ENG:3.8_Liter_V6_MFI
15DEC00	15DEC00	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	3,000 MILE FACTORY RECOMMENDED MAINTENANCE SERVICE, INCLUDES ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS, INSPECT FLUID LEVELS AND TOP OFF IF NECESSARY, INSPECT BELTS, HOSES, LIGHTS, AND SUSPENSION.						
	SM63	3,000 MILE FACTORY RECOMMENDED MAINTENANCE SERVICE, INCLUDES ENGINE OIL AND FILTER CHANGE, LUBE CHASSIS, INSPECT FLUID LEVELS AND TOP OFF IF NECESSARY, INSPECT BELTS, HOSES, LIGHTS, AND SUSPENSION					
		554	CB			7.50	7.50
	1	25010192	OIL FILTR		6.00	5.70	5.70
	1	OIL BULK OIL			5.75	5.75	5.75

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THIS VEHICLE MANUFACTURER IN THE NEXT FEW WEEKS. THIS IS OUR **REPORT CARD** IF SOMEONE ASKS YOU, YOU CAN GRADE US **COMPLETELY SATISFIED** PLEASE INFORM ROB OR JASON AT 632-6656 OR (800)635-3309. THANK YOU!

PARTS AND SERVICE HOURS

Monday - Friday 7:30 a.m. - 5:30 p.m.

General Motors Warranty on installed parts and labor is 12 months or 12,000 miles, whichever comes first

STATEMENT OF DISCLAIMER

The factory warranty statement is all the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
USED REBUILT
A-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	7.50
PARTS AMOUNT	11.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	18.95
LESS ADJUSTMENTS	0.00
SALES TAX	0.74
PLEASE PAY THIS AMOUNT	19.69

CUSTOMER COPY

Thank You!

[redacted] 4285

[redacted] Date Dec. 16, 2000

Pay to the Order of Falls YMCenter $ 19.69

Nineteen and 69 Dollars

Community First National Bank

[redacted]

[redacted] 4398

[redacted] Date June 15, 2001

Pay to the Order of Falls YMCenter $ 42.17

Forty-two dollars + 17 cents Dollars

Community First National Bank

[redacted]

[redacted] 4458

[redacted] Date Sept. 28, 2001

Pay to the Order of Falls YMCenter $ 19.69

Nineteen dollars + 69 cents Dollars

[redacted]

[redacted]

4529

Date Feb 1, 2002

Pay to D M Motors $ 19.69

Nineteen and 69/100 Dollars

[redacted]

[redacted]

4613

Date July 1, 2002

Pay to Falls H M $ 19.68

Nineteen dollars + 68 cents Dollars

[redacted]

[redacted]

4673

Date Oct. 17, 2002

Pay to Falls H M Center $ 40.03

Forty dollars + 3 cents Dollars

Community First

[redacted]

6326501

[redacted]

36659

INVOICE

PAGE 1

FALLS GM CENTER
400 13th St. N.E. * Little Falls, MN 56345
P.O. Box 304
Phone: (320) 632-6656

SERVICE ADVISOR: 699 JASON D FRANZEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	MILEAGE
WHITE	00	BUICK LESABRE	1G4HR54K3YU284581		15448/15448	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	EDAS	DATE	PAYMENT	INV. DATE
24APR2000					0.00	CASH	08FEB2002

R.O. OPENED	READY	OPTIONS: BTK:71618 ENG:3.8_Liter_V6_MFI
01FEB02	08FEB02	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CHECK OIL LEAK UNDER ENGINE FREE			
CAUSE: REPLACED OIL PAN,CASTING DEFECT CAUSED LEAK			
21600 PAN AND/OR GASKET, OIL			
651 W			(N/C)
1 24506067 PAN			(N/C)
1 25010792 OIL FLTR			(N/C)
5 12345610 OIL 5W30			(N/C)
FC: 1B			
PART#: 24506067			
COUNT: 7			
CLAIM TYPE:			
AUTH CODE:			

****

YOUR FUTURE SERVICE OR CUSTOMER SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURE IN THE NEXT FEW WEEKS. LOOK FOR YOUR "REPORT CARD". IF FOR ANY REASON YOU CANNOT GRADE US 100 PERCENT, PLEASE INFORM US OR JASON AT (320)632-6656 OR (800)535-3309. THANK YOU!

DUPLICATE

PARTS AND SERVICE HOURS

Monday - Friday 7:30 a.m. - 5:30 p.m.

General Motors Warranty on installed parts and labor is 12 months or 12,000 miles, whichever comes first

STATEMENT OF DISCLAIMER

The dealer warranty constitutes all of the warranties with respect to the sale of this merchandise. The dealer hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
USED REBUILT
RECYCLED CONDITIONED

CUSTOMER SIGNATURE

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Thank You!

6326501

[redacted]

43152

INVOICE

PAGE 1

FALLS GM CENTER
400 13th St. N.E. * Little Falls, MN 56345
P.O. Box 304
Phone: (320) 632-6656

SERVICE ADVISOR: 618 JEFFREY J THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE W/OUT	TAG
WHITE	00	BUICK LESABRE	1G4HR54K3YU284581		215033/215033	

DEL.DATE	PROD.DATE	WARR.EXP				PAYMENT	INV.DATE
24APR2000						CASH	17OCT2002

R.O.OPENED	READY	OPTIONS: STK:71618 ENG:3.8_Liter_V6_MFI
17OCT02	17OCT02	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 7,500 FACTORY RECOMMENDED SERVICE 2000 OR LATER CARS AND LIGHT DUTY TRUCKS.			
BM7 500 7,500 FACTORY RECOMMENDED SERVICE 2000 OR LATER CARS AND LIGHT DUTY TRUCKS.			
630 CA		26.02	26.02
1 25010792 OIL FLTR	6.00	5.70	5.70
1 OIL BULK OIL	5.75	5.75	5.75
**********			
SHOP SUPPLIES/ENVIRONMENTAL FEE			1.82

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER IN THE NEXT FEW WEEKS. THIS IS OUR **REPORT CARD** IF YOU CANNOT GRADE US **COMPLETELY SATISFIED** PLEASE INFORM ROB OR BRIAN AT (320)632-6656 OR (800)635-3309. THANK YOU!

PAID

PARTS AND SERVICE HOURS

Monday - Friday 7:30 a.m. - 5:30 p.m.

General Motors Warranty on installed parts and labor is 12 months or 12,000 miles, whichever comes first

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby exclusively disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

ALL PARTS NEW ORIGINAL EQUIPMENT
DEALER DYNAMIC STOCKED
USED REBUILT
VEHICLE CHARGEOVERHAUL

CUSTOMER SIGNATURE

DESCRIPTION	TOTAL
LABOR AMOUNT	26.02
PARTS AMOUNT	11.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.82
TOTAL CHARGES	39.29
LOSS ADJUSTMENTS	0.00
SALES TAX	0.74
PLEASE PAY THIS AMOUNT	40.03

CUSTOMER COPY

Thank You!

Pictures)

I was not able to take pictures. My car was immediately taken to the impound lot. The insurance adjuster said he could not take pictures because he could not get the hood open. That was probably because the rod from the hood was sticking through the breeze way door for about 3 inches. You could get the special report from Cal Monroe. Maybe he was able to get pictures. Latasha Hawkins should have a copy of it. I never got a copy of any reports.

Little Falls Police Department

Incident Detail Report — Printed On: Monday, December 16, 2002

Case Number: [illegible] NCIC: MN0480100
Juvenile: No Related: No Case Hold: No Add/Repeat: No Other Hold: Date Closed:

Calls For Service
Reported Dt/Tm: 12/6/2002 Friday 09:47 Completed Start Dt/Tm: 12/6/2002 09:47 Completed End Dt/Tm:
Received By: 205 How Received: Phone
Description: Fire

Incident Location
Location: [redacted] Place Complied:
Low House No: High House No: Community Code:
Street: Intersection:
Unit: Address: Geo Code:
City: State: MN Zip Code: 56345
Location: Weather Conditions:

Officer Information

Beat/Shift	Assigned Dt/Tm	Arrived Dt/Tm	Cleared Dt/Tm	Officer Role
205	12/6/2002 09:47	12/6/2002	12/6/2002	Patrol

Activities/Offenses

Bit	MO	Offense	Attempt	Status	Date	Criminal Activity
01	9000	Vehicle FIRE		Exceptionally	12/6/2002	

Associations

Role: Reported by
Name: Anonymous, Juvenile: No
Phone: DOB, Age: Resident: No
Address: Little Falls, MN 56345 LGN:
Sex: Race: Height: Weight: Eyes: Hair:

Role: Mentioned in report
Name: Little Falls Fire Department, Juvenile: No
Phone: (320) 632-4461 DOB, Age: Resident: No
Address: 314 1st St No, Little Falls MN56345 LGN:
Sex: Race: Height: Weight: Eyes: Hair:

Role: Owner of vehicle
Name: [redacted] Juvenile: No
Phone: DOB, Age: 1/14/1942 60 Resident: No
Address: LGN:
Sex: Female Race: White Height: 505 Weight: 190 Eyes: Blue Hair:

Stolen Property

Bit	Qty	Type	Date Stolen	Make/Value	Date Recovered	Recovered Value	Recovered Code

Case Property

Narrative

FIRE - VEHICLE
IOR BY OFFICER SCHWEERS

On 12-6-02, at approximately 0947 hours, officers were called to 101 11th St Se to a report of

a vehicle FIRE. Upon arriving I observed a vehicle, Minnesota license, EBK 773 inside a garage at the complex, on FIRE. The Little Falls Fire Department responded and put the FIRE out. The vehicle was towed by M & K.

(rc:pb)

Fax # 616-3210

A 10 [illegible] 0757

B 13

C 1

D [redacted]

E

F

G 15 7 MFIRS-1

H 15 1

I 20

J Vehicle

K

L

M

N

O

P

Q

R

S 30 Buick

T 40

U Tow Truck Chief [illegible]

Vehicle would not start for Owner when the Tow Truck operator tried to start it the engine caught fire

Nothing was added to my car. There were no alterations or changes. I did not receive any recall notices.

My car was never involved in an accident.

KUEFLER PROPERTY MANAGEMENT
816 St. Germain, #102
P.O. Box 1708
St. Cloud, MN 56302
(320) 255-1810

№ 20617	maintenance work order

PRIORITY (CIRCLE) A B C PM

DATE WRITTEN 12/16/02 TIME WRITTEN

REQUESTED BY: [redacted]

SERVICE LOCATION Circle Pines Apt. # 3

RESIDENT PHONE NUMBERS:

DAYTIME EVENING

WORK REQUESTED

Replace door	65.00	65.00
Supplies	20.00	20.00
3 hrs Labor @ $8.00 + Painting		24.00
		$109.00

PERMISSION TO ENTER UNIT ☐

VACANT ☐ OCCUPIED ☐

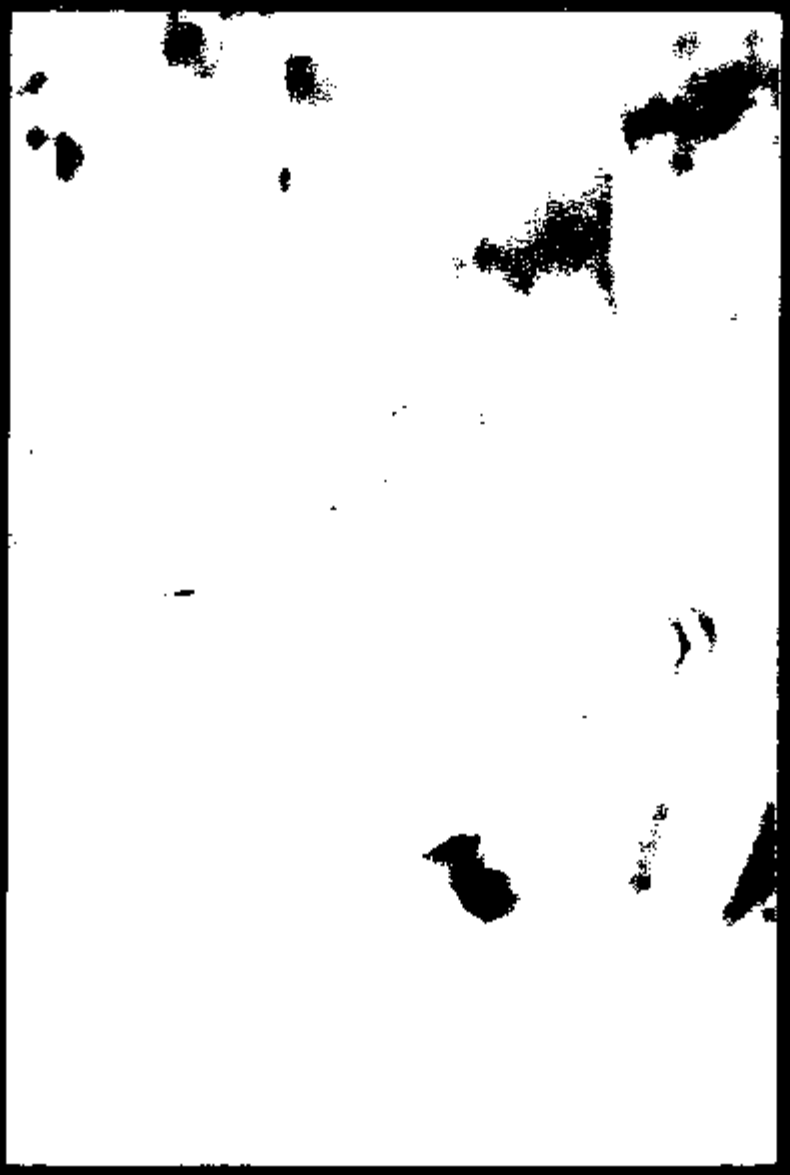
COMMENTS

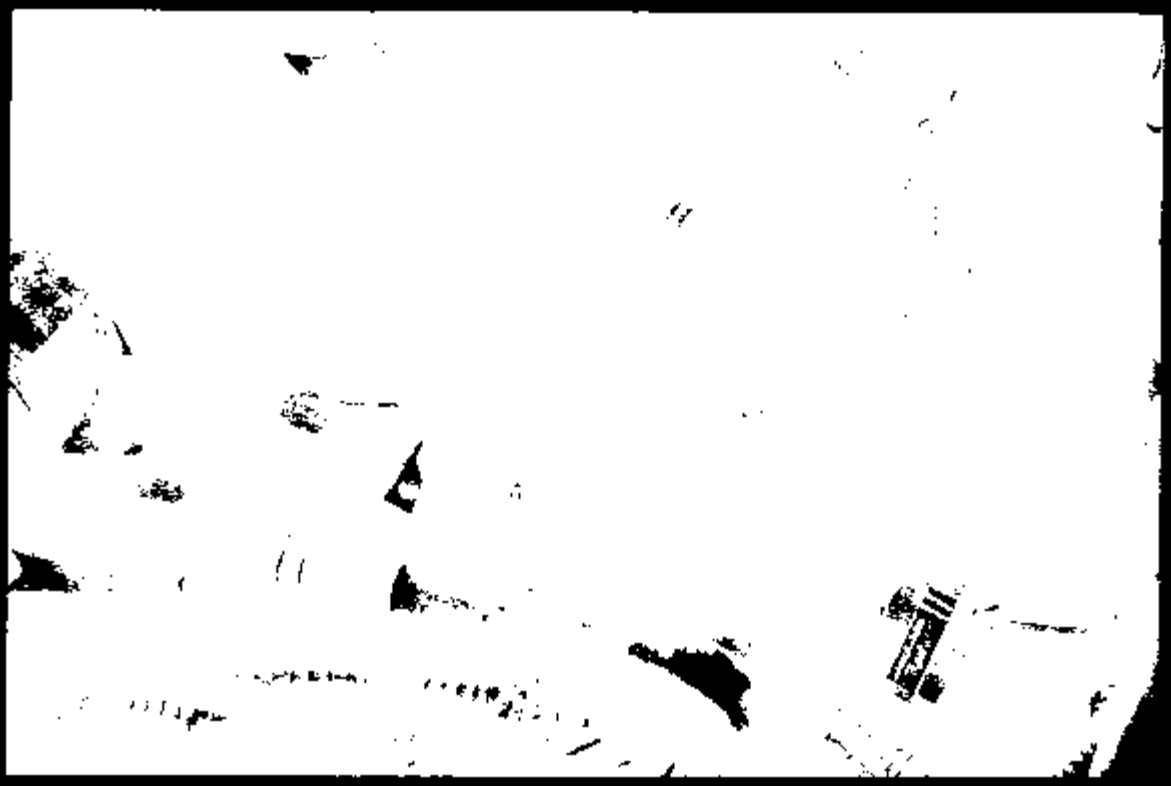
Started _____ DATE _____ TIME

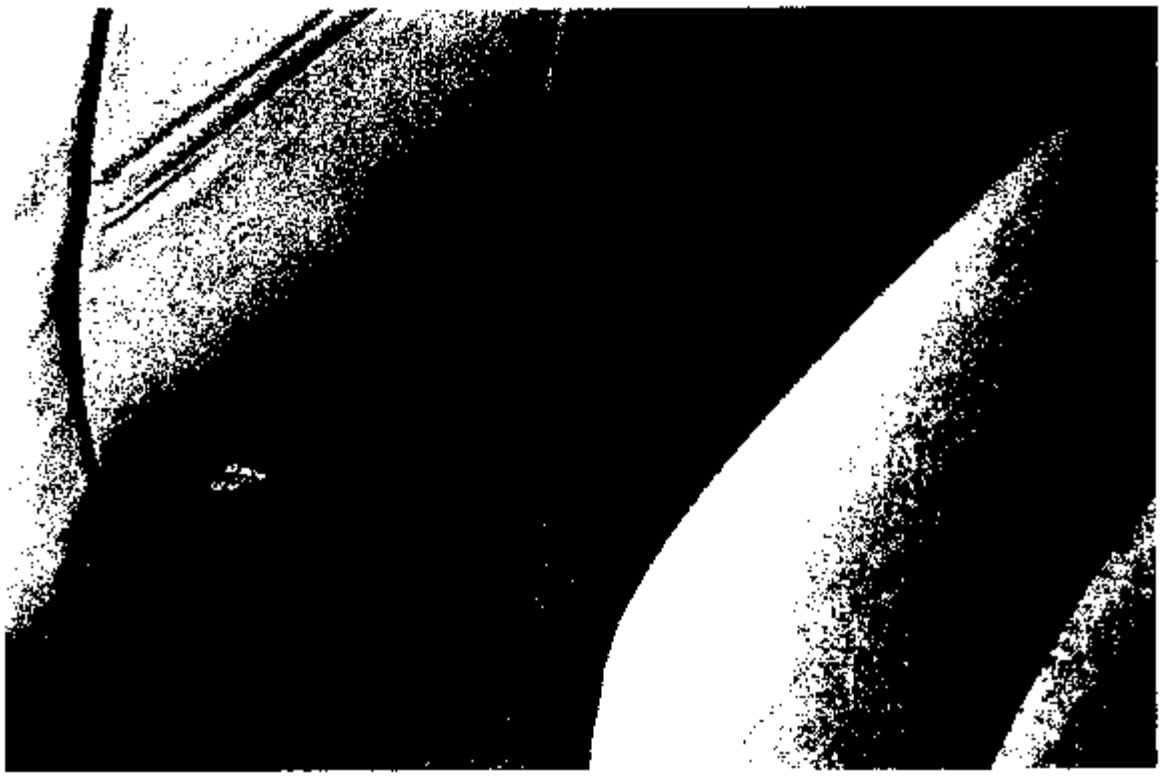
Completed _____ DATE _____ TIME

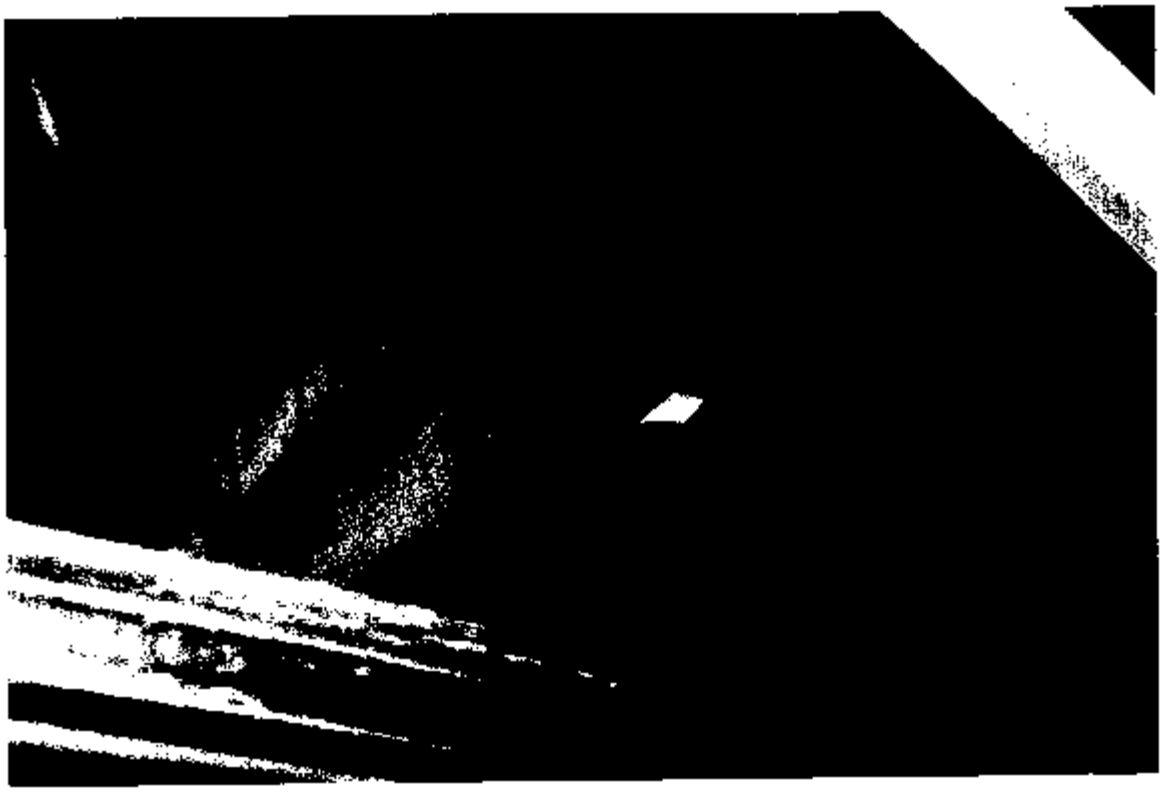
Completed By _____

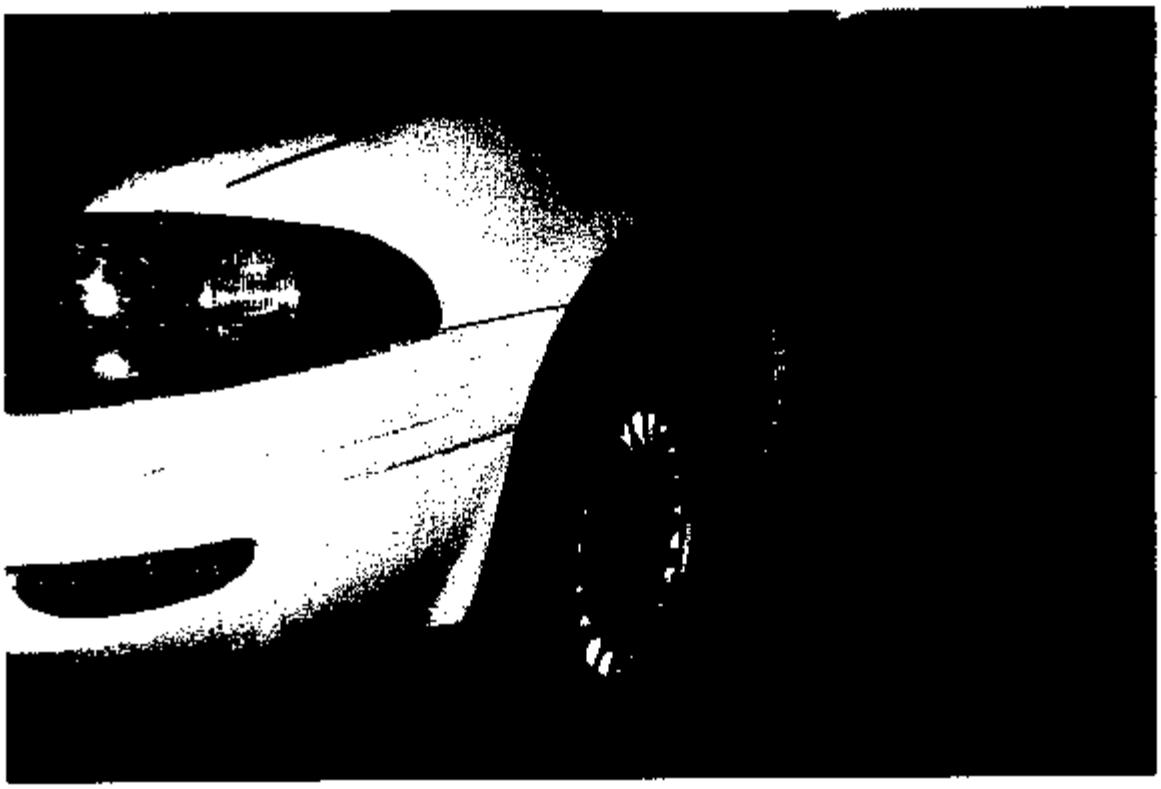
Signature _____

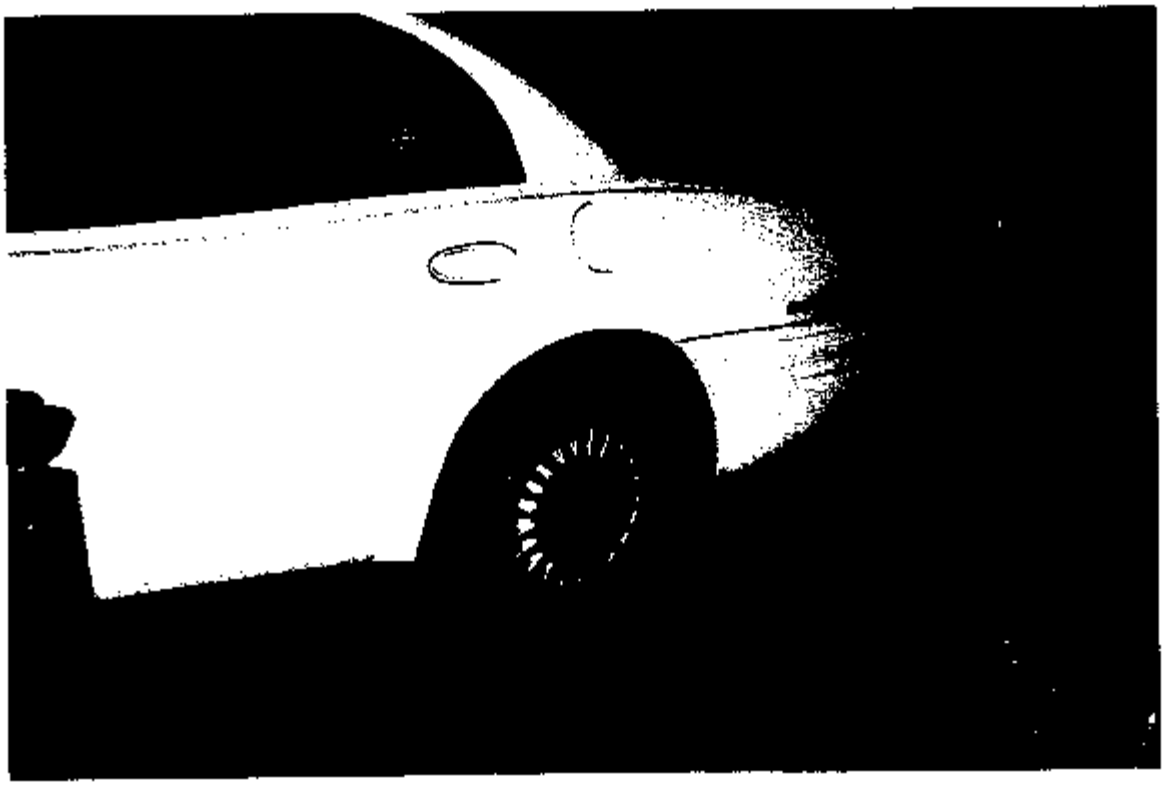


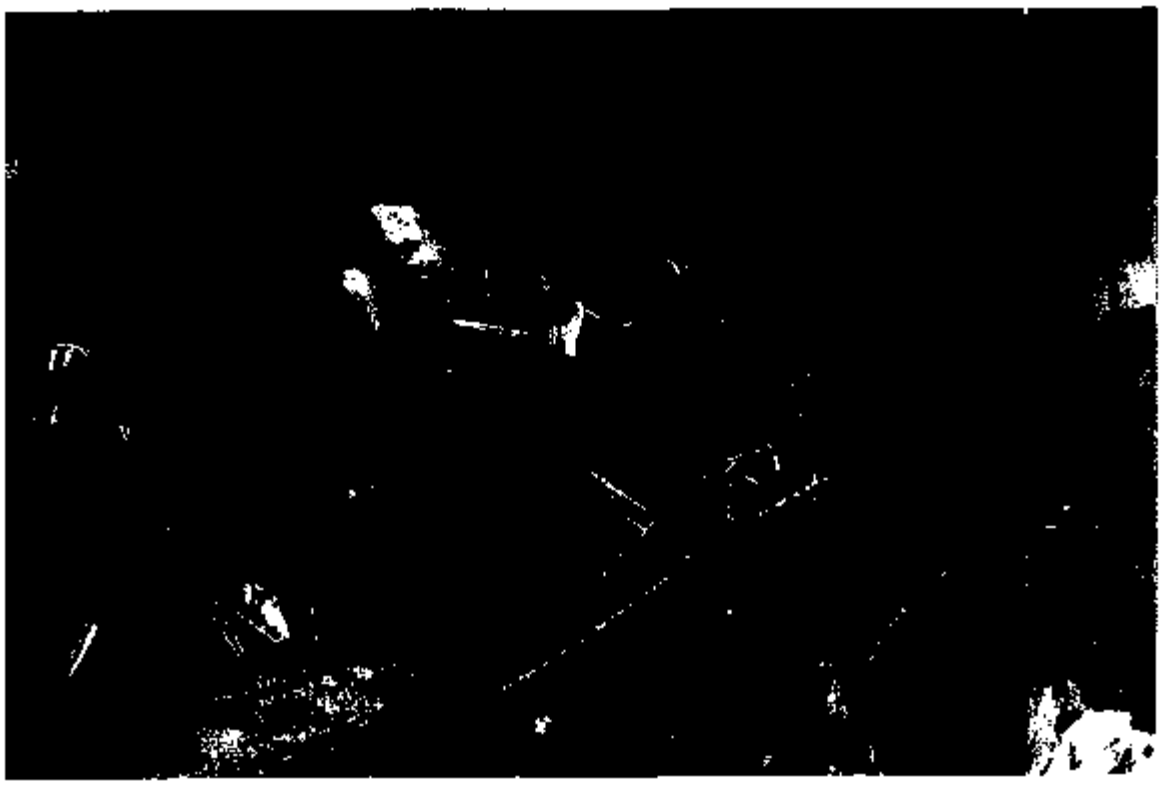


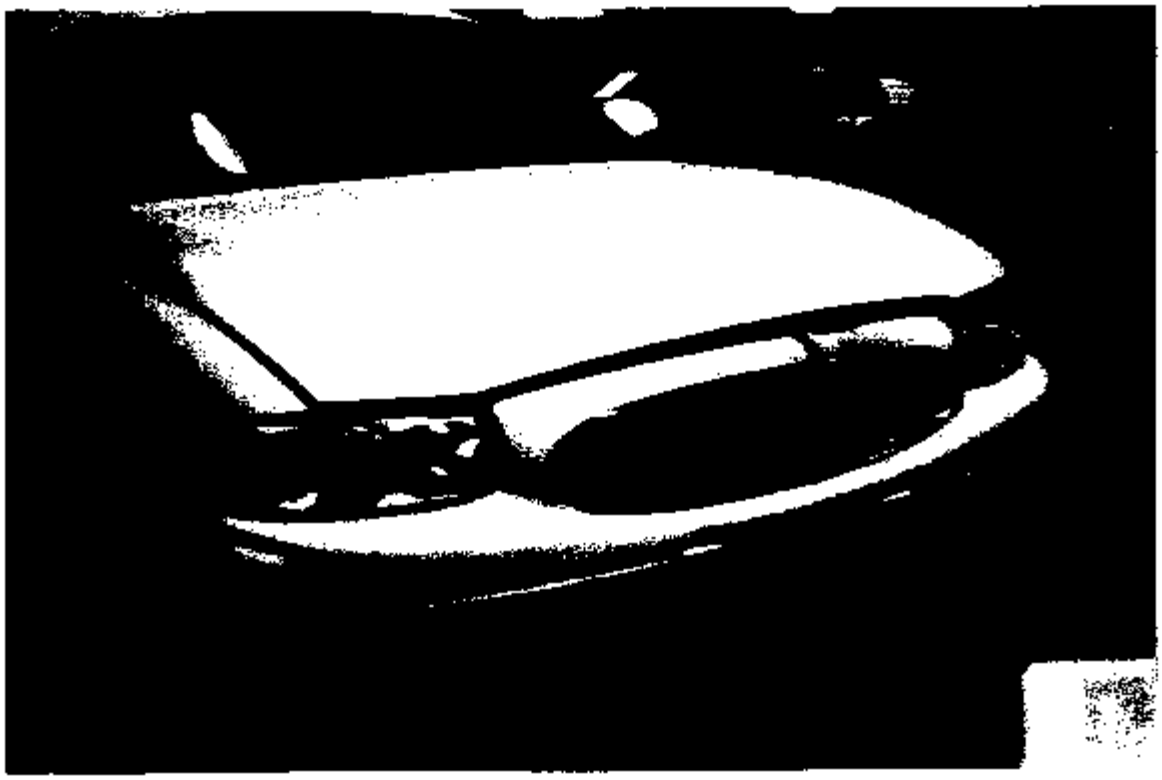


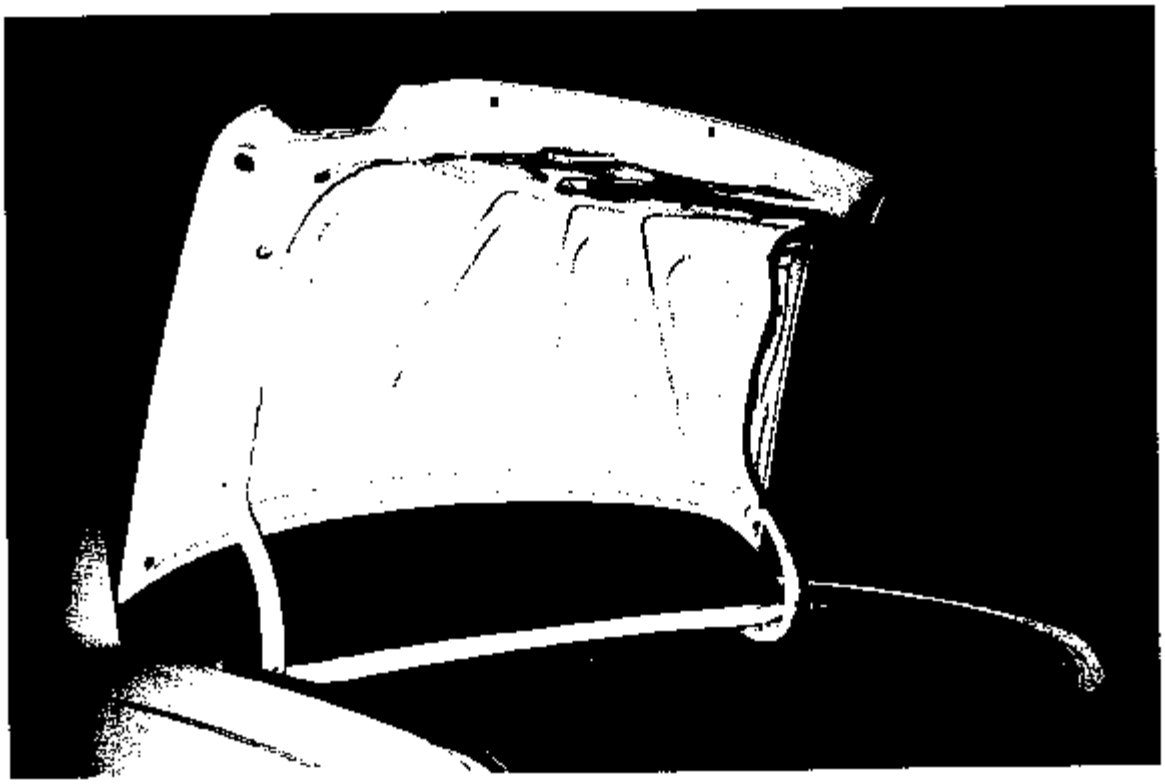


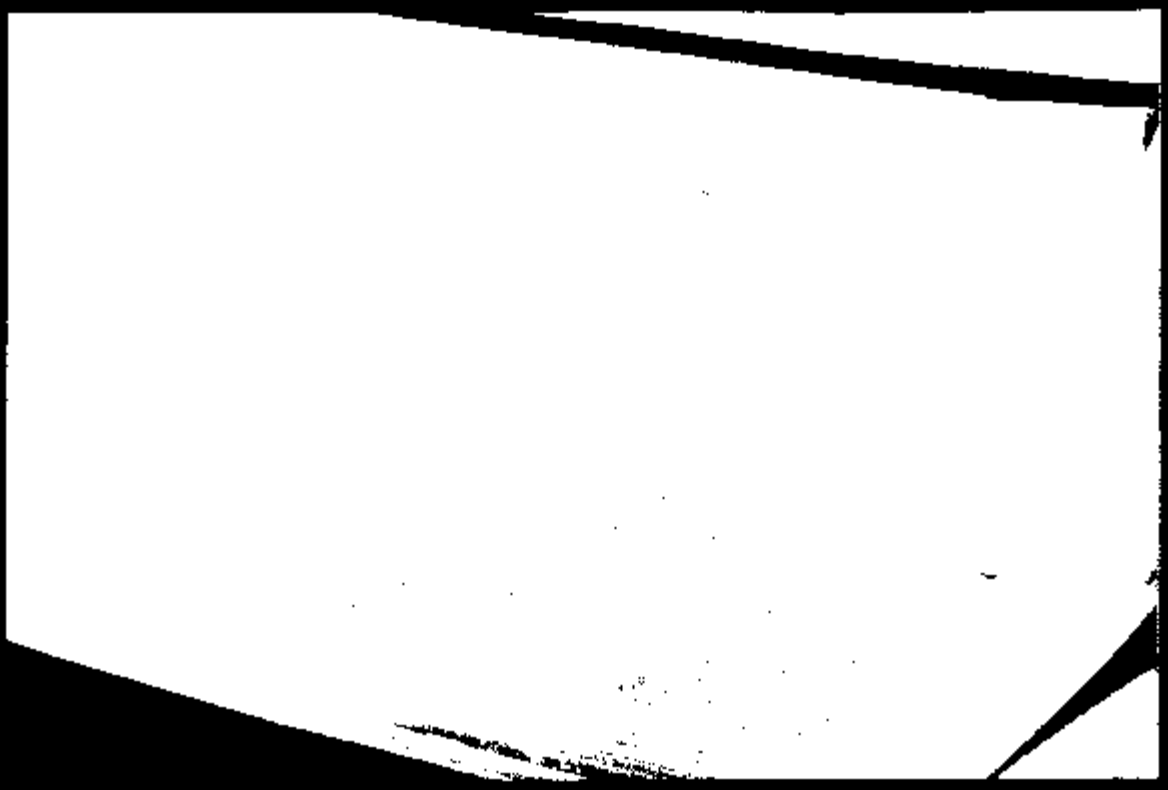


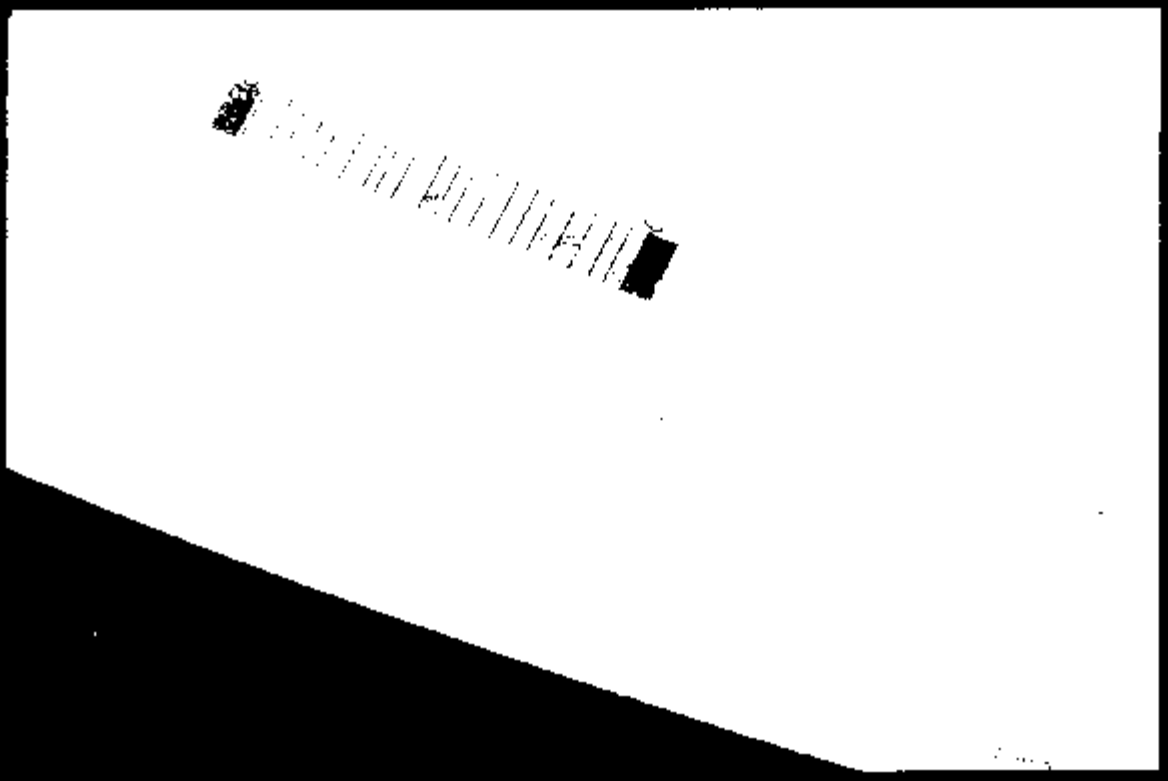


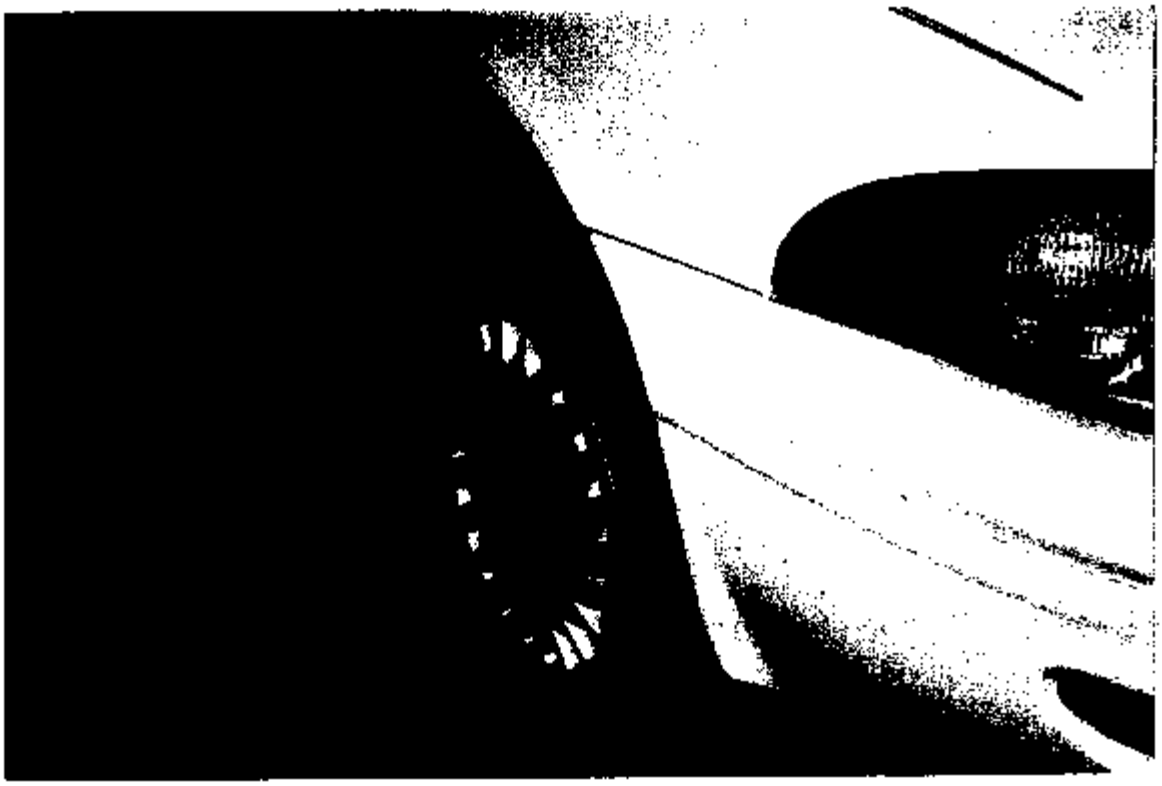












[redacted]

TIRE – LOADING INFORMATION

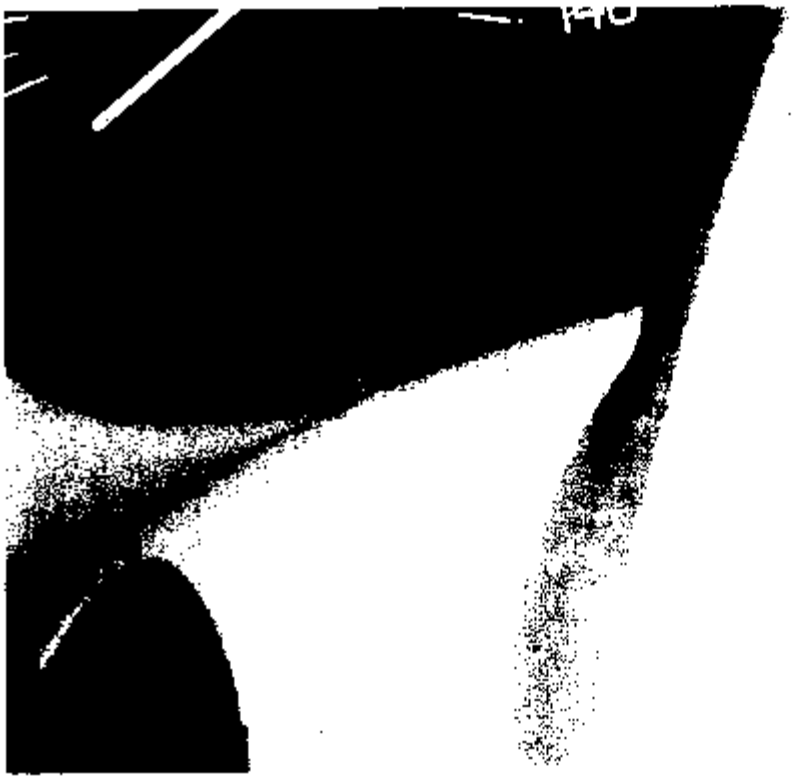
OCCUPANTS FRT.	CTR.	RR.	TOTAL	VEHICLE CAP. WT. KG	LBS
3	0	3	6	466	1473

MAX. LOADING @ GVWR SAME AS VEHICLE CAPACITY WEIGHT.
1B4HR54K3YU284581
MODEL: HR53 HBL

	TIRE SIZE	SPEED RTG	COLD TIRE PRESSURE
FRT	P215/70R15	S	230KPA(33PSI)
RR	P215/70R15	S	230KPA(33PSI)
SPA	T125/70R16	M	420KPA(60PSI)

IF TIRES ARE HOT, ADD 20KPA(4PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION

[redacted]



455732

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

February 24, 2003

American Family Insurance
P.O. Box 28408
St. Louis MO 63146-0908

Your Claim Number:	00-141-553562
Your Insured:	Clarence[redacted]
Our File Number:	455732
Our Client:	General Motors Corporation
Date of Event:	2/8/03

Dear Mr. Knoll:

ESIS is a Risk Management Service 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 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.
- Please provide the VIN Number to the 1998 Buick Park Ave.
- Please provide the location of where the loss occurred: City, and State.
- Please give a description of incident.
- 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 acces. s been added to the vehicle since the pu. .se? (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.

- If this was a total loss, please submit a salvage estimate and your total loss work sheet.

- Provide proofs of the transmission and engine oil levels, if applicable.

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. 1-71293536 Ref No. BRC Type Repurchase Safety Yes Bus. Unit

Site Repurchase Area

Cust Name [redacted] Approval Not Initiated Sub-Area

Engine - General

Evening # [redacted] Sepaugh Motors, Inc. Updated

State MO ZipCd 630702733 Closed

Make Buick Mileage 65000 Serial #/VIN 1G4CW52KXW4503364 Satisfied

Park Avenue Year 1998 Warr. Start 05/25/1998 Abstract FORWARDED TO FTT FOR REPURCHASE 2/20 Closed

Customer Description BRC FILE DO NOT COMMENT REFER ALL CALLS TO CRM GEORGETTE WALKER EXT. 86432

Cust states that his wife tried to start t it blew up and caught fire.The cust sta one was injured.

Owner 2/9/03 10:12:00 AM

Roux Ruthann

Burnt everything under the engine

None

0 0 At the owner's Vehicle Location

Component Engine

Dry

Stuckmeyer

Concrete

Insurance Agency American Family

PAR Detail

Y none

0 dry

Prop Est Repair Cost

engine compartment completely d veh totaled

Personal Thermal Event

Dealership

took pics of engine compartment

04/16/03 GWALKER SR Closed - Satisfied Done Service Request has been Closed Satisfied.

Comment Confidential

					Comment
04/16/03	GWALKER	Inbound Call Third Party	Service Request Update	Done	lienholder called
Comment					Confidential Comment
	Larry Knocke from American General(lienholder) called and wants to know when he can expect the payoff check. CRM gave him rvdc case number and phone number and they can tell him when the check was mailed. georgette walker/repurchase 58432				
04/16/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from customer
Comment					Confidential Comment
	vm from customer....wants to know when the check will be sent to the lienholder. georgette walker/repurchase 58432				
04/15/03	GWALKER	Outbound Call Customer	Left Message	Done	return customer call
Comment					Confidential Comment
	return customer call..636-479-6194 CRM left vm that there is nothing I can do about the taxes he will pay on the new vehicle. The business transaction of the repurchase has been concluded and I no longer have any other business to transact with the customer and will no longer be returning phone calls. georgette walker/repurchase 58432				
04/15/03	GWALKER	SR Opened		Done	SR in Status of Closed has been Re-Opened by GWALKE
Comment					Confidential Comment
04/16/03	GWALKER	Outbound Call Third Party	Made Contact	Done	contact Louise trent
Comment					Confidential Comment
	Louise Trent. CRM states my extension is 58432 not 57432 georgette walker/repurchase 58432				
04/15/03	GWALKER	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
04/15/03	LTRENT	Inbound Call Customer	Service Request Update	Done	Requested case manager
Comment					Confidential Comment
	Customer attempting to reach case manager, could not transfer call as line rang busy, took msg to case manager with customer phone number for call back. Louise Trent/BRC LEGAL/58250				
04/15/03	GWALKER	SR Opened		Done	SR in Status of Closed has been Re-Opened by LTRENT
Comment					Confidential Comment
04/11/03	GWALKER	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
04/11/03	GWALKER	BRC Repurchase	Closed- Straight (Check Rcvd)	Done	closed straight
Comment					Confidential Comment
	Per Mike Reagan, customer closed case. georgette walker/repurchase 58432				
04/11/03	GWALKER	Outbound Call Customer	Made Contact	Done	contact customer
Comment					Confidential Comment
	contact customer...636-479-6194 Customer states he wants a paper from us stating that his vehicle is totaled				

so he will not have to pay total taxes.
CRM states I can not supply him with that paper. CRM states that the PAR dept does inspections on vehicles and put Larry Meeks on the phone and there was no inspection done on the vehicle.
CRM explained to him that the repairs were more than 50% of the value of the vehicle and that is why we offered to repurchase the vehicle.
Customer states that his state needs something from the insurance stating that the vehicle is totaled and his insurance company will not give him a document.
Customer states the insurance said that they would pay about 6 to 8,000.
CRM states we are not an insurance company and I can not supply him with a papers stating the vehicle is totaled. He needs that from his insurance company and we can not make his insurance company give him that paper.
georgette walker/repurchase 58432

04/11/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer
Comment	contact dealer...636-937-0055 John Wilson states customer has closed case. georgette walker/repurchase 58432				Confidential Comment
04/11/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	customer left vm
Comment	customer left vm wants call back. georgette walker/repurchase 58432				Confidential Comment
04/07/03	GWALKER	Outbound Call Customer	Left Message	Done	contact customer
Comment	return customer vm. CRM left vm that closing on wednesday would be fine. georgette walker/repurchase 58432				Confidential Comment
04/07/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer
Comment	contact dealer...spoke with Mike Reagan-finance manager and told him clarence is in the hospital till maybee wednesday. He said that is fine. georgette walker/repurchase 58432				Confidential Comment
4/07/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from Mrs. Rowe
Comment	vm from Mrs. Rowe her husband is in hospital till maybee wednesday and can not close on tuesday. georgette walker/repurchase 58432				Confidential Comment
04/07/03	MEEKSL	Inbound Call Customer	Simple Call Resolved	Done	Customer calling and asking for extension
Comment	For Cim G. Walker FTT crm provided and transferred customer to VME for Rep Crm. Larry Meeks/PAs/07256				Confidential Comment
04/04/03	GWALKER	Outbound Call Customer	Left Message	Done	contact customer
Comment	contact customer...636-479-6194 returning vm. CRM left vm that her vm did not state reason for call but his closing date is 4-8 and to contact Mike Reagan at dealer to set up a time to close on that day. georgette walker/repurchase 58432				Confidential Comment
04/04/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from customer
Comment	vm from customer to call georgette walker/repurchase 58432				Confidential Comment
04/03/03	GWALKER	Inbound White Mail	Company	Done	BRC REPURCHASE Scanned; 2003-04-03-07.11.05.000 MSXDocNum: GWA3E8AF85
Comment	IMAGED FILE				Confidential Comment
4/02/03	GWALKER	BRC Repurchase	Send to RVDC	Done	image file send to rvdc
Comment	image file send to rvdc STRAIGHT REPURCHASE SUMMARY				Confidential

	SIGNING DATE:4-8-3 GM SUPERVISOR:Sheldon Bright REASON :Thermal event engine MSRP $33,888.00 rePURCHASE PRICE $10,025.51 TOTAL GM COST $10,025.51 LIENHOLDER: American General Finance 1149 E. Gannon Festus, MO 63028 636-937-9136 636-931-0369fax $10,025.51payoff 04-15-03good till no per diem georgette walker/repurchase 58432				Comment
04/02/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer
Comment	contact dealer...Mike Reagan-svc. mgr. CRM states I got signed papers and closing date is 4-8 and he said that is ok georgette walker/repurchase 58432				Confidential Comment
04/02/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from dealer
Comment	Mike Reagan left vm that customer has not signed papers. georgette walker/repurchase 58432				Confidential Comment
04/02/03	GWALKER	Inbound White Mail	Dealer	Done	BRC REPURCHASE Scanned: 2003-04-01-17.13.09.000 MSXDocNum: GWA3E89A8F
Comment	closing date letter				Confidential Comment
04/02/03	GWALKER	Inbound White Mail	Dealer	Done	BRC REPURCHASE Scanned: 2003-04-01-17.12.30.000 MSXDocNum: GWA3E899F3
Comment	offer				Confidential Comment
04/02/03	GWALKER	BRC Repurchase	File Comments	Done	repurchase summary
Comment	STRAIGHT REPURCHASE SUMMARY SIGNING DATE:4-8-3 GM SUPERVISOR: REASON :Thermal event engine MSRP $33,888.00 rePURCHASE PRICE $10,025.51 TOTAL GM COST $10,025.51 LIENHOLDER: American General Finance 1149 E. Gannon Festus, MO 63028 636-937-9136 636-931-0369fax $10,025.51payoff 04-15-03good till no per diem georgette walker/repurchase 58432				Confidential Comment
04/01/03	GWALKER	Outbound Fax	Dealer	Done	CLOSING DATE LETTER
Comment	CLOSING DATE LETTER				Confidential Comment
04/01/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer
Comment	contact dealer...636-937-0065 John Wilson-sales mgr. John put me on speaker phone and confirmed with him and the customer that the closing date agreed by all is 4-8 tuesday. georgette walker/repurchase 58432				Confidential Comment
04/01/03	GWALKER	BRC Repurchase	Signed Offer Received	Done	signed offer received
Comment	signed offer received				Confidential Comment

04/01/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

Confidential Comment

customer called and said that Mike Reagan is not there today

CRM conferenced in John Wilson-Sls Mgr. He said Mike is off today. CRM states he was off yesterday. John says he went to the bell game yesterday.

CRM asked Mr. Wilson to check for fax I sent earlier and to give it to Clarence when he comes to the dealership and I will refax the two pages that he and his wife must sign and then just fax them back to me.
\
CRm apologized to Clarenced and thanked him for being so patient and thanked Joh Wilson for his assistance.
georgette walker/repurchase 58432

04/01/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

Confidential Comment

customer called and said he went yesterday to the dealer but Mike Reagan was not in and him and his wife will go today around noon. He asked if he could have a letter stating that his vehicle is totaled. CRM states I can fax him a letter from the AVM Cherie Wegener stating the repair of the vehicle exceeds 50% of its value.
CRM states I will fax it to Mike Reagan at the dealer.
georgette walker/repurchase 58432

04/01/03	GWALKER	Outbound Call Customer	Left Message	Done	contact customer

Comment

Confidential Comment

contact customer...636-479-9194 home
CRM left vm that CRM will assume customer is refusing offer if signed papers are not received today by end of business day and I will then close the file. I can be reached till 5:30 EST.
georgette walker/repurchase 58432

04/01/03	GWALKER	Outbound Call Dealer	Left Message	Done	contact dealer

Comment

Confidential Comment

contact dealer...636-937-0055 Mike Reagan-finance mgr.
CRM left vm to contact me.
georgette walker/repurchase 58432

03/31/03	GWALKER	Outbound Call Dealer	Made Contact	Done	contact dealer

Comment

Confidential Comment

contact dealer...636-937-0055 John Wilson says that Mike Regan is gone for the day.
georgette walker/repurchase 58432

03/31/03	GWALKER	Outbound Call Customer	Left Message	Done	return customer vm

Comment

Confidential Comment

return customer vm...636-479-9194
left vm that I am returning call and sorry I missed his call but I am expecting the signed papers today.
georgette walker/repurchase 58432

03/31/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from customer

Comment

Confidential Comment

vm from customer to call him at 636-479-9194
georgette walker/repurchase 58432

03/28/03	GWALKER	Inbound Call Customer	Service Request Update	Done	CUSTOMER CALLED

Comment

Confidential Comment

customer called and said Mike Reagan will not be in till Monday and he will call me Monday.
CRM asked if he had any questions on the papers. Customer states he does not like the way the release agreement reads. CRM states it only deals with the vehicle itself. If he were to have a medical claim this release agreement does not prevent him from a medical claim. It deals only with the vehicle.
georgette walker/repurchase 58432

03/28/03	MEEKSL	BRC PAR	Close	Done	FTT closing Par portion of file

GMWA for payment has been authorized

Comment Larry Meeks/Par/57255

Confidential Comment

03/28/03	MEEKSL	Create Goodwill	Pre-Authorization	Done	FTT crm creating GMWA

Comment For dealership's storage,tows and rental on this vehicle all done at PAR's request..Larry Meeks/par/57255

Confidential Comment GMWA : Z1243
DEALER CODE:40846
DEALER NAME:Sepaugh
RO#:183990
AUTH CODE:WAGLP
TOW:$174.
RENTAL:$599.97
REPAIRS:
Inspection:$45.14
Storage: $66.
TOTAL FOR Z1243:$885.11

03/28/03	GWALKER	Outbound Call Customer	Made Contact	Done	contact customer

Comment

Confidential Comment

contact customer....638-479-9194 home
CRM asked if I can help. He states the release agreement releases GM of everything. CRM states everything concerning this particular vehicle. He states that is not what the guy at the dealer says. CRM read the ending of the first paragraph on the release agreement and that this deals with this vehicle only. CRM states the release agreement has to be signed along with the settlement offer letter. CRM states if he is not going to accept the offer then the offer will be withdrawn and the file closed.
Customer states he is loosing money on this. CRM states this was a verbal offer to him and he accepted it and that is why I have the file and I have not negotiation powers. CRM states the payments he made on the vehicle, he also used the vehicle.
Customer states he will go back down to the dealer again. CRM states I need to have these papers back today and that he can reach me till 2:30 his time after that I am not available.
georgette walker/repurchase 58432

03/28/03	GWALKER	Inbound Voice Mail	Service Request Update	Done	vm from customer

Comment

Confidential Comment

vm from customer....wants a call back to 636-479-9194
georgette walker/repurchase 58432

03/27/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

Confidential Comment

customer called.....asked if the release deals only with the car. CRM states to go to the dealer and read the papers and if he has any questions then contact me. CRM states they can give him a copy of the papers if that will help him with his taxes he is concerned about.
georgette walker/repurchase 58432

03/26/03	GWALKER	Inbound White Mail	Dealer	Done	BRC REPURCHASE Scanned: 2003-03-28-13.12.30.000 MSXDocNum: GWASE818D6

Comment offer/release agreement

Confidential Comment

03/26/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

Confidential Comment

customer called....explained to him the process again.
georgette walker/repurchase 58432

03/26/03	KSMITH	Inbound Call Customer	Service Request Update	Done	inbound call

Comment

Confidential Comment

Crm received a call from the cust seeking to speak w/Repurchase Crm Georgette Walker. Crm transferred the call. Karen Smith/lenap-epr/ext 58648

03/26/03	GWALKER	Inbound Call Customer	Service Request Update	Done	customer called

Comment

Confidential Comment

customer called.....wants something stating that his vehicle was totaled. In

his state if he has that paper he gets a tax break on the license when he purchases the vehicle.
CRM states he would have to speak with Larry Meeks in the Product Allegation Resolution dept because he is the person that handles getting the vehicle inspected and the inspections report. CRM advised that he is not currently at his desk but he can leave him a voice mail. CRM transferred him to Larry meeks x57255.
georgette walkerrepurchase 58432

03/26/03	GWALKER	BRC Repurchase	Offer Sent	Done	offer sent to dealer
Comment	offer sent to dealer				Confidential Comment
03/26/03	GWALKER	BRC Repurchase	Initial Contact	Done	initial contact customer
Comment	initial contact customer...see acknowledgement. georgette walkerrepurchase 58432				Confidential Comment
03/26/03	GWALKER	BRC Repurchase	Acknowledgement	Done	acknowledgement
Comment	acknowledgement...636-479-6194 home CRM explained the process and that I will be faxing the papers he needs to sign. georgette walkerrepurchase 58432				Confidential Comment
03/26/03	GWALKER	Outbound Call Customer	Received Busy Signal	Done	contact customer 3 times
Comment	contact customer 3 times 636-479-6194 home busy signal georgette walkerrepurchase 58432				Confidential Comment
03/26/03	GWALKER	BRC Repurchase	Initial Contact	Done	initial contact dealer
Comment	initial contact dealer...636-937-0056 Mike Reagan-Finance Manager CRM explained the process and will fax the repurchase papers in 5 minutes and contact the customer to let him know the papers are at the dealership. georgette walkerrepurchase 58432				Confidential Comment
03/26/03	GWALKER	Outbound Call Third Party	Made Contact	Done	contact lienholder
Comment	contact lienholder...636-937-6136 American General Finance. Larry Nolsey. supplied payoff information. American General Finance 1149 E. Gannon Festus, MO 63028 636-937-6136 636-931-0369fax $10,025.51payoff 04-15-03good till no per diem georgette walkerrepurchase 58432				Confidential Comment
03/26/03	GWALKER	BRC Repurchase	Straight Repurchase	Done	straight repurchase
Comment	EXECUTIVE SUMMARY DECISION MAKER: Larry Meeks, per crm x57255 TRANSACTION:Straight Repurchase REASON:Engine thermal event DEALER CONTACT:Mike Reagan-finance manager 636-937-0056 636-937-2469fax georgette walkerrepurchase 58432				Confidential Comment
03/26/03	FORDE	Ownership Changed		Done	Service Request Ownership has changed FROM: FORDE GWALKER
Comment					Confidential Comment
03/26/03	FORDE	BRC Repurchase	Assigned- PAR	Done	VOLUNTARY PAR STRAIGHT
Comment	PRELIMINARY REPURCHASE AUTHORIZATION FORWARDED BY PAR CRM LARRY MEEKS ASSIGNED TO CRM GEORGETTE WALKER EXT. 58432				Confidential Comment

MARYLOU FORDE TAMPA ASSIGNER

03/25/03	MEEKSL	Ownership Changed		Done	Service Request Ownership has changed FROM: MEEKS FORDE
Comment					Confidential Comment
03/24/03	MEEKSL	BRC PAR	Close	Done	FTT crm closing PAR portion of file
Comment					Confidential Comment
03/24/03	MEEKSL	BRC PAR	Escalation or Forward to Repur	Done	FTT crm forwarding for straight repurchase
Comment	Customer decided to accept loan payoff repurchase offer.. Larry Meeks/Par/57255				Confidential Comment
03/24/03	MEEKSL	Outbound Call Dealer	Made Contact	Done	FTT crm called dealership
Comment	and asked for Asst. Svm Cherie Wagner and advised customer has decided to accept the repurchase offer and we are proceeding and we read to pick vehicle back up. also that normally GM doesn't pay storage but due to the problems I can authorize 63 day until vehicle picked up. that Crm before advised he had not authorized any storage. Cherie states will advise Sid Clemens on his return next week but will pick vehicle back up..She states Finance Mgr is Mike Reagan and she will inform him that someone from repurchase will call him in next few days to arrange time for papers to be signed at the dealership.. Larry Meeks/Par/57255				Confidential Comment
03/24/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm return call to customer
Comment	Customer states he now wants to proceed with repurchase and accepts offer of loan payoff.. FTT crm advised will forward to repurchase team and someone from that dept will call in the next 24-48 hrs and go through the final repurchase steps...customer states that vehicle was returned to him but he hasn't touched since its return. Larry Meeks/Par/57255				Confidential Comment
03/24/03	MEEKSL	Inbound Voice Mail	Inquiry	Done	Customer calling FTT crm again
Comment	Asks for return call. Larry Meeks/Par/57255				Confidential Comment
03/21/03	MEEKSL	Outbound Call Customer	Left Message	Done	FTT crm tried to return call
Comment	Left message that he was returning their call and my hours that I can be reached.Larry Meeks/par/57255				Confidential Comment
03/21/03	MEEKSL	Inbound Voice Mail	Service Request Update	Done	Customer called FTT crm
Comment	Left VME with name and number only. Larry Meeks/Par/57255				Confidential Comment
03/21/03	MEEKSL	BRC PAR	Case Reopened	Done	To document calls
Comment					Confidential Comment
03/21/03	MEEKSL	SR Opened		Done	SR in Status of Closed has been Re-Opened by MEEKSL
Comment					Confidential Comment
03/19/03	MEEKSL	SR Closed - Dissatisfied		Done	Service Request has been Closed Dissatisfied.
Comment					Confidential Comment
03/19/03	MEEKSL	BRC PAR	Close	Done	FTT crm reclosing file
Comment					Confidential Comment

03/19/03	MEEKSL	Inbound Call Third Party	Other	Done	Daughter of customer called

Comment FTT crm had VME from same person prior didn't leave contact data. Reba complained of offer and condition from her research on 2 other vehicles
with what she called similar concern.
FTT crm explained offer and not based on her fathers financing dealss with vehicle only. explained process of case being reported to brand quality and NHTSA--advised that 3 cases out of the total number produce is very small % but each is examined. because of the short time her father had vehicle we made a Goodwill offer to repurchase and her father had refused and there where file ended. customer states she will talk to father and if he changes his mind he will call..
Larry Meeks/Par/67255

Confidential Comment

03/19/03	MEEKSL	BRC PAR	Case Reopened	Done	81 CRM OPEN TO DOCUMENT CALL

Comment from daughter of customer..
Larry Meeks/par/67255

Confidential Comment

03/19/03	MEEKSL	SR Opened		Done	SR in Status of Closed has been Re-Opened by MEEKSL

Comment

Confidential Comment

03/18/03	MEEKSL	SR Closed - Dissatisfied		Done	Service Request has been Closed Dissatisfied.

Comment

Confidential Comment

03/16/03	MEEKSL	BRC PAR	Close	Done	FTT crm closing PAR file

Comment As customer has not accepted offer and request his vehicle back..
Larry Meeks/Par/67255

Confidential Comment

03/16/03	MEEKSL	Outbound Call Dealer	Made Contact	Done	FTT crm called dealership

Comment At 636-937-0056 and asked for Cherie Wagmer was transferred and placed on hold-Cherie answered and FTT crm advised that he had just spoken to customer and he is not accepting our offer to payoff vehicle. Advised to tow vehicle back to customer and to fax crm RO for rental and tows for payment
FTT crm provided his contact data, Cherie states she believed a storage was authorized also, FTT crm states no mention in file will check on, Cherie states note from her boss on file but he's not there to verify today will have vehicle towed today and will send RO tomorrow..Larry Meeks/par/67255

Confidential Comment

03/15/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer

Comment

Ftt crm asked customer what his decision was going to be states he's not settling with insurance and won't accept our offer. States to have the vehicle towed back to his house and he will have channel 2 look at it and he states they are investigating engine thermals again at NHTSA and maybe they will want to look at it. customer believes he should get full retail for vehicle and that you can't find copies of his vehicle because his was found overseas. FTT crm again advised will close file out and since Crm Bethea had towed from house will have vehicle towed back.. Larry Meeks/Par/67255

Confidential Comment

03/14/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer back

Comment

Customer states he is not going to accept offer as people at the dealership were a little hateful the other yesterday. FTT crm asked for explanation customer states he went to dealership to get vehicle and they told him he couldn't have vehicle and he still owns it, FTT crm explained that vehicle was under a GM investigation while we did repurchase and they won't release until they get authorization from this crm that offer is refused as if accepted the vehicle becomes GM's. FTT crm asks if customer was going to proceed with his insurance and he states not yet may just get an attorney as he feels like he has $15k invested in vehicle and that's what he is looking for, FTT crm advised that he had gotten special consideration to make the payoff offer and couldn't do anymore also advised that if CRM Bethea had vehicle towed for inspection that I will have vehicle towed back, customer asks for a couple more days to think

Confidential Comment

over and crm advised to call him on Monday 3-17 to give final decision..
Larry Meeks/Per/67255

03/14/03	MEEKSL	Inbound Voice Mail	Service Request Update	Done	FTT crm received 2 VME from customer

Comment

Asking to be called back on repurchase offer..Larry Meeks/Per/67255

Confidential Comment

03/12/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer

Comment

Explained that he had data and wanted to advise of offer. explained all the data pulled and what exceptions he got okay'd and advised of offer to pay vehicle off. customer asks that
he be allowed to think about Fit crm asks that he advise by 5pm tomorrow 3-13-03..customer states wants to call insurance company..
Larry Meeks/Per/67255

Confidential Comment

03/12/03	MEEKSL	Other		Done	Reviewed with T/M Glo

Comment

About payoff and fact customer hasn't cancelled his extended service contract as advised..review offer to be made minus any financing..
Larry Meeks/Per/67255

Confidential Comment

03/11/03	MEEKSL	Outbound Call Customer	Left Message	Done	FTT crm returning calls

Comment

Customer not in left VME explaining why haven't answered and asking for the following lienholder data
1-lienholder name 2-account number
3- phone number of lienholder asked that this data be left on my VME if I'm busy with another customer...
Larry Meeks/Per/67255

Confidential Comment

03/11/03	BETHEA	Inbound Voice Mail	Service Request Update	Done	.

Comment

crm received message from cust requesting a return call because they have not heard from owning crm. Leonard Bethea/per/68110

Confidential Comment

03/11/03	BETHEA	Inbound Voice Mail	Service Request Update	Done	.

Comment

cust requested a return call. crm forwarded message to owning crm.
Leonard Bethea/per/68110

Confidential Comment

03/11/03	BETHEA	Inbound Voice Mail	Service Request Update	Done	.

Comment

cust requested a return call. crm forwarded message to owning crm.
Leonard Bethea/per/68110

Confidential Comment

03/05/03	MEEKSL	Outbound Call Customer	Received Busy Signal	Done	FTT calling customer

Comment

To get balance of information but line busy..Larry Meeks/per/67255

Confidential Comment

03/05/03	MEEKSL	Inbound Voice Mail	Service Request Update	Done	Customer called as requested

Comment

Left part of lienholder data..
Larry Meeks/per/67255

Confidential Comment

03/06/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm reached customer

Comment

And advised that he had received fax and reviewed the B.O.S and the service contract needs to bee cancelled and the customer must contact the dealership for that and that would be paid to the lienholder.
Also advised still need the lienholder info so can get confirmation of the payoff and per diem customer states wife has but he not sure where. FTT crm states if he can have his wife call
today and if not in leave on VME the data will call there and try to get everything together today..

Confidential Comment

Larry Meeks/par/57255

03/05/03 MEEKSL Inbound Fax Customer Done Customer faxed copy

Comment Of B.O.S. but not lienholder date..
Larry Meeks/Par/57255 Confidential Comment

03/04/03 MEEKSL Inbound Call Customer Complex Request Done Customer called on status

Comment Advised that still waiting on B.O.S. from dealership they are having trouble faxing and asked customer to try and locate his copy or copy from lienholder.
Larry Meeks/Par/57255 Confidential Comment

03/03/03 KDAVIS Inbound Call Field Rep/Whsl Transfer/Referral Done JEANNIE SLAUGHTER, AMERICAN FAMILY INSURANC

Comment Confidential Comment

CRM RECIEVED CALL FROM JEANNIE SLAUGHTER WAMERICAN FAMILY REQUESTING TO SPEAK W/PAR CRM LEONARD BETHEA SUPERVISOR. CRM ADVISED OF TM NAME AND EXT. CRM ALSO TRANSFERRED CALL. KRYSTEL DAVIS-GRANT/PAR58130.

02/28/03 MEEKSL Outbound Call Dealer Made Contact Done FTT crm called dealership

Comment at 636-937-0055 and asked for Sales Mgr Ron Teffe and advised still looking for fax he states he sent within 30 mins of my call tuesday, FTT crm confirmed fax number and will wait for fax...Larry Meeks/Par/57255 Confidential Comment

02/28/03 MEEKSL Inbound Call Customer Scheduled Follow-Up Done Customer returned call

Comment From FTT crm and FTT crm identified himself and that he had file but was missing two documents and have request the same from the dealership and as soon as they arrive will be able to work up offer for repurchase. FTT crm verified contact date for customer.
Larry Meeks/Par/57255 Confidential Comment

02/28/03 MEEKSL Outbound Call Customer Received Busy Signal Done FTT crm calling customer

Comment Confidential Comment

02/28/03 MEEKSL Outbound Call Dealer Made Contact Done FTT crm called Dealership

Comment And spoke to sales Mgr Ron Teffi at 636-937-0055 and asked for B.o.S and registration from dealers jacket as copy of dealers write up sheet is not signed and can't be used for repurchase. Ron states is heading for a meeting but will get documents afterward and fax to FTT crm.FTT crm left contact date.
Larry Meeks/par/57255 Confidential Comment

02/26/03 MORRIS Inbound Call Third Party Done Insurance company

Comment The insurance agent states that they need something in writing that GM is taking responsibility so they wi not be liable with the customer. The agent states that they will do a release once this is received. Also, she states that since GM is taking responsibility of the veh, they should be taking responsibility of the rental also. Confidential Comment

Crm advised that working crm will be notified.

Shanta Morris/TPA/BRC/PAR/58378

02/25/03 BETHEA Outbound Call Customer Made Contact Done 636-479-9184

Comment Confidential Comment

CRM CONTACTED CUST WHO WANTED TO KNOW IF THIS CRM RECEIVED PAPER WORK. CRM ADV CUST THE PAPER WORK WAS RECEIVED. CRM ADV CUST OF THE PHONE CALLS FROM THE INS CO. CUST STD HE HAS NOT SIGNED ANY PAPERS WITH THE INS CO AND THEY DO NOT OWN THE VEH SO THEY DO NOT HAVE ANY RIGHT OT MAKE DEMANDS. CRM ADV CUST THEN THAT WAS OKAY AND GM WOULD CONTINUE TO WORK WITH CUST. LEONARD BETHEA/PAR/58110

02/25/03 BETHEA Outbound Call Dealer Made Contact Done 636-937-0055

Comment CRM MADE CONTACT WITH DEALER AND REQUESTED AN RO STATING THE VEH IS TOTALLED OR A DETAILED ESTIMATE OF Confidential

	DAMAGES, DEALER STD SHE WOULD TALK TO HER BOSS AND CALL THIS CRM BACK. LEONARD BETHEA/PAR/58110				Comment
02/25/03	BETHEA	Inbound Call Third Party	Service Request Update	Done	office 636-931-6943 cell 314-609-0583
Comment					
	crm received a call from SHane Noel requesting docs from Gm that say GM will make restitution before the veh will be released. Leonard Bethea/par/58110				Confidential Comment
02/25/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received a message to call cust back. Leonard Bethea/par/58110				Confidential Comment
02/24/03	MEEKSL	Inbound White Mail		Done	BRC PAR Scanned: 2003-02-24-15.35.04.000000, MSXD BET3E55014
Comment					Confidential Comment
02/24/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received a message to call cust back. Leonard Bethea/par/58110				Confidential Comment
02/21/03	MEEKSL	Other		Done	FTT crm reviewed file
Comment	Documents missing reviewed with PAr crm who printed copies of docs received and is requesting the damage estimate to complete the data needed.. Larry Meeks/par/57255				Confidential Comment
02/21/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCE MEEKSL
Comment					Confidential Comment
02/21/03	BETHEA	Outbound Call Customer	Left Message	Done	636-479-0194
Comment					Confidential Comment
	crm called cust and left a message requesting a return call. Leonard Bethea/par/58110				
02/21/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received a message to call cust back. Leonard Bethea/par/58110				Confidential Comment
02/21/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received 2 messages to call cust back. Leonard Bethea/par/58110				Confidential Comment
02/21/03	MEEKSL	BRC PAR	Workflow - Assign	Done	THIS FILE HAS BEEN ASSIGNED TO LARRY MEEKS @
Comment	THIS FILE HAS BEEN ASSIGNED TO LARRY MEEKS @ 57255				Confidential Comment
02/21/03	BETHEA	Ownership Changed		Done	Service Request Ownership has changed FROM: BETHE BOYCER
Comment					Confidential Comment
02/20/03	BETHEA	Inbound Call Dealer/Partner	Service Request Update	Done	636-937-0056
Comment					Confidential Comment
	CRM CALLED DEALER AND ADV GM WOULD BE ASSISTING CUST AND CUST WAS AUTHORIZED A RENTAL GM IS PAYING THE RENTAL STARTING FROM TODAY AND WILL PAY UP TO $30/DAY.. LEONARD BETHEA/PAR/58110				
02/20/03	BETHEA	BRC PAR	Close	Done	forwarded to ft for repurchase

Comment					Confidential Comment
20/03	BOYCER	BRC PAR	Fwd to FTT- Straight Repurch	Done	THERMAL EVENT
Comment	veh is at selling dealer Sapaugh Motors. contact is Charlie Wagner. Cust is authorized for a rental ubt is currently in a rental the ins co provided. Leonard Bethea/par/58110 This file has been received and assigned in FTT Ruthe Boyce /PAR				Confidential Comment
02/20/03	BETHEA	BRC PAR	GM Decision- Repurch Straight	Done	THERMAL EVENT
Comment					Confidential Comment
02/20/03	BETHEA	Outbound Call Customer	Made Contact	Done	636-479-6194
Comment	crm contacted cust and adv for cust satisfaction GM will offer goodwill and assist cust in getting the veh repurchased. crm requested cust fax teh bill of sale and current registration. Cust std the ins co had him in a rental. crm adv cust ins co would have to be adv cust was going to work with GM and they probably could take the rental away. crm adv cust to contact dealer for a rental if that occurs. Leonard Bethea/par/58110				Confidential Comment
02/20/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received a message to call cust back. Leonard Bethea/par/58110				Confidential Comment
02/18/03	BETHEA	Inbound Call Customer	Requesting Status	Done	.
Comment	Cust called requesting status of veh. Leonard Bethea/par/58110				Confidential Comment
2/14/03	BETHEA	Inbound White Mail	Dealer	Done	BRC PAR Scanned: 2003-02-14-17.12.37.000000, MSXD BET3E4D165
Comment					Confidential Comment
02/14/03	BETHEA	Inbound Call Dealer/Partner	Service Request Update	Done	(636) 937-0066
Comment	crm received a call from the dealer who wanted to know if crm received the pics in the email. crm adv dealer the pics were not received. dealer asked if crm would contact the cust. crm adv dealer the cust would be contacted also. Leonard Bethea/par/58110				Confidential Comment
02/14/03	BETHEA	Inbound Call Third Party	Service Request Update	Done	.
Comment	crm received a call from cust's ins co who was requesting GM be present duringer inspection they were requesting. crm adv no one needed to be present because the dealer had taken pics already. ins agent asked about an article involving GM and NHTSA. crm adv ins agent the article and investigation by NHTSA was new to this crm. ins agent requested a mailing address to send advisement of the inspection of the veh. crm gave agent the EBIS address. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	Inbound Call Dealer/Partner	Service Request Update	Done	.
Comment	crm received a call from the dealer and was transferred to Buick service dept. crm requested assistance and dealer std they would pick up cust's veh and take a few pics to send to this crm. crm thanked dealer for their assistance. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	BRC PAR	Initial Contact- AVM	Done	FYI
Comment	crm left a message advising of current situation and crm's intent. Leonard Bethea/par/58110				Confidential Comment node: 972076 rab: 5202

02/12/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm received a vme form cust requsting a return call. best time to call is noon or one. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	BRC PAR	Initial Contact- Dealer	Done	(636) 937-0065
Comment	crm called dealer and left a message for dealer to return call. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	BRC PAR	Initial Contact- Phone	Done	crm made contact with cust at 636-479-9194
Comment	cust std he purchased the veh a month ago from a GM dealer and there was 78,000 miles and currently there is 80,200. cust put her hand in the veh to start the veh and when they turned the car over the veh exploded. there were no aftermarket items, no previous accidents or repairs. cust std ins co is involved and have cust in a rental. the engine compartment is totalled but the cabin is untouched. there was no other property damage. cust seems to know why the veh blew up and std the ins co and fire dept can not determine what caused it. crm adv cust veh would have to be inspected and crm would advise cust to the situation. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	Inbound Voice Mail	Inquiry	Done	.
Comment	crm recieved a vme form cust requsting a return call. Leonard Bethea/par/58110				Confidential Comment
02/12/03	BETHEA	Outbound Call Customer	Left Message	Done	.
Comment	crm called cust and left a message on the answering machine requesting a return call. Leonard Bethea/par/58110				Confidential Comment
02/11/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCE BETHEA
Comment					Confidential Comment
02/11/03	BETHEA	BRC PAR	Acknowledgement	Done	CRM CALLED NIGHT NUMBER
Comment	CRM CALLED CUST AND LEFT A MESSAGE ON CUST'S A/M REQUESTING A RETURN CALL. LEONARD BETHEA/PAR/58110				Confidential Comment
02/11/03	BETHEA	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO LEONARD BETHE 58110
Comment					Confidential Comment
02/11/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential Comment
02/11/03	TURNERA	Ownership Changed		Done	Service Request Ownership has changed FROM: TURNE BOYCER
Comment					Confidential Comment
02/10/03	WAGNERK	Inbound Call Customer	Service Request Update	Done	Cust is calling back in
Comment	Cust Stated: There is more information available cust wanted to update file 636 479 9194 cell phone cust has been informed that he will be contacted w/ in 48 hrs. earlier and this was reaffirmed for cust The insurance company was going to have the veh picked up and the cust has held off on this until he is contacted and instructed by Buick kenwagner/csc/pdx				Confidential Comment
02/10/03	BOYCER	Escalation		Done	Far-Thermal Event

Comment	File has been received and assigned in PAR Ruthe Boyce /PAR				Confidential Comment
2/10/03	TURNERA	Inbound Call Customer	Complex Request	Done	Veh Blew Up
Comment	The cust is the subsequent owner of a 98 Buick. (model,mileage and VIN unknown). The cust states that he purchased the veh from St. Paul Buick. The cust states that his wife reached in the veh to start it up and when she did it blew up and caught on fire.The cust states that no one was hurt but he seeks to find out what caused the veh to catch fire. CRM advised the cust that I have documented the info and that a rep will be contacting him within 24-48 hrs. Amanda Turner/CAC/TPA				Confidential Comment
J01			Thermal Event		Engine - General

GENERAL MOTORS BUSINESS RESOURCE CENTER

03-25-03

[redacted]

STRAIGHT PAR SETTLEMENT OFFER

Subject: Repurchase of 1998 Buick Park Avenue VIN #1G4CW52K4W4[illegible]

Dear Mr. & Mrs. [redacted]

We regret that you are dissatisfied with your 1998 Buick Park Avenue VIN #1G4CW52K4W4[illegible] 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 Motor Division will repurchase your vehicle for $10,[illegible]. This offer is calculated by using the following figures:

Purchase Price	$18,[illegible]
TOTAL REPURCHASE PRICE	$18,[illegible]
PAYOFF OF ORIGINAL VEHICLE (GOOD UNTIL 04-15-03)	$18,[illegible]
TOTAL AMOUNT TO CUSTOMER	$00.00

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #1G4CW52K4W4[illegible] in exchange for the release of liability covering form warranties, express or implied, covering this vehicle.

Please return this document to fax number 313-[illegible] by 03-28-03. The conditions of the straight repurchase are as follows:

- 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 conveyance, if needed* (supplied by General Motors)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

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 along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Sayegh Motors. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 521-1041 ext. 10432 if you have any questions or concerns.

Sincerely,

Georgette Walker
Business Resource Center

This letter will be required for you to bring to the signing.

Signature Co-owner Name Date

Signature Buyer Name Date

Business Resource Center—General Motors
P.O. Box 436008
Mail Code 483-631-730
Pontiac, MI 48343-6008

****

FAX COVER SHEET

FROM: Georgette Walker
Repurchase Coordinator
PHONE: 800-231-1841 X58452
FAX: 866-202-4308

COMMENTS:
DEALERSHIP INSTRUCTIONS.

Attached is a **Settlement Offer Letter and Release of Claim Letter** for the customer. Please review this offer with your customer, have him sign and return both letters via fax. After I have received the documents I will process the check to complete this transaction. Feel free to call me at the telephone number listed above if you have any questions.

Thank-you,

Georgette Walker
Repurchase Coordinator

****

RELEASE AGREEMENT

The undersigned, (owner) Clarence[redacted], and (co-owner) Ruth [redacted]easor(s)), and General Motors Corporation wish to resolve a dispute involving a 1998, Park Avenue, VIN 1G4CW52KXW4603364, owned by the releasor(s). Therefore, in sole consideration of General Motors Corporation's payment to the lienholder (or releasor(s)) American General Finance, of $10,025.51, 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 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 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 General Motors Corporation 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 General Motors Corporation, 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 General Motors Corporation 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_____, 2003

Releasor_____ Releasor_____

Clarence Ross Ruth Ross

GENERAL MOTORS BUSINESS RESOURCE CENTER

4-1-3

John Wilson
Sapaugh Motors

CLOSING CONFIRMATION LETTER

Subject: Repurchase of 1998 Buick Park Avenue VIN #1G4CW52KXW4603364, s1-71293539

Dear Mr. Wilson:

The following parties, Clarence & Ruth [redacted] and John [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 Tuesday 04-08-03. The customer will be contacting you to set up a TIME appointment for this day. You will receive the necessary papers to close in your Federal Express delivery the day before the closing date.

Thank you for your cooperation

Sincerely,
Georgette Walker
Repurchase Specialist
1-800-231-1841 ext. 58432

cc: Clarence Roux
Ruth Roux
218 School Dr.
Pevely, MO 63070

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

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:	1G4CW52KXW4603364

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1998 PARK AVENUE	Warranty Start Date:	05/25/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	MCDOWELL PONTIAC-BUICK, INC. 909 S PERRYVILLE BLVD PERRYVILLE, MO 63775-2870 (573) 547-8377	Selling Source:	11 - BUICK
		Site Code:	52827
		Business Associate Code:	116532

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00039	FRONT SHOULDER BELT RETRACTOR	N/A	Closed
98003	SPARK PLUG TIP EROSION CALIBRATION PCM REFLASH	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/25/1999	0 miles	5/25/2002	36000 miles
72/100000 SHEET METAL RUST-THROUGH	05/25/1999	0 miles	5/25/2005	100000 miles
36/36000 SHEET METAL CORROSION	05/25/1999	0 miles	5/25/2002	36000 miles
96/80000 PCM/CC EMISSIONS	05/25/1999	0 miles	5/25/2007	80000 miles
36/36000 FEDERAL EMISSIONS	05/25/1999	0 miles	5/25/2002	36000 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/13/2003	183990	#	Z1243 - INSPECTION-PRODUCT ALLEGATION RESOLUTION	85000 miles
11/06/2000	080771	#	V0512 - INSTALL ONE FRT SEAT SHOULDER BELT BEZEL ASSY KIT	42106 miles
08/09/2000	077880	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	32338 miles

06/19/2000	082600	#	Z8012 - ROADSIDE SERVICE (LOCKOUT)	1 miles
05/01/2000	074623	#	N2115 - L/F DR LCK SWCH RPL	26412 miles
05/01/2000	074623	#	V0125 - 98 PN,OD,BK C/H-MODELS SPARK PLUG CALIBRATION PCM REFLASH	26412 miles
05/01/2000	074623	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	26412 miles
05/01/2000	074623	#	C3228 - R/F DR LK AND PWR SEAT SWITCH	26412 miles
01/10/2000	037959	#	N2115 - L/F DR LCK SWCH RPL	20272 miles
01/10/2000	037959	#	C2200 - ASH TRAY R&R/RPL	20272 miles
11/05/1999	021244	#	N1286 - STOP SIGNAL LENS RP	15895 miles
10/21/1999	020992	#	N0250 - RT COMPO HDLAMP RPL	14552 miles
06/01/1999	018495	#	C3108 - HEADLINING R&R IPCE	5513 miles
08/27/1998	013749	#	D0362 - A/C CONTROL ASSEMBLY - RPL	4103 miles
07/23/1997	A03364	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:	1G4CW52KXW4603364

CLAIM HISTORY

Repair Order Date:	02/13/2003	Repair Order Number:	183990	Odometer Reading:	85000 miles
Serviced By:	SAPAUGH MOTORS, INC. PO BOX 667 HERCULANEUM, MO 63048-0667 (636) 937-0055	Selling Source:	11 - BUICK		
		Site Code:	40345		
		Business Associate Code:	116527		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/11/2003	368	01	#	Z1243 - INSPECTION-PRODUCT ALLEGATION RESOLUTION	N/A	WAGLP	N/A	$885.11	Y

Repair Order Date:	11/06/2000	Repair Order Number:	080771	Odometer Reading:	42106 miles
Serviced By:	KELLER MOTORS, INC. 1795 S PERRYVILLE BLVD PERRYVILLE, MO 63775-6157 (573) 547-1002	Selling Source:	11 - BUICK		
		Site Code:	52829		
		Business Associate Code:	111328		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/22/2000	128	01	#	V0512 - INSTALL ONE FRT SEAT SHOULDER BELT BEZEL ASSY KIT	25696719 - BEZEL ASM	N/A	N/A	$65.23	N

Repair Order Date:	08/09/2000	Repair Order Number:	077880	Odometer Reading:	32338 miles
Serviced By:	KELLER MOTORS, INC. 1795 S PERRYVILLE BLVD PERRYVILLE, MO 63775-6157 (573) 547-1002	Selling Source:	11 - BUICK		
		Site Code:	52829		
		Business Associate Code:	111328		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

08/22/2000	93	01	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	18060640 - ROTOR	N/A	N/A	$310.41	N

Repair Order Date:	06/19/2000	Repair Order Number:	082600	Odometer Reading:	1 miles

Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098	Selling Source:	11 - BUICK
		Site Code:	90524
		Business Associate Code:	160087

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/15/2000	91	01	#	Z8012 - ROADSIDE SERVICE (LOCKOUT)	N/A	C	N/A	$44.00	N

Repair Order Date:	05/01/2000	Repair Order Number:	074623	Odometer Reading:	26412 miles

Serviced By:	KELLER MOTORS, INC. 1795 S PERRYVILLE BLVD PERRYVILLE, MO 63775-6157 (573) 547-1002	Selling Source:	11 - BUICK
		Site Code:	52829
		Business Associate Code:	111328

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/09/2000	63	01	#	N2115 - L/F DR LCK SWCH RPL	25650589 - SWITCH	N/A	N/A	$45.19	N
05/09/2000	63	02	#	V0125 - 98 PN,OD,BK C/H-MODELS SPARK PLUG CALIBRATION PCM REFLASH	N/A	N/A	N/A	$21.11	N
05/09/2000	63	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$30.00	N
05/09/2000	63	04	#	C3228 - R/F DR LK AND PWR SEAT SWITCH	12373452 - BEZEL-LK	N/A	N/A	$47.96	N

Repair Order Date:	01/10/2000	Repair Order Number:	037959	Odometer Reading:	20272 miles

Serviced By:	BARLEY CHEVROLET-BUICK, INC. 791 STE GEN DR SAINTE GENEVIEVE, MO 63670 (573) 883-3544	Selling Source:	11 - BUICK
		Site Code:	52849
		Business Associate Code:	111329

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/14/2000	30	01	#	N2115 - L/F DR LCK	25650589 -	N/A	N/A	$44.95	N

				SWCH RPL	SWITCH				
1/14/2000	30	02	#	C2200 - ASH TRAY R&R/RPL	25703284 - ASHTRAY	N/A	N/A	$52.60	N

Repair Order Date:	11/05/1999	Repair Order Number:	021244	Odometer Reading:	15895 miles

Serviced By:	MCDOWELL PONTIAC-BUICK, INC. 909 S PERRYVILLE BLVD PERRYVILLE, MO 63775-2870 (573) 547-8377	Selling Source:	11 - BUICK
		Site Code:	52827
		Business Associate Code:	116532

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/12/1999	12	01	#	N1286 - STOP SIGNAL LENS RP	16525536 - LAMP	N/A	N/A	$305.62	N

Repair Order Date:	10/21/1999	Repair Order Number:	020992	Odometer Reading:	14552 miles

Serviced By:	MCDOWELL PONTIAC-BUICK, INC. 909 S PERRYVILLE BLVD PERRYVILLE, MO 63775-2870 (573) 547-8377	Selling Source:	11 - BUICK
		Site Code:	52827
		Business Associate Code:	116532

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/26/1999	7	01	#	N0250 - RT COMPO HDLAMP RPL	25689660 - HEADLAMP	N/A	N/A	$296.81	N

Repair Order Date:	06/01/1999	Repair Order Number:	018495	Odometer Reading:	5513 miles

Serviced By:	MCDOWELL PONTIAC-BUICK, INC. 909 S PERRYVILLE BLVD PERRYVILLE, MO 63775-2870 (573) 547-8377	Selling Source:	11 - BUICK
		Site Code:	52827
		Business Associate Code:	116532

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/17/1999	968	01	#	C3108 - HEADLINING R&R IPCE	N/A	P	N/A	$88.78	N

Repair Order Date:	08/27/1998	Repair Order Number:	013749	Odometer Reading:	4103 miles

Serviced By:	MCDOWELL PONTIAC-BUICK, INC. 909 S PERRYVILLE BLVD PERRYVILLE, MO 63775-2870 (573) 547-8377	Selling Source:	11 - BUICK
		Site Code:	52827
		Business Associate Code:	116532

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/17/1998	890	01	#	D0362 - A/C CONTROL ASSEMBLY - RPL	16202304 - CONTROL	E	N/A	$529.67	N
09/17/1998	890	01	#	D0362 - A/C CONTROL ASSEMBLY - RPL	16202304 - CONTROL	E	N/A	$529.67	N

Repair Order Date:	07/23/1997	Repair Order Number:	A03364	Odometer Reading:	0 miles

Serviced By:	CHRIS CHEVROLET-BUICK, INC. PO BOX 1060 SALEM, IL 62881-6060 (618) 548-5500	Selling Source:	11 - BUICK
		Site Code:	40366
		Business Associate Code:	111375

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/05/1997	731	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$68.43	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:	1G4CW52KXW4603364

VEHICLE BUILD

Merchandising Model:	4CW69 - 1998 PARK AVENUE		
Gross Vehicle Weight Rating:	2233 kg (4924 lb)	Order Number:	11488A
Build Date:	07/23/1997	Build Plant:	1W4C - ORION ASSEMBLY

OPTION CODES

AK5	AQ7 - FRT SPLIT, 3 PASS, 6 WAY ADJ, R
A43 - SEAT ADJUSTER, MIRROR, POWER, D	CD2 - WSWA JAR FLUID
CE1 - WINDSHIELD, PULSE, MOISTURE SEN	CJ2 - AIR CONDITIONER FRT, AUTO TEMP
DA1 - RR SEAT, STORAGE	DD7 - MIRROR - INSIDE REARVIEW,
DR2 - LH & RH, REMOTE CONTROL, ELECTR	FE1 - SOFT RIDE
FE9 - FEDERAL EMISSIONS	F83 - TRANSAXLE FINAL DRIVE 3.05
IC3 - 4HE1-TC 4 CY,DIE 175 HP	JL9 - ANTILOCK
K68 - GENERATOR	L36 - 3.8 LITRE V6 MFI
MN3 - 4 SPD AUTO TRANS 4T65-E	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NK5 - STANDARD
NW9 - ELECTRONIC	ORN - ORION, MI, USA
PY0 - 16 X 6.5, ALUMINUM	QPY - P225/60R16-97S WS2 R/PE ST TL A
R9X - SALES ITEM NO. 98	UB7 - INST, OIL, COOL TEMP, VOLTS, TR
UG1 - GARAGE DOOR, UNIVERSAL	UK3 - STEERING WHEEL, ACCESSORY
UP0 - AM/FM STEREO, SEEK/SCAN, AUTO R	U09 - FOUR NOTE HORN
U77 - REAR WINDOW ANTENNA	U99 - 9, DUAL F/D 2 TWEET & 2 WOOF, D
VH9 - OWNER INFO MAN	VK3 - FRT MOUNTING PKG
VM3 - CONSUMER, CONTAINS BPR IMP STAN	V73 - USA/CANADA
WJ7 - INTERIOR *LEATHER* (TO BE USED	YM5 - ACCENT - DELETE
Y67 - REMINDER PACKAGE	1SE - UPFITTER EQUIP. GROUP

1SZ - OPTION PACKAGE	51I - NUGGET YELLOW (94)
51U - EXTERIOR, SMOKEY CARMEL TTN (95	513 - BORDEAUX RED LEATHER
6MB - COMPUTER SEL SUSP (6MB)	7MB - COMPUTER SEL SUSP (7MB)
8AC - COMPUTER SEL SUSP (8AC)	9AC - COMPUTER SEL SUSP (9AC)

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AMERICAN FAMILY INSURANCE

AMERICAN FAMILY INSURANCE GROUP
PO BOX 28408 • ST LOUIS MO 63146-0908 • PHONE: (314) 991-0070

No Omit
No UP
No 1241
2/19/03

455732
SPN114

February 14, 2003

CERTIFIED MAIL – Return Receipt Requested

ESIS
Attn: Leonard Bethea (G/M Product Liability)
300 Renaissance Center Mail Code 482C20D71
Detroit, MI 48265-3000

RECEIVED
FEB 19 2003
ESIS-GM CLAIMS UNIT

RE: Claim Number: 00-141-553562
Policyholder Name: Clarence [redacted]
Claimant Name: General Motors

Ext 58110

Dear Mr. Bethea :

Please be advised that the above named policyholder suffered a fire damage loss to their 1998 Buick Park Avenue on February 8, 2003. An investigation of the fire damage has been initiated. Based on findings to date, it appears that a malfunction in the engine compartment may have contributed to or caused the loss and/or resulting damages.

We are hereby giving you the opportunity to view the fire damage vehicle prior to its renovation, removal of evidence and any destructive testing that may be done. We will only be able to hold the vehicle until February 21, 2003. Per our phone conversation on Friday, February 14, 2003, you gave permission for my investigator to conduct any type of destructive testing we deemed necessary. You indicated a representative from General Motors would not be present and only requested photographs of this vehicle. Should you change your mind, the examination location will be at Sapaugh Motors, 1435 McNutt Road, Herculaneum, MO 63048 at 1:00 p.m.

If you have any questions, please feel free to contact me at 636-931-6943 (office) or 314-609-0583 (cell) to make further arrangements for inspection. Thank you for your attention to this matter.

Sincerely,

Shane Knoll

Shane A. Knoll
Investigator
Special Investigations Unit

Pe Val 1

SAK:sak

cc: Jeanne Slaughter Claims Adjuster

Sherry
Cherie

AMERICAN FAMILY

AMERICAN FAMILY INSURANCE GROUP

PO BOX 28408 • ST LOUIS MO 63146-0908 • PHONE: (314) 991-0070

REC

MAR 2 5 2003

March 13, 2003

Spalla 455732

Leonard Bethea
General Motors
Product Liability Department
5701 E Hillsboro, Suite 2300
Tampa, FL 33610

RE:	Our Claim Number:	141-553562
	Our Insured:	Clarence[redacted]
	VIN:	1G4CW52KXW4603364
	Date of Loss:	February 8, 2003

Dear Mr. Bethea:

We are writing regarding our insured's loss the occurred February 8, 2003. Our Insured's 1998 Buick Park Avenue caught fire after they tried to start it.

We have been advised by our insured, by Sherry at Sapaugh's and by Marianne Spalla of ESIS that you advised them you would be buying back our insured's vehicle. However, we have never received confirmation from you nor has our insured received payment. Once our insured has received payment from you or we receive written notification from you confirming you are going to take care or our insured's damage, we will release his vehicle to you.

Enterprise Leasing advised you took over our insured's rental starting February 21, 2003. They said you would take over the rental starting then because that is when you decided to take care of the claim. Our insured was without a vehicle from the date of the loss. He picked-up a rental February 11, 2003 and we authorized his rental through February 20, 2003.

Enclosed is a copy of our supports for subrogation for the rental expense our insured incurred prior to you taking over his rental. We are requesting reimbursement in the amount of $293.80 for his rental from February 11, 2003 through February 20, 2003.

If you have any questions, please advise.

Sincerely,

Jeanne Slaughter
Casualty Claim Examiner
American Family Insurance Group
jslaught@amfam.com
1-800-374-1111 ext. 54450
314-991-1864 ext. 54450
Fax 314-991-2935

NRIFMAR 3 2003
MAR 3 1 2003

Enclosures

PRIVILEGED MATERIAL REDACTED

CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: 00-141-553562 ST: 24 POLICY: 24-298365-04 INCURRED: 02/08/2003
INSURED: [redacted] CLARENCE C BENEFITS/LOSSES PAID TO DATE: 293.90
LEGAL EXPENSE: 0.00
MEDICAL EXPENSE: 0.00
OTHER EXPENSE: 10.00

NO	DATE	DRAFT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYME AMOUNT
01	03/03/2003	0014976449	01	00	022	293.90		

IN PAYMENT OF: GROUP PAYMENT FOR PAYEE CODE C38
PAYEE/PAYOR: ENTERPRISE RENT A CAR COMPANY
RECONCILED: 00 03072003 TIN: 430724835-1 WITH TAKEN: N

- -

02 02/11/2003 0014970584 05 00 059 10.00
IN PAYMENT OF: AUTO FIRE REPORT OF FEBRUARY 8, 2003 AT 8 AM AT 2218 SCHOOL D
OWNER-CLARENCE C ROUX
PAYEE/PAYOR: PEVELY FIRE DEPARTMENT
RECONCILED: 00 02212003 TIN: * NONE * WITH TAKEN: N

[redacted]T --
[redacted] -- POL -- ------ -- CLM -- --- ------ DRFT ----------
ALL PAYMENTS FOR THIS CLAIM HAVE BEEN DISPLAYED. PF3=COPS MENU PA2=COMP

ARMS Claims

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D639491-0124

Bill To:
AMERICAN FAMILY INS
ATTN: JEANNE SLAUGHTER
P. O. BOX 28406
ST LOUIS , MO63146

RENTER INFORMATION:
Renter: [redacted]
Address:

Home Phone:
Office Phone:

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (0124)
636 S. TRUMAN BLVD.
FESTUS, MO 630282234

CLAIM INORMATION:
Claim Number: 141-563662
Claim Type: Insured
Vehicle Condition: Unknown
Date of Loss: 2/8/03
Insured Name: [redacted]
Owner's Vehicle: 1998 PARK AVE

Repair Facility:
TOTAL LOSS

(314) 892-4116

Billing Detail:

Rental Period: 2/11/03 to 2/20/03 (11 days)
Billed Period: 2/11/03 to 2/20/03 (10 days)

Description	Rate	Amount
10 DAYS @	$27.99	$279.90
10 DAYS DW @	$9.99	$99.90
10 DAYS PAI @	$3.00	$30.00
1 SURCHARGE%	$5.00	$14.00
TOTAL CHARGES:		$423.80
Less Amount Received:		$129.90
AMOUNT DUE.....		$293.90

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (0199)
29 HUNTER AVENUE
SAINT LOUIS, MO 631242008
Federal ID: 43-1220505

Total Charges:	$423.80
Less Amount Received:	$129.90
Total Amount Due.....	$293.90

Please include on your check:
Invoice: D639491-0124

2/25/03 5:32 AM	R - Invoice received for an amount due of $293.90
2/24/03 10:13 AM	R - Ticket 639491 closed on 2/20/03 at 6:00 PM.
2/19/03 6:28 AM	S - Rental extended by SLAUGHTER, JEANNE at 6:28 AM for 7 day(s).
2/19/03 6:28 AM	S - Extended 7 days at $30.00/day.
2/18/03 12:08 PM	R - TOTAL LOSS,PLEASE EXTEND OR ADVISE CUSTOMER
2/18/03 12:08 PM	R - OF LAST DAY
2/11/03 10:13 AM	R - Ticket 639491 opened on 2/11/03 at 9:58 AM.
2/10/03 1:16 PM	R - Authorization confirmed by Enterprise at 1:16 PM.
2/10/03 1:16 PM	R - Reservation number 849822.
2/10/03 1:16 PM	S - Authorized by SLAUGHTER, JEANNE .

2/10/03 1:16 PM S - Authorization sent at 1:16 PM for 6 days at $30.00/day.
2/10/03 1:16 PM S - Direct Bill Authorization set at 100 %
2/10/03 12:21 PM R - Adjuster name is : SLAUGHTER*JEANNE*
2/10/03 12:21 PM R - Authorization request received at 12:21 PM.
S= Sent, R= Received, N= Note To Self
* All times are CST

March 13, 2003

Leonard Bethea
General Motors
Product Liability Department
5701 E Hillsboro, Suite 2300
Tampa, FL 33610

RE: Our Claim Number: 141-553562
Our Insured: Clarence[redacted]
VIN: 1G4CW52KXW4603364
Date of Loss: February 8, 2003

Dear Mr. Bethea:

We are writing regarding our insured's loss the occurred February 8, 2003. Our insured's 1998 Buick Park Avenue caught fire after they tried to start it.

We have been advised by our insured, by Sherry at Sapaugh's and by Marianne Spalla of ESIS that you advised them you would be buying back our insured's vehicle. However, we have never received confirmation from you nor has our insured received payment. Once our insured has received payment from you or we receive written notification from you confirming you are going to take care or our insured's damage, we will release his vehicle to you.

Enterprise Leasing advised you took over our insured's rental starting February 21, 2003. They said you would take over the rental starting then because that is when you decided to take care of the claim. Our insured was without a vehicle from the date of the loss. He picked-up a rental February 11, 2003 and we authorized his rental through February 20, 2003.

Enclosed is a copy of our supports for subrogation for the rental expense our insured incurred prior to you taking over his rental. We are requesting reimbursement in the amount of $293.90 for his rental from February 11, 2003 through February 20, 2003.

If you have any questions, please advise.

Sincerely,

Jeanne Slaughter
Casualty Claim Examiner
American Family Insurance Group
jslaught@amfam.com
1-800-374-1111 ext. 54450
314-991-1884 ext. 54450
Fax 314-991-2935

Enclosures

eARMS Claims

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D839491-0124

Bill To:
AMERICAN FAMILY INS
ATTN: JEANNE SLAUGHTER
P. O. BOX 28408
ST LOUIS , MO63146

RENTER INFORMATION:
Renter: [redacted] CE
Address: [redacted] R
[redacted] 070

Home Phone: [redacted]
Office Phone:

RENTAL INFORMATION:
Rental Branch Location: [redacted]

CLAIM INORMATION:
Claim Number: 141-553562
Claim Type: Insured
Vehicle Condition: Unknown
Date of Loss: 2/8/03
Insured Name: CLARENCE [redacted]
Owner's Vehicle: 1996 PARK AVE

Repair Facility:
TOTAL LOSS

(314) 892-4116

Billing Detail:

Rental Period: 2/11/03 to 2/20/03 (11 days)
Billed Period: 2/11/03 to 2/20/03 (10 days)

Description	Rate	Amount
10 DAYS @	$27.99	$279.90
10 DAYS DW @	$9.99	$99.90
10 DAYS PAI @	$3.00	$30.00
1 SURCHARGE%	$5.00	$14.00
TOTAL CHARGES:		$423.80
Less Amount Received:		$129.90
AMOUNT DUE.....		$293.90

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (0199)
29 HUNTER AVENUE
SAINT LOUIS, MO 631242008
Federal ID: 43-1220506

Total Charges:	$423.80
Less Amount Received:	$129.90
Total Amount Due.....	$293.90

Please include on your check
Invoice: D839491-0124

2/25/03 5:32 AM	R - Invoice received for an amount due of $293.90
2/24/03 10:13 AM	R - Ticket 839491 closed on 2/20/03 at 8:00 PM.
2/19/03 6:28 AM	S - Rental extended by SLAUGHTER, JEANNE at 6:28 AM for 7 day(s).
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2/18/03 12:08 PM	R - TOTAL LOSS,PLEASE EXTEND OR ADVISE CUSTOMER
2/18/03 12:08 PM	R - OF LAST DAY
2/11/03 10:13 AM	R - Ticket 839491 opened on 2/11/03 at 9:58 AM.
2/10/03 1:16 PM	R - Authorization confirmed by Enterprise at 1:16 PM.
2/10/03 1:16 PM	R - Reservation number 849622.
2/10/03 1:16 PM	S - Authorized by SLAUGHTER, JEANNE .

CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: 00-141-553562 ST: 24 POLICY: 24-298365-04 INCURRED: 02/08/2003
I[redacted]RED: [redacted]CLARENCE C BENEFITS/LOSSES PAID TO DATE: 293.90
LEGAL EXPENSE: 0.00
MEDICAL EXPENSE: 0.00
OTHER EXPENSE: 10.00

NO	DATE	DRAFT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYME AMOUNT
01	03/03/2003	0014976449	01	00	022	293.90		

IN PAYMENT OF: GROUP PAYMENT FOR PAYEE CODE C38
PAYEE/PAYOR: ENTERPRISE RENT A CAR COMPANY
RECONCILED: 00 03072003 TIN: 430724835-1 WITH TAKEN: N

- -

02	02/11/2003	0014970584	05	00	059			10.00

IN PAYMENT OF: AUTO FIRE REPORT OF FEBRUARY 8, 2003 AT 8 AM AT 2218 SCHOOL D
OWNER-CLARENCE C ROUX
PAYEE/PAYOR: PEVELY FIRE DEPARTMENT
RECONCILED: 00 02212003 TIN: * NONE * WITH TAKEN: N

NEXT --
OPT -- POL -- ------ -- CLM -- --- ------ DRFT ----------
ALL PAYMENTS FOR THIS CLAIM HAVE BEEN DISPLAYED. PF3=COPS MENU PA2=COMP

AMERICAN FAMILY INSURANCE

AMERICAN FAMILY INSURANCE GROUP
PO BOX 28406 • ST LOUIS MO 63146-0906 • PHONE: (314) 991-0070

April 10, 2003

455732

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

RECEIVED
APR 1 5 2003
ESIS-GM CLAIMS UNIT

Re: Our Insured: Clarence[redacted]
Claim Number: 141-553562-1974
Date of Loss: 2/08/2003

Dear Ms. Spalla,

It is my understanding that the attached subrogation letter of March 13th was forwarded on to you by Leonard Bethea to review and pay. To date we have not received payment.

I am enclosing another copy of the rental bill which covered the use of a rental car from the time it was first needed after the fire loss until GM agreed to accept responsibility for the loss. We are contending that GM's acceptance of responsibility for the loss should include the cost of a rental car that was needed prior to their making such a decision.

Please make out your payment to American Family Insurance, subrogee of Clarence Roux. Thank you.

Sincerely,

Steve Hancock
Subrogation Examiner
1-800-374-1111 ext. 54307

enclosure

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

April 29, 2003

American Family Insurance
Attn: Steve Hancock
P.O. Box 28408
St. Louis, MO 63146-0908

Your Claim Number:	141-553562-1974
Your Insured:	Clarence[redacted]
Our File Number:	455732
Our Client:	General Motors Corporation
Date of Event:	2/8/03

Dear Mr. Hancock:

Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the settlement draft. Thank you for your assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Respectfully,

Marianne Spalla
Claims Administrator

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-455732 merican Family Insurance Group a/s/o Clarence Roux

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Two Hundred Ninety Three dollars dollars and 90 cents ($293.90) 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 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 8th of February, 2003 at or near Pevely, MO.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releasees deny liability therefor and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital. 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

JOB STATUS REPORT

TIME : 04/29/2003 17:09
NAME : T 300 20 TC
FAX# : 313-665-0912
TEL# :

DATE,TIME	04/29 17:09
FAX NO./NAME	913144323895
DURATION	00:00:46
PAGE(S)	03
RESULT	OK
MODE	STANDARD ECM

Marianne Spalk
Claim Administrator
EMS GM Central Claims

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665.2403
Facsimile 313.665.0911

April 29, 2003

American Family Insurance
Attn: Steve Hancock
P.O. Box 28408
St. Louis, MO 63146-0908

Your Claim Number:	141-553562-1974
Your Insured:	Clarence[redacted]k
Our File Number:	455732
Our Client:	General Motors Corporation
Date of Event:	2/8/03

Dear Mr. Hancock:

Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the settlement draft. Thank you for your assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Respectfully,

Marianne Spalk
Claims Administrator

455999

SR No.	1-73254420	Ref No.		SRC Type	PAR	Safety Yes	Bus. Unit SRC
							Area PAR
Last Name	[redacted]			Approval	Not Initiated		Sub-Area Initiate PAR-Thermal Event
					Engine - General		Phone
Evening #					Robert Buick, Inc.		Updated 2/18/03 4:07:54 PM
		State CT	ZipCd 068113615		Open		SUE
Make Buick	Mileage 71000	Serial #/VIN	1G4HP52K3WH516083		Solicited		2/17/03 10:02:59 AM
LeSabre	Year 1998	Warr. Start	05/22/1998	Abstract	THERMAL EVENT		Closed
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE EXT 86509						

Owner		2/16/03 7:30:00 AM	
Stee		Giovanni	
56/30	55		
0	0		
		Component	Engine
N	Dry		
Cust has not taken for maint.		Asphalt	
N/A			

Cust states that on 02/16/03 the cust went to his veh at 7:30 am and tried to start his car and when he turned the key the car started smoking for about 1 mile and the the car caught on fire. Cust states that he call the fire dept and the fire dept extinguished the fire but not before the fire damaged the veh and the cust garage.

The cust motor and engine and hood all burned.

The cust garage at his residence is burnd also.

Garage of cust residents.	Vehicle Location	Cust driveway at residence

Insurance Agency GE Insurance (Claim # FO000408001) (888) 481-5010

PAR Detail

			Y	NA	
0		dry		GIOVANNI STEA	GARAGE
12/10/02		Robert Buick, Inc.		CUST'S HOME	Prop Est

						Repair Cost
					engine	
	Personal					
					Inspection Not Performed	
	ROOF, CEILING, WALL OF THE GARAGE, REPLACE THE CARPET INSIDE THE HOUSE					
02/18/03	SULE	BRC PAR	Inspection Not Required	Done	NO INSPECTION	
Comment					Confidential Comment	
02/18/03	[redacted]		ESIS- Property Damage	Done	ESIS	
Comment					Confidential Comment	
02/18/03			GM Decision- Other	Done	ESIS	
Comment	BUSINESS SUMMARY: CRM RECEIVED CASE, CRM REVIEWED CASE, CRM CONTACTED CUST, AVM AND SVM, CRM WILL FORWARD THE FILE TO ESIS FOR FURTHER REVIEW, CRM CLOSING THE CASE, NO OFFER TO REPAIR OR REPURCHASE MADE TO THE CUST,				Confidential Comment	
02/18/03	SULE	BRC PAR	Close-No Offer to Repair/Rep	Done	CRM CLOSING CASE	
Comment					Confidential Comment	
02/18/03	SULE	Outbound Call Customer	Made Contact	Done	CUST	
Comment	CRM CALLED AND SPOKE WITH CUST. CUST STATES THE ESTIMATE TO THE ROOF, CEILING,AND THE WALL OF THE GARAGE IS MORE THAN $2000.00. CUST STATES THE INSURANCE MIGHT REPLACE THE CARPET INSIDE HIS HOUSE AND PAINT THE INSIDE. CRM ADVISED CUST THAT CRM WILL FORWARD THE FILE TO ESIS FOR FURTHER REVIEW. CUST STATES HE HAD THE TIRES REPLACED BY TOWNFAIR TIRES. CUST STATES NO OTHER MAINT WAS PERFORM ON THE VEH.				Confidential Comment	
02/18/03	SULE	BRC PAR	Initial Contact- AVM	Done	AVM	
Comment	CRM FYI AVM, JOE				Confidential Comment	
02/18/03	SULE	BRC PAR	Initial Contact- Dealer	Done	DLR	
Comment	CRM SPOKE WITH SVM, SAL. SVM REVIEWED VEH HSITORY. SVM STATES THE ONLY THING DONE AT THE DLR WERE SOME OIL CHANGES AND NOTHING ELSE.				Confidential Comment	
02/18/03	SULE	BRC PAR	Initial Contact- Phone	Done	CUST	
Comment					Confidential Comment	
02/18/03	SULE	BRC PAR	Acknowledgement	Done	CUST	

Comment

Confidential Comment

02/18/03	SULE	Research		Done	CASE SCAN

Comment COREPOINT 05187342-NOT RELATED TO THE THERMAL EVENT ALLEGATION

Confidential Comment

02/18/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: SULE

Comment

Confidential Comment

02/18/03	SULE	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO SUE LE AT 58500

Comment

Confidential Comment

02/18/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC

Comment

Confidential Comment

02/18/03	POWELLM	Ownership Changed		Done	Service Request Ownership has changed FROM: POWELLM TO: BOYCER

Comment

Confidential Comment

02/18/03	POWELLM	Outbound Call Customer	Made Contact	Done	Call to give info

Comment

Confidential Comment

CRM called cust to advise him that the PAR dept will calling him within 24-48 hours and they will advise him on what to do concerning his veh and what GM will do. He just has to wait for the call.

Cust says ok.

Michael L Powell/CAC/ATX

02/18/03	POWELLM	Notify CRM		Done	Please followup with cust, cust is unsure of what's happening.

Comment

Confidential Comment

02/18/03	HOLDERD	Inbound Call Customer	Service Request Update	Done	Cust seeks callback from Mr. Powell.

Comment

Confidential Comment

Cust states he called prior and is not getting any assistance. Cust states he was working with Mr. Powell. Cust states he feels like he is getting the run-around.

Cust seeks to speak with someone to assist him.

Crm advised cust working crm is in the best position to assist him further and left detailed message on vm for ext 47607. Crm advised cust the message is left and cust states he will wait for return call from Mr. Powell.

Dorothe Holder/CAC/Tampa

	Diesel & L2E				
02/18/03	SCHILLE	Research		Done	CASE SCAN performed in Siebel & Compass found 65167942 with this name/VIN.
Comment					Confidential Comment
02/17/03	BOYCER	Escalation	Initiate PAR	Done	Assigning activity to Par Que
Comment	CRM advised the cust that a rep from the Par Dept will be contacting him within 24-48 hours. Michael L Powell/CAC/ATX File has been received and assigned to PAR Ruthie Boyce /PAR				Confidential Comment
02/17/03	POWELLM	Inbound Call Customer	Complex Request	Done	Veh Complaint
Comment	Cust states that on 02/16/03 the cust went to his veh at 7:30 am and tried to start his car and when he turned the key the car started smoking for about 1 min and the the car caught on fire. Cust states that he call the fire dept and the fire dept extinguished the fire but not before the fire damaged the veh and the cust garage. Cust seeks to file what happened CRM advised the cust that I will file an accident report so GM can investigate. Michael L Powell/CAC/ATX				Confidential Comment
J01		Flame			Engine - General

Service Request Activity

SR No.	1-73254420	Ref No.		BRC Type	PAR	Bus. Unit	BRC
Account		Site		Goodwill		Area	PAR
Last Name	[redacted]	First Name	Giovanni	Approval	Not Initiated	Sub-Area	Billets PAR- Thermal Event
Day/Eve #	[redacted]	Con. Acct.		UCC	Engine - General	Safety	Yes
Involved Dealer	Robert Buick, Inc.	Source	Phone				
Serial #/VIN	1G4HP52K3WH516983					Updated	2/18/03 4:43:21 PM
Model	LeSabre	Licence #		Priority	Medium	Owner	SULE
Make	Buick	Warr. Start	05/22/1998	Status	Closed	Opened	2/17/03 10:02:59 AM
Year	1998	Mileage	71000	Sub-Status	Satisfied	Closed	2/18/03 4:43:08 PM
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE EXT 58508			Abstract	THERMAL EVENT		

Activities

02/18/03	SULE	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
02/18/03	SULE	SULE	BRC PAR	ESIS- Property Damage	Done	ESIS	CUSTOMER'S ADDRESS: [redacted]
02/18/03	SULE	SULE	BRC PAR	Close-No Offer to Repair/Rep	Done	CRM CLOSING CASE	

Activities

02/18/03	SULE	SULE	Outbound Call Customer	Made Contact	Done	CUST	CRM CALLED AND SPOKE WITH CUST. CUST STATES THE ESTIMATE TO THE ROOF, CEILING,AND THE WALL OF THE GARAGE IS MORE THAN $2000.00. CUST STATES THE INSURANCE MIGHT REPLACE THE CARPET INSIDE HIS HOUSE AND PAINT THE INSIDE. CRM ADVISED CUST THAT CRM WILL FORWARD THE FILE TO ESIS FOR FURTHER REVIEW. CUST STATES HE HAD THE TIRES REPLACED BY TOWNFAIR TIRES. CUST STATES NO OTHER MAINT WAS PERFORM ON THE VEH.
02/18/03	SULE	SULE	BRC PAR	Initial Contact- Dealer	Done	DLR	CRM SPOKE WITH SVM, SAL. SVM REVIEWED VEH HSITORY. SVM STATES THE ONLY THING DONE AT THE DLR WERE SOME OIL CHANGES AND NOTHING ELSE.
02/18/03	SULE	SULE	BRC PAR	Acknowledgement	Done	CUST	
02/18/03	SULE	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: SULE	
02/18/03	BOYCER	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC	

Activities

02/18/03	POWELLM	POWELLM	Outbound Call Customer	Made Contact	Done	Call to give info	CRM called cust to advise him that the FAR dept will calling him within 24-48 hours and they will advise him on what to do concerning his veh and what GM will do. He just has to wait for the call. Cust says ok. Michael L Powell/CAC/ATX
02/18/03	HOLDERD	HOLDERD	Inbound Call Customer	Service Request Update	Done	Cust seeks callback from Mr. Powell.	Cust states he called prior and is not getting any assistance. Cust states he was working with Mr. Powell. Cust states he feels like he is getting the run-around. Cust seeks to speak with someone to assist him. Csm advised cust working crm is in the best position to assist him further and left detailed message on vm for ext 47807. Csm advised cust the message is left and cust states he will wait for return call from Mr. Powell. Dorotha Holder/CAC/Tampa Diesel & L2E

Activities

02/17/03	POWELLM	BOYCER	Escalation	Initiate PAR	Done	Assigning activity to Par Que	CRM advised the cust that a rep from the Par Dept will be contacting him within 24-48 hours. Michael L Powell/CA/CA/ATX File has been received and assigned in PAR Ruthe Boyce /PAR

[redacted]

Service Request PAR

SR No.	1-7325420	Ref No.		SRC Type	PAR	Bus. Unit	SRC
Account		Site		Goodwill		Area	PAR
Last Name	[redacted]	First Name	Giovanni	Approval	Not Initiated	Sub-Area	Initiate PAR- Thermal Event
Daytime #		Con Acct		UCC	Engine - General	Safety	Yes
Involved Dealer	Robert Buick, Inc.	Source	Phone	Priority	Medium	Updated	2/18/03 4:45:21 PM
Serial #/VIN	1G4HP52K3WH518993	Licence #		Status	Closed	Owner	SULE
Model	LeSabre	Warr. Start	05/22/1998	Sub-Status	Satisfied	Opened	2/17/03 10:02:59 AM
Make	Buick	Mileage	71000	Year	1998	Closed	2/18/03 4:45:55 PM
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE EXT 55509			Abstract	THERMAL EVENT		

Pre-PAR

PAR Notifier	Owner	Incident Date/Time	2/16/03 7:30:00 AM	Drivers Last Name	Sisa	Drivers First Name	Giovanni
Incident Location	Garage of cust residents.	Incident Description	Cust states that on 02/16/03 the cust went to	DOB	5/8/50	Height	6'5
Road Surface	Asphalt	Road Condition	Hawaii at 7:30 am and	Disabilities			
# of Other Vehicles	0	Damage Description	The cust motor and engine	Insurance Last Name		Insurance First Name	
Injuries	N	Component	Engine	Insurance Agency	GE Insurance (Claim #	Agent Phone #	8664918610
# People In Vehicle	0	Vehicle Location	Cust driveway at residence	Fire Report #	N/A	Emergency Nature	
Maintenance Location	Cust has not taken for maint.	Police Report #		Addl Info			

PAR Detail

Collision		Property Damage		Non Collision		Thermal Ext	Y
Vehicle Speed	0	Weather Condition	dry	Owner Name	GIOVANNI STEA	Property Type	GARAGE
Veh Damage Description	engine	Last Service Date	12/10/02	Property Location	CUST'S HOME	Est Repair Cost	
Est Repair Cost		Loc Last Service	Robert Buick, Inc.	Prop Damage Description	ROOF, CEILING, WALL OF THE GARAGE. REPLACE THE	Inspection Date/Time	
Primary Veh Use	Personal	Spec Equip Installer		Inspected By	[redacted]	Inspection Type	
Spec Equip	NA			Explain Other			

Service Request PAR

Activities

02/18/03	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.		
02/18/03	SULE	BRC PAR	ESS- Property Damage	Done	ESIS	CUSTOMER'S ADDRESS:	
02/18/03	SULE	BRC PAR	Close-No Offer to Repair/Rep	Done	CRM CLOSING CASE		
02/18/03	SULE	BRC PAR	Initial Contact- AVM	Done	AVM	CRM FYI AVM, JOE	

Activities

Created	Assigned To	Activity Type	Activity Sub Type	Status	Description	Comments	Completed On
02/18/03	SULE	BRC PAR	Initial Contact- Dealer	Done	DLR	CRM SPOKE WITH SVM, SAL. SVM REVIEWED VEH HSITORY. SVM STATES THE ONLY THING DONE AT THE DLR WERE SOME OIL CHANGES AND NOTHING ELSE.	
02/18/03	SULE	BRC PAR	Acknowledgement	Done	CUST		
02/18/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: SULE		
02/18/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC		
02/18/03	POWELLM	Outbound Call Customer	Made Contact	Done	Call to give info	CRM called cust to advise him that the PAR dept will calling him within 24-48 hours and they will advise him on what to do concerning his veh and what GM will do. He just has to wait for the call. Cust says ok. Michael L Powell/CAC/ATX	

Activities

02/18/03	HOLDERD	Inbound Call Customer	Service Request Update	Done	Cust seeks callback from Mr. Powell.	Cust states he called prior and is not getting any assistance. Cust states he was working with Mr. Powell. Cust states he feels like he is getting the run-around. Cust seeks to speak with someone to assist him. Cm advised cust working crw is in the best position to assist him further and left detailed message on vm for ext 47607. Cms advised cust the message is left and cust states he will wait for return call from Mr. Powell. Dorothe Holder/CAC/Temps Diesst & L2E	
[redacted]							
02/17/03	BOYCER	Escalation	Initiate PAR	Done	Assigning activity to Par Que	CRM advised the cust that a rep from the Par Dept will be contacting him within 24-48 hours. Michael L Powell/CAC/ATX File has been received and assigned in PAR Ruthe Boyce /PAR	

Activities

02/17/03	POWELLM	Inbound Call Customer	Complex Request	Done	Veh Complaint	Cust states that on 02/16/03 the cust went to his veh at 7:30 am and tried to start his car and when he turned the key the car started smoking for about 1 min and the the car caught on fire. Cust states that he call the fire dept and the fire dept extinguished the fire but not before the fire damaged the veh and the cust garage. Cust seeks to file what happened CRM advised the cust that I will file an accident report so GM can investigate. Michael L Powell/CAC/ATX	

UCC Information

J01	Flame	Engine - General

[redacted]

Service Requests

SR Number	Account	Subject	Status	Priority	Owner	Created Date
[redacted]						

SR Number	1-72254420		PAR FILE, TRANSFER CUST TO SUE LE EXT 58509
Account			THERMAL EVENT
Last Name		General	PAR / ARC
			PAR
Contact	Robert Buick,	Phone	Not Initiated / InMate PAR
			Engine - Owner / Yes
VIN	1G4HP52K3WH516982		
Make	Buick		Closed / Satisfied
Model	LeSabre	5/22/98 12:40	SUE / 2/17/03 18:02:59
Year	1998	71,000	Medium / 2/18/03 4:43:56 P

[redacted]

55 Chambers Rd

Danbury | CT

06811-3635

Home Mailing | USA

No Known Rest

Promotion	Parent Promotion	Purpose
ValuedCustomer		

Number	Project	Business
1-72254428	THERMAL EVENT	BRC

Bulk LaSalm	164HPS2K3WH51	New

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:	1G4HP52K3WH516983

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 1998 LESABRE CUSTOM SEDAN	Warranty Start Date:	05/22/1998
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	COUNTY LINE BUICK-NISSAN, INC. 2191 STRAITS TPKE MIDDLEBURY, CT 06762-1811 (203) 758-8221	Selling Source:	11 - BUICK
		Site Code:	33725
		Business Associate Code:	117968

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
98068	EMISSION LABEL ERROR	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/22/1998	15 miles	5/22/2001	36015 miles
72/100000 SHEET METAL RUST-THROUGH	05/22/1998	15 miles	5/22/2004	100015 miles
36/36000 SHEET METAL CORROSION	05/22/1998	15 miles	5/22/2001	36015 miles
96/80000 PCM/CC EMISSIONS	05/22/1998	15 miles	5/22/2006	80015 miles
36/36000 FEDERAL EMISSIONS	05/22/1998	15 miles	5/22/2001	36015 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
04/03/1998	A16983	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:	1G4HP52K3WH516983

CLAIM HISTORY

Repair Order Date:	04/03/1998	Repair Order Number:	A16983	Odometer Reading:	0 miles

Serviced By:	CARDINAL BUICK, INC. PO BOX 8328 MANCHESTER, CT 06040-0328 (860) 649-4571	Selling Source:	11 - BUICK
		Site Code:	33430
		Business Associate Code:	117918

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/06/1998	843	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$97.38	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:	1G4HP52K3WH516983

VEHICLE BUILD

Merchandising Model:	4HP69 - 1998 LESABRE CUSTOM SEDAN		
Gross Vehicle Weight Rating:	N/A	Order Number:	N/A
Build Date:	04/03/1998	Build Plant:	1WHH - BUICK CITY ASSEMBLY

OPTION CODES

AG1	AK5 - SEAT, INFLATABLE, DRIVER & PASS
AM6 - SEAT - 60/40 SPLIT FRONT BENCH	AP9 - CONVENIENCE
AT6 - PASS ST BK MAN RECLINER	AU0 - REMOTE ENTRY
AU4 - SIDE DR, ELEC, AUTOMATIC	A79 - FRT DR ST BK MAN RECLIN
A90 - LID, REM CONT ELEC RELEASE	BMD - FLINT, MI, USA
B34 - FLOOR MATS, CARPETED INSERT	B35 - REAR CARPETED FLOOR MATS
C67 - AIR CONDITIONING	DA0 - FRT SEAT, STORAGE
DC4 - RR VIEW MIRROR W/ READING LAMPS	DG7 - DR/PASS REMOTE ELEC
DH6 - MIRRORS-VISOR, ILLUMINATED INCL	D85 - BODY SIDE PAINT STRIPES
FE1 - SOFT RIDE	FQ3 - TRANSAXLE FINAL DRIVE 2.86
IQB - INTERIOR DESIGN (QB)	JM4 - ANTI-LOCK BRAKE SYSTEM
KG9 - 140 AMP	L36 - 3.8 LITRE V6 MFI
MN3 - 4 SPD AUTO TRANS 4T65-E	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NB7 - EMISSION SYSTEM, CALIFORNIA TLEV	NG1 - NORTHEAST EMISSIONS
NK3 - STANDARD	PH3 - 15" CAST ALUMINUM WHEELS
QGZ - TIRES - P205/70R-15" ALL SEASON	R7L - SALES ITEM NO. 37
R7Y - ADVERTISED SPECIAL VEHICLE	R9X - SALES ITEM NO. 98
UB3 - INST, OIL, COOL TEMP, VOLTS, TR	UI2 - ENGINE OIL LIFE
UN6 - AM/FM STEREO, SEEK/SCAN, AUTO R	UV5 - SERVICE REMINDER
UW6 - 6, CUSTOM	U77 - REAR WINDOW ANTENNA

VH9 - OWNER INFO MAN	VK3 - FRT MOUNTING PKG
VM3 - CONSUMER, CONTAINS BPR IMP STAN	V73 - USA/CANADA
1SE - UPFITTER EQUIP. GROUP	1SZ - OPTION PACKAGE
56B - CLOTH, MED NEUTRAL II (B) (96)	56I - MED NEUTRAL II (96)
6KJ - COMPUTER SEL SUSP (6KJ)	7KJ - COMPUTER SEL SUSP (7KJ)
8RC - COMPUTER SEL SUSP (8RC)	83U - EXTERIOR, MED SAPPHIRE BLUE PM
88A - ACCENT, TWO TONE, GOLD/BLACK (9	9RC - COMPUTER SEL SUSP (9RC)

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CUSTOMER INQUIRY 55999

NAME OF PERSON [redacted]

PHONE NUMBER: [redacted]

WHO REFERRED YOU TO US: Sue Joe

WHEN REPORTED TO GM: _____ WHEN INSPECTED: _____

WERE YOU ADVISED BY GM WHAT THEIR FINDINGS WERE? YES NO

IF SO, WHAT WERE THEIR FINDINGS? _____

D/E: 2/16/03 LOCATION OF INCIDENT: Danbury, CA

OWNER/DRI [redacted]

ADDRESS: [redacted]

VEHICLE/YEAR/MAKE/MODEL: 98 Buick Skylark. GE Insurance

VIN: 1GPHP52K3WH516983 GM CAC #: 1-800-853-2040-

ALLEGATION: Has DE Dna. They inspected vehicle. Randy Barnard 1-866-491-8910 claim F03004650 1 ← 7925052 866-680-3088 x 1832

WHERE IS VEH? Cent has it INJURIES? YES NO

NAME OF INJURED PERSON(S): TYPE OF INJURIES: ND

BRIEF DESCRIPTION OF INCIDENT: Vehicle was parked in garage overnight. He went out in the morning to start it & left & smoke came from under hood. Vehicle burned & burned down his garage

****

WAS IT MENTIONED THAT AN ATTORNEY IS INVOLVED? YES NO

IF SO, NAME OF ATTORNEY: _____

DATE TAKEN: 2/25/03 TAKEN BY: R. Delamora

SEARCHED: __ 1241 __ FAA __ OMNI DATE TO SETUP: _____

ASSIGNED TO: _____ DATE: _____

CARFAX VEHICLE HISTORY REPORTS

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Lolian Lopez; Miami, FL

FREE Record Check Results

VIN:	1G4HP52K3WH516983
Year/Make/Model:	1998 BUICK LESABRE CUSTOM
Body Style:	Sedan 4 DR
Engine Type:	3.8L V6 SFI 12V
Manufactured In:	UNITED STATES
Search Results:	4 records found in our database

IMPORTANT! The 4 records on this 1998 BUICK LESABRE CUSTOM will confirm a clean history or uncover potential problems. Find out by ordering the complete CARFAX Vehicle History Report.

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Report Results

The VIN you entered: 1GPHP52K3WH516983 is invalid.
However the VIN you entered is very close to those listed below.

YOU MAY SELECT ONE OF THE FOLLOWING AS A SUBSTITUTE VIN:
1. 1G4HP52K3WH516983 1998 Buick/LeSabre Custom/3.8L V6 SFI 12V
(Substituted: 4 in position 3)

(Click on one of the previous VIN's or type a new VIN below.)

Enter New VIN: Continue

456830

SR No.	[redacted]	BRC Type	N/A Safety Yes	Bus. Unit	CAC
				Area	Complaint Vehicle
Last Name	[redacted]	Approval	Not Initiated	Sub-Area	Operation or Design
			Electrical Start/Charge - Starter		Phone
Evening #		City	Union City		
			Ray Smith Chevrolet-Buick-Pontiac, Inc.	Updated	1/13/03 12:05:13 PM
		State	TN ZipCd 38261		
			Closed		RIGGSD
Make	Buick	Mileage	17100 Serial #/VIN 1G4CW52K0X4610198		
			Dissatisfied		1/13/03 11:48:21 AM
	Pelt Avenue	Year	1999 Warr. Start 09/23/1999	Abstract	RFI Stalling Problem
				Closed	1/13/03 12:03:10 PM
Customer Description					

Component

Vehicle Location

Insurance Agency

PAR Detail

Prop Est Repair Cost

01/13/03 RIGGSD SR Closed - Dissatisfied Done Service Request has been Closed. Dissatisfied.

Comment

Confidential Comment

01/13/03 RIGGSD Inbound Call Customer Complex Request Done Stalling

Comment Cust states that in July 01 with [redacted] (11K miles). Terry Petty Buick [redacted] Cust states that nothing seems to work. Cust states [redacted] to stalling etc. Veh [redacted] stop. Cust is upset w/ performace of veh. Cust [redacted] to be problem. Cust does not feel that she will buy another Buick [redacted] CRM advised [redacted] take veh to Buick dealer [redacted] who to contact CAC [redacted] solution.

David Riggs CAC ATX [redacted]

Confidential Comment

J53 Hard Start Electrical Start/Charge - Starter

SR No.	1-85334901	Ref No.		BRC Type	PAR Safety Yes	Bus. Unit	BRC
		Site				Area	PAR
Last Name	Bowers	First Name	Beauton	Approval	Not Initiated	Sub-Area	Initiate PAR-Thermal Event
	(731) 668-9106	Street	2215 Old Rives Rd.	[redacted]			Phone
Evening #		City	Union City		Ray Smith Chevrolet-Buick-Pontiac, Inc.	Updated	3/10/03 12:03:19 PM
		State	TN ZipCd 38261		Open		LOTTM
Make	[redacted]	Mileage	[redacted]	Serial #/VIN	[redacted]		[redacted] PM
	[redacted]	Year	[redacted]	Warr. Start	[redacted]	Abstract	[redacted] Closed

Customer Description PAR FILE REFER CALLS TO MARJORIE LOTT 1-800-231-1941 X87120

Owner [redacted] PM [redacted]

BOWERS BEAUTON

VEH TOTALED, BURNED UNDER THE HOOD.

3/4/23 5'1" NONE

1

REEL FOOT AVE. IN S. FIFTH ST. IN UNION CITY

Vehicle Location

VEH IS: JEFF DAVIS,BEHIND HORNSBY'S GARAGE AT 820 W. MAIN ST, UNION CITY 38261

Component GUESS: FUEL PUMP

N Dry

HUNT BOB

CUST BRING VEH TO BUDDY'S , INDEPENDENT SHOP

Asphalt

Insurance Agency FARM BUREAU (731) 885-8303

PAR Detail

N Y Y none

dry

Prop Est Repair Cost

front end

Personal

Thermal Event

3rd Party Inspector

1/27/03 6:57:00 PM

03/10/03	LOTTM	Outbound Call Third Party	Made Contact	Done	John Warner, atty, 731-885-2430
Comment					Confidential Comment
	Crm advised received VME. Crm advised if representing cust. John sts he is and he is a friend of the cust. Crm advised file is being transferred to ESIS for further handling. Marjorie Lott/PAR/57120				
03/10/03	LOTTM	SRC PAR	ESIS- Atty Involvement	Done	Forwarding file to ESIS
Comment	Crm forwarding file to ESIS due to atty involvement. Marjorie Lott/PAR/57120				Confidential Comment
03/10/03	LOTTM	Outbound Call Third Party	Received Busy Signal	Done	John Warner, atty, 731-885-2430
Comment					Confidential Comment
	Crm received busy signal. Marjorie Lott/PAR/57120				

03/10/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	John Warner, atty
Comment					Confidential Comment
	Cust sta he was calling on cust's behalf. Cust sta he would like a return call at 731-88-3430. Marjorie Lott/PAR/57120				
03/10/03	LOTTM	SR Opened		Done	SR in Status of Closed has been Re-Opened by LOTTM
Comment					Confidential Comment
03/11/03	LOTTM	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
03/10/03	LOTTM	Outbound Call Customer	Made Contact	Done	Contacted cust at 731-885-6198
Comment					Confidential Comment
	[redacted] Cre advised [redacted] Cust sta she would like a copy of the [redacted] inspection report. Cre advised inspection reports are not released. Cust sta inspection was on her veh. Cre advised GM paid for [redacted] Cust sta she would like to origin of fire. Cre [redacted] sta it would have been nice to have report to give to mechanics. Cust sta she is dissatisfied GM is not standing behind veh. Cre [redacted] sta she wonders if GM dir would have performed work that would have happened. Cre advised can not guess on that. Cust sta we will never know. Cust sta she [redacted] Marjorie Lott/PAR/57120				
03/10/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called
Comment					Confidential Comment
	Cust requests clb. Marjorie Lott/PAR/57120				
02/06/03	BRCLTRQ	Submit for Approval	Letter (Non Goodwill)	Done	PAR General Declination Letter
Comment	letter approved				Confidential Comment
02/06/03	LOTTM	Correspondence		Done	Created:BRCPAR_PA0003. SR#1-65334601
Comment					Confidential Comment
02/06/03	LOTTM	BRC PAR	Close-No Offer to Repair/Rep	Done	No offer made
Comment					Confidential Comment
	Executive Summary Cre reviewed PAR facts. Cre contacted cust and confirmed PAR facts. Cre received authorization to inspect veh. Cre initiated inspection. Cre [redacted] Cre advised GM will [redacted] offer to repair or [redacted] Cre closing file. Marjorie Lott/PAR/57120				
02/06/03	LOTTM	BRC PAR	GM Decision- Decline	Done	Decision
Comment	GM will decline assistance. Marjorie Lott/PAR/57120				Confidential Comment
02/06/03	LOTTM	Outbound Call Customer	Made Contact	Done	Contacted cust at 731-885-6198

Comment

Confidential Comment

Cim advised inspection has been received. [redacted] Cust sta she does not understand. Cust sta she does not see how that was determined. [redacted] Cust sta [redacted] Cim advised [redacted] Cust sta if a GM dir should have completed repairs would that have been different. Cim advised it would have. Cust sta she would like inspection report sent. Cim advised [redacted] Cust sta that is fine. Marjorie Lott/PAR/67120

02/05/03	LOTTM	Manager Review		Done	Inspection

Comment [redacted] Lott/PAR/67120

Confidential Comment

02/03/03	LOTTM	BRC PAR	Inspection Received	Done	Inspection

Comment Cim received inspection report. Marjorie Lott/PAR/67120

Confidential Comment

01/28/03	BURCHAM	Final Approval	Letter (Non Goodwill)	Done	Letter Approved Pat Burcham/BRC PAR/TM/Tampa

Comment

Confidential Comment

01/28/03	LOTTM	Inbound Call Third Party	Service Request Update	Done	[redacted]

Comment

Confidential Comment

Curtis sta he [redacted] Curtis sta if any questions give him a call. Cim thanked for assistance. Marjorie Lott/PAR/67120

01/27/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Curtis Peden, EAA Inspector

Comment

Confidential Comment

[redacted] Curtis sta if any questions contact him at 901-562-1217. Marjorie Lott/PAR/67120

01/24/03	LOTTM	BRC PAR	Inspection- EAA- Thermal	Done	[redacted]

Comment

Confidential Comment

01/24/03	BRCLTRQ	Submit for Approval	Letter (Non Goodwill)	Done	PAR General Inspection Letter

Comment Letter Approved
Pat Burcham/BRC PAR/TM/Tampa

Confidential Comment

01/24/03	LOTTM	Correspondence		Done	Created:BRCPAR_PA0002. BR#1-60314001

Comment

Confidential Comment

01/23/03	LOTTM	Inbound Voice Mail	Service Request Update	Done	Cust called

Comment	Cust sts the number to body shop is 731-884-6891. Cust sts if any further info needed to contact her. Marjorie Lott/PAR/57120				Confidential Comment
01/23/03	LOTTM	BRC PAR	Initial Contact- AVM	Done	Contacted AVM at 404063-6206
Comment	Crm advised of cust allegation. Marjorie Lott/PAR/57120				Confidential Comment
01/23/03	LOTTM	BRC PAR	Initial Contact- Dealer	Done	Contacted dlr at 731-884-6141
Comment	Crm spoke w/Howard, svc mgr. Crm advised of cust allegation. Howard sts veh was at dlr in 10/24/01 b/c battery was leaking acid. Howard sts what has happened to veh. Cas advised of incident facts given by cust. Crx advised of other repairs at Independent. Howard sts if crank sensor was bad that was installed that would cause veh to backfire. Crm thanked for assistance. Marjorie Lott/PAR/57120				Confidential Comment
01/23/03	LOCKLEAR	Inbound Call Customer	Transfer/Referral	Done	Transfer call
Comment	CRM received a phone call from the customer requesting to be transferred to Ext. 57120. Pete Lockleer/BRC/ADR/Tampa/58361				Confidential Comment
01/23/03	LOTTM	BRC PAR	Initial Contact- Phone	Done	Contacted cust at 731-885-9196
Comment	DESCRIPTION OF INCIDENT Crm verified date of incident. Cust sts she was having trouble w/veh stopping at stop sign or when slowing. Cust sts it would stop in the past but veh would restart. Cust sts on the date of the incident she slowed to make a left turn when veh stopped. Cust sts veh would not restart. Cust sts also heard a sound like a backfire then saw black smoke coming from under hood. Cust sts she got out and saw fire coming from under hood. Cust sts fire department extinguished flames. Cust sts concern started at abt 11K miles. Cust sts veh started stopping. Cust sts roadside came to jumpstart veh and advised she needed a battery. Cust sts she purchased a Kldarl battery and installed. Cust sts she continued to have problem. Cust sts she took veh to Terry Petty who reprogrammed the computer. Cust sts veh worked fine for awhile. Cust sts 2 months ago Ray Smith installed a Delco battery but that did not resolve concern. Cust sts she did not take veh back to dlr but to Larry's Wrecker Svc who replaced crank sensor and repaired leak in vacuum. Cust sts there are no after market items. Cust sts insurance company moved veh to Jeff Davis. Cust asks veh repaired or another veh. Crm advised inspection can be requested. Crm advised of inspection process and 14 business day time frame. Crm advised a phone number for location is necessary. Cust sts she will get info and cfb. Crm advised of contact info. Marjorie Lott/PAR/57120				Confidential Comment
01/23/03	LOTTM	BRC PAR	Acknowledgement	Done	Contacted cust at 731-885-9196
Comment					Confidential Comment
01/23/03	LOTTM	Research		Done	VIN scan completed no other files located.
Comment					Confidential Comment
01/23/03	ROACHS	Ownership Changed		Done	Service Request Ownership has changed FROM: ROACHS TO: LOTTM
Comment					Confidential Comment
01/23/03	LOTTM	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO MARJORY LOTT AT 57120
Comment					Confidential Comment
01/23/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC

Comment					Confidential Comment
01/23/03	BOYCER	Notify CRM		Done	PLS TAKE OWNERSHIP
Comment					Confidential Comment
01/22/03	BOYCER	Escalation	Initiate PAR	Done	PRE PAR FORM
Comment	File has been received and assigned to PAR Ruthe Beyce /PAR				Confidential Comment
01/22/03	LANGD	Inbound Call Customer	Complex Request	Done	cust update
Comment	Cust states she did not get a satisfaction from prev crm, [redacted] It happened Friday Jan 17, 2003. The fire happened on Rest Foot Avenue, in South Pittsburgh, when she was going to turn lt. Rest Foot, [redacted] The fire dept had trouble putting out. [redacted] The road was dry and made of asphalt. [redacted] crm will call cust back due to the # provided is not valid. daley/lpa/cac				Confidential Comment
01/22/03	ROACHS	SR Opened		Done	SR In Status of Closed has been Re-Opened by LANGD
Comment					Confidential Comment
01/20/03	ROACHS	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
01/20/03	ROACHS	Inbound Call Customer	Complex Request	Done	Info
Comment	cust sts that she has 99 park avenue is not where it needs to be. [redacted] shanaka roach/oscistx				Confidential Comment
J48		No Symptom Indicated			[redacted]

[redacted]

Service Request: 81-65334901

John Wagner, atty, 731-885-2430

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:	1G4CW52KXX4610168

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN	Warranty Start Date:	09/23/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	RAY SMITH CHEVROLET-BUICK-PONTIAC, INC. PO BOX 487 CAMDEN, TN 38320-0487 (731) 584-6141	Selling Source:	11 - BUICK
		Site Code:	52248
		Business Associate Code:	112699

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	09/23/1999	191 miles	9/23/2002	36191 miles
72/100000 SHEET METAL RUST-THROUGH	09/23/1999	191 miles	9/23/2005	100191 miles
36/36000 SHEET METAL CORROSION	09/23/1999	191 miles	9/23/2002	36191 miles
96/80000 PCM/CC EMISSIONS	09/23/1999	191 miles	9/23/2007	80191 miles
36/36000 FEDERAL EMISSIONS	09/23/1999	191 miles	9/23/2002	36191 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
10/24/2001	053890	#	N0110 - BATTERY REPLACE ONE	11262 miles
10/24/2001	053890	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	11262 miles
10/12/2001	053709	#	H0137 - BR DISC R&R/RPL	11063 miles
10/12/2001	053729	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	11063 miles
10/12/2001	053729	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11063 miles

09/12/2001	090740	#	J6355 - POWERTRAIN CONTROLLER - REPROGRAM	10504 miles
09/12/2001	090740	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10504 miles
07/23/2001	060042	#	Z8016 - ROADSIDE GONE ON ARRIVAL	10000 miles
07/23/2001	062141	#	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	9901 miles
09/30/1998	A10168	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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456970

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

March 25, 2003

Kemper Insurance
Attn: Katie Schnieder
P.O. Box 4780
Syracuse, NY 13221

Our File Number:	456970
Your Insured:	Patrick[redacted]
Your File Number:	Unknown
Our Client:	GENERAL MOTORS CORPORATION
Date of Event:	March 13, 2003

Dear Ms. Schneider;

ESIS is the third party claims administrator 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. 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.

8. 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.

9. Provide damage estimates and/or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.

10. Provide copies of your proof of payment.

11. Advise of the present location of the subject vehicle.

12. Provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.

13. Provide proofs of the transmission and engine oil levels, if applicable.

14. Advised if your insured is or is not a smoker.

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 its 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,

Janice Lapinski
Claims Administrator
313.665.3415

cc: File

SR No.	1-75788624	Ref No.		SRO Type	PAR	Safety Yes	Bus. Unit BRC
						Area	PAR
Last Name	[redacted]			Approval	Not Initiated	Sub-Area	Initiate PAR-Thermal Event
					Engine - General		Phone
Evening #	[redacted]				Mossey Buick, Inc.	Updated	3/12/03 2:41:27 PM
		State	PA	ZipCd	152431401		DANZEYS
Make	Pontiac	Mileage	35000	Serial #/VIN	1G2HX54K8Y4221165		2/25/03 2:07:32 PM
	Bonneville	Year	2000	Warr. Start	10/16/2000	Abstract	Alleged Engine Thermal Event
Customer Description	This is a Par case, please refer all calls to Cheryl Danzey 800-231-1841 ext 67275					Closed	

					Cust tried start veh first veh went boom. Second attempt smoke from Driver side Fender and Hood. Cust popped hood but at that time noticed fire coming from hood and fender area. Cust called 911 and within 2mins Fire was reaching 4 to 5 ft in air. Fire Dept extinguished when arrived.
	Owner		2/16/03 2:15:00 PM		
	Logan		Patrick		
					Veh's inside engine area and front body panels hood etc....
	2/28/93		None		
	0	1			
			Component	Possibly the veh's security wiring located on the driverside Fender area.	Cust's Residence — Vehicle Location: At residence now to be towed to holding area unknown.
	N	Gasoline			
					Rusco
	Quick Lube		Concrete		
					Insurance Agency: Kemper Direct Ins /Policy #931526514 — (800) 437-5394
	Available				

PAR Detail

			Y	none
0				

					Prop Est Repair Cost
$15,000.00				Engine Thermal	
Personal					

03/12/03	DANZEYS	BRC PAR	ESIS- Insurance Involvement	In Progress	File being transferred to ESIS as the cust is settling with his insurance company.
Comment					Confidential Comment
03/12/03	DANZEYS	Outbound Call Customer		Done	Cnn returned the call to the cust.
Comment					Confidential Comment
	Cnn advised there was a back fire in the veh that caused fuel to be ignited. As goodwill GM will take care of this veh. The cust is in the process of settling with his insurance company and will continue some. The cust will have his insurance company call for subro. Cheryl Danzey/Tampa Perfect 57276				
03/12/03	DANZEYS	Inbound Call Customer	Voice Mail Received	Done	Cnn received a voicemail from the cust returning my call.
Comment					Confidential Comment
03/12/03	DANZEYS	Outbound Call Third Party	Made Contact	Done	Cnn returned the call to EAA Inspector, Bruce Grineda, 734-779-6665.
Comment					Confidential Comment
	The inspector advised this veh is totalled and has been paid by the cust insurance company. There is no police report obtained. Cheryl Danzey/Tampa Perfect 57276				
03/12/03	DANZEYS	Inbound Voice Mail	Service Request Update	Done	Cnn received a voicemail early afternoon from the inspector returning my call.
Comment					Confidential Comment
03/12/03	DANZEYS	Scheduled Follow-up		Done	Awaiting cust callback.
Comment					Confidential Comment
03/12/03	DANZEYS	Outbound Call Customer	Left Message	Done	Cnn called the cust at the homet and left a callback message to discuss inspection on the voicemail.
Comment					Confidential Comment
03/12/03	DANZEYS	Outbound Call Third Party	Left Message	Done	Cnn called EAA Inspector, Bruce Grinager, 734-779-6665.
Comment					Confidential

	Crm left a detailed callback if he obtained an estimate for the damage to this veh. Cheryl Danzey/Tampa Parlext 57275				Comment
03/12/03	DANZEYS	BRC PAR	Inspection Received	Done	Crm received original EAA inspection and reviewed same with the Pat consultant.
Comment	As goodwill GM will take care of this concern. Cheryl Danzey/Tampa Parlext 57275				Confidential
					Comment
03/12/03	DANZEYS	BRC PAR	Initial Contact- Phone	Done	This activity was created for previous contact with the cust.
Comment					Confidential
					Comment
03/06/03	DANZEYS	Outbound Call Third Party	Made Contact	Done	Crm returned the call to the inspector, Bruce Grinager, 724-779-6665.
Comment					Confidential
	The inspector advise of the time frame and cost to try to obtain the fire report. Crm advied to disregard assess. The inspector advised he will forward report. Cheryl Danzey/Tampa Parlext 57275				Comment
03/06/03	DANZEYS	Inbound Voice Mail	Service Request Update	Done	Crm received a voicemail from EAA Inspector, Bruce Grinager, 724-779-6665, requesting a callback.
Comment					
					Confidential
					Comment
03/04/03	DANZEYS	Inbound Voice Mail	Service Request Update	Done	Crm received a voicemail from EAA Inspector, Bruce Grinager, 724-779-6667.
Comment					Confidential
	The inspector advised he will try to inspect this veh today as he have not been able to get an answer at the veh location. Cheryl Danzey/Tampa Parlext 57275				Comment
03/03/03	DANZEYS	Scheduled Follow-up		Done	Awaiting EAA inspection requested 3/3/03.
Comment					Confidential
					Comment
03/03/03	DANZEYS	BRC PAR	Inspection- EAA- Thermal	Done	Crm requested EAA inspection of the veh on 3/3/03
Comment					Confidential
	Veh location: Copart Rt 351 Ellwood City, PA 16117 724-758-7480				Comment
03/03/03	DANZEYS	Inbound Call Customer	Service Request Update	Done	The cust states the veh was towed today to Copart Rt 351 Ellwood City, 16117
Comment					Confidential
	724-758-7480. Crm advised the cust the inspection process takes up to 14 business days. Once received crm will call with the findings and GM's position. The cust states his insurance company states they will inspect the veh and will probably be contacting GM. The cust requesting reimbursement of his deductible as he feel this is a manufacturing concern. Crm advised GM is willing to inspect the veh at this time to determine if this is a manufacturing concern. Crm advised GM cannot make any obligations without first having the veh inspected. The cust provided authorization to proceed with inspection. Cheryl Danzey/Tampa Parlext 57275				Comment
02/28/03	DANZEYS	Scheduled Follow-up		Done	Awaiting cust callback after speaking with his insurance co to know where veh will be towed.
Comment	**Set EAA**The insurance co has totalled the veh				Confidential

Untitled Actuate Report

02/28/03	DANZEYS	BRC PAR	Initial Contact- Dealer	Done	Comment Cus received a callback from the cust.
Comment	Description of Incident: The cust states the veh was in his driveway. He turned the key to start it and there was a loud boom/explosion. He tried to start it again and then there was grey smoke. He popped the hood and saw flames. He called the fire dept that responded but the fire had considered itself out. The cust was not injured. The cust states he purchased the veh new from Bill Gray Pontiac in Pittsburg, PA. The cust states the veh has been totalled by his insurance. The veh is currently at his residence and will picked up on Monday. The cust seeks GM to repair the veh as it is still under warranty. Crm advised GM is willing to inspect the veh to determine the cause and if this is a manufacturing concern. The cust is to call his insurance company for info of where the veh will be toward for EAA inspection. Crm advised the cust if this is a manufacturing condom, GM will not repair the veh and it will still be a total and in that case will offer a fair market value. Cheryl Danzey/Tampa Parked 57275				Confidential Comment
02/27/03	DANZEYS	Outbound Call Customer	Left Message	Done	Crm called the cust at the daytime# and left a detailed callback message.
Comment	Crm requested a better number to contact the cust or a date and time to reach him. Cheryl Danzey/Tampa Parked 57275				Confidential Comment
02/27/03	DANZEYS	Inbound Call Customer	Voice Mail Received	Done	Crm received a voicemail from the cust approx noon time, returning my call.
Comment					Confidential Comment
02/27/03	DANZEYS	BRC PAR	Initial Contact- AVM	Done	Cus left a detailed fyi voicemail for the sum, Patricia Rozof, Node#014055 Mailbox#6739.
Comment					Confidential Comment
02/27/03	DANZEYS	Scheduled Follow-up		Done	Crm awaiting cust callback for initial.
Comment					Confidential Comment
02/27/03	DANZEYS	BRC PAR	Initial Contact- Dealer	Done	Cus called Bowser Pontiac again 412-469-2100 BAC#115779.
Comment	The operator advised the svc mgr, Mike Belej, is not in today. She advised the svc director is Eddie McGrath. The svc director advised the only service on this veh is per GMVIS and they also did an oil change at the same. They have not heard from the cust on this concern. Cus advised I will callback if needed and will leave an fyi for his sum. Cheryl Danzey/Tampa Parked 57275				Confidential Comment
02/27/03	DANZEYS	Outbound Call Dealer	Received No Answer	Done	Crm called Bowser Pontiac in Pittsburgh, PA 412-469-2100 BAC#115779.
Comment	The call was dropped or disconnected after a few rings. Cheryl Danzey/Tampa Parked 57275				Confidential Comment
02/27/03	DANZEYS	BRC PAR	Acknowledgement	Done	Crm called the cust at the daytime# and left a callback message on the voicemail.
Comment					Confidential Comment
02/27/03	DANZEYS	Research		Done	Crm completed a case scan and there were no other files located on this veh.
Comment	Per GMVIS there are no open or closed campaigns on this veh. The last warranty svc history 6/28/02 the disc brakes were replaced at 18,291 miles by Bowser Pontiac in Pittsburgh, PA BAC#115779. Cheryl Danzey/Tampa				Confidential

Untitled Actuate Report

Period 07275

02/27/03	BOYCER	Ownership Changed		Done	Comment Service Request Ownership has changed FROM: BOYCER TO: DANZEYS
02/26/03	DANZEYS	BRC PAR	Case Assigned	Done	Confidential Comment THIS FILE HAS BEEN ASSIGNED TO CHERYL DANZEY AT 07275
02/26/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Confidential Comment Ownership Escalated to BRC
02/26/03	PHILLIPS	Ownership Changed		Done	Confidential Comment Service Request Ownership has changed FROM: PHILLIPS TO: BOYCER
02/25/03	BOYCER	Escalation	Initiate PAR	Done	Confidential Comment Veh Thermal Event All available info documented cust requests followup
02/25/03	PHILLIPS	Inbound Call Customer	Complex Request	Done	Confidential Comment Cust states Veh Fire/ Veh Totaled

Comment File has been received and assigned in PAR
Ruths Boyce /PAR

Comment Cust states original owner of veh purchased at involved DLR. Cust states veh was involved in a Thermal event ending in the total loss of veh. Cust states veh is still at residence to be picked up by 02/26 by insurance company. Cust states they would like to know what recourse GM is willing to take in his regards. Cust seeks contact from proper authorities with GM for a determination of veh's failure. CRM advised cust info would be documented and forwarded to the PAR division for further assistance. CRM advised contact would be made within 24-to-48hrs. Cust seeks contact.

Confidential Comment

Steve Phillips/CAC/Tampa

R47	Inoperative	Electrical - Theft Deterrent System
J01	Thermal Event	Engine - General

Patrick Logan
2023 Brookfield Rd
Pittsburgh, PA 152431401

Service Request: S1-75766824

412-914-0222

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:	1G2HX54K6Y4221165

VEHICLE INFORMATION

Merchandising Model:	2HX69 - 2000 PONTIBONNE	Warranty Start Date:	10/19/2000
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	BILL GRAY BUICK-PONTIAC-GMC TRUCK 2685 W LIBERTY AVE PITTSBURGH, PA 15216-3407 (412) 343-1111	Selling Source:	16 - PONTIAC
		Site Code:	06129
		Business Associate Code:	118180

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	10/19/2000	14 miles	10/19/2003	36014 miles
72/100000 SHEET METAL RUST-THROUGH	10/19/2000	14 miles	10/19/2006	100014 miles
36/36000 SHEET METAL CORROSION	10/19/2000	14 miles	10/19/2003	36014 miles
96/80000 PCM/CC EMISSIONS	10/19/2000	14 miles	10/19/2008	80014 miles
36/36000 FEDERAL EMISSIONS	10/19/2000	14 miles	10/19/2003	36014 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
06/29/2002	116876	#	H0137 - BR DISC R&R/RPL	18291 miles
02/11/2000	421165	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Kemper
Auto and Home
P.O. Box 4780
Syracuse, N.Y. 13221

RECEIVED
APR 1 5 2003
ESIS-GM CLAIMS UNIT

April 11, 2003

ESIS GENERAL MOTORS CENTRAL CLAIM UNIT
300 RENAISSANCE CENTER
MAIL CODE 482C20D71
DETROIT, MI 48265-3000

CLAIM #: 331AD326314 N 331
INSURED: PATRIC[redacted]

DATE OF LOSS: 02/19/03

YOUR INSURED: GENERAL MOTORS CORPORATION
LOCATION OF LOSS: PITTSBURGH, PA
YOUR CLAIM NUMBER: ESIS FILE #456970 ATTN: JANICE LAPINSKI

WE HAVE MADE A PAYMENT OF $ 13277.54 (SALVAGE IS PENDING) IN ACCORDANCE WITH THE TERMS OF OUR INSURED'S COLLISION INSURANCE POLICY. OUR INVESTIGATION INDICATES THIS COLLISION OCCURRED ON THE ABOVE DATE AND WAS CAUSED BY THE CARELESS AND NEGLIGENT OPERATION OF A VEHICLE OWNED BY YOUR INSURED.

OUR INSURED ALSO HAS A CLAIM OF $ 500.00, REPRESENTING HIS DEDUCTIBLE. THE TOTAL CLAIM, THEREFORE, AMOUNTS TO $ 13777.54.

WE HAVE BEEN INFORMED THAT YOU HAD IN EFFECT A POLICY OF LIABILITY INSURANCE COVERING YOUR INSURED FOR THIS ACCIDENT. WE ARE ASSERTING A CLAIM FOR THE DAMAGES UNDER THE SUBROGATION PROVISION OF OUR POLICY.

WE ARE ENCLOSING COPIES OF OUR REPAIR BILL AND CHECK AND ASK THAT YOU HAVE YOUR ADJUSTER COMMUNICATE WITH US SO THAT WE CAN DISPOSE OF THIS CLAIM AMICABLY.

THANK YOU.

BETSY A. LAPAGLIA
CLAIM DEPARTMENT
315/449-8675

CC: CLAIM FILE

FXT· FOCUS 04/11/03

PAYMENT HISTORY - PAYEE/PAYMENT FOR INFORMATION MPHF01

CLAIM# 331 AD 326314 N 331 NAME [redacted]PATRICK D.O.L. 02/19/03

CLAIMANT # 1 CLAIMANT NAME [redacted]*PATRICK

---------- PAYEE/PAYMENT FOR INFORMATION ----------*

PAYMENT TYPE L COVERAGE CODE PAYMENT ALLOCATION

CHECK #	ISSUE DATE	PAYEE/PAYMENT FOR	PAYMENT AMOUNT	PAYMENT STATUS
514 318137	04/10/03	ENTERPRISE RENT-A-CAR Loss of use endorsement D419280-4033	270.00	ACTIVE
514 293799	03/03/03	GMAC Comprehensive - fire ACCT #004-1363-05215 ;PATRICK M LOGAN	13007.54	ACTIVE

NEXT FUNCTION __

FOC00011A ALL ITEMS HAVE BEEN DISPLAYED

Copart Yard: Ellwood City

Copart Lot #: 1723113

Name: [redacted]

Claim#: 331A0326314

KEMPER TOTAL LOSS

Kemper retains:

ACV:	$14,362.00
Prior Damage:	< >
Sales Tax:	$1,005.34
Deductible:	< $500.00 >
Total:	$14,867.34
	$13,007.54
	$1859.80

Owner retains:

ACV:	
Prior Damage:	< >
Salvage Value:	< >
Sales Tax:	
Deductible:	< >
Total:	

Claim reference : 331331032631400001000001 Return to top Report Reference Number: 30529621

Vehicle Valuation Summary

2000 Pontiac Bonneville SE 4 Door Sedan - Pittsburgh, PA

Below are the components included in this local market valuation:

Component	Code		Pennsylvania State Value	Local Market Value
Base Value			$ 11,854.00	$ 12,446.00
Odometer		32,000	+ 329.00	+ 329.00
Equipment				
Transmission				
Automatic Transmission	AT	Standard	Included	Included
Power				
Power Steering	PS	Standard	Included	Included
Power Brakes	PB	Standard	Included	Included
Power Windows	PW	Standard	Included	Included
Power Locks	PL	Standard	Included	Included
Power Driver Seat	SP		+ 100.00	+ 100.00
Decor/Convenience				
Air Conditioning	AC		+ 600.00	+ 600.00
Rear Defogger	RD	Standard	Included	Included
Tilt Wheel	TW		+ 100.00	+ 100.00
Cruise Control	CC		+ 100.00	+ 100.00
Leather Seats	LS		+ 400.00	+ 400.00
Bucket Seats	BS		Included	Included
4-Wheel Disc Brakes	DB	Standard	Included	Included
Dual Mirrors	DM	Standard	Included	Included
Radio				
AM Radio	AM	Standard	Included	Included
FM Radio	FM	Standard	Included	Included
Stereo	ST	Standard	Included	Included
Cassette	CA	Standard	Included	Included
Search/Seek	SE	Standard	Included	Included
Other				
Aluminum/Alloy Wheels	AW		+ 200.00	+ 200.00
Intermittent Wipers	IW	Standard	Included	Included
Tinted Glass	TG	Standard	Included	Included
Air Bag	AG	Standard	Included	Included
Passenger Air Bag	RG	Standard	Included	Included
Front Side Impact Air Bags	XG	Standard	Included	Included
Anti-Lock Brakes (4)	AB	Standard	Included	Included
ACV prior to averaging			$ 13,683.00	$ 14,275.00

The Vehicle Valuation Amount is the average of the local market value and PA state value of the loss vehicle. This amount includes mileage, packages, and all options.

As such, proper adjustments have been made for all options which are present on the loss vehicle.

The method used to gather fair market values on current year vehicles involves finding new vehicles for sale at the time of valuation and making necessary adjustments based on the new car prices.

Vehicle Valuation Amount		$ 13,979.00
Current Condition Adjustment		+ 383.00
Actual Cash Value		$ 14,362.00
Pre Tax Amount		$ 14,362.00
Vehicular Sales Tax	7.00%	+ 1,005.34
Adjusted Vehicle Value		$ 15,367.34

Appraiser's signature: _____

Claim reference : 3313310326314000010001 Return to top Report Reference Number: 30529621

VINguard ™ Vehicle Identification

VIN: 1G2HX54K6Y4221165

Every vehicle sold in the United States is required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides the exact specifications of the vehicle. Decoding the VIN identifies the exact vehicle for which the local market value will be determined.

	Insurer Description	VINguard Analysis
Year	2000	2000
Make	Pontiac	Pontiac
Model	Bonneville SE	Bonneville SE
Model Number	HX5	HX5
Body Style	4 Door Sedan	4 Door Sedan
Engine	6-3.8L-FI	6-3.8l-FI
Transmission	Automatic Transmission	
Restraints	Air Bags (Driver+Pass.)	Air Bags(Dr.+Pass.+Side)
Odometer	32,000	

This vehicle was assembled in ORION, MI

VINguard ™ is a database used to decode completely and accurately all manufacturer assigned Vehicle Identification Numbers.

VINguard ™ Vehicle History Information

VINguard ™ Messages: VINguard has decoded this VIN without any errors.

ISO Vehicle History:
ISO response indicates no history for this VIN,
Number of times reported to ISO: 0
ISO's file number: H0081036789

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KEMPER AUTO AND HOME GROUP
SYRACUSE 331
PO BOX 4780
SYRACUSE, NY 13221-4780
(800)344-8814

ESTIMATE OF RECORD

WRITTEN BY: RAYMOND URSO #133936 02/25/2003 08:06 AM
ADJUSTER: KLS3 #

INSURED: [redacted]
OWNER:
ADDRESS:
00
DAY:

CLAIM #331331032631400001000001
POLICY [redacted]
DATE OF LOSS: 02/19/2003 AT 04:20 PM
TYPE OF LOSS: COLLISION
POINT OF IMPACT: 24. ENGINE BURN

INSPECT INSD'S HOME DAY: (412)914-0222
LOCATION: 2023 BROOKFIELD RD NON_DRIVE_IN
PITTSBURGH, PA 18507-0000

REPAIR TOTAL LOSS 0 DAYS TO REPAIR
FACILITY: LICENSE #

2000 PONT BONNEVILLE SE 6-3.8L-FI 4D SED BEIGE INT:TAN
VIN: 1G2HX54K6Y4221165 LIC: ELE0219 PA PROD DATE: ODOMETER: 32000

AIR CONDITIONING	REAR DEFOGGER	TILT WHEEL
CRUISE CONTROL	INTERMITTENT WIPERS	TINTED GLASS
DUAL MIRRORS	CLEAR COAT PAINT	POWER STEERING
POWER BRAKES	POWER WINDOWS	POWER LOCKS
POWER DRIVER SEAT	AM RADIO	FM RADIO
STEREO	CASSETTE	SEARCH/SEEK
ANTI-LOCK BRAKES (4)	DRIVER AIR BAG	PASSENGER AIR BAG
FRONT SIDE IMPACT AIR BAG	4 WHEEL DISC BRAKES	LEATHER SEATS
BUCKET SEATS	AUTOMATIC TRANSMISSION	ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		RECYCLED ASSEMBLIES				
2*	REPL	LKQ SHEET METAL +25%	1	4375.00*	9.5	9.6
3		AIM HEADLAMPS			0.5	
4		AC SERVICE		M	1.4	
5		REFN EDGES				1.0
6		R&I GRILLE ASSY			0.3	
7		R&I HEADLAMP ASSY BOTH			1.6	
8		R&I PARK LAMP BOTH			0.5	
9		R&I SIDE MARKER LAMP BOTH			0.5	
10		R&I MOLDING			0.2	
11		R&I NAMEPLATE			0.2	
12		REFN UNDERSIDE HOOD				1.5
13*	REFN	CLEAR COAT				1.5

14		COOLING				
15*	RPR	UPPER TIE BAR		S	1.0*	0.8

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ESTIMATE OF RECORD
2000 PONT BONNEVILLE SE 6-3.8L-FI 4D SED BEIGE INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
16*	REPL	LKQ RADIATOR 1ST DESIGN +25%	1	218.75 M	1.5*	M
17	REPL	RT MOUNT BRACKET	1	3.66		
18	REPL	LT MOUNT BRACKET	1	3.66		
19	REPL	UPPER SEAL	1	6.40		
20	REPL	LT SIDE SEAL W/O SUPERCHARGER	1	3.88		
21	REPL	OVERFLOW HOSE	1	14.02		
22	REPL	RECOVERY TANK	1	10.74	0.6	
23**	REPL	A/M UPPER HOSE	1	20.69 M	0.5	M
24		DEDUCT FOR OVERLAP			-0.3	M
25**	REPL	A/M LOWER HOSE	1	20.24 M	0.5	M
26		DEDUCT FOR OVERLAP			-0.2	M
27*	REPL	LKQ RT FAN & MOTOR +25%	1	156.25* M		
28*	REPL	LKQ LT FAN & MOTOR +25%	1	156.25* M	0.6*	M
29**	REPL	A/M DRIVE BELT SERPENTINE	1	29.24 M	0.5	M
30		AIR CONDITIONER & HEATER				
31*	REPL	LKQ CONDENSER +25%	1	156.25 M	1.0*	M
32		EVACUATE & RECHARGE		M	1.4	M
33		REFRIGERANT RECOVERY		M	0.4	M
34*	REPL	LKQ COMPRESSOR +25%	1	187.50 M	1.0*	M
35		DEDUCT FOR OVERLAP			-0.2	M
36	REPL	LIQUID LINE	1	129.09 M	0.5	M
37	REPL	DISCHARGE HOSE	1	136.53 M	0.7	M
38		DEDUCT FOR OVERLAP			-0.2	M
39		ELECTRICAL				
40*	REPL	BATTERY B50%	1	89.95*	0.7	M
41	REPL	BATTERY TRAY	1	26.37 M	0.5	M
42*	REPL	LKQ ALTERNATOR 105 AMP +25%	1	93.75 M	0.6*	M
43**	REPL	A/M IGNITION COIL W/O SUPERCHARGER	1	45.11 M	0.3	M
44**	REPL	A/M COIL MODULE	1	219.84 M	0.5	M
45*	REPL	LKQ PCM +25%	1	137.50 M	1.1*	M
46	REPL	HARNESS	1	9.06 M	1.0	M
47	REPL	HORN	1	34.01	0.3	M
48**	REPL	A/M RELAY	1	13.43 M	0.3	M
49	REPL	CONTROL MODULE W/O TRACTION CONTROL W/VARIABLE STEERING	1	400.07 M	1.1	M
50	REPL	MODULE	1	237.10 M	0.6	M
51	REPL	CABLE SERVO	1	44.58 M	0.5	M
52	REPL	CABLE ACCELERATOR	1	15.40 M	0.5	M
53	REPL	FUSE & RELAY BOX	1	178.30		

54*	REPL	LKQ MODULE BODY CONTROL +25%	1	137.50		
55#	REPL	WIRING HARNESS COMPLETE LKQ	1	425.00	6.0 M	
56		WINDSHIELD				
57*	REPL	WINDSHIELD NAGS W/O HEAD UP DIPLAY -50%	1	401.93*	2.2	
58#	RPR	ENGINE COMPARTMENT			2.0	3.0
59#	REPL	ANITFREEZE-COOLANT	1	12.00 T		
60#	RPR	CLEAN INTERIOR			2.0	

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ESTIMATE OF RECORD
2000 PONT BONNEVILLE SE 6-3.8L-FI 4D SED BEIGE INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
61#	REPL	COVER CAR COMPLETE	1	5.00	0.3	
62#	REFN	COLOR TINT AND BLEND				2.0
63#	RPR	CLEAN UP LKQ PART			2.0	
64#	SUBL	FLEX ADDITIVE	1	10.00 T		
65#	SUBL	FREON	1	25.00 T		
66#	REPL	RESTORE CORROSION PROTECTION	1	10.00 T	0.2	
67#	SUBL	SHOP SUPPLIES - MISC	1	25.00 T		
68#	SUBL	HAZ WASTE	1	3.00		
		SUBTOTALS ==>		8227.05	46.7	19.4

LINE 16 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: RADIATOR;,W/O LOW COOLANT SENSOR
LINE 31 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: A/C CONDENSER;
LINE 34 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: A/C COMPRESSOR; 4D,SDN,CUSTOM,FWD,3.8,R134,5 01
LINE 42 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: ALTERNATOR;
LINE 45 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: 9361735,ELEC CONT MODULE (ECM) (LEFT FRONT OF
LINE 54 : DAMAGE HOURS: 0 SUPPLIERS PART DESCRIPTION: 3.4L 9361735,1-01,ELEC CONT MODULE (ECM) (LEFT FRONT OF

ESTIMATE NOTES:
TOTAL LOSS VEHICLE-_DO NOT PAY BASED ON THIS ESTIMATE. TAHNKS.

PARTS			8145.05
BODY LABOR	25.0 HRS	@$ 38.00/HR	950.00
PAINT LABOR	19.4 HRS	@$ 38.00/HR	737.20
MECHANICAL LABOR	21.7 HRS	@$ 42.00/HR	911.40
PAINT SUPPLIES	19.4 HRS	@$ 18.00/HR	349.20
SUBLET/MISC.			82.00
SUBTOTAL			$11174.85

SALES TAX	$11174.85	@ 7.0000%	782.24
TOTAL COST OF REPAIRS			$11957.09
ADJUSTMENTS:			
DEDUCTIBLE			500.00
BATTERY 850%			48.13
TOTAL ADJUSTMENTS			$ 548.13
NET COST OF REPAIRS			$11408.96

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ESTIMATE OF RECORD
2000 PONT BONNEVILLE SE 6-3.8L-FI 4D SED BEIGE INT:TAN

** THIS IS NOT AN AUTHORIZATION TO REPAIR. NOTHING IS TO BE CHARGED TO ANY OF THE KEMPER INSURANCE COMPANYS. ***
NO SUPPLEMENTS PAID WITHOUT PRIOR APPROVAL. ***

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ $=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION

ARMS Claims

Rental Company: ENTERPRISE RENT-A-CAR
Invoice:: D419280-4033

Bill To:
KEMPER AUTO & HOME INS
ATTN: KATIE SCHNEIDER
PO BOX 4780
SYRACUSE , NY 13221

RENTER INFORMATION:
Renter: [redacted]
Address: [redacted] OAD
[redacted] 243
Home Phone: [redacted]
Office Phone: [redacted]

RENTAL INFORMATION:
[redacted]

CLAIM INORMATION:
Claim Number 326314
Claim Type Insured
Vehicle Condition: Non-Drivable
Date of Loss: 2/18/03
Insured Name:
Owner's Vehicle:

Repair Facility:
TOTAL LOSS

(412) 555-1212

Billing Detail:

Rental Period: 2/27/03 to 4/9/03 (42 days)
Billed Period: 2/27/03 to 3/7/03 (9 days)

Description	Rate:	Amount
42 DAYS @	$25.99	$1,091.58
42 TRANSTAX	$2.00	$84.00
1 SALES TAX%	$9.00	$96.24
1 FUEL	$25.00	$25.00
TOTAL CHARGES:		$1,298.82
Less Amount Received:		$1,028.82
AMOUNT DUE.....		$270.00

Rental Invoice

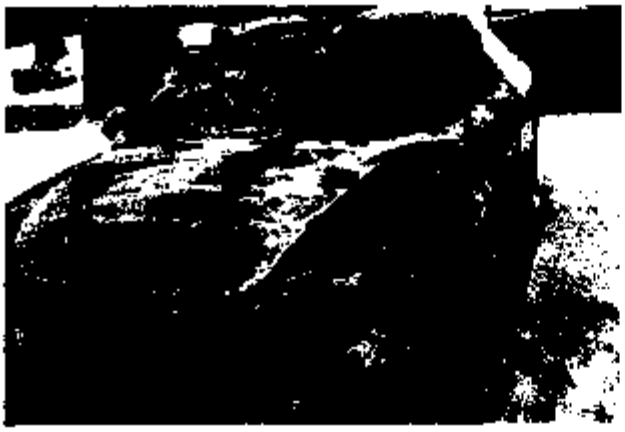
Please Return This Portion with Remittance

[redacted]

Total Charges:	$1,298.82
Less Amount Received:	$1,028.82
Total Amount Due.....	$270.00

Please include on your check:
Invoice:: D419280-4033

Claim Number: [redacted] Insured: [redacted] Insurance Co.: [redacted]	Version: Estimate Loss Date: Feb 19 2003 VIN: [redacted]	Policy Number: VX 144824 Estimator: [redacted] Make: [redacted] Model: [redacted] Year: 0



Claim Number: [illegible] Insured: [redacted] Insurance Co.: [illegible]	Version: Estimate Loss Date: Feb 19 2003 VIN: [illegible]	Policy Number: VZ 144824 Estimator: [illegible] Make: FORD Model: [illegible] Year: 0

Claim Number: [illegible] Insured: [redacted] Insurance Co.: [illegible]	Version: Estimate Loss Date: Feb 19 2003 VIN: [illegible]	Policy Number: VE 144024 Estimator: RAYMOND UGRO Make: FORD Model: ROUSEVILLE Year: 0

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

April 16, 2003

Kemper Insurance
Attn: Katie Schnieder
P.O. Box 4780
Syracuse, NY 13221

RE:	Your File No.:	331AD326314 N 331
	Claimant:	Patrick[redacted]
	Our File No.:	456970
	Our Client:	General Motors Corporation
	Date/Event:	March 13, 2003

Dear Ms. Schnieder;

We have received your recent correspondence dated April 11, 2003. In that regard, we have not yet received the information requested in my letter to you dated March 25, 2003. I am again requesting that you forward to us information previously requested. Without the supports that were previously requested, we cannot evaluate this claim. Should you have any questions, I can be reached at 313.665.3415.

Sincerely,

Janice Lapinski
Claims Administrator
313.665.3415

CC: File

457525

esis

ESIS/GM Product Liability Unit
300 Renaissance Center
MAIL Code 482-C20-D71
Detroit, MI 48265-3000
USA

313.665.3395 tel
313.665.0911 fax
diane.evans@esis.com
www.esis.com

Diane R. Evans
Claims Administrator

March 27, 2003

[redacted]
Hamburg, NY 14075-2438

Our File Number: 457525
Our Client: General Motors Corporation
Date of Event: 3/13/03

Dear Mr[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 se we can discuss your concerns, Monday through Friday, 8:00 a.m. to 4:30 p.m at 1.800.888.0164.

Sincerely,

Diane R. Evans
Claims Administrator
ESIS Inc.

SR No.	1-81232927	Ref No.		BRC Type	PAR Safety Yes
		Site			
Last Name	[redacted]			Approval	Not Initiated
Evening #					Engine - General
					Jim Ball Pontiac-Buick-GMC, Inc.
		State	NY ZipCd 14075-2438		Closed
Make	Pontiac	Mileage	84000	Serial #/VIN	1G2WP12K5VF286377
	Grand Prix	Year	1997	Warr. Start	03/20/1997
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE EXT 86609			Abstract	THERMAL EVENT / PROPERTY DAMAGE

Bus. Unit	BRC
Area	PAR
Sub-Area	Initiate PAR- Injury
	Phone
Updated	3/20/03 9:42:44 AM
	SUE
	3/14/03 9:31:04 AM
Closed	3/20/03 9:42:40 AM

Car was parked in the garage. Cust hit the garage door to open up. Cust states their remote starts the car and the veh is locked. Cust states the veh then let out a big BANG. Cust states the veh eng compartment was engulfed in flames. Cust contacted the fire dept who arrived to save the garage, which has heavy smoke damage and water damgage. Cust states the drive is covered with gas and oil from the veh. Cust states there was carpet in the garage which was damaged in the fire. Cust states the structure of the garage was in contact. Cust states they would like to compliment the fact the firewall protected the actual compartment or the interior.

Veh front end has been completely fried, burned to crisp. Fire dept could not put veh in neutral due to all the wiring being friend.

Owner		3/13/03 7:20:00 AM	
	0	Component	Eng compartment caught fire.
N	Snowy		
Jim Ball Pontiac 3475 Southwestern Blvd. Orchard Park NY 14127		Concrete	

4867 Oxford Tar. Hamburg NY 14075	Vehicle Location	INSURANCE SALVAGE YARD	
MacKinnon		Gregory	
Insurance Agency	Allstate Ins	(716) 648-3050	

Veh was in the dlr on feb 14 for the lower bearing separation. Cust states the Service Eng soon light came on , and the veh was surging. Cust states the dlr found a misfiring code and replaced the wires. Cust states the dlr clean the fuel injectors.

PAR Detail

Y

REMOTE STARTED-NON GM FACILITY

0

Prop Est Repair Cost

TOTAL LOSS

Personal

Inspection Not Performed

03/20/03	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
03/20/03	SULE	BRC PAR	ESIS- Property Damage	Done	ESIS
Comment	CUSTOMER'S ADDRESS: [redacted]				Confidential Comment
03/20/03	SULE	BRC PAR	GM Decision- Other	Done	BUSINESS SUMMARY
Comment	BUSINESS SUMMARY: CRM RECEIVED AND REVIEWED CASE, CRM CONTACTED CUST, SVM AND AVM, CRM FORWARDING THE FILE TO ESIS DUE TO PROPERTY DAMAGES, CRM CLOSING THE FILE, NO OFFER TO REPAIR OR REPURCHASE MADE TO THE CUST				Confidential Comment
03/20/03	SULE	BRC PAR	Close-No Offer to Repair/Rep	Done	CRM CLOSING THE CASE
Comment					Confidential Comment
03/20/03	SULE	BRC PAR	Inspection Not Required	Done	NO INSPECTION
Comment					Confidential Comment
03/20/03	SULE	Outbound Call Customer	Made Contact	Done	ON CELL
Comment	CUST STATES THE ESTIMATE TO THE GARAGE IS ABOUT $3200.00. CUST STATES THE VEH IS AT A SALVAGE FACILITY. CUST STATES THE INSPECTOR FOR THE INSURANCE COMPANY CAME OUT TO INSPECT THE VEH AS OF YESTERDAY. CUST STATES SHE FOUND SOME CASES OF A BACK FIRE ON THIS VEH ON THE INTERNET. CRM ADVISED CUST THAT CRM WILL FORWARD THE FILE TO ESIS DUE TO PROPERTY DAMAGES OVER $1000.00				Confidential Comment
03/20/03	SULE	Outbound Call Customer	Left Message	Done	AT HOME

Comment
CRM ADVISED CUST THAT CRM IS RETURNING CUST'S CALL. CRM WILL TRY CUST ON HER CELL PHONE
Confidential Comment

03/20/03 SULE Inbound Voice Mail Service Request Update Done cust

Comment
cust is seeking a call back
Confidential Comment

03/18/03 SULE BRC PAR Initial Contact- Phone Done CUST

Comment
CRM RECEIVED A CALL FROM THE CUST, DESCRIPTION OF INCIDENT: CUST STATES HER VEH WAS PARKED IN THE GARAGE, CUST STATES SHE OPENED THE GARAGE DOOR, TURN THE IGNITION ON WITH THE REMOTE STARTER, THE VEH BACK FIRED, CALLED FOR HER HUSBANDM, HER HUSBAND LIFTED THE HOOD AND NOTICED THE ENGINE WAS ON FIRE, CUST STATES THE FIRE WAS BETWEEN THE FENDER AND THE HOOD. CUST SEEKS GM TO PROVIDE HER WITH ANOTHER VEH, CUST STATES THE HOME OWNER INSURANCE DID NOT GIVE HER THE ESTIMATE TO THE GARAGE YET. CUST STATES SHE WILL CONTACT THE INSURANCE COMPANY AND CALL CRM BACK. CUST STATES THE REMOTE STARTER WAS PUT IN THE VEH 4 YEARS AGO BY A NON GM FACILITY.
Confidential Comment

03/18/03 SULE BRC PAR Acknowledgement Done CUST

Comment
CRM CALLED AND LEFT A MESSAGE FOR CUST TO CALL CRM BACK. CRM ADVISED CUST THAT CRM IS AVAIL FROM 8-6PM EASTERN TIME. CRM ADVISED CUST TO PROVIDE CRM WITH A DAYTIME CONTACT NUMBER. CRM PROVIDED CUST WITH THE SERVICE REQUEST NUMBER.
Confidential Comment

03/17/03 SULE Inbound White Mail Dealer Done BRC PAR Scanned: 2003-03-17-11.18.51.000000, MSXDocNum: SULSE759F1

Comment
repair order
Confidential Comment

03/17/03 SULE Outbound Call Customer Received No Answer Done AT 718-627-7669

Comment
Confidential Comment

03/17/03 SULE BRC PAR Initial Contact- AVM Done AVM

Comment
CRM FYI AVM, MOUZ
Confidential Comment

03/17/03 SULE BRC PAR Initial Contact- Dealer Done DLR

Comment
CRM SPOKE WITH JASON, SVM. SVM STATES HE IS NOT FAMILIAR WITH THE INCIDENT. SVM STATES HE WILL FAX CRM THE HISTORY FOR THE VEH. CRM TRANSFERRED CRM INTO MIKE HALL, SVC DIR'S VOICE MAIL
Confidential Comment

03/17/03 SULE Research Done CASE SCAN

Comment
CASE SCAN-NONE FOUND
Confidential Comment

03/17/03 HOLCOMB Ownership Changed Done Service Request Ownership has changed FROM: HOLCOMB TO: SULE

Comment
Confidential Comment

03/17/03 SULE BRC PAR Case Assigned Done assigned file to Su Le at ext. 56509

Comment						Confidential Comment
03/17/03	HOLCOMB	Ownership Changed	Ownership Escalated to BRC		Done	Ownership Escalated to BRC
Comment						Confidential Comment
03/17/03	GARCIAP	Ownership Changed			Done	Service Request Ownership has changed FROM: GARCIAP TO: HOLCOMB
Comment						Confidential Comment
03/14/03	HOLCOMB	Escalation	Initiate PAR		Done	Pre Par Form
Comment	received and assigned in PAR. Marjorie Lott/PAR/57120					Confidential Comment
03/14/03	GARCIAP	Outbound Call Customer	Left Message		Done	Calling for Info
Comment						Confidential Comment
	Crm called to start Par Case and left message with this crm ext and telephone for cust to call us back.					
	Patrick Garcia/ATX/CAC					
03/14/03	GARCIAP	Inbound Call Dealer/Partner	Complex Request		Done	Par
Comment						Confidential Comment
	SVC Dir states that they have been called by this cust that there veh caught fire in the garage of their house. SVC Dir is calling CAC to inform them of this situation to begin a PAR Case on this matter.					
	Crm advised Svc. Dir we will contact the cust to get the Par Case going.					
	Patrick Garcia/ATX/CAC					
J01			Flame			Engine - General

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:	1G2WP12K5VF256377

VEHICLE INFORMATION

Merchandising Model:	2WP37 - 1997 GRAND PRIX GT COUPE	Warranty Start Date:	03/20/1997
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC
		Site Code:	06606
		Business Associate Code:	115793

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
02049	POWER STEERING GEAR LOWER PINION BEARING SEPARATION	N/A	Closed
99091	WINDSHIELD WIPERS INOPERATIVE/INCORRECT PARK	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	03/20/1997	128 miles	3/20/2000	36128 miles
72/100000 SHEET METAL RUST-THROUGH	03/20/1997	128 miles	3/20/2003	100128 miles
36/36000 SHEET METAL CORROSION	03/20/1997	128 miles	3/20/2000	36128 miles
96/80000 PCM/CC EMISSIONS	03/20/1997	128 miles	3/20/2005	80128 miles
36/36000 FEDERAL EMISSIONS	03/20/1997	128 miles	3/20/2000	36128 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/14/2003	236085	#	V0948 - 02049-INSPECT AND REPL LOWER PINION BEARING INCL TOE-IN	64148 miles
11/28/2000	168412	#	V0516 - 1997 BK,PN - "W" INSTL WIPER MOTOR CRANK ARM,DEFLECTOR	42871 miles
12/19/1997	M00201	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	9330 miles

12/19/1997	M00202	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	9330 miles
12/01/1997	102296	#	J4206 - SPARK PLG WIRES RPL	9330 miles
06/18/1997	092961	#	N1591 - LT TURN SIG LMP RPL	3201 miles
06/18/1997	092961	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3201 miles
12/17/1996	047295	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	3 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:	1G2WP12K5VF256377

CLAIM HISTORY

Repair Order Date:	02/14/2003	Repair Order Number:	236085	Odometer Reading:	64148 miles
Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC		
		Site Code:	06606		
		Business Associate Code:	115793		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/21/2003	354	01	#	V0948 - 02049-INSPECT AND REPL LOWER PINION BEARING INCL TOE-IN	88880036 - BEARING K	N/A	N/A	$128.43	N

Repair Order Date:	11/28/2000	Repair Order Number:	168412	Odometer Reading:	42871 miles
Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC		
		Site Code:	06606		
		Business Associate Code:	115793		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/05/2000	123	01	#	V0516 - 1997 BK,PN - "W" INSTL WIPER MOTOR CRANK ARM,DEFLECTOR	12494832 - ARM	N/A	N/A	$76.49	N

Repair Order Date:	12/19/1997	Repair Order Number:	M00201	Odometer Reading:	9330 miles
Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC		
		Site Code:	06606		
		Business Associate Code:	115793		

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
12/25/1997	814	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	$131.96	N

Repair Order Date:	12/19/1997	Repair Order Number:	M00202	Odometer Reading:	9330 miles

Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC
		Site Code:	06606
		Business Associate Code:	115793

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/25/1997	814	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	$105.21	N

Repair Order Date:	12/01/1997	Repair Order Number:	102296	Odometer Reading:	9330 miles

Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC
		Site Code:	06606
		Business Associate Code:	115793

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/04/1997	808	01	#	J4206 - SPARK PLG WIRES RPL	12096411 - WIRE ASM,	N/A	N/A	$59.39	N

Repair Order Date:	06/18/1997	Repair Order Number:	092961	Odometer Reading:	3201 miles

Serviced By:	JIM BALL PONTIAC-BUICK-GMC, INC. PO BOX 407 WEST SENECA, NY 14224-0407 (716) 667-2000	Selling Source:	16 - PONTIAC
		Site Code:	06606
		Business Associate Code:	115793

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/22/1997	729	01	#	N1591 - LT TURN SIG LMP RPL	N/A	P	N/A	$60.00	N
07/22/1997	729	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	P	N/A	$60.00	N

Repair Order Date:	12/17/1996	Repair Order Number:	047295	Odometer Reading:	3 miles

Serviced By:	HARTLEY BUICK-HONDA-PONTIAC-GMC TRUCK 1505 WASHINGTON ST JAMESTOWN, NY 14701-3096 (716) 484-0131	Selling Source:	16 - PONTIAC
		Site Code:	06285
		Business Associate Code:	118133

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/07/1997	701	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$64.36	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:	1G2WP12K5VP256377

VEHICLE BUILD

Merchandising Model:	2WP37 - 1997 GRAND PRIX GT COUPE		
Gross Vehicle Weight Rating:	1995 kg (4399 lb)	Order Number:	SGM245
Build Date:	12/04/1996	Build Plant:	1VFW - FAIRFAX

OPTION CODES

AAA	AG1 - DRIVER 6WAY POWER
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AP9 - CONVENIENCE
AR9 - FRT BKT, DELUXE	AT5 - CTR, FLDG
AU0 - REMOTE ENTRY	A90 - LID, REM CONT ELEC RELEASE
BA0 - EXTR, DOOR, NAMEPLATE	B19 - INTR, CUSTOM
B72 - EXTR, MLDG, BELT REVEAL, COLORE	B90 - EXTR, MLDG, SIDE WINDOW REVEAL
B97 - EXTR, MLDG, LOWER ACCENT	CF5 - SUN, GLASS, SLIDING, ELEC
CR1 - INTR, FRT DR, WARNING	C49 - RR WINDOW, ELECTRIC
C60 - AIR CONDITIONER FRT, MAN CONTRO	DD8 - LT SENSITIVE
DG7 - DR/PASS REMOTE ELEC	DL5 - ROADSIDE SERVICE INFORMATION
D55 - FRT COMPT, FLOOR	D81 - RR, AERO WING
FAI - FAIRFAX, KS, USA	FE1 - SOFT RIDE
FR9 - TRANSAXLE FINAL DRIVE 3.29	IP2 - INTERIOR DESIGN (P2)
JL9 - ANTILOCK	K34 - CRUISE CONTROL
K68 - GENERATOR	L36 - 3.8 LITRE V6 MFI
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	M13 - 4T60-E AUTO ELEC TRANS
NB7 - EMISSION SYSTEM, CALIFORNIA TLEV	NC5 - DUAL VERTICAL TAILPIPES, CHROME
NG1 - NORTHEAST EMISSIONS	NP5 - STEERING WHEEL- LEATHER WRAPPED
NV7 - POWER STEERING VARIABLE	QD1 - 16 X 6.5, ALUMINUM, STYLED
QNX - P225/60R16/N BL R/PE ST TL AL2	R7B - ADVERTISED SPECIAL VEHICLE

R7K - AM/FM STEREO WITH SINGLE CD	R7N - SALES ITEM NO. 39
UA6	UH8 - INSTRUMENT CLUSTER
UK3 - STEERING WHEEL, ACCESSORY	UP3 - RADIO CDM-AM/FM CD
UQ3 - PREMIUM SPEAKER SYSTEM INCLUDES	US6 - FIXED, PAINTED, RADIO
UV6 - HEAD UP	VB7 - FRT & RR, SPORT
VK3 - FRT MOUNTING PKG	VL7 - BUMPER IMPACT, 5 MPH, FRT & RR,
VY7 - TRANS CONT LEVER, LEATHER	V73 - USA/CANADA
WDV - PARTIAL DEDUCTIBLE	WX2 - LEATHER APPOINTMENTS
Z7M - PONTIAC GRAND PRIX GT	1SC - UPFITTER EQUIP. GROUP - 1SC **
1SZ - OPTION PACKAGE	12I - GRAPHITE (96)
122 - GRAPHITE LEATHER	15P - SILVER ARGENT (95)
16U - BRIGHT WHITE	6JT - COMPUTER SEL SUSP (6JT)
7JT - COMPUTER SEL SUSP (7JT)	8FW - COMPUTER SEL SUSP (8FW)
9FW - COMPUTER SEL SUSP (9FW)	

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[illegible]/17/2003 HISTORY LISTING 2030
[illegible]:07:53 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. : [illegible]

R.O NO. : 23[redacted] R.O TYPE : S
ADVISOR NO. : 001655

JOB NUMBER : 1 OPERATION CODE OP. DESC. PONT FRED CAINPLIGN
SALE TYPE : W TECHNICIAN NO(S). 001578
COMPLAINT : 02049
CAUSE : RAN AND REPLACE STEERING COLUMN BEARING

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
234098 V0945

JOB NUMBER : 2 OPERATION 74FHA OP. DESC. MISC MECHANICAL
SALE TYPE : C TECHNICIAN NO(S). 001570
COMPLAINT : CUSTOMER STATES THE VEHICLE IS RUNNING ROUGH
NOT NOW BUT WAS GOING ON AND OFF FOR A FEW
WEEKS
CAUSE : DIAGNOSE,CHECK FOR CODES. RECEIVE MISC MISFIRE CODE
CHECK ALL IGNITION COMPONENTS, PLUGS LOOK GOOD..
CORRECTION : REPLACE ARCKING IGNITION WIRES TO START. ALSO REPLACE
FUEL FILTER. RE-TEST DRIVE, STILL HAS SOME MISFIRE.

JOB NUMBER : 3 OPERATION 12MROSIGNP OP. DESC. JUNE INSP
SALE TYPE : I TECHNICIAN NO(S). 001578
COMPLAINT : ????????????????INFORMATION ONLY????????????????
YOUR VEHICLES INSPECTION IS DUE IN THE MONTH OF
JUNE

JOB NUMBER : 4 OPERATION 03PMK OP. DESC. FUEL INJ. SERVICE
SALE TYPE : C TECHNICIAN NO(S). 001578
COMPLAINT : CUSTOMER REQUESTS FUEL INJECTOR SERVICE
CAUSE : PERFORM SERVICE
CORRECTION : CLEAN INJECTORS, CHECK FUEL PRESSURE, CHECK FUEL LINES
CHECK THROTTLE LINKAGE AND CONTROLS
GOT ALOT OF MIXED UP AND DEBRIS, WAS NECESSARY TO
REMOVE FUEL RAIL AND HAND CLEAN EACH INJECTOR.

JOB NUMBER : 5 OPERATION 61PMK OP. DESC. REMOVE FUEL
SALE TYPE : C TECHNICIAN NO(S). 001660
COMPLAINT : FOUND IT NECESSARY TO REMOVE FUEL TANK AND FLUSH OUT
TANK. FOUND LOTS OF DEBRIS IN TANK. FLUSH OUT TANK
CAUSE : AND REFILL WITH 8 GAL OF FRESH GAS.
CORRECTION : RETEST DRIVE, ALL OK NOW

COMMENTS : DROP 4.0 GS

R.O NO. : 169993 R.O DATE : 12/23/2002 R.O TYPE : S
MILEAGE : 61874 ADVISOR NO. : 001404

#77
Soc
Lee

03/17/2003 HISTORY LISTING 3030
10:07:59 Page 2

JOB NUMBER : 1 OPERATION NONE OP. DESC. ENGINE COOLING
SALE TYPE : C TECHNICIAN NO(S). 296
COMPLAINT : CUSTOMER STATES THAT COOLANT LEAK. INSPECT AND ADVISE
CAUSE : PRESSURE TEST COOLING SYSTEM, FOUND WATER PUMP LEAKING, NEEDS REPLACE.
CORRECTION : INSTALLED NEW WATER PUMP. VERIFIED NO LEAKS.

JOB NUMBER : 2 OPERATION STRNG OP. DESC. BODY NOT REPLACE
SALE TYPE : C TECHNICIAN NO(S). 296
COMPLAINT : CUSTOMER STATES THAT RARE HEADLIGHT LENS FELL OFF.
CAUSE : VERIFIED CONCERN, HEADLIGHT ASSY NEEDS REPLACE.
CORRECTION : INSTALLED NEW HEADLIGHT ASSY

R.O NO. : 169412 R.O DATE : 11/30/2000 R.O TYPE : S
MILEAGE : 42971 ADVISOR NO. : 001192

JOB NUMBER : 1 OPERATION NONE OP. DESC. POST PROD CAUTION
SALE TYPE : W TECHNICIAN NO(S). 001440
COMPLAINT : OVER RECALL 99891 V0516 .5

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
169413 V0516

R.O NO. : 128480 R.O DATE : 07/20/1999 R.O TYPE : S
MILEAGE : 26031 ADVISOR NO. : 001404

JOB NUMBER : 1 OPERATION OIFMX OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 104
COMPLAINT : CUSTOMER REQUESTS LUBRICATION,OIL AND FILTER CHANGE.
CAUSE : PERFORM SERVICE
CORRECTION : CHANGE OIL AND FILTER, LUBE CHASSIS
PERFORM SERVICE DAY REPORT

JOB NUMBER : 2 OPERATION DRNSR OP. DESC. DRAIN SVC CAR
SALE TYPE : C TECHNICIAN NO(S). 104
COMPLAINT : CUSTOMER REQUESTS TRANSMISSION FILTER SERVICE (CAR)
CAUSE : PERFORM SERVICE
DRAIN FLUID FROM TRANSMISSION OIL PAN, REMOVE PAN
CORRECTION : CLEAN PAN AND REPLACE FILTER AND GASKET, ADD CONDITIONER AND FILL WITH FLUID, ROAD TEST AND CHECK FOR LEAKS

R.O NO. : 120488 R.O DATE : 08/01/1999 R.O TYPE : S
MILEAGE : 23416 ADVISOR NO. : 001418

JOB NUMBER : 1 OPERATION 10[illegible] OP. DESC. [illegible]
SALE TYPE : C TECHNICIAN NO(S). 884
COMPLAINT : CUSTOMER STATES THAT IS NEEDED
CAUSE : REQUIRED BY NEW WORK [illegible]
CORRECTION : PERFORMED THAT

COMMENTS : DONE AT 11:30

R.O NO. : 128027 R.O DATE : 03/05/1993 R.O TYPE : S
MILEAGE : 20138 ADVISOR NO. : 001418

JOB NUMBER : 1 OPERATION 01[illegible] OP. DESC. TIRE ROTATION
SALE TYPE : C TECHNICIAN NO(S). 104
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
MOVING TIRES ACCORDING TO MANUFACTURER'S RECOMMENDATIONS
CAUSE : VISUALLY INSPECT FRONT AND REAR BRAKES AND PROVIDE
WRITTEN BRAKE CONDITION REPORT, PROVIDE ESTIMATE FOR ANY
CORRECTION : NEEDED REPAIRS

JOB NUMBER : 2 OPERATION 26[illegible] OP. DESC. 2 WHEEL ALIGNMENT
SALE TYPE : C TECHNICIAN NO(S). 104
COMPLAINT : CUSTOMER REQUESTS FRONT END ALIGNMENT
CAUSE : DRIVER, CHECK ALIGNMENT USING COMPUTERIZED ALIGNMENT
EQUIPMENT, ADJUST FRONT END AS NEEDED
CORRECTION : ROAD TEST
(ADD $8.00 IF EQUIPPED WITH 4WD)

COMMENTS : DONE BY S

R.O NO. : 102394 R.O DATE : 12/01/1997 R.O TYPE : S
MILEAGE : 8330 ADVISOR NO. : 001298

JOB NUMBER : 1 OPERATION 01[illegible] OP. DESC. ENGINE MECHANICAL
SALE TYPE : W TECHNICIAN NO(S). 104
COMPLAINT : CUSTOMER STATED THAT THERE IS ROCKING AND ROLLING NOISE
WHEN THE CAR IS WARM UP
CAUSE : SCAN FOR CODES FOUND NO CODE STORED ROADTEST FOUND
NOT [illegible] CHECK WIRE FOUND WIRE ROTTED
CORRECTION : REPLACED WIRE AND ROADTESTED ALL OK
01 WIRE REPLACED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
102394 [illegible]

R.O NO. : 97621 R.O DATE : 08/05/1997 R.O TYPE : S

MILEAGE : 7330 ADVISOR NO. : 319

JOB NUMBER : 1 OPERATION SIGNE OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 274
COMPLAINT : CUSTOMER REQUESTS LUBRICATION,OIL AND FILTER CHANGE.
CUSTOMER HAS 18.95 COUPON
CAUSE : PERFORM SERVICE
CORRECTION : CHANGE OIL AND FILTER, LUBE CHASSIS
PERFORM SERVICE AS REQUIRED

JOB NUMBER : 2 OPERATION SIGNE OP. DESC. TIRE ROTATION
SALE TYPE : C TECHNICIAN NO(S). 274
COMPLAINT : CUSTOMER REQUESTS TIRE ROTATION
ROTATE TIRES ACCORDING TO MANUFACTURER'S RECOMMENDATIONS
CAUSE : VISUALLY INSPECT FRONT AND REAR BRAKES AND PROVIDE
WRITTEN BRAKE CONDITION REPORT, PROVIDE ESTIMATE FOR ANY
CORRECTION : NEEDED REPAIRS

COMMENTS : WAIT

R.O NO. : 93961 R.O DATE : 06/17/1997 R.O TYPE : A
MILEAGE : 3301 ADVISOR NO. : 288

JOB NUMBER : 1 OPERATION SIGNE OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 201
COMPLAINT : CUSTOMER REQUESTS LUBRICATION,OIL AND FILTER CHANGE.
USE OWNERS MOBIL ONE IF THERE
CAUSE : PERFORM SERVICE
CORRECTION : CHANGE OIL AND FILTER, LUBE CHASSIS
PERFORM SERVICE AS REQUIRED

JOB NUMBER : 2 OPERATION 28FEB OP. DESC. BODY INTER REPAIR
SALE TYPE : W TECHNICIAN NO(S). 201
COMPLAINT : CUST STATES WATER GETS INTO SPARE TIRE WELL
CAUSE : LEFT TAILLIT LENSING-AT WHEEL WELL SEEMS-FLOOD PANS RUNNER
FLUSH
CORRECTION : REMOVAL ABOVE PURE-MENTIONED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
93961 37941 93961 301512

JOB NUMBER : 3 OPERATION SIGNE OP. DESC. ENGINE MECHANICAL
SALE TYPE : C TECHNICIAN NO(S). 201
COMPLAINT : CUST STATES TICKING NOISE COLD NOT HOT
CAUSE : COLD STARTED CAR
NORMAL INJECTOR TICKING NOISE
CORRECTION : COULD NOT DUPLICATE CUSTOMER COMPLAINT AT THIS TIME

[illegible]/17/2003 REPORT LISTING 3038
[illegible]:07:50 PAGE 8

COMMENTS : USED OWNERS OWN MOBIL ONE OIL

R.O NO. : 88027 R.O DATE : 05/10/1987 R.O TYPE : S
MILEAGE : 120 ADVISOR NO. : 201

JOB NUMBER : 1 OPERATION 10PRESNTSI OP. DESC. NY STATE INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 114
COMPLAINT : PERFORM STATE INSPECTION
CAUSE : NEW YORK STATE INSPECTION DUE
CORRECTION : COMPLETED STATE INSPECTION AS REQUIRED
02742106

COMMENTS : 1398

457946

ESIS

An Insurance Services Company

300 Renaissance Center
482-C20-D71
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Janice Lapinski
Property Damage Unit

April 7, 2003

Ms. Kathleen Gustine
568 Galiffa Drive
Donora, PA 15033-1385

Your Client: [redacted]
Our File Number: 457946
Our Client: GENERAL MOTORS CORPORATION
Date of Event: Unknown

Dear Ms. Gustine;

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 se we can discuss your concerns, Monday through Friday, 8:00 a.m. to 4:00 p.m. at 1.800.888.0164 ext. 3415.

Sincerely,

Janice Lapinski
Claims Administrator

Cc: File

Received from MSX
PD

southwestern pennsylvania area agency on aging, inc.

LEGAL SERVICES FOR THE ELDERLY

HELEN

568 Galiffa Drive • Donora, Pennsylvania 15033-1385 • Telephone (724) 379-6115 • Fax (724) 379-8777

8

457946

March 21, 2003

No Omin
No UP
No 1241
@ 3/31/03

1-68495729

[redacted]

Division of General Motors
100 Renaissance Center
Detroit, Michigan 48265-1000

Attn.: Customer Service

RE: [redacted]
1998 Oldsmobile Eighty-Eight
VIN 1G3HN52K6W4867176
File # 1-684-95729

RECEIVED
MAR 31 2003
ESIS-GM CLAIMS UNIT

Dear Customer Service Representative:

On September 8, 1998 my client, [redacted] purchased a 1998 Oldsmobile Eighty-Eight and opted for a six (6) year extended warranty due to her plans to keep the vehicle for at least a six year period of time. The 1996 and 1997 models of this vehicle were recalled due to backfire on startup resulting in a broken manifold and potential fire, the same symptoms exhibited by Ms. [redacted]'s vehicle. The possibility of an engine fire raises questions of whether the vehicle was fit to be driven. As there is currently an NHTSA investigation regarding engine compartment fires during startup for the subject vehicle, General Motors was clearly on notice that Ms. [redacted]'s vehicle may have an engine fire especially since it was repaired by Sedney Automotive, Inc. in Charleroi, Pennsylvania on February 27, 2002 for a fractured intake manifold after it backfired on startup.

This vehicle was well maintained low mileage and should have provided Ms. [redacted] with many more years of service. At no time was Ms. [redacted] warned about the potential for an engine fire. And now due to this failure to warn her or to take precautionary steps, Ms. [redacted] has suffered a loss of property that she may not be able to replace due to her current financial situation. The difference between the insurance proceeds for the vehicle and the cost of a new or comparable vehicle prohibits Ms. [redacted] from being able to appropriately replace her vehicle. Additionally, Ms. [redacted] is without an automobile and had incurred costs for vehicle rental and is under time constraints imposed upon her by Nationwide Insurance to decide what action she will take by April 6, 2003. I am requesting that you facilitate the acquisition of a comparable vehicle for my client so that this matter will not need to proceed to litigation.

Sincerely,

Kathleen A. Gustine

Kathleen A. Gustine

cc: Catherine Hadjantoni

458135

PRIVILEGED MATERIAL REDACTED

LOCATION CURRENTLY: NYPD SHOP 1 LOCATION BROOKLYN, NY FOOT OF (BROOKLYN BRIDGE)

MILES: 36035

OIL: FULL

COOLENT: FULL SYSTEM CLOSED NO LEAKS

ALT. BELT (SERPINETINE BELT INTACT) NOT INVOLVED

BRAKE FLUID : APEARS TO HAVE SRAYED ONTO UNDER HOOD INSULATION COVER

BATTERY STILL CONNECTED AND CHARGED

[redacted] [redacted] [redacted] [redacted]

NYPD THERMAL 00' Y9375807 38KJF DSC00515.JPG DSC00514.JPG DSC00513.JPG

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:	2G1WF55K8Y9375807

VEHICLE INFORMATION

Merchandising Model:	1WF19 - 2000 IMPALA SEDAN	**Warranty Start Date:**	12/14/2000
BARS Order Type	50 - FLEET		
Delivering Dealer :	MAJOR CHEVROLET, INC. 43-40 NORTHERN BLVD LONG ISLAND CITY, NY 11101-1020	**Selling Source:**	13 - CHEVROLET
		Site Code:	02500
		Business Associate Code:	111266

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

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	12/14/2000	8 miles	12/14/2003	36008 miles
72/100000 SHEET METAL RUST-THROUGH	12/14/2000	8 miles	12/14/2006	100008 miles
36/36000 SHEET METAL CORROSION	12/14/2000	8 miles	12/14/2003	36008 miles
96/80000 PCM/CC EMISSIONS	12/14/2000	8 miles	12/14/2008	80008 miles
36/36000 FEDERAL EMISSIONS	12/14/2000	8 miles	12/14/20	36008 miles

*** Transmit Conf. Report ***

P.1 Mar 13 2003 09:26

Location	Mode	Start	Time	Page	Result	Note
WARRANTY	NORMAL	3/13,09:26	0'29"	1	*OK	

Jim Brown

POLICE DEPARTMENT
CITY OF NEW YORK

March 10, 2003

From: Sgt Yee, PSA 4 Patrol Supv

To: C.O. Fleet Service

Subject: **FIRE TO RMP 9281**

1. On Sunday March 2, 2003, at 0030hrs, RMP 9281 did catch on fire. Details are as follows.

2. PO Grella tax # 914102 and PO Olsen tax # 914203 were performing 2315-0750 tour and were assigned to RMP 9281. The officers responded to c/o 1st Ave and 1st St for a radio run of an assault in progress. While the vehicle was in idle and the officers taking a report, the veh engine did start to smoke up. Officer Olsen did then pop the hood up. When hood opened, flames came out of engine and at that point Officer Olsen did close hood. PO Grella then retrieve fire extinguisher to put fire out. RMP 9281 was then removed back to station house.

3. The following were present:

Sgt Yee	PSA 4
PO Grella	PSA 4
PO Olsen	PSA 4
PO Motrimer	PSA 4

4. For your information:

Edward Yee
SERGEANT

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1      04/07/03 11:03:06

RO NUMBER..: R154454    RO STATUS: CF COMPLT-FINISHED          REPR LOC: PS81
UNIT NUMBER: 9281       REASON...: 08 PM                       METER...:    4630
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                    SITE....: 1 SHOP
MAINT LOC..: PS81       DESC.....: SEDAN, POLICE PACKAGE       STD JOB.: ________
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE     IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                             GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL       MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 03/16/01 AT: 07:53
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 03/16/01 AT: 00:00
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 03/16/01 AT: 13:04
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 03/19/01 AT: 08:22
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 IMPALA SUB-FRAME INSPECTION                          TT#: 060981
02 FOLLOW FSD BULLETIN 2000-17
03 RE: INSPECTION PROCEDURE
04 ...PM, RED GRILLE LIGHTS OUT,
05 REPLACE PANEL THAT IS ON DASH BOARD
NEXT RO ==> R154454                     LAST CHANGED BY AIN ON 03/19/01 AT 08:22
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:03:30
RO #: R154454 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  PC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
SW30                 SHLLO    6  PM     N B I 00013217 OIL,MULTIGRA 53000    C
WR: N $     0.614  / QT VN:       OO:   PO:          DT: 031601 RE: 08 LC: PSS1
                                   C: N
33311                WIXCR    1  PM     N B I 00004520 FILTER,FUEL  44000    C
WR: N $     6.740  / EA VN:       OO:   PO:          DT: 031601 RE: 08 LC: PSS1
                                   C: N
46153                WIXCR    1  PM     N B I 00000132 FILTER,AIR = 41000    C
WR: N $     4.310  / EA VN:       OO:   PO:          DT: 031601 RE: 08 LC: PSS1
                                   C: N
31-22                ANCOX    2  44     N B I 00021095 BLADE,WIPER- 02035    C
WR: N $     4.364  / EA VN:       OO:   PO:          DT: 031601 RE: 08 LC: PSS1
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL = 45009    C
WR: N $     2.860  / EA VN:       OO:   PO:          DT: 031601 RE: 08 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R154454 NEXT SECTION ==> A LAST CHANGED BY AIN ON 03/19/01 AT 08:22
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
RTC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1       04/07/03 11:03:53

RO NUMBER..: R155110    RO STATUS: CF COMPLT-FINISHED           REPR LOC: PS81
UNIT NUMBER: 9281       REASON...: 04 NORML                     METER...:    4635
SCHEDULE...: 2 N SCH    UNIT STAT: A ACTIVE                     SITE....: 1 SHOP
MAINT LOC..: PS81       DESC.....: SEDAN, POLICE PACKAGE        STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE      IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                              GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL        MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 03/20/01 AT: 10:51
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 03/20/01 AT: 10:53
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 03/20/01 AT: 15:30
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 03/21/01 AT: 08:47
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 GRILL LIGHT OUT
02 ____________________________________________________________
03 ____________________________________________________________
04 ____________________________________________________________
05 ____________________________________________________________
NEXT RO ==> R155110                 LAST CHANGED BY AIN ON 03/21/01 AT 08:47
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY.          04/07/03 11:04:01
RO #: R155110 SECT: A STD JOB:                                  BASE: 9281
-----------------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------------
891                  WGNEL    2  38     N B I 00022311 BULB         34000    C
WR: N $     3.809  / EA VN:        OO:    PO:          DT: 032001 RE: 04 LC: PSS1
                                    C: N

WR:   $            /   VN:        OO:    PO:          DT:        RE:    LC:
                                    C:

WR:   $            /   VN:        OO:    PO:          DT:        RE:    LC:
                                    C:

WR:   $            /   VN:        OO:    PO:          DT:        RE:    LC:
                                    C:

WR:   $            /   VN:        OO:    PO:          DT:        RE:    LC:
                                    C:
NEXT RO ==> R155110 NEXT SECTION ==> A LAST CHANGED BY AIN ON 03/21/01 AT 08:47
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

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EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1       04/07/03 11:04:27

RO NUMBER..: R165171    RO STATUS: CF COMPLT-FINISHED           REPR LOC: PSS1
UNIT NUMBER: 9281       REASON...: 39 WAROS                     METER...:    8441
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                     SITE....: 4 VENDR
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE        STD JOB.: ________
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE      IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                              GROUP...: AOC   L
VIN #...: 2G1WP55K8Y9375807 YEAR.: 2000      MAKE: CHVRL        MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 05/14/01 AT: 09:02
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 05/14/01 AT: 00:00
WARRANTY: Y        DEFERRED MAINT: Y         RO FINISHED: 05/18/01 AT: 06:25
DELAY RN: _             DELAY SYS: __        RO CLOSED..: 05/21/01 AT: 12:32
                                             OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PM, RED GRILLE LIGHT OUT,
02 ==========================================================================
03 TO H-B CHEVROLET TO REPAIR FRONT SUB FRAME, FRONT ENGINE MOUNT &
04 CHECK FRONT RIDE HEIGHT
05 ==========================================================================
NEXT RO ==> R165171                    LAST CHANGED BY AIN ON 05/21/01 AT 12:32
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:04:37
RO #: R165171 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
33311                WIXCR    1  PM     N B I 00004520 FILTER,FUEL  44000    C
WR: N $     6.740  / EA VN:       OO:   PO:          DT: 051401 RE: 08 LC: PSS1
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL = 45009    C
WR: N $     2.860  / EA VN:       OO:   PO:          DT: 051401 RE: 08 LC: PSS1
                                   C: N
5W30                 SHLLO    6  PM     N B I 00013217 OIL,MULTIGRA 53000    C
WR: N $     0.124  / QT VN:       OO:   PO:          DT: 051401 RE: 08 LC: PSS1
                                   C: N
31-22                ANCOX    2  44     N B I 00021095 BLADE,WIPER= 02035    C
WR: N $     4.630  / EA VN:       OO:   PO:          DT: 051401 RE: 08 LC: PSS1
                                   C: N
SKIDPLATE-IMPALA     MISC     1  10     N B I 00024016 SKIDPLATE,   40000    C
WR: N $   175.000  / EA VN:       OO:   PO:          DT: 051401 RE: 48 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R165171 NEXT SECTION ==> A LAST CHANGED BY AIN ON 05/21/01 AT 12:32
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS. F11-PG
F12-RO PAGE 2
```


05/08/03 10:14 FAX 810 986 2752 GM PRODUCT ANALYSIS 047

Page: 1 Document Name: untitled

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EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:04:47
RO #: R165171 SECT: A STD JOB:                                 BASE: 9281
-------------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS   M
-------------------------------------------------------------------------------
790                  FEDRL    1  38     N B I 00018001 BULB,GH1     34000   C
WR: N $     6.000  / EA VN:       OO:    PO:          DT: 051401 RE: 04 LC: PSS1
                                   C: N

WR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

WR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

WR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

WR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:
NEXT RO ==> R165171 NEXT SECTION ==> A LAST CHANGED BY AIN ON 05/21/01 AT 12:32
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

Date: 4/7/ 3 Time: 11:07:58 AM

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EIC3916                OPEN/UPDATE REPAIR ORDER - PAGE 1      04/07/03 11:05:25

RO NUMBER..: R187582    RO STATUS: CF COMPLT-FINISHED          REPR LOC: PRSR6
UNIT NUMBER: 9281       REASON...: 24 STUDY                    METER...:   14298
SCHEDULE...: 3 EMERG    UNIT STAT: A ACTIVE                    SITE....: 2 ROAD
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE       STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE     IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                             GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL       MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 09/19/01 AT: 16:32
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 09/18/01 AT: 16:33
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 09/18/01 AT: 18:00
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 09/19/01 AT: 16:34
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 BIS
02 AIR FIL  RAD
03 ____________________________________________________________
04 ____________________________________________________________
05 ____________________________________________________________
NEXT RO ==> R187582                 LAST CHANGED BY CHB ON 09/19/01 AT 16:34
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

Page: 1 Document Name: untitled

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:05:35
RO #: R187582 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
46153                WIXCR    1  01     N B I 00000132 FILTER,AIR = 41000    C
NR: N $     4.510  / EA VN:       OO:    PO:          DT: 091901 RE: 24 LC: PRSR6
                                   C: N

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:
NEXT RO ==> R187582 NEXT SECTION ==> A LAST CHANGED BY CHB ON 09/19/01 AT 16:34
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3916                OPEN/UPDATE REPAIR ORDER - PAGE 1      04/07/03 11:05:50

RO NUMBER..: R190063    RO STATUS: CF COMPLT-FINISHED          REPR LOC: PRSR1
UNIT NUMBER: 9281       REASON...: 10 RD CL                    METER...:   15144
SCHEDULE...: 2 N SCH    UNIT STAT: A ACTIVE                    SITE....: 2 ROAD
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE       STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE     IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                             GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL       MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 09/28/01 AT: 22:37
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 09/29/01 AT: 18:58
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 09/30/01 AT: 00:15
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 09/30/01 AT: 19:00
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PO AALBUE           BIS
02 PSA4
03 NO START
04 JOB#11938
05 ____________________________________________________________
NEXT RO ==> R190063                    LAST CHANGED BY MMM ON 09/30/01 AT 19:00
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```


05/08/03 16:15 FAX 810 986 2752 GM PRODUCT ANALYSIS 051

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:05:59
RO #: R190063 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  PC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
19001631             CHVRL    1  38     N B I 00009550 BATTERY,INPA 32001    C
WR: N $    77.060  / EA VN:        OO:   PO:         DT: 093001 RE: 10 LC: PRSR1
                                    C: N
12193604             CHVRL    3  46     N B I 00007374 RELAY,COOLNG 42006    C
WR: N $    11.899  / EA VN:        OO:   PO:         DT: 093001 RE: 10 LC: PRSR1
                                    C: N

WR:    $            /    VN:       OO:   PO:         DT:        RE:    LC:
                                    C:

WR:    $            /    VN:       OO:   PO:         DT:        RE:    LC:
                                    C:

WR:    $            /    VN:       OO:   PO:         DT:        RE:    LC:
                                    C:
NEXT RO ==> R190063 NEXT SECTION ==> A LAST CHANGED BY MMM ON 09/30/01 AT 19:00
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3916                OPEN/UPDATE REPAIR ORDER - PAGE 1      04/07/03 11:06:16

RO NUMBER..: R197048    RO STATUS: CF COMPLT-FINISHED          REPR LOC: PSS1
UNIT NUMBER: 9281       REASON....: 08 PM                      METER....:   19639
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                    SITE.....: 1 SHOP
MAINT LOC..: PSS1       DESC......: SEDAN, POLICE PACKAGE      STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE..: HPSA4 HP PATROL SERVICE    IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                             GROUP....: AOC   L
VIN #....: 2G1WF55K8Y9375807 YEAR..: 2000      MAKE: CHVRL     MODEL....: IMPALA
PM DUE 1: C  METER:      0  DAYS..:  844      RO OPENED...: 11/13/01 AT: 09:24
PM DUE 2: X  METER:      0  DAYS..:    2      RO STARTED..: 11/13/01 AT: 00:00
WARRANTY: Y        DEFERRED MAINT: Y          RO FINISHED: 11/15/01 AT: 13:41
DELAY RN: _             DELAY SYS: __         RO CLOSED...: 11/16/01 AT: 08:24
                                              OTHER RO....: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PM, REPAIR RIGHT SIDE KICK PANEL (GRAY),
02 LEFT REAR TAIL LENS,
03 SURVEILLANCE MODE BUTTON IN.OP.,
04 NYS INSPECTION, REPLACE SPARE TIRE
05 ____________________________________________________________________
NEXT RO ==> R197048                    LAST CHANGED BY AIN ON 11/16/01 AT 08:24
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:06:26
RO #: R197048 SECT: A STD JOB:                                 BASE: 9281
-------------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-------------------------------------------------------------------------------
15W40                SHLLO    6  PM     N B I 00008152 OIL,ENG.-H.D 45000    C
WR: N $     0.664  / QT VN:       OO:    PO:          DT: 111301 RE: 08 LC: PSS1
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL - 45009    C
WR: N $     3.027  / EA VN:       OO:    PO:          DT: 111301 RE: 08 LC: PSS1
                                   C: N
46153                WIXCR    1  PM     N B I 00000132 FILTER,AIR - 41000    C
WR: N $     4.570  / EA VN:       OO:    PO:          DT: 111301 RE: 08 LC: PSS1
                                   C: N
31-22                ANCOX    2  44     N B I 00021095 BLADE,WIPER- 02035    C
WR: N $     4.760  / EA VN:       OO:    PO:          DT: 111301 RE: 08 LC: PSS1
                                   C: N
10437572             CHVRL    1  12     N B I 00024389 LAMP,L/TAIL  34000    C
WR: N $    76.200  / EA VN:       OO:    PO:          DT: 111301 RE: 04 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R197048 NEXT SECTION ==> A LAST CHANGED BY AIN ON 11/16/01 AT 08:24
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:06:33
RO #: R197048 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
SSD699               RAYBE    1  44     N B I 00023925 PADS,F/DISC  13000    C
WR: N $    34.088  / ST VN:       OO:   PO:         DT: 111301 RE: 04 LC: PS81
                                   C: N
SSD698               RAYBE    1  44     N B I 00025259 PADS,R/DISC  13000    C
WR: N $    33.069  / ST VN:       OO:   PO:         DT: 111301 RE: 04 LC: PS81
                                   C: N
P22560HR16           CPRTR    1  44     N B I 00023577 TIRE         17000    C
WR: N $    45.480  / RA VN:       OO:   PO:         DT: 111301 RE: 04 LC: PS81
                                   C: N
10283834             CHVRL    1  38     N B I 00025355 SWITCH,L/F W 34004    C
WR: Y $    41.470  / RA VN:       OO:   PO:         DT: 111401 RE: 38 LC: PS81
                                   C: N

WR:    $            /    VN:       OO:   PO:         DT:        RE:    LC:
                                   C:
NEXT RO ==> R197048 NEXT SECTION ==> A LAST CHANGED BY AIN ON 11/16/01 AT 08:24
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```


05/06/03 16:16 FAX 810 986 2752 GM PRODUCT ANALYSIS 008

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1       04/07/03 11:07:19

RO NUMBER..: R219188    RO STATUS: CF COMPLT-FINISHED           REPR LOC: PSS1
UNIT NUMBER: 9281       REASON...: 08 PM                        METER...:   22449
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                     SITE....: 1 SHOP
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE        STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE      IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                              GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL.       MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844      RO OPENED..: 04/02/02 AT: 08:10
PM DUE 2: X  METER:      0  DAYS.:    2      RO STARTED.: 04/02/02 AT: 00:00
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 04/02/02 AT: 13:21
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 04/09/02 AT: 09:41
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 FSD MAINT BULLETIN 2001-18                          TT#: 075284
02 REPLACE SUB FRAME, FT SPRINGS,
03 ENGINE MOUNT BRACKET & ANY
04 OTHER PARTS AS REQUIRED.
05 PM-A 6MO.
NEXT RO ==> R219188                    LAST CHANGED BY AIN ON 04/09/02 AT 09:41
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:07:30
RO #: R219188 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
10322679             CHVRL    1  01     N B I 00026885 SUB/FRAME II 14000    C
WR: Y $     0.020  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
10321856             CHVRL    1  01     N B I 00026886 BRKT ENG MT  45000    C
WR: Y $     0.020  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
22133025             CHVRL    2  01     N B I 00025170 SPRING,FRONT 16004    C
WR: Y $     0.791  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
10403403             CHVRL    2  01     N B I 00025564 BOLT,REAR CH 14000    C
WR: Y $     0.029  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
10410940             CHVRL    2  01     N B I 00025563 BOLT,FRNT CH 14000    C
WR: Y $     0.047  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R219188 NEXT SECTION ==> A LAST CHANGED BY AIN ON 04/09/02 AT 09:41
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE Z
```


08/08/03 16:18 FAX 810 986 2752 GM PRODUCT ANALYSIS 057

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:07:47
RO #: R219188 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
26071517             CHVRL    1  18     N B I 00027846 CLAMP,F/SHF  20000    C
WR: Y $     4.812  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
5W30                 SHLLO    6  PM     N B I 00013217 OIL,MULTIGRA 53000    C
WR: N $     0.787  / QT VN:       OO:   PO:          DT: 040402 RE: 08 LC: PSS1
                                   C: N
51040                WIKCR    1  PM     N B I 00005104 FILTER,OIL - 45009    C
WR: N $     3.030  / EA VN:       OO:   PO:          DT: 040402 RE: 08 LC: PSS1
                                   C: N
908554               CHVRL    2  12     N B I 00016009 BEARING,FRT. 16002    C
WR: Y $    23.567  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N
22064774             CHVRL    1  18     N B I 00025037 STRUT,FRONT  16003    C
WR: Y $   103.037  / EA VN:       OO:   PO:          DT: 040402 RE: 38 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R219188 NEXT SECTION ==> A LAST CHANGED BY AIN ON 04/09/02 AT 09:41
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

Page: 1 Document Name: untitled

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:07:53
RO #: R219188 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
8166                 APMAA    2  46     N B I 00020876 HANGER,EXH * 43000    C
NR: N $     0.600  / EA VN:       OO:    PO:          DT: 040502 RE: 04 LC: P881
                                   C: N

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:

NR:   $            /    VN:       OO:    PO:          DT:        RE:    LC:
                                   C:
NEXT RO ==> R219188 NEXT SECTION ==> A LAST CHANGED BY AIN ON 04/09/02 AT 09:41
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1      04/07/03 11:09:06

RO NUMBER..: R234479    RO STATUS: CF COMPLT-FINISHED          REPR LOC: PSS1
UNIT NUMBER: 9281       REASON...: 08 PM                       METER...:   24872
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                    SITE....: 1 SHOP
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE       STD JOB.: ________
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE     IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                             GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL       MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844     RO OPENED..: 07/05/02 AT: 07:22
PM DUE 2: X  METER:      0  DAYS.:    2     RO STARTED.: 07/05/02 AT: 09:00
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 07/05/02 AT: 12:00
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 07/08/02 AT: 09:12
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PM; BRAKES LOW PEDAL; NO A/C
02 ____________________________________________________________
03 ____________________________________________________________
04 ____________________________________________________________
05 ____________________________________________________________
NEXT RO ==> R234479                    LAST CHANGED BY RFC ON 07/10/02 AT 10:29
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:09:15
RO #: R234479 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
5W30                 SHLLO    6  PM     N B I 00013217 OIL,ENGINE   53000    C
WR: N $     0.788  / QT VN:       OO:   PO:          DT: 070502 RE: 08 LC: PS81
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL - 45009    C
WR: N $     3.030  / EA VN:       OO:   PO:          DT: 070502 RE: 08 LC: PS81
                                   C: N
R134A                MISC     1  18     N B I 00005366 FREON,R134A  53100    C
WR: N $     2.500  / LB VN:       OO:   PO:          DT: 070502 RE: 04 LC: PS81
                                   C: N

WR:   $            /    VN:       OO:   PO:          DT:        RE:    LC:
                                   C:

WR:   $            /    VN:       OO:   PO:          DT:        RE:    LC:
                                   C:
NEXT RO ==> R234479 NEXT SECTION ==> A LAST CHANGED BY RFC ON 07/10/02 AT 10:29
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1       04/07/03 11:10:00

RO NUMBER..: R242242    RO STATUS: CF COMPLT-FINISHED           REPR LOC: PRSR6
UNIT NUMBER: 9281       REASON...: 10 RD CL                     METER...:   25586
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                     SITE....: 2 ROAD
MAINT LOC..: P881       DESC.....: SEDAN, POLICE PACKAGE        STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HP8A4 HP PATROL SERVICE      IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                              GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL        MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844     RO OPENED..: 08/19/02 AT: 08:27
PM DUE 2: X  METER:      0  DAYS.:    2     RO STARTED.: 08/19/02 AT: 17:00
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 08/19/02 AT: 19:00
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 08/19/02 AT: 20:34
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 AALBUE
02 PSA4
03 BATTERY
04 JOB#9356
05 BIS
NEXT RO ===> R242242                    LAST CHANGED BY CHB ON 08/19/02 AT 20:34
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:10:10
RO #: R242242 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
19001631             CHVRL    1  38     N B I 00009550 BATTERY,IMPA 32001    C
WR: N $     79.780  / EA VN:        OO:    PO:          DT: 081902 RE: 10 LC: PRSR6
                                     C: N

WR:    $            /    VN:        OO:    PO:          DT:        RE:    LC:
                                     C:

WR:    $            /    VN:        OO:    PO:          DT:        RE:    LC:
                                     C:

WR:    $            /    VN:        OO:    PO:          DT:        RE:    LC:
                                     C:

WR:    $            /    VN:        OO:    PO:          DT:        RE:    LC:
                                     C:
NEXT RO ==> R242242 NEXT SECTION ==> A LAST CHANGED BY CHB ON 08/19/02 AT 20:34
F1-HELP  F6-LAST            F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```


05/06/03 18:21 FAX 810 888 2732 GM PRODUCT ANALYSIS 083

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1        04/07/03 11:10:29

RO NUMBER..: R248045    RO STATUS: CF COMPLT-FINISHED            REPR LOC: PSS1
UNIT NUMBER: 9281       REASON...: 08 PM                         METER...:   29700
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                      SITE....: 1 SHOP
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE         STD JOB.: ________
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE       IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                               GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL         MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844     RO OPENED..: 09/24/02 AT: 09:03
PM DUE 2: X  METER:      0  DAYS.:    2     RO STARTED.: 09/25/02 AT: 07:00
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 09/25/02 AT: 15:00
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 09/26/02 AT: 07:35
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PM; CK ALL TIRES
02 ____________________________________________________________________
03 ____________________________________________________________________
04 ____________________________________________________________________
05 ____________________________________________________________________
NEXT RO ==> R248045                     LAST CHANGED BY AIN ON 09/26/02 AT 07:35
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:10:38
RO #: R248045 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
5W30                 SHLLO    6  PM     N B I 00013217 OIL,ENGINE   53000    C
WR: N $     0.788  / QT VN:       OO:   PO:          DT: 092502 RE: 08 LC: PSS1
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL = 45009    C
WR: N $     3.030  / EA VN:       OO:   PO:          DT: 092502 RE: 08 LC: PSS1
                                   C: N
46153                WIXCR    1  PM     N B I 00000132 FILTER,AIR = 41000    C
WR: N $     4.570  / EA VN:       OO:   PO:          DT: 092502 RE: 08 LC: PSS1
                                   C: N
33311                WIXCR    1  PM     N B I 00004520 FILTER,FUEL  44000    C
WR: N $     7.140  / EA VN:       OO:   PO:          DT: 092502 RE: 08 LC: PSS1
                                   C: N
31-22                ANCOX    2  44     N B I 00021095 BLADE,WIPER= 02035    C
WR: N $     4.790  / EA VN:       OO:   PO:          DT: 092502 RE: 08 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R248045 NEXT SECTION ==> A LAST CHANGED BY AIN ON 09/26/02 AT 07:35
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:10:49
RO #: R248045 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
SSD699               RAYBE    1  44     N B I 00023925 PADS,F/DISC  13000    C
WR: N $    35.842  / ST VN:       OO:   PO:          DT: 092502 RE: 04 LC: PSS1
                                   C: N
SSD698               RAYBE    1  44     N B I 00025259 PADS,R/DISC  13000    C
WR: N $    33.469  / ST VN:       OO:   PO:          DT: 092502 RE: 04 LC: PSS1
                                   C: N
P22560HR16           CPRTR    4  44     N B I 00023577 TIRE,H RATED 17000    C
WR: N $    45.487  / EA VN:       OO:   PO:          DT: 092502 RE: 04 LC: PSS1
                                   C: N

WR:    $            /    VN:       OO:   PO:          DT:        RE:    LC:
                                   C:

WR:    $            /    VN:       OO:   PO:          DT:        RE:    LC:
                                   C:
NEXT RO ==> R248045 NEXT SECTION ==> A LAST CHANGED BY AIN ON 09/26/02 AT 07:35
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```


05/06/03 16:22 FAX 810 888 2782 GM PRODUCT ANALYSIS 008

```
EIC3916                 OPEN/UPDATE REPAIR ORDER - PAGE 1       04/07/03 11:11:07

RO NUMBER..: R256335    RO STATUS: CF COMPLT-FINISHED           REPR LOC: PSS1
UNIT NUMBER: 9281       REASON...: 08 PM                        METER...:   32067
SCHEDULE...: 1 SCHED    UNIT STAT: A ACTIVE                     SITE....: 1 SHOP
MAINT LOC..: PSS1       DESC.....: SEDAN, POLICE PACKAGE        STD JOB.: _______
CHARGE UNIT: 9281       DOMICILE.: HPSA4 HP PATROL SERVICE      IN SERV.: 12/14/00
PRIM ASGN..:            ASGN DESC:                              GROUP...: AOC   L
VIN #...: 2G1WF55K8Y9375807 YEAR.: 2000      MAKE: CHVRL        MODEL...: IMPALA
PM DUE 1: C  METER:      0  DAYS.:  844     RO OPENED..: 11/13/02 AT: 08:15
PM DUE 2: X  METER:      0  DAYS.:    2     RO STARTED.: 11/14/02 AT: 13:17
WARRANTY: Y        DEFERRED MAINT: Y        RO FINISHED: 11/27/02 AT: 15:10
DELAY RN: _             DELAY SYS: __       RO CLOSED..: 11/29/02 AT: 10:37
                                            OTHER RO...: N
-----REPAIRS/DRIVER COMPLAINTS - USE COMMAS TO SEPARATE INCIDENTS----
01 PM; BRAKES VERY LOW/GRINDING; NYSX; FT DOME NEEDS BULBS;
02 CK ENG LIGHT IS ON
03 ____________________________________________________________
04 ____________________________________________________________
05 ____________________________________________________________
NEXT RO ==> R256335                 LAST CHANGED BY AIN ON 11/29/02 AT 10:37
ENTER-CHANGE  F2-OPEN  F4-LABOR  F5-PARTS  F6-PRINT  F7-MTR RECAL  F8-FORWARD
F9-RETRIEVE  F11-COMMENTS  F12-DEFERRED MAINT  F16-PM  F17-WARRANTY  F18-HIST
```

Page: 1 Document Name: untitled

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EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:11:13
RO #: R256335 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
5W30                 SHLLO    6  PM     N B I 00013217 OIL,ENGINE   53000    C
WR: N $     0.788  / QT VN:       OO:   PO:          DT: 111502 RE: 08 LC: PSS1
                                   C: N
51040                WIXCR    1  PM     N B I 00005104 FILTER,OIL = 45009    C
WR: N $     3.030  / EA VN:       OO:   PO:          DT: 111502 RE: 08 LC: PSS1
                                   C: N
46153                WIXCR    1  PM     N B I 00000132 FILTER,AIR = 41000    C
WR: N $     4.570  / EA VN:       OO:   PO:          DT: 111502 RE: 08 LC: PSS1
                                   C: N
33311                WIXCR    1  PM     N B I 00004520 FILTER,FUEL  44000    C
WR: N $     7.140  / EA VN:       OO:   PO:          DT: 111502 RE: 08 LC: PSS1
                                   C: N
8166                 APNAA    2  46     N B I 00020876 HANGER,EXH = 43000    C
WR: N $     0.610  / EA VN:       OO:   PO:          DT: 111502 RE: 04 LC: PSS1
                                   C: N                                     MORE
NEXT RO ==> R256335 NEXT SECTION ==> A LAST CHANGED BY AIN ON 11/29/02 AT 10:37
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
```

```
EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:11:22
RO #: R256335 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER       MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
08912                 TMCPC    1  29     N B I 00006278 CLEANER,FUEL 53100    C
WR: N $    10.870  / EA VN:       OO:   PO:         DT: 111502 RE: 04 LC: PSS1
                                   C: N
08796                 TMCPC    1  29     N B I 00006264 CLEANER,CARB 53100    C
WR: N $     1.703  / EA VN:       OO:   PO:         DT: 111502 RE: 04 LC: PSS1
                                   C: N
18042270              CHVRL    1  18     N B I 00028983 BOOSTER PWR/ 13000    C
WR: Y $   167.000  / EA VN:       OO:   PO:         DT: 111502 RE: 38 LC: PSS1
                                   C: N
12569504              CHVRL    1  44     N B I 00023204 SERP/BLTY2KI 42012    C
WR: Y $    22.500  / EA VN:       OO:   PO:         DT: 111502 RE: 38 LC: PSS1
                                   C: N
ATFD                  SHLLO    3  18     N B I 00000110 FLUID,DEXRON 27000    C
WR: N $     0.892  / QT VN:       OO:   PO:         DT: 111902 RE: 04 LC: PSS1
                                   C: N                                    MORE
NEXT RO ==> R256335 NEXT SECTION ==> A LAST CHANGED BY AIM ON 11/29/02 AT 10:37
F1-HELP  F6-LAST          F4-LABOR   F7-BMD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
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06/06/03 18:24 FAX 810 986 2752 GM PRODUCT ANALYSIS 009

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EIC3963                    OPEN RO PART ITEMS DISPLAY          04/07/03 11:11:29
RO #: R256335 SECT: A STD JOB:                                 BASE: 9281
-----------------------------------------------------------------------------
MFG PART NUMBER      MFG    QTY  FC POS T U S PART #   DESCRIPTION  CLASS    M
-----------------------------------------------------------------------------
10096163             CHVRL    1  38     N B I 00006447 MODULE,ENG.  42000    C
WR: Y $    23.350  / EA VN:       OO:   PO:         DT: 112502 RE: 38 LC: PSS1
                                   C: N
10298115             CHVRL    1  12     N B I 00023371 RETAINER,H.L 02000    C
WR: N $     2.160  / EA VN:       OO:   PO:         DT: 112502 RE: 04 LC: PSS1
                                   C: N
10271462             CHVRL    2  44     N B I 00026356 BRKT.ENG.DOG 14003    C
WR: Y $    19.629  / EA VN:       OO:   PO:         DT: 112602 RE: 38 LC: PSS1
                                   C: N
SSD699               RAYBE    1  44     N B I 00023925 PADS,F/DISC  13000    C
WR: N $    35.488  / ST VN:       OO:   PO:         DT: 112602 RE: 04 LC: PSS1
                                   C: N

WR:   $            /    VN:       OO:   PO:         DT:        RE:    LC:
                                   C:
NEXT RO ==> R256335 NEXT SECTION ==> A LAST CHANGED BY AIN ON 11/29/02 AT 10:37
F1-HELP  F6-LAST          F4-LABOR   F7-BWD  F8-FWD  F9-RET  F10-TSKS  F11-PG
F12-RO PAGE 2
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05/06/03 16:34 FAX 810 988 2752 GM PRODUCT ANALYSIS 070

45837D

SR No.	1-74229330	Ref No.	MI / 8 AM	BRC Type	PAR Safety Yes
Bus. Unit	BRC				
Last Name	[redacted]			Area	PAR
Approval	Not Initiated	Sub-Area	Initiate PAR-Thermal Event		
Evening #	[redacted]			Engine - General	Phone
				Garber Buick Company	Updated 4/4/03 1:16:52 PM
Make	Buick	Mileage	35000	Serial #/VIN	1G4CW52K8W4607285
State	MI	ZipCd	48603-4607	Closed	SULE
Park Avenue	Year	1998	Warr. Start	10/09/1997	Dissatisfied 2/18/03 5:08:07 PM
Customer Description	PAR FILE, TRANSFER CUST TO SUE LE EXT 58508			Abstract	THERMAL EVENT
Closed	4/4/03 1:16:48 PM				

veh blew up in the garage

Owner

Smith

2/17/03 10:30:00 AM

Ruth

2/12/16

67"

none

Veh complete totaled

0

1

the garage of gratiot st and fairview st

Vehicle Location

Garber Buick

Component

unsure as of yet

N

Dry

McConnell

Raymond

Garber Buick

Asphalt

Insurance Agency

State Farm Insurance

(989) 793-1553

N/A

N/A

Fire department number 4930 Shattuck Rd. 989-791-9820
Claim number 22x019529

PAR Detail

Y

Y

0

dry

na

CUSTOMER

PERSONAL ITEMS

INSIDE THE VEH

Prop Est Repair Cost

$800.00

_____ Personal

_____ Thermal Event

_____ total loss

_____ 3rd Party Inspector _____ 2/28/03 3:09:00 PM

04/04/03	SULE	SR Closed - Dissatisfied		Done	Service Request has been Closed Dissatisfied.
Comment					Confidential Comment
04/04/03	SULE	Other		Done	CUSTOMER'S ADDRESS
Comment	CRM FORWARDING THE FILE TO ESIS FOR FURTHER REVIEW. [redacted]				Confidential Comment
04/04/03	MEEKSL	Ownership Changed		Done	Service Request Ownership has changed FROM: MEEKSL TO: SULE
Comment					Confidential Comment
04/04/03	SULE	BRC PAR	Case Reassigned - IN	Done	reassigned file to Su Le at ext. 58609
Comment					Confidential Comment
04/04/03	LOTTM	BRC PAR	Case Reassigned - OUT	Done	reassigned file from Larry Meeks to Su Le
Comment					Confidential Comment
04/03/03	LOTTM	BRC PAR	ESIS- Atty Involvement	Done	FTT can fading
Comment	To ESIS team to send file to ESIS.. Larry Meeks/Par/57255 received and assigned to ESIS liaison. Marjorie Lott/PAR				Confidential Comment
04/03/03	MEEKSL	BRC PAR	Close	Done	FTT crm closing file
Comment	As customer is settling with his insurance carrier for vehicle and pursuing compensation through ESIS and has made contact in fir and Phone with them.. Par crm will handle the rental reimbursement promised by Par and rental during decision time.. Note customer is an Attorney. He advised he was seeking a compensation for his time to replace vehicle and compensation for the trauma of the event equal to what Par had offered for the repurchase of $12500. Insurance carrier is offering $14500 for vehicle... Larry Meeks/Par/57255				Confidential Comment
04/03/03	MEEKSL	Outbound Call Dealer	Made Contact	Done	FTT crm called dealership

Comment At 989-497-4444 and spoke to Sven Robert Twing and advised of reimbursement procedure and asked about vehicle he checked with Bodyshop and it was still there but Bodyshop manager states that customer in rental from the bodyshop.
FTT crm states file didn't advise so rental needs to be terminated sr 6pm pm 4-4-03 since customer is proceeding with insurance carrier, Svm states will handle and asks if he uses the same codes for their payment FTT crm informs him yes use same two different lines and provides his contact data..Larry Meeks/par/57255 Confidential Comment

04/03/03 MEEKSL Inbound Call Customer Scheduled Follow-Up Done Customer returned VME from FTT crm

Comment And confirmed that he is settling with his insurance company and has sent letter to ESIS and left VME for Greg but no file setup yet. FTT crm advised that he needed to close his file and fwd to ESIS so they have the data. Customer asks about the $504 dollars he was told we would reimburse and FTT crm placed on hold and checked with ESIS eval team and T/M Pat was decided we would handle, returned to phone and thanked for waiting advised that I will handle the reimbursement
for rental through the dealership and explained process.. Customer thanked for my assistance and help..
Larry Meeks/par/57255 Confidential Comment

04/03/03 MEEKSL Outbound Call Customer Made Contact Done FTT crm called customer

Comment

Reached secretary and customer in court now will advise him of my call.
FTT crm left contact data again.
Larry Meeks/Par/57255 Confidential Comment

04/03/03 MEEKSL Inbound Voice Mail Inquiry Done Customer returning FTT crm call

Comment Confidential Comment

04/01/03 MEEKSL Outbound Call Customer Made Contact Done FTT crm called Law firm

Comment

Asked for Customer Atty Smith and was transferred to his assistant and she took name and number and advised that customer out of office until this afternoon and will give message on his return..
Larry Meeks/Par/57255
FTT crm notes could close file as customer was to have confirmed he was going to proceed with insurance on 3-28-03 but didn't will wait to see if
called this afternoon if not will close file..Larry Meeks/Par/57255 Confidential Comment

03/25/03 MEEKSL Outbound Call Customer Made Contact Done FTT crm called customer

Comment

He states he is probably going to pursue through insurance and ESIS states he sent a letter off to ESIS but hasn't received a responce FTT crm states file time for responce we are told is 10-14 business days but they have nothing to due with the repurchase as they handle compensation and we handle the repurchase that FTT crm needs a decision as his time factor for handling file is running out and can't wait until they do their work. Customer asks for delay til friday 3-28 FTT crm states that's the last day of his handling time and would need contacting before 4pm my time, customer states find..
Larry Meeks/Par/57255 Confidential Comment

03/20/03 MEEKSL Inbound Call Customer Simple Call Resolved Done Customer called FTT crm

Comment FTT crm advised had just cleared his VME from his phone customer states was getting ready to leave for office and thought he would call. FTT crm thanked for calling and went over the sources for the offer and the amount of offer including the rental reimbursement. FTT crm advised due to low mileage and the vehicle looking undamaged used the excellent status for dollar amounts. Customer states his insurance is offering him more. FTT crm states that he pulled from higher limits to get his offer, customer asks if we will buy with a salvage title. FTT crm asks to mean if you settle with insurance and buy title back will we settle with you also the answer is no. Customer states thats what he was talking about or he might buy back and give to NHTSA, FTT crm states if he settles with insurance he can do what ever he wants if insurance will let him as they would be owners of vehicle. Customer not sure which offer to pursue but thought we would be offering more as there were no physical injuries but still some mental cross as a 67 yr old lady was starting vehicle, FTT crm states any compensation from Confidential Comment

Incident would be handled at ESIS and settlement with me doesn't stop him from seeking compensation from them customer asks for address as he is an attorney FTT crm provided. customer states will check and let FTT crm know..
Larry Meeks/par57255

03/20/03	MEEKSL	Inbound Voice Mail	Service Request Update	Done	Customer returned call from FTT crm
Comment					Confidential Comment
03/18/03	MEEKSL	Outbound Call Customer	Made Contact	Done	FTT crm called customer office
Comment					Confidential Comment using excellent condition have book value of $11700 rounded to $12000. plus customer reimbursement $500 for total of $12500.
	Spoke to sharie his assistant advised out of town today left return contact data with assistant..				
03/18/03	MEEKSL	Outbound Call Dealer	Left Message	Done	FTT crm called dealership
Comment	Where customer purchased vehicle at 989-487-4444 and asked for Sales Mgr or gen. mgr--was transferred to VME for Gen Mgr Tom Krzyzaniak and advised of repurchase and asked for copies of the buyer order and Bill of Sale to be faxed to FTT crm , left return contact data.. Larry Meeks/Par57255				Confidential Comment
03/18/03	SULE	Ownership Changed		Done	Service Request Ownership has changed FROM: SULE TO: MEEKSL
Comment					Confidential Comment
03/14/03	SULE	Inbound White Mail	Customer	Done	BRC PAR Scanned: 2003-03-14-11.12.45.000000, MSXDocNum: SUL3E719A1
Comment					Confidential Comment
03/14/03	MEEKSL	BRC PAR	Workflow - Assign	Done	assigned file to Larry Meeks at ext. 57255
Comment					Confidential Comment
03/13/03	SULE	Inbound White Mail	Customer	Done	BRC PAR Scanned: 2003-03-13-16.13.52.000000, MSXDocNum: SUL3E70693
Comment					Confidential Comment
03/13/03	HOLCOMB	BRC PAR	Fwd to FTT- Straight Repurch	Done	REPURCHASE AND Z1242-RENTAL
Comment					Confidential Comment
	CRM FORWARDING THE FILE TO FTT FOR A REPURCHASE AND Z1242-RENTAL REIMBURSEMENT TO THE CUST AND PAY DLR FOR THE RENTAL DURING THE REPURCHASE PROCESS. TYPE REPURCHASE IS UNKNOWN AT THIS TIME. RECEIVED AND ASSIGNED TO FTT. Marjorie Lott/PAR				
03/13/03	SULE	BRC PAR	GM Decision- Repurch Unknown	Done	REPURCHASE UNKNOWN
Comment					Confidential Comment
	BUSINESS SUMMARY: CRM RECEIVED AND REVIEWED THE FILE, CRM CONTACTED CUST, SVM AND AVM, CRM REQUESTED AN EAA INSPECTION, CRM RECEIVED AND REVIEWED INSPECTION REPORT, GM WILL REPURCHASE CUST'S VEH FOR CUST SATISFACTION AND CUST GOODWILL, CRM FORWARDING THE FILE TO FTT FOR A REPURCHASE AND Z1242-RENTAL REIMBURSEMENT TO THE				

CUST AND PAY DLR FOR THE RENTAL DURING THE REPURCHASE PROCESS.

03/13/03	SULE	BRC PAR	Close-Resolved with Repurchase	Done	CRM CLOSING THE CASE
Comment					Confidential Comment
03/13/03	SULE	Outbound Call Customer	Made Contact	Done	cust
Comment					Confidential Comment

CRM ADVISED CUST THAT CRM TO FAX THE COPY OF THE CHECK. CUST STATES THE DLR PROVIDED CUST WITH A RENTAL VEH EARLIER TODAY

03/13/03	SULE	Inbound Voice Mail	Service Request Update	Done	cust
Comment					Confidential Comment

cust states he is faxing over the rental bill for reimbursement. cust states he will fax crm the purchase check to the veh tomorrow

03/13/03	SULE	Inbound Call Customer	Service Request Update	Done	CUST
Comment					Confidential Comment

CUST STATES THAT HE IS IN A RENTAL VEH FROM ENTERPRISE THROUGH HIS INSURANCE COMPANY. CUST SEEKS TO KNOW IF GM WILL COVER AND REIMBURSE THE RENTAL. CRM ADVISED CUST THAT CRM WILL HAVE THE DLR TRANSFER THE ENTERPRISE RENTAL TO THE DLR'S ACCOUNT AFTER THE CUST SENDS CRM THE DOCUMENTS.

03/13/03	SULE	Inbound Write Mail	Customer	Done	BRC PAR Scanned: 2003-03-13-11.16.22.000000, MSXDocNum: SULSE7061C
Comment					Confidential Comment
03/13/03	SULE	Outbound Call Customer	Left Message	Done	AT WORK
Comment					Confidential Comment

CRM LEFT A MESSAGE FOR CUST AT WORK THAT THE PURCHASED CHECK CAN BE USED IN PLACE OF THE SALE CONTRACT. CRM ADVISED CUST TO FAX CRM THE COPY OF THE CHECK

03/13/03	SULE	Inbound Voice Mail	Service Request Update	Done	CUST
Comment					Confidential Comment

CUST STATES HE IS FAXING OVER THE TITLE AND THE REGISTRATION. CUST STATES HE DOES NOT HAVE THE SALE CONTRACT BUT HE DOES HAVE THE CHECK THAT WAS MADE OUT TO THE DLR FOR THE PURCHASE OF THE VEH CUST SEEKS A CALL BACK

03/12/03	SULE	Inbound Write Mail	Company	Done	BRC PAR Scanned: 2003-03-12-11.13.59.000000, MSXDocNum: SULSE8F0A8
Comment					Confidential Comment
03/12/03	SULE	Outbound Call Dealer	Made Contact	Done	DLR
Comment	CRM ADVISED DARREN THAT GM WILL OFFER CUST A REPURCHASE. CRM ADVISED DARREN TO PROVIDE CUST WITH A RENTAL VEH UP TO $30 PER DAY USING Z1242 LABOR OP.				Confidential Comment
03/12/03	SULE	Outbound Call Customer	Made Contact	Done	CUST
Comment					Confidential Comment

CRM OFFERED CUST A REPURCHASE. CRM ADVISED CUST TO FAX CRM THE TITLE, CURRENT

REGISTRATION AND THE SALE CONTRACT. CUST STATES HE IS RENTING A VEH. CRM ADVISED CUST TO RETURN AND PAY FOR THE RENTAL, FAX CRM THE RENTAL BILL AND PROOF OF PAYMENT, AND GM WILL REIMBURSE CUST UP TO $30 A DAY. CRM ADVISED CUST THAT GM WILL PROVIDE CUST WITH A RENTAL VEH THROUGH THE DLR.

03/12/03 SULE Outbound Call Customer Made Contact Done AT (888) 780-2500

Comment Confidential

WAS ADVISED BY THE RECEPT THAT CUST WILL BE OUT MOST OF THE DAY. CRM WILL TRY CUST ON HIS CELL PHONE Comment

03/11/03 SULE BRC PAR Acknowledgement Done [redacted]

Comment CRM LEFT A MESSAGE FOR CUST AT WORK TO CALL CRM BACK Confidential Comment

03/07/03 SULE Outbound Call Customer Made Contact Done CUST

Comment Confidential

CRM ADVISED CUST THAT CRM DID NOT RECEIVE THE INSPECTION REPORT YET. CUST SEEKS A CALL BACK ON HIS CELL PHONE Comment

03/07/03 SULE Inbound Voice Mail Service Request Update Done cust

Comment Confidential

CUST IS SEEKING A CALL BACK Comment

02/26/03 SULE Inbound Call Field Rep/Whsl Service Request Update Done EAA

Comment Confidential

INSPECTING THE VEH TODAY Comment

02/24/03 SULE BRC PAR Inspection- EAA- Other Done THERMAL

Comment Confidential Comment

02/24/03 SULE BRC PAR Initial Contact- AVM Done AVM

Comment CRM FYI AVM, WILLIAM Confidential Comment

02/24/03 SULE BRC PAR Initial Contact- Dealer Done DLR

Comment CRM ADVISED BODYSHOP MGR, DARRIN THAT AN INSPECTOR WILL BE OUT TO INSPECT THE VEH Confidential Comment

02/24/03 SULE BRC PAR Initial Contact/ Phone Done CUST

Comment DESCRIPTION OF THE INCIDENT: CUST STATES HIS MOTHER TURNED THE KEY TO START THE VEH, HEARD A LOUD EXPLOSION, EXIT THE VEH AND NOTICED SMOKE COMING FROM UNDER THE HOOD, MOTHER THEN CALLED THE FIRE DEPARTMENT. CUST STATES THE FIRE DEPARTMENT WAS NOT ABLE TO MOVE THE VEH OUT OF THE GARAGE. CUST STATES THE VEH BURNED FOR ABOUT 30-40 MINUTES, CUST STATES THE VEH WAS PARKED UNDER A LONG GARAGE. CUST STATES THE GARAGE WAS NOT DAMAGED, JUST SMOKE BURN ON THE FLOOR. CUST STATES THE FIRE WAS CONSUMED TO THE ENGINE AREA. CUST SEEKS GM TO REPLACE THE VEH. CUST GAVE GM AUTH TO INSPECT THE VEH. CRM ADVISED CUST THAT CRM WILL REQUEST FOR AN INSPECTION. Confidential Comment

02/24/03 SULE Inbound Voice Mail Service Request Update Done CUST

Comment Confidential

CUST IS SEEKING A CALLBACK

Comment

02/21/03	SULE	BRC PAR	Acknowledgement	Done	WORK 989-790-2500

Comment CRM CALLED AND LEFT A MESSAGE FOR CUST TO CALL CRM BACK. CRM ADVISED CUST THAT CRM IS AVAIL FROM 8-6PM EASTERN TIME. CRM ADVISED CUST TO PROVIDE CRM WITH A DAYTIME CONTACT NUMBER. CRM PROVIDED CUST WITH THE SERVICE REQUEST NUMBER.

Confidential Comment

02/21/03	SULE	Research		Done	CASE SCAN-NONE FOUND

Comment

Confidential Comment

02/21/03	BOYCER	Ownership Changed		Done	Service Request Ownership has changed FROM: BOYCER TO: SULE

Comment

Confidential Comment

02/21/03	SULE	BRC PAR	Case Assigned	Done	THIS FILE HAS BEEN ASSIGNED TO SUE LE AT 58509

Comment

Confidential Comment

02/21/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC

Comment

Confidential Comment

02/21/03	BOCKHAHA	Ownership Changed		Done	Service Request Ownership has changed FROM: BOCKHAHA TO: BOYCER

Comment

Confidential Comment

02/19/03	BOYCER	Escalation	Initiate PAR	Done	Pre Par Form

Comment File has been received and assigned in PAR
Ruthie Boyce /PAR

Confidential Comment

02/19/03	BOCKHAHA	Outbound Call Dealer	Made Contact	Done	Svc Body Shop Darrin Crooks

Comment Dri states: that the car is completely totaled and everythign is burnt up on the veh. They do not have a reason for the cause as of yet or what components caused this to occur.

Amber Bockhahn/CAC/PDX

Confidential Comment

02/19/03	BOCKHAHA	Inbound Call Customer	Complex Request	Done	Thermal event

Comment Cust states: that his mother in law was in the veh and it blew up. The veh is completely totaled. Cust is 2nd owner of veh, no extended service plan, owns a corvette, rendevou, a van, and an olds 442 roadster. Purchased the veh back in 2000 with 19,000 miles on it.

Cust seeks: to see if Buick will cover any part of the veh.

CRM advsd: will fill out the pre par form and someone from the PAR will be contact the cust back with with in 48 hours.

Amber Bockhahn/CAC/PDX

Confidential Comment

J01	Thermal Event		Engine - General

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:	1G4CW52K6W4607265

CLAIM HISTORY

Repair Order Date:	01/08/2001	Repair Order Number:	342438	Odometer Reading:	27013 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/12/2001	134	01	#	N3620 - W/S WIPER ARM RPL	25695419 - ARM	A	N/A	$74.08	X

Repair Order Date:	10/04/2000	Repair Order Number:	337855	Odometer Reading:	25906 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/10/2000	107	01	#	V0512 - INSTALL ONE FRT SEAT SHOULDER BELT BEZEL ASSY KIT	25696716 - BEZEL ASM	N/A	N/A	$75.14	N

Repair Order Date:	10/12/1999	Repair Order Number:	320649	Odometer Reading:	20990 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/29/1999	8	01	#	B1500 - HOOD	N/A	N/A	N/A	$22.95	N

				ASSEMBLY - ALIGN					

Repair Order Date:	07/12/1999	Repair Order Number:	315597	Odometer Reading:	17615 miles
Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK		
		Site Code:	42565		
		Business Associate Code:	118480		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/16/1999	977	01	#	B7540 - WINDSHIELD REVEAL MOLDING R&R OR REPLACE	N/A	N/A	N/A	$68.86	N

Repair Order Date:	07/09/1999	Repair Order Number:	315554	Odometer Reading:	17524 miles
Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK		
		Site Code:	42565		
		Business Associate Code:	118480		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/13/1999	976	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N
07/13/1999	976	02	#	E0033 - RR WHEEL CENTER CAP	09592342 - CAP ASM-H	N/A	N/A	$41.51	N

Repair Order Date:	04/09/1999	Repair Order Number:	310938	Odometer Reading:	14875 miles
Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK		
		Site Code:	42565		
		Business Associate Code:	118480		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/12/1999	949	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N
04/12/1999	949	02	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	N/A	N/A	N/A	$17.21	N

Repair Order Date:	01/11/1999	Repair Order Number:	306492	Odometer Reading:	12307 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/14/1999	924	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N
01/14/1999	924	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N

Repair Order Date:	10/09/1998	Repair Order Number:	301827	Odometer Reading:	10114 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/15/1998	898	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N
10/15/1998	898	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N
10/15/1998	898	02	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	N/A	N/A	N/A	$16.91	N
10/15/1998	898	02	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	N/A	N/A	N/A	$16.91	N

Repair Order Date:	07/09/1998	Repair Order Number:	296874	Odometer Reading:	7021 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/13/1998	871	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N

Repair Order Date:	04/09/1998	Repair Order Number:	291835	Odometer Reading:	4530 miles

Serviced	GARBER BUICK COMPANY	Selling Source:	11 - BUICK

By:	5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/23/1998	848	01	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	N/A	N/A	N/A	$16.91	N
04/13/1998	845	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N

Repair Order Date:	03/09/1998	Repair Order Number:	290049	Odometer Reading:	3784 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/12/1998	836	01	#	V0125 - 98 FN,OD,BK C/H-MODELS SPARK PLUG CALIBRATION PCM REFLASH	N/A	N/A	N/A	$28.19	N

Repair Order Date:	01/09/1998	Repair Order Number:	287217	Odometer Reading:	2220 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/12/1998	819	01	0	M0012 - LUBE, OIL, FILTER CHANGE	N/A	N/A	N/A	$20.66	N

Repair Order Date:	10/22/1997	Repair Order Number:	283370	Odometer Reading:	394 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/07/1997	800	01	#	N3572 - RAIN SENSOR -	25645365 -	N/A	N/A	$73.25	N

				REPLACE	SENSOR KT				
11/07/1997	800	02	#	B0140 - BRACKET FRONT LICENSE PLATE MOUNTING-RPL	N/A	N/A	N/A	$16.45	N

Repair Order Date:	08/21/1997	Repair Order Number:	A07265	Odometer Reading:	0 miles

Serviced By:	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/02/1997	735	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$87.74	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
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VIN:	1G4CW52K6W4607265

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1998 PARK AVENUE	Warranty Start Date:	10/09/1997
BARS Order Type	20 - EMPLOYEE - NEW CAR SALE (OPT1)		
Delivering Dealer :	GARBER BUICK COMPANY 5925 STATE ST SAGINAW, MI 48603-3422 (989) 497-4444	Selling Source:	11 - BUICK
		Site Code:	42565
		Business Associate Code:	118480

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

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00039	FRONT SHOULDER BELT RETRACTOR	N/A	Closed
98003	SPARK PLUG TIP EROSION CALIBRATION PCM REFLASH	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	10/09/1997	18 miles	10/9/2000	36018 miles
72/100000 SHEET METAL RUST-THROUGH	10/09/1997	18 miles	10/9/2003	100018 miles
36/36000 SHEET METAL CORROSION	10/09/1997	18 miles	10/9/2000	36018 miles
96/80000 PCM/CC EMISSIONS	10/09/1997	18 miles	10/9/2005	80018 miles
36/36000 FEDERAL EMISSIONS	10/09/1997	18 miles	10/9/2000	36018 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/08/2001	342438	#	N3620 - W/S WIPER ARM RPL	27013 miles
10/04/2000	337855	#	V0512 - INSTALL ONE FRT SEAT SHOULDER BELT BEZEL ASSY KIT	25906 miles
10/12/1999	320649	#	B1500 - HOOD ASSEMBLY - ALIGN	20990 miles

07/12/1999	315597	#	B7540 - WINDSHIELD REVEAL MOLDING R&R OR REPLACE	17615 miles
07/09/1999	315554	0	M0012 - LUBE, OIL, FILTER CHANGE	17524 miles
07/09/1999	315554	#	E0033 - RR WHEEL CENTER CAP	17524 miles
04/09/1999	310938	0	M0012 - LUBE, OIL, FILTER CHANGE	14875 miles
04/09/1999	310938	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	14875 miles
01/11/1999	306492	0	M0012 - LUBE, OIL, FILTER CHANGE	12307 miles
10/09/1998	301827	0	M0012 - LUBE, OIL, FILTER CHANGE	10114 miles
10/09/1998	301827	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	10114 miles
07/09/1998	296874	0	M0012 - LUBE, OIL, FILTER CHANGE	7021 miles
04/09/1998	291835	0	M0012 - LUBE, OIL, FILTER CHANGE	4530 miles
04/09/1998	291835	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	4530 miles
03/09/1998	290049	#	V0125 - 98 PN,OD,BK C/H-MODELS SPARK PLUG CALIBRATION PCM REFLASH	3784 miles
01/09/1998	287217	0	M0012 - LUBE, OIL, FILTER CHANGE	2220 miles
10/22/1997	283370	#	N3572 - RAIN SENSOR - REPLACE	394 miles
10/22/1997	283370	#	B0140 - BRACKET FRONT LICENSE PLATE MOUNTING-RPL	394 miles
08/21/1997	A07265	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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VIN:	1G4CW52K6W4607265

VEHICLE BUILD

Merchandising Model:	4CW69 - 1998 PARK AVENUE		
Gross Vehicle Weight Rating:	2237 kg (4933 lb)	Order Number:	78022A
Build Date:	08/21/1997	Build Plant:	1W4C - ORION ASSEMBLY

OPTION CODES

ACM	AK5 - SEAT, INFLATABLE, DRIVER & PASS
AL2 - SEAT, POWER LUMBAR	AQ7 - FRT SPLIT, 3 PASS, 6 WAY ADJ, R
A43 - SEAT ADJUSTER, MIRROR, POWER, D	B0H - PROD WEEK 26
CD2 - WSWA JAR FLUID	CE1 - WINDSHIELD, PULSE, MOISTURE SEN
CJ2 - AIR CONDITIONER FRT, AUTO TEMP	DD7 - MIRROR - INSIDE REARVIEW,
DR2 - LH & RH, REMOTE CONTROL, ELECTR	D85 - BODY SIDE PAINT STRIPES
FE1 - SOFT RIDE	FE9 - FEDERAL EMISSIONS
F83 - TRANSAXLE FINAL DRIVE 3.05	IC3 - 4BB1-TC 4 CY,DIE 175 HP
JL9 - ANTILOCK	KA1 - SEAT, FRT
K68 - GENERATOR	L36 - 3.8 LITRE V6 MFI
MN3 - 4 SPD AUTO TRANS 4T65-E	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NF2 - EMISSION SYSTEM, FEDERAL TIER 1	NK5 - STANDARD
NW9 - ELECTRONIC	ORN - ORION, MI, USA
P05 - CHROME, VAR 1	QPX - P225/60R16-97S BW R/PE ST TL AL
R6A - SALES ITEM NO. 01	R9X - SALES ITEM NO. 98
R9Z - SALES ITEM NO.100	UB7 - INST, OIL, COOL TEMP, VOLTS, TR
UG1 - GARAGE DOOR, UNIVERSAL	UK3 - STEERING WHEEL, ACCESSORY
UL0 - RADIO 2001-AM/FM, CASS	UW6 - 6, CUSTOM
U09 - FOUR NOTE HORN	U77 - REAR WINDOW ANTENNA
VH9 - OWNER INFO MAN	VK3 - FRT MOUNTING PKG

VM3 - CONSUMER, CONTAINS BPR IMP STAN	V73 - USA/CANADA
VJ7 - INTERIOR *LEATHER* (TO BE USED	W01 - COMFORT SEATING PACKAGE
Y67 - REMINDER PACKAGE	1SE - UPFITTER EQUIP. GROUP
1SZ - OPTION PACKAGE	10A - ACCENT, LT FERN GRAY (97)
27I - REGAL BLUE (I) (98)	273 - MEDIUM BLUE LEATHER
28U - MIDNIGHT BLUE PEARL	6MB - COMPUTER SEL SUSP (6MB)
7MB - COMPUTER SEL SUSP (7MB)	8AC - COMPUTER SEL SUSP (8AC)
9AC - COMPUTER SEL SUSP (9AC)	

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458374

ESIS

An Insurance Services Company

300 Renaissance Center
482-C20-D71
Detroit, MI 48265-3000

313.665.3415 tel
313.665.0911 fax

Janice Lapinski
Property Damage Unit
Janice.lapinski@esis.com

April 28, 2003

Mr. Craig Auman
Encompass Insurance
P.O. Box 16203
Reading, PA 19612

Your File Number:	R1359336 KI
Your Insured:	Alic[redacted]
Our File Number:	458374
Our Client:	General Motors Corporation
Date of Event:	February 24, 2003

Dear Mr. Auman;

This letter will serve to acknowledge receipt of your correspondence dated April 22, 2003 regarding the above matter. You have advised that your insured's vehicle experienced a fire causing damage and have invited General Motors to participate in an inspection of this vehicle.

We are not interested in attending an inspection of the vehicle at this time. We would however, request that any inspection completed be fully documented by video and photographs.

In the event the decision is made to pursue subrogation against GM, please forward the following technical documentation by May 30, 2003 as this will be required for evaluation purposes.

1. A copy of the expert report advising of what specifically caused the occurrence and how this occurrence was the responsibility of a GM product defect, 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 modification, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive a recall notice 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 so, 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. Be able, if necessary; provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.

14. Advise if you're insured is a smoker, or a non smoker.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as they 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.

If you have any questions, please call me at the number above.

Sincerely,

Janice Lapinski
Claims Administrator
313.665.3415

Cc: File

SR No. 1-87235518 | Ref No. | BRO Type PAR | Safety Yes | Bus. Unit BRC

Site | Area PAR

Last Name [redacted] | Approval Not Initiated | Sub-Area Initiate PAR-Collision

Transmission - Automatic | Phone

Evening # | Nelson Pontiac Buick GMC Truck, Inc. | Updated 4/4/03 3:03:50 PM

City | State VA ZipCd 24527 | Open | BOYCER

Make Buick | Mileage 31700 | Serial #/VIN 1G4HP54K3Y4205047 | Satisfied | 4/3/03 3:29:47 PM

LeSabre | Year 2000 | Warr. Start 01/12/2000 | Abstract Seeks to initiate PAR | Closed

Customer Description

Owner | 2/24/03 1:20:00 PM

Greene | Alice

6/20/47 | 4'11 | Back

1 | 1

Component Not Sure

N | Dry

Nelson Pontiac and Buick GMC | Gravel

N/A | County Fire Department

N/A

Thermal Event underneath hood of vehicle when turning key to the "on" position but no crank.

To owners vehicle everything from windshield forward melted and burned carpet and dash on drivers side.
To other vehicle: approx $1,500 paint, bumper

285 Georges lane, Blaire VA 24527 | Vehicle Location At a salvage place in Blaire, VA

Auxman | Craig

Insurance Agency Encompass | (180) 093-6420 xx47773

Claim # R1356336

PAR Detail

Y | Y | Y | POSSIBILITY— SON DISABLED MOTHER INFIRNED

GREENE | CAR

CUST HOME | Prop Est Repair $1,500.00

Cost

TOTALED

Personal

Inspection Not Performed

SON'S VEH

NO INSPECTION SENDING TO ESIS

04/07/03	BOYCER	BRC PAR	ESIS- Property Damage	Done	CLOSING AND SENDING TO ESIS PRPERTY DAMAGE
Comment					Confidential Comment
04/07/03	BOYCER	Email - Outbound		Done	SENDING TO ESIS CC TO SUE SALA
Comment					Confidential Comment
04/07/03	BOYCER	BRC PAR	Inspection Not Required	Done	SENDING FILE TO ESIS
Comment					Confidential Comment
04/07/03	BOYCER	Other		Done	CRM HAD TO CREATE A 2ND CORR ACTIVITY IN ORDER TO SUMBMIT AND CLOSE
Comment					Confidential Comment
04/07/03	BOYCER	Correspondence		Done	Fulfilled:BRCPAR_PA0041. SR#1-87236518
Comment					Confidential Comment
04/07/03	BOYCER	Correspondence		Done	Created:BRCPAR_PA0041. SR#1-87236518
Comment					Confidential Comment
04/07/03	BOYCER	Research		Done	CASE SCAN COMPLETED
Comment	PAR FILE WAS ESCALATED FROM FILE 1-86397386 THAT HAS BEEN CLOSED NO COREPOINT FILES				Confidential Comment
04/04/03	BOYCER	BRC PAR	Initial Contact- AVM	Done	AVM
Comment	CRM LEFT AVM A VM ADVISING OF THE CONCERN AND THAT THERE COULD BE A POSSIBILITY OF SPECIAL EQUIPTMENT. RUTHE BOYCE/PAR/67811				Confidential Comment
04/04/03	BOYCER	BRC PAR	Initial Contact- Dealer	Done	ADVISED DEALER OF THE CONCERN
Comment	SVC MGR HAD NOT SEEN THE VEH, SALES MGR HAD ASKED HIM IF IT WOULD BE COVERED UNDER WARRANTY. AND HE ADVISED IT HAD TO BE INVESTIGATED.				Confidential

					Comment
04/04/03	BOYCER	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential Comment
04/04/03	BOYCER	BRC PAR	Initial Contact- Phone	Done	MADE CONTACT
Comment	CUST STATES THAT THE VEH HAS BEEN TAKEN TO A SALVAGE YARD SHE WILL GET THE ADDRESS. HER SONS VEH IS AT THE HOUSE. VEH WAS BOUGHT WITH 21000 MILES ON IT. CUST STATES IS HAVING NIGHT MARES ABOUT DISABLED SON AND INFIRMED MOTHER AND HERSELF IN VEH AND IT IN FLAMES AND THEY ARE UNABLE TO GET OUT CRM ADVISED THAT DUE TO THE PROPERTY DAMAGE THIS FILE IS BEING SENT TO ESIS. WILL TAKE 8-10 BUSINESS DAYS. RUTHE BOYCE/PAR/57611				Confidential Comment
04/04/03	BOYCER	BRC PAR	Acknowledgement	Done	dEFALTS TO INITAL CONTACT CALL
Comment					Confidential Comment
04/04/03	LOTTM	Ownership Changed		Done	Service Request Ownership has changed FROM: LOTTM TO: BOYCER
Comment					Confidential Comment
04/04/03	BOYCER	BRC PAR	Case Assigned	Done	assigned file to Ruthe Boyce at ext. 57611
Comment					Confidential Comment
04/04/03	FARBERN	Ownership Changed		Done	Service Request Ownership has changed FROM: FARBERN TO: LOTTM
Comment					Confidential Comment
04/03/03	LOTTM	Escalation	Initiate PAR	Done	Initiate PAR
Comment	received and assigned to PAR. Marjorie Lott/PAR				Confidential Comment
04/03/03	FARBERN	Inbound Call Customer	Complex Request	Done	Cust awake to initiate PAR
Comment	Cust called in stating that she owns a 2000 Buick LeSabre with 31,700 miles on it. Cust states that she was at her house in the driveway under a carport and cust got in vehicle but did not shut door and turned the key on but not to crank position and fire and smoke started to come up from the hood. Cust states that she jumped out and fog was all underneath the vehicle and you ran to a neighbor and called the Fire Department. Cust states that the damage is to steering wheel and melted the whole front and as well as her son's vehicle that was parked next to it. Cust states that the repairs will cost $1,500 to her son's vehicle. Cust states that she feels that there must be a problem with the vehicle from GM because she never had any trouble with it before. Crm advised will set up a file and a representative will be in touch with them in 1-2 business days. Nina Farberkac/pdx				Confidential Comment
J70		No Symptom Indicated			Engine - Block
M01		No Symptom Indicated			Steering - General

K30	Thermal Event	Transmission - Automatic

«M_M_X» «FIRST_NAME_X» «LAST_NAME_X»
«STREET_ADDRESS_X»
«CITY_X», «STATE_X» «POSTAL_CODE_X»

Service Request: S«SRNUMBER_X»

(434) 836-6095

000 LESABRE CUSTOM SEDAN
5U BRIGHT WHITE /V6G
7B MED BLUE CLOTH SEATING
RDER NO. CCSD3B/FDR STOCK NO.
IN 1G4 HP54 K9 Y4205047

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 4AD25666930

**********11*41202S

ODE	FACTORY OPTIONS	MSRP	INV AMT
HP69	LESABRE CUSTOM SEDAN	23235.00	20562.98
Q2	FLT-AVIS RAC	0.00	0.00
36	ENGINE- 3800 SERIES II V6	N/C	N/C
31	NORTHEAST STATES EMISSIONS	N/C	N/C
P0	RADIO-POWER LOAD CD & CASSETTE W/STEERING WHEEL RADIO CONTROLS (REPLACES RADIO IN OPTION PKG)	350.00	290.50
N9	100% FLEET REPURCHASE PROGRAM	0.00	0.00
2G	FUEL FILL CREDIT	0.00	14.41-
SD	LUXURY PACKAGE (SD)	1493.00	1239.19
	* RADIO-POWER LOAD CASSTT & ETR AM-FM STEREO W/SEEK/SCN & CLK		
	* STRIPE - BODY SIDE		
	* INSTRUMENTATION- ANALOG GAUGE PACKAGE W/DRIVER INFO CENTER		
	* TRUNK CONVENIENCE NET		
	* WHEELS - ALUMINUM 15"		
	* SPEAKER SYS CONCERT SOUND II		
	* SEAT-6 WAY POWER(DRIVER SIDE) & MANUAL LUMBAR(PASS SIDE)		
	* MIRROR-INSIDE RRVIEW AUTO DIM		
	* MIRROR LIGHTED VISOR VANITY (DRIVER AND PASSENGER)		
DA	STRIPE- BODY SIDE - DARK BLUE	N/C	N/C

FLEET
INVOICE 01/11/00
SHIPPED 01/11/00
EXP I/T 01/19/00
INT COM 01/26/00
PRC EFF 11/23/99
KEYS 05683 05683
WFP-S QTR OPT-1
FAN: 000801033
BANK: GMAC - 099
CHG-TO 41-202
SHIP-TO 35-055
AVIS WARRANTY DEP
ALEXANDRIA VA

SHIP WT: 3507
HP: 34.7
CUST PO NUMBER:
0132068N3500000
DAN: 01027
MEMO 1253.90

OTAL MODEL & OPTIONS	25078.00	22078.26	ACT 231 22708.26
ESTINATION CHARGE	630.00	630.00	
OTAL	25708.00	22708.26	PAY 310 22708.26

****
NVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
EBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
EALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
HIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

OB S BUICK-GMC/AVIS

REMIT TO GMAC NO. 099
VIN 1G4HP54K9Y4205047
$ 22708.26 INV 4AD25666930
DUE 01/26/00 DEALER 41-202

```
INCAMPI                    DISPLAY VIN\RELATED CAMPAIGNS                    KIPSA06I
                                                                   04/22/2003   16:10

VIN: 1G4HP54K9Y4205047     OPEN\CLOSED STATUS:

SEL  CAMPAIGN STATUS                    REPAIR     REPAIR PREV.   CAMPAIGN
CODE NUMBER                             DATE       DEALER NUMBER  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:	1G4HP54K9Y4205047

VEHICLE INFORMATION

Merchandising Model:	4HP69 - 2000 LESABRE CUSTOM SEDAN	Warranty Start Date:	01/12/2000
BARS Order Type	50 - FLEET		
Delivering Dealer :	BOB ROSS BUICK-GMC/AVIS PO BOX 235 WESTBURY, NY 11590-0235	Selling Source:	11 - BUICK
		Site Code:	41202
		Business Associate Code:	118416

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	01/12/2000	10 miles	1/12/2003	36010 miles
72/100000 SHEET METAL RUST-THROUGH	01/12/2000	10 miles	1/12/2006	100010 miles
36/36000 SHEET METAL CORROSION	01/12/2000	10 miles	1/12/2003	36010 miles
96/80000 PCM/CC EMISSIONS	01/12/2000	10 miles	1/12/2008	80010 miles
36/36000 FEDERAL EMISSIONS	01/12/2000	10 miles	1/12/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/11/2000	405047	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:	1G4HP54K9Y4205047

CLAIM HISTORY

Repair Order Date:	01/11/2000	Repair Order Number:	405047	Odometer Reading:	0 miles

Serviced By:	AVIS WARRANTY DEPT 900 OLD COUNTRY RD GARDEN CITY, NY 11530-2128	Selling Source:	11 - BUICK
		Site Code:	35055
		Business Associate Code:	126356

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/18/2000	31	01	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$77.28	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN:	1G4HP54K9Y4205047

VEHICLE BUILD

Merchandising Model:	4HP69 - 2000 LESABRE CUSTOM SEDAN		
Gross Vehicle Weight Rating:	2133 kg (4703 lb)	**Order Number:**	CCSD3B
Build Date:	01/11/2000	**Build Plant:**	1Y4H - ORION ASSEMBLY

OPTION CODES

AG1	AJ7 - INFLT RES DR/PAS-FRT/SD
AM2 - SEAT, MANUAL LUMBAR, PASS	AM6 - SEAT - 60/40 SPLIT FRONT BENCH
AP9 - CONVENIENCE	BQ2 - AVIS CORP (C/D/E/F/G/H/J/K/L/N/
[illegible] - WSWA JAR FLUID	C67 - AIR CONDITIONING
DD8 - LT SENSITIVE	DE6 - LH & RH REMOTE ELECTRIC
DH6 - MIRRORS-VISOR, ILLUMINATED INCL	D85 - BODY SIDE PAINT STRIPES
FE1 - SOFT RIDE	FLT - OPTION
FQ3 - TRANSAXLE FINAL DRIVE 2.86	IQB - INTERIOR DESIGN (QB)
JL9 - ANTILOCK	K68 - GENERATOR
L36 - 3.8 LITRE V6 MFI	MN3 - 4 SPD AUTO TRANS 4T65-E
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NC8 - EMISSION SYSTEM, CALIFORNIA ULEV
NG1 - NORTHEAST EMISSIONS	NK5 - STANDARD
ORN - ORION, MI, USA	PH3 - 15" CAST ALUMINUM WHEELS
QPK - P215/70R15-97S BW R/PE ST TL AL	R9X - SALES ITEM NO. 98
UB7 - INST, OIL, COOL TEMP, VOLTS, TR	UI2 - ENGINE OIL LIFE
UK3 - STEERING WHEEL, ACCESSORY	UP0 - AM/FM STEREO, SEEK/SCAN, AUTO R
UV7 - WSHLD/RR WINDOW ANTENNA	UW6 - 6, CUSTOM
VM3 - CONSUMER, CONTAINS BPR IMP STAN	VN9 - GUARANTEED 100% REPURCHASE (Y)-
[illegible] - FULL FUEL FILL	V73 - USA/CANADA
YT1 - FALL/WINTER/SPRING REPURCHASE (	1SD - UPFITTER EQUIP. GROUP

16U - BRIGHT WHITE	20A - ACCENT, DK ROYAL BLUE (96)
[illegible] - REGAL BLUE (B) (98)	27I - REGAL BLUE (I) (98)
6AH - COMPUTER SEL SUSP (6AH)	7AH - COMPUTER SEL SUSP (7AH)
8CW - COMPUTER SEL SUSP (8CW)	9CW - COMPUTER SEL SUSP (9CW)

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GM Vehicle Inquiry System
Vehicle Component

VIN:	1G4HP54K9Y4205047

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	B - BOC FLINT, MICHIGAN				
Part/Num Broadcast:	BKW		Traceability:	0046665	
Date Scanned:	01/11/2000	Time Scanned:	01.34.00	Scan Station:	04

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW,MI				
Part/Num Broadcast:	PZJ		Traceability:	Z22033569	
Date Scanned:	01/10/2000	Time Scanned:	18.13.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	W - HYDRAMATIC WARREN, MICHIGAN				
Part/Num Broadcast:	0PPB		Traceability:	06Z3	
Date Scanned:	01/11/2000	Time Scanned:	06.32.00	Scan Station:	04

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	9				
Part/Num Broadcast:	7440		Traceability:	800067A20	
Date Scanned:	01/11/2000	Time Scanned:	15.46.00	Scan Station:	01

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	Q - RIMIR MATAMORS MEXICO				
Part/Num Broadcast:	2165		Traceability:	WTLSDEQ	
Date Scanned:	01/11/2000	Time Scanned:	01.29.00	Scan Station:	03

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	1				
Part/Num Broadcast:	4580		Traceability:	5004W0314	
Date Scanned:	01/10/2000	Time Scanned:	18.08.00	Scan Station:	02

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	9180		Traceability:	293544D19	
Date Scanned:	01/11/2000	Time Scanned:	15.46.00	Scan Station:	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ		Traceability:	1251242	
Date Scanned:	12/23/1999	Time Scanned:	03.32.00	Scan Station:	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1PP		Traceability:	1480277	
Date Scanned:	01/10/2000	Time Scanned:	17.52.00	Scan Station:	N/A

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GM Vehicle Inquiry System
Delivery Information

VIN:	1G4HP54K9Y4205047

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	01/12/2000	Delivery Type:	020 - FLEET/DAILY RENTAL	Delivered Odometer:	10 miles

Delivering Dealer:	BOB ROSS BUICK-GMC/AVIS PO BOX 235 WESTBURY, NY 11590-0235	Delivery Selling Source:	11 - BUICK
		Delivery Site Code:	41202
		Business Associate Code:	118416

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GM Vehicle Inquiry System
Dealer Information

VIN:	1G4HP54K9Y4205047

INVOICE INFORMATION

Invoice Date:	09/28/2000		
Site Address:	BOB ROSS BUICK-GMC/AVIS PO BOX 235 WESTBURY, NY 11590-0235	Selling Source:	11 - BUICK
		Site Code:	41202
		Business Associate Code:	118416

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Address:	AVIS WARRANTY DEPT 900 OLD COUNTRY RD GARDEN CITY, NY 11530-2128	Selling Source:	11 - BUICK
		Site Code:	35055
		Business Associate Code:	126356

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NCV/Loss/WSC/b

ENCOMPASS.
INSURANCE

Formerly known as CNA Personal Insurance

encompassinsurance.com

P.O. Box 19209, Reading, PA 19612

Craig Auman
Claims Representative
Telephone (610) 320-4777
(800) 936-4803 x4777
Facsimile (972) 810-1976
Internet craig.auman@encompassins.com

Vehicle 458374

April 22, 2003

GM Central Claims
300 RENAISSANCE CENTER MC 482C 20D
71
DETROIT MI 48265-3000

Claim Number: R1369336 KI
Date of Loss: 02/24/2003
Location of Loss: Blaire, VA
Claimant: GM Central Claims - Claim#458374
Our Insured: Alice [redacted]
Insuring Company: Continental Ins Co

To whom it may concern,

I am writing in reference to the above captioned loss. On February 24, 2003 our insured Alice [redacted] started her 2000 Buick Lesabre, at which time the vehicle caught fire. Mrs. [redacted] was inside the vehicle at the time the fire started but was able to exit the vehicle before sustaining any serious or life threatening injury. Mrs. [redacted] and myself have contacted General Motors Product Allegation Department in an attempt to have an investigation done by General Motors in regards to this matter. As of April 22, 2003, General Motors has not yet inspected Mrs. [redacted] 2000 Buick, after been given many opportunities to do so. We are still preserving the vehicle and evidence at our salvage yard for inspection. I have on several occasions attempted to give this information to General Motors, but General Motors refused to take the information. We will be holding the vehicle until May 2, 2003. If we do hear from you by May 9, 2003, we will be releasing vehicle.

I can be reached Monday through Friday between the hours of 8:15 AM to 4:30 PM (EST). Please contact me at your earliest convenience to discuss this loss. If I am not available, please leave a message including your name, the above claim number and a daytime phone number.

Thank you in advance for your cooperation.

Sincerely,

Craig Auman

CC:

SR No.	1-67853831	Ref No.		BRC Type	PAR	Safety	Yes
		Site					
Last Name	[redacted]			Approval	Not Initiated		
Evening #					Engine Fuel - Lines / Hoses / Filters		
		State	CT	ZipCd	06488		
Make	Buick	Mileage	58000	Serial #/VIN	1G4CW52K0X4632761		
	Park Avenue	Year	1999	Warr. Start	03/31/1999		
Customer Description	PAR filer initial calls to Paul M Rued /57326			Abstract	gas line PAR/ EST/ ESIS		

Bus. Unit	BRC
Area	PAR
Sub-Area	Initiate PAR- Thermal Event
	Phone
Updated	4/10/03 10:22:13 AM
	SULE
	4/7/03 12:18:18 PM
Closed	4/10/03 10:22:09 AM

Cust States husband got in car to go to work. When he started car he heard a pop. After pop he noticed smoke from the hood. Turned the car off and opened the hood and noticed flames. Ran inside and called 911. Then ran in and out with pitchers of water to extinguish flames. Then 911 and fire dept arrived and spread some substance like kitty litter on to garage floor. Authorities made their reports and Mr Rubenstein called the insurance company. Car was towed to Davis Street Automotive garage. (located 131 Davis St. Oakville, CT 06779) (ph 860-274-1433) Cust has also contacted the Auto safety hotline today as well as Buick CAC (4/7/03)

	Owner		2/12/03 8:00:00 AM
	Rubenstein		Robert
	8/24/36	5' 11 1/2"	None
	0	1	
	N	Dry	
	Regular maintenance done at Davis Street Automotive as well.		Concrete
	unknown		unknown.
	unknown		

Thermal Event

	In garage at 21 Patriot Rd. Southbury, CT 06488	Vehicle Location	Veh is repaired and in custody of owners at 21 Patriot Rd. (203) 264 2469
	Reyes		Donna
Insurance Agency	General Casualty (policy #0350300426)		(800) 961-1121

Cust advised that Mr. Rubenstein is an insurance agent. He handles their private insurance. Name in agent field Donna Reyes in filed as the claim representative. Cust also has appraiser who inspected vehicle: name is Daniel Kozikowski ph 203-792-2150.

4585 LT

PAR Detail

N	Y	N	Y	/none
0		clear and dry		
1/21/99				Prop Est Repair Cost
$5,300.00				thermal event gas line onto engine
Personal				
				Inspection Not Performed

04/10/03	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
Comment					Confidential Comment
04/10/03	SULE	Other		Done	ESIS
Comment	[redacted]				Confidential Comment
04/10/03	RUEDP	Ownership Changed		Done	Service Request Ownership has changed FROM: RUEDP TO: SULE
Comment					Confidential Comment
04/10/03	SULE	SRC PAR	Case Reassigned - IN	Done	reassigned file to Su Le at ext. 56509
Comment					Confidential Comment
04/10/03	LOTTM	BRC PAR	Case Reassigned - OUT	Done	reassigned file from Paul Rued to Su Le
Comment					Confidential Comment
04/09/03	LOTTM	BRC PAR	Close-No Offer to Repair/Rep	Done	BUSINESS SUMMARY:
Comment					Confidential Comment

BUSINESS SUMMARY: CRM discussed incident details with cust who advised thermal event during initial start up. Cust states insurance had repaired and cust seeks $500 deductible. CRM Advised would forward file to ESIS for insurance involvement. Cust states FAXing documents. CRM advised attach when rec'd. CRM forwarding request to ESIS team for processing with no offers for repurchase or repair from this office.
Paul M Rued
Tampa-PAR/57326

received and assigned to ESIS liaison. Marjorie Lott/PAR

04/09/03	RUEDP	BRC PAR	ESIS- Insurance Involvement	Done	cust requests $500 deductible.
Comment					Confidential Comment
04/09/03	RUEDP	BRC PAR	Inspection Not Required	Done	no inspection required.
Comment					Confidential Comment
04/09/03	RUEDP	BRC PAR	Initial Contact- AVM	Done	no dlr involvemnt
Comment					Confidential Comment
04/09/03	RUEDP	BRC PAR	Initial Contact- Dealer	Done	no dealership involvement
Comment					Confidential Comment
04/09/03	RUEDP	BRC PAR	Initial Contact- Phone	Done	DESCRIPTION OF INCIDENT:
Comment	DESCRIPTION OF INCIDENT: Cust states pop then thermal event during initial start up on cold morning in garage. Cust states no prior conditions noted. Cust states vehicle has been repaired and now seeks to repot. Cust states was advised gas line burst and fuel poured on engine. CRM advised acknowledgied and not able to inspect as vehicle has been repaired. Cust seeks deductible reimbursement. CRM advised would need to forward file to ESIS for deductible request. Cust states FAXing police report and estimate. CRM attach when received. Paul M Rued tampaPAR/67328				Confidential Comment
04/08/03	RUEDP	BRC PAR	Acknowledgement	Done	Acknowledgement/ vmp
Comment	CRM left Acknowledgement/ vmp to request callback. Paul M Rued tampaPAR/67328				Confidential Comment
04/08/03	RUEDP	Research		Done	CASESCAN- NO FINDS.
Comment					Confidential Comment
04/08/03	RUEDP	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
Comment					Confidential Comment
04/08/03	LOTTM	Ownership Changed		Done	Service Request Ownership has changed FROM: LOTTM TO: RUEDP
Comment					Confidential Comment
04/08/03	RUEDP	BRC PAR	Case Assigned	Done	assigned file to Paul Rued at ext. 67328
Comment					Confidential Comment

04/08/03	JENNINGA	Ownership Changed		Done	Service Request Ownership has changed FROM: JENNINGA TO: LOTTM

Comment

Confidential Comment

04/07/03	LOTTM	Escalation	Initiate PAR	Done	proper

Comment received and assigned in PAR. Marjorie Lott/PAR

Confidential Comment

04/07/03	JENNINGA	Inbound Call Customer	Complex Request	Done	Veh concern-thermal event

Comment Cust states: In subsequent owner of 1999 PARK AVENUE SEDAN purchased in July 2002 from County Line Buick in Watertown CT purch w/ 44000 miles

OUt of state and car was in garage (Feb 12) Husband went to start car and hear a pop, Gas line cracked and caused a fire. 911 and fire department came...advs Mr Rubenstein that he was lucky that he was not hurt. Everything under hood had to be replaced to the tune of $5300.
Independent Mechanic has done all repairs, adjuster coine, Insurance covered all but $500 deductible.
No damage to garage or house, just car.

Cust seeks to find whether car has some sort of defect or recall information.

CRM advs: no outstanding campaigns on veh. Will initiate PAR case.

Andrea Jennings/tpa/cac

Confidential Comment

L07	Cracked		Engine Fuel - Lines / Hoses / Filters

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Help

VIN:	1G4CW52K9X4632761

VEHICLE INFORMATION

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN	Warranty Start Date:	03/31/1999
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	MAURO MOTORS, INC. 1635 DIXWELL AVE HAMDEN, CT 06514-3623 (203) 288-6412	Selling Source:	11 - BUICK
		Site Code:	33717
		Business Associate Code:	117967

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	03/31/1999	150 miles	3/31/2002	36150 miles
72/100000 SHEET METAL RUST-THROUGH	03/31/1999	150 miles	3/31/2005	100150 miles
36/36000 SHEET METAL CORROSION	03/31/1999	150 miles	3/31/2002	36150 miles
96/80000 PCM/CC EMISSIONS	03/31/1999	150 miles	3/31/2007	80150 miles
36/36000 FEDERAL EMISSIONS	03/31/1999	150 miles	3/31/2002	36150 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/21/1999	A32761	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Claim History

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Help

VIN:	1G4CW52K9X4632761

CLAIM HISTORY

Repair Order Date:	01/21/1999	Repair Order Number:	A32761	Odometer Reading:	0 miles

Serviced By:	HOUSER BUICK-GMC TRUCK,INC. 683 COLUMBUS AVE SPRINGFIELD, MA 01105-2503 (413) 781-0123	Selling Source:	11 - BUICK
		Site Code:	33465
		Business Associate Code:	117946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/25/1999	927	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	$92.74	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:	1G4CW52K9X4632761

VEHICLE BUILD

Merchandising Model:	4CW69 - 1999 PARK AVENUE SEDAN		
Gross Vehicle Weight Rating:	2259 kg (4981 lb)	**Order Number:**	BDMWG7
Build Date:	01/21/1999	**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
CF5 - ASTROROOF- ELECTRIC SLIDING	CJ2 - AIR CONDITIONING-DUAL AUTOMATIC
DD7 - MIRROR- AUTOMATIC REARVIEW	DR2 - MIRROR-DRIVER SIDE REMOTE/AUTO
D85 - STRIPE, BODY SIDE	FE1 - BUICK DYNARIDE SUSPENSION
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
NB7 - EMISSION SYSTEM, CALIFORNIA TLEV	NG1 - NORTHEAST EMISSIONS
NP5 - LEATHER WRAPPED STEERING WHEEL	NW9 - TRACTION CONTROL SYSTEM
ORN - LAKE ORION ASSEMBLY	PY0 - 16" CHROME ALUMINUM WHEELS
QPY - TIRES- P225/60R16 WHITEWALL	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	VM3 - 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	563 - TAUPE LEATHER/VINYL 45/45 FRONT
6MB - COMPONENT-FRT LH COMPUTER SUSP	7MB - COMPONENT-FRT RH COMPUTER SUSP
8CS - SPRING	83U - PLATINUM BEIGE METALLIC
88A - STRIPE- BODY SIDE - DARK BROWN	9CS - SPRING

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