

2D-SC

E A02-030

5/19/03

Book 14

**GM621A  
EA02-030**

**ATTACHMENT "2D-SC"**

406901  
Schultz

## VEHICLE INSPECTION REPORT

DATE OF INSPECTION: 12/18/99DATE OF LOSS: 10/20/99INSURED: [REDACTED]PHONE: [REDACTED]INSPECTED FOR: James VickersCASE#: 4878INSURANCE COMPANY: Kemper Ins. Co.CLAIM#: 227 AE 053833MAKE: Buick MODEL: RegalYEAR: 1999VIN #: 2G4WB52K9X1413853PLACE OF INSPECTION:STOCK#:REASON FOR INSPECTION: Determine cause and origin of loss.FINDINGS: The fire which originated in the engine compartment is of a liquid fuel based origin.

The insured stated in a phone interview that the vehicle was being driven from Carthage to Kosciusko (which is a thirty minute drive), and that they had been driving for approximately twenty minutes when they came to a stop and saw smoke.

This vehicle is involved in a Product Safety Campaign listed under Bulletin No. 99033, Subject: Antilock Brake System Motor Shorts To Case And Grounds Through Flexible Brake Fluid Pipe which states the General Motors had decided that a defect which relates to motor vehicle safety exists in 1999 Buick Century and Regal model vehicles. These vehicles, with the key in the on/run position, exhibit a condition in which the Antilock Brakes System (ABS) motor shorts to its case and grounds through a flexible brake pipe. This electrical short can cause extreme heating of the flexible brake pipe to the point where it can melt a nearby flexible plastic fuel hose, and can result in an underhood fire.

CONCLUSION: Fire which originated in the engine compartment was caused by a fuel leak which came in contact with an ignition source.

STEVE MILLER  
ASE Certified Master Auto &  
Certified H-D Truck Technician

DATE: 01/03/2000ESIS -  
NOV 13 2001

**JAM 3 VICKERS ENTERPRISES, NC.**

**FIRE SERVICES**

**215 INDUSTRIAL COVE**

**RIDGELAND, MISSISSIPPI 39157**

**(601) 856-6903**

**FAX: (601) 856-6016**

**January 6, 2000**

**Client: Kemper Insurance Company  
P. O. Box 1530  
Ridgeland, MS 39158**

**re: Vehicle Fire  
1999 Buick Regal  
[REDACTED]  
Carthage, MS**

**Attn: Mr. Jim Groff**

**Case #4878  
Claim #227 AE 053833**

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**VEHICLE INSPECTION/CONCLUSION**

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On November 19, 1999, at your request, I examined the referenced loss at Trace GMAC Dealership, in Kosciusko, Mississippi, for the purpose of trying to establish the origin and cause for the fire. The loss occurred October 20, 1999, while being driven.

An examination of the loss placed the fire origin to be in the motor compartment, with no evidence of extension of the fire into the passenger compartment. A closer examination of the burn conditions in the motor compartment revealed the more severe burning occurred in the central forward part around a fuel injector. There was damage to the flexible fuel lines that ran in the upper parts of the motor compartment, as the result of heat, however, the intensity of the heat was not sufficient to degrade the hood insulation. There was damage to the wiring system at the forward part of the motor compartment, that appeared to be the result of external heat impingement.

There were granules of what was perceived to be rat poison in ?

000 01

January 6, 2000

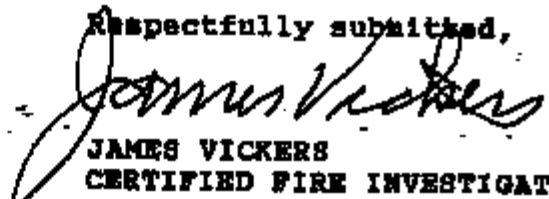
the cavity of the right forward motor support. This led to some speculation by officials of the Buick company, to suspect a problem with rat infestation, and/or the damage to wires resulting from rats gnawing the insulation. Although I have experienced problems with rats gnawing wires during nesting seasons, I saw no evidence of gnawed insulation on wires at this loss.

Subsequent to examining the loss, I talked with an ASE Certified Auto Technician, Mr. Steve Miller, and allowed him to review the photographs of the loss. Mr. Miller researched bulletins from the Product Safety Campaign and found that a bulletin, #99033, would apply to the referenced loss. Enclosed is Mr. Miller's report and documentation for the basis of his conclusion.

CONCLUSION

Based on my examination of the vehicle and the report of Mr. Steve Miller, it is my opinion the fire originated in the forward part of the motor compartment. The more probable cause of the fire is as outlined in Mr. Miller's report.

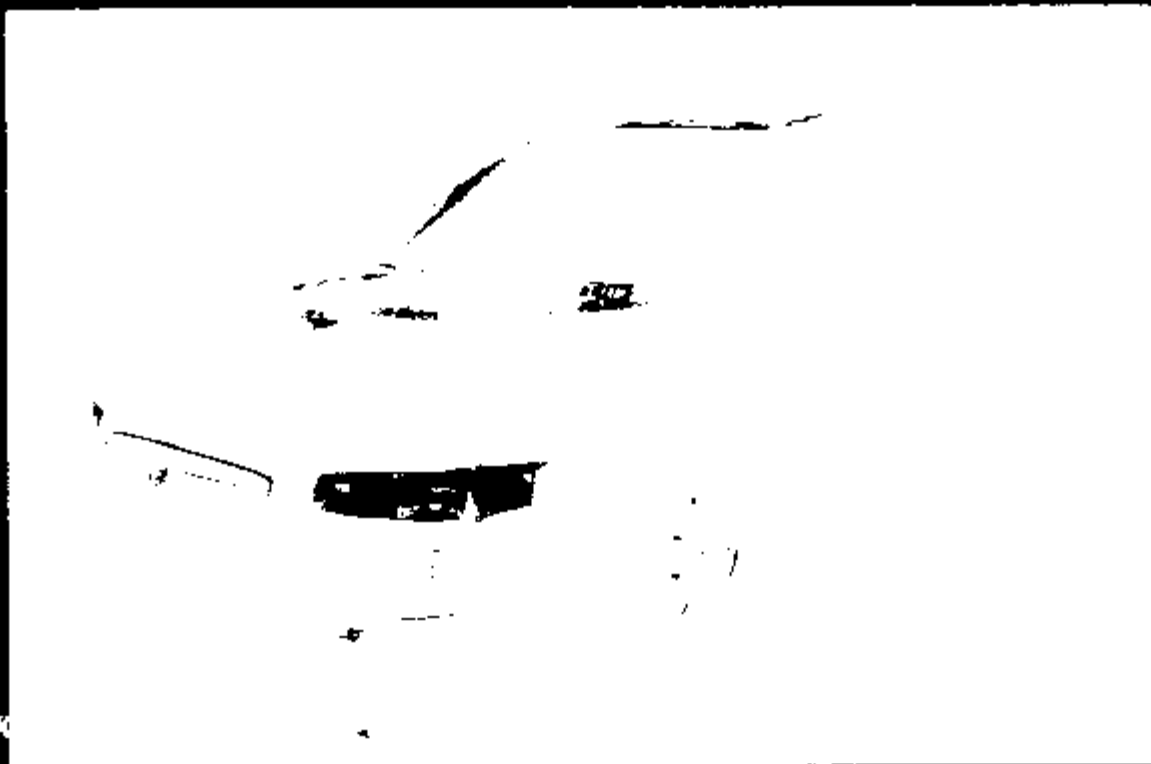
Respectfully submitted,

  
JAMES VICKERS  
CERTIFIED FIRE INVESTIGATOR

/pv

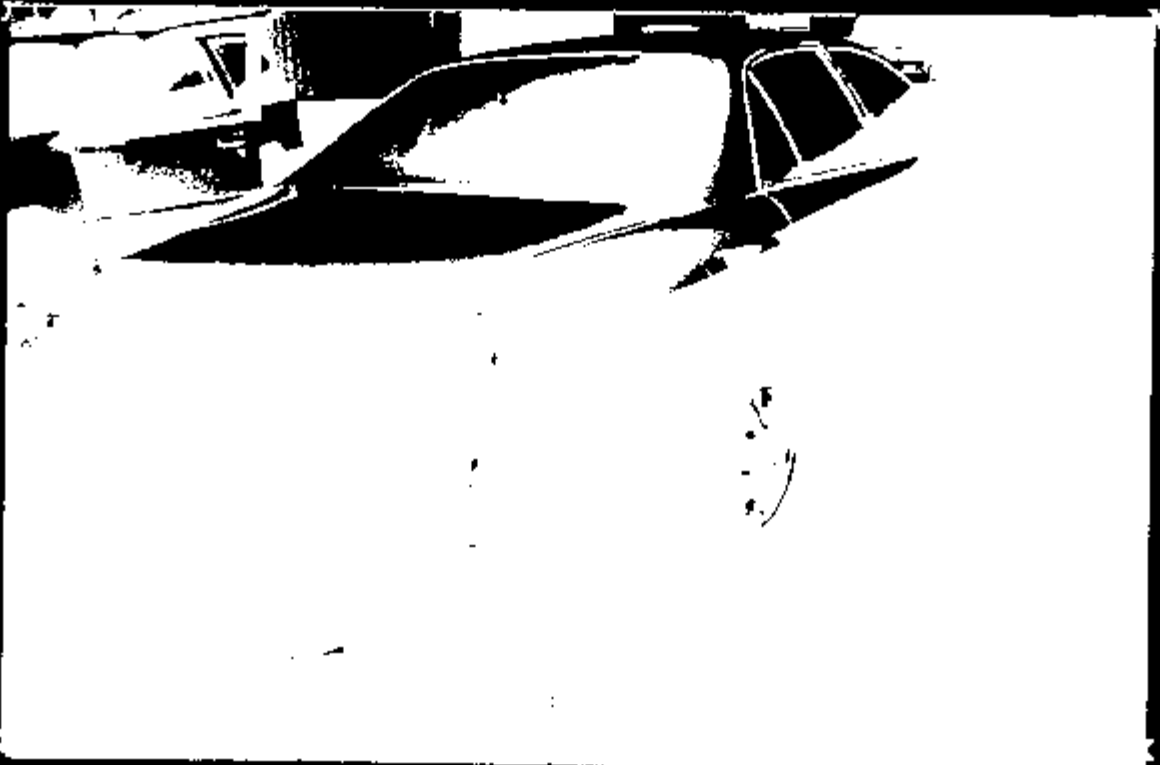
CASE # 4878 *g*

PHOTO # 1

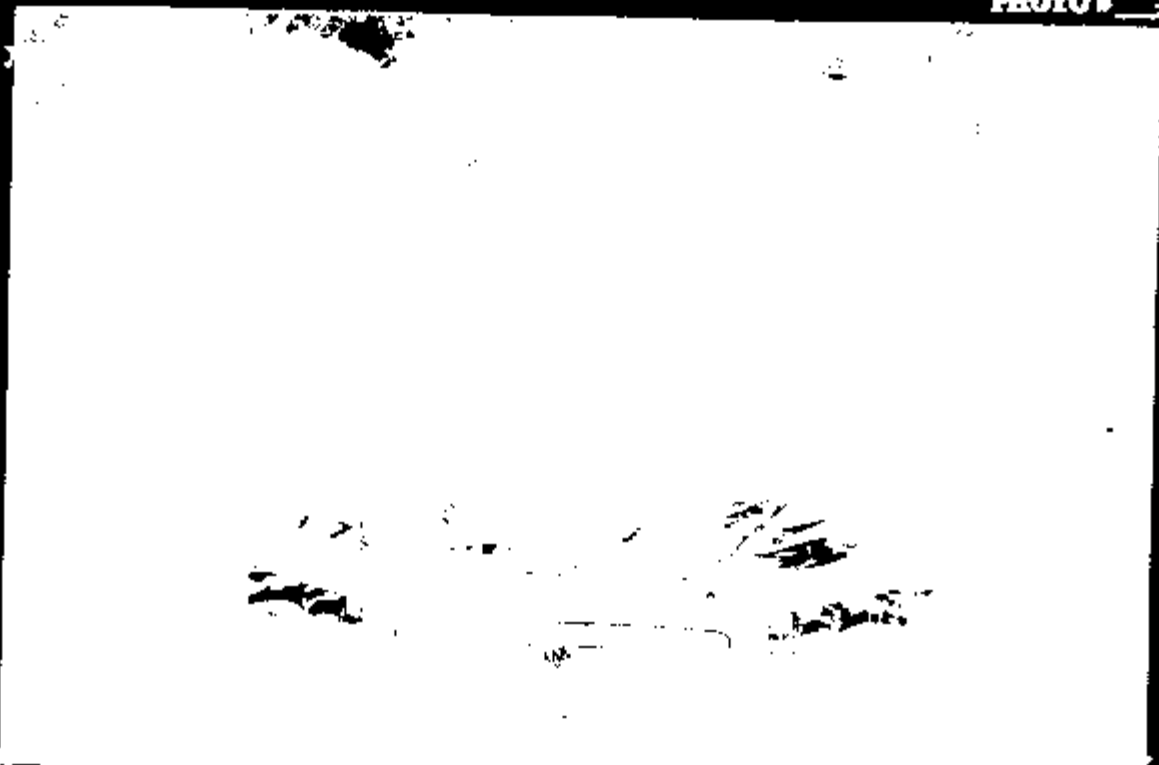


X

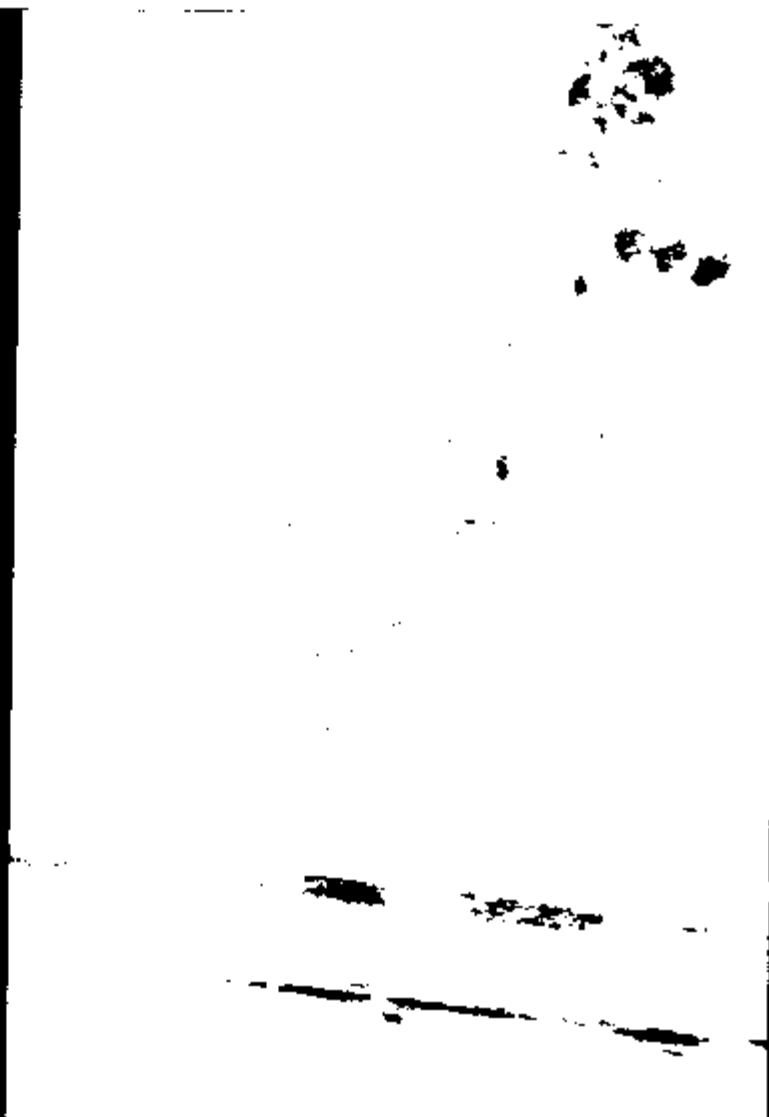
PHOTO # 2



X



X



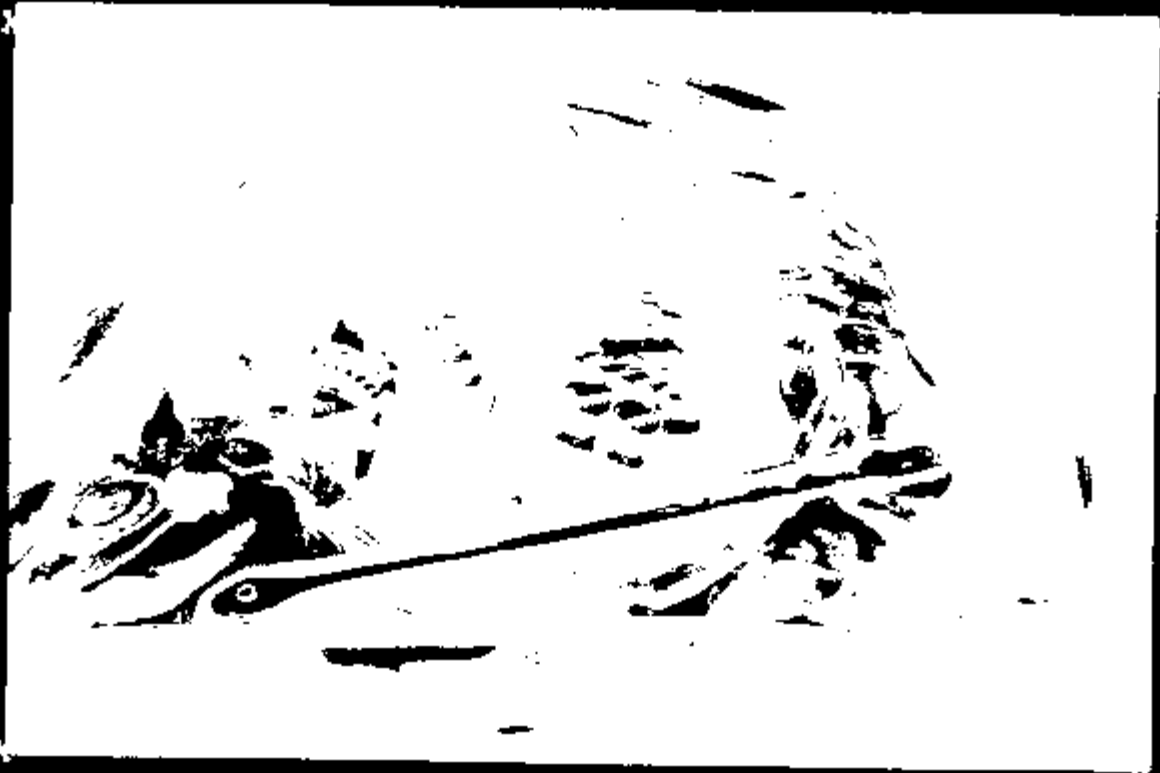
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CASE # 4878

PHOTO # 5

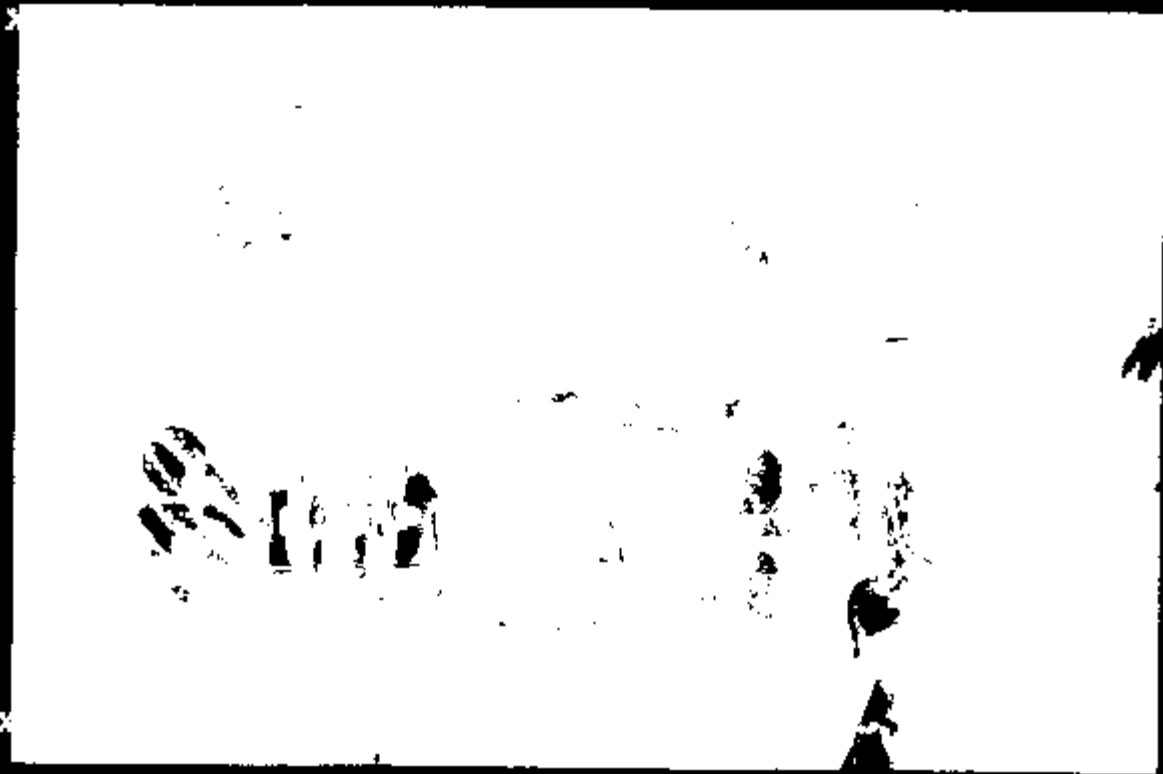


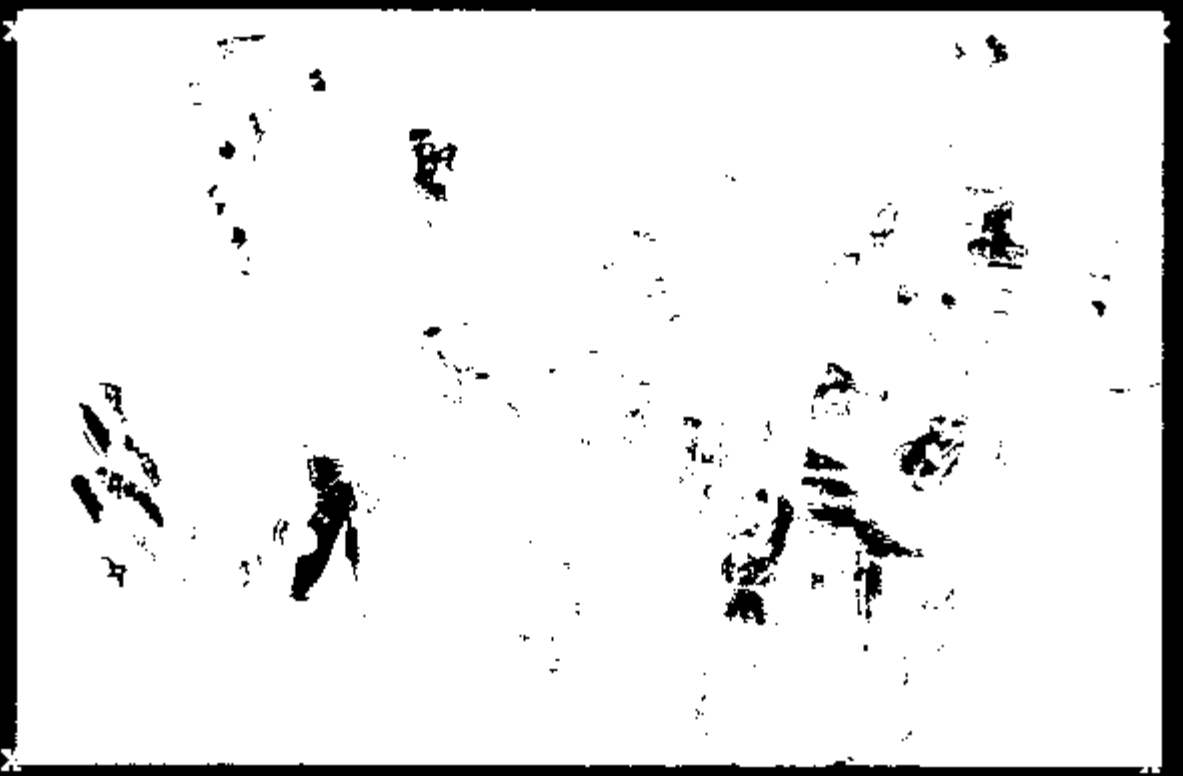
PHOTO # 6

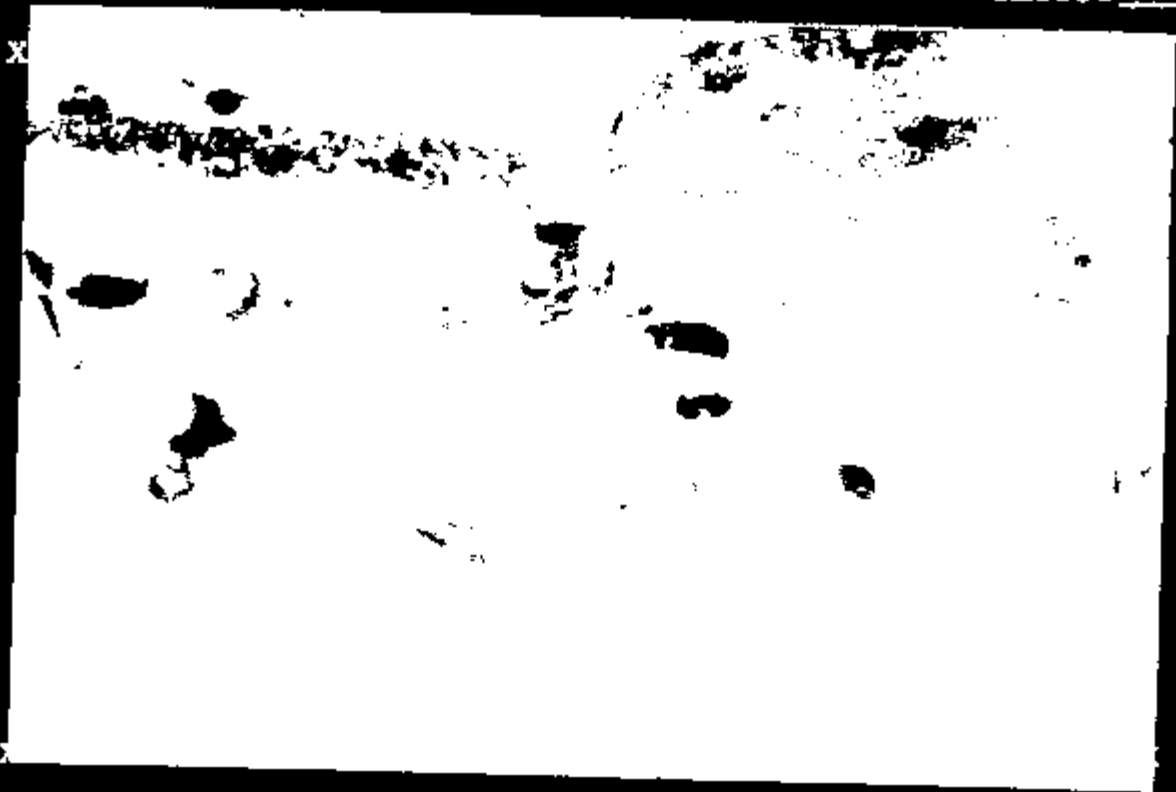


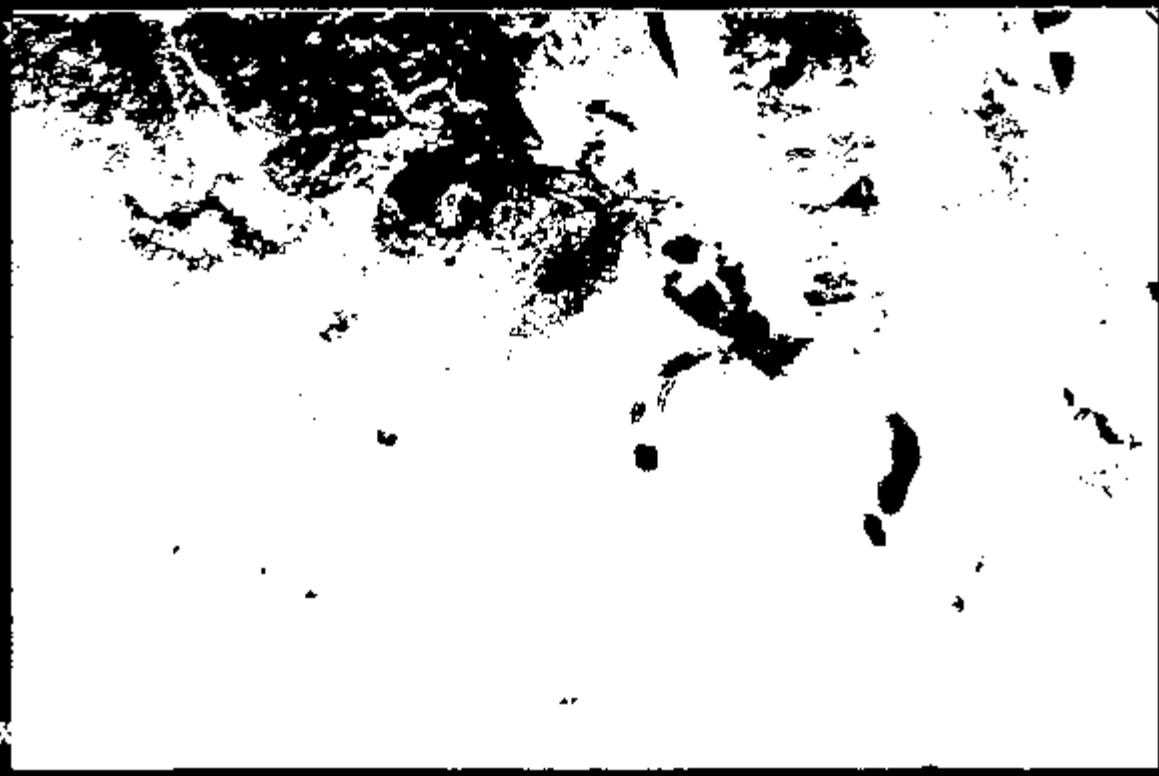
000 07











X



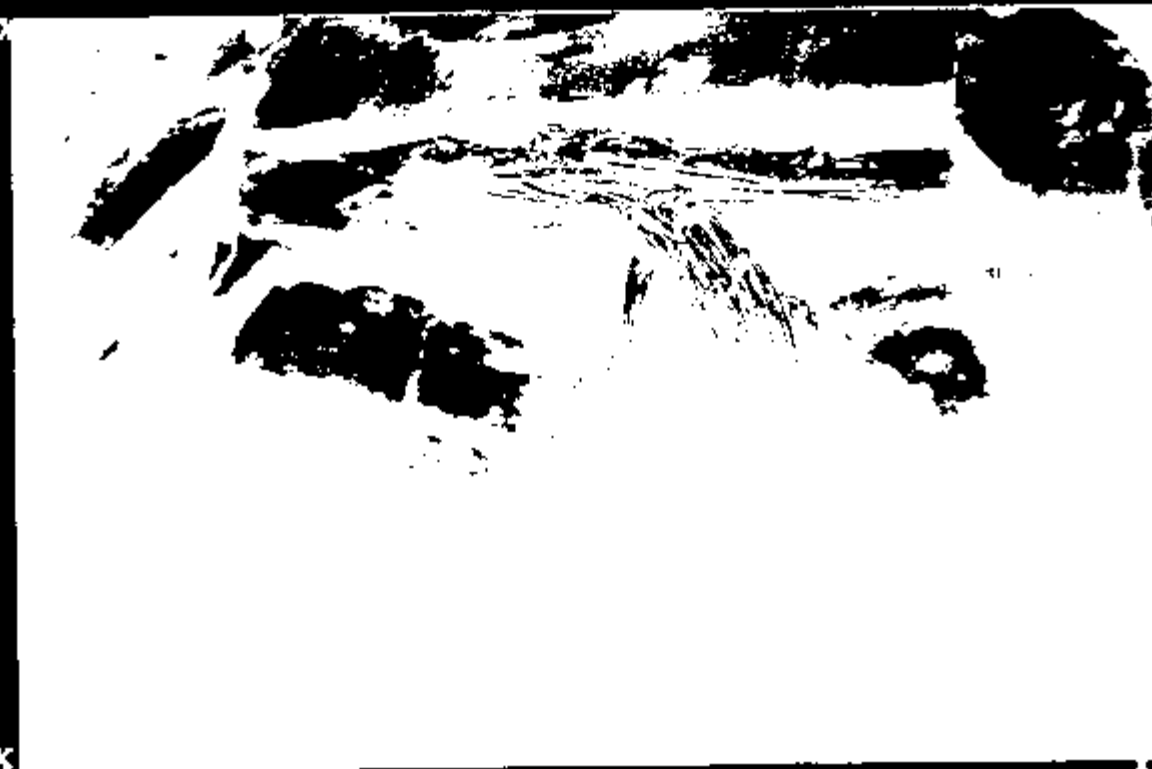
X

CASE # 4678

PHOTO # 15



PHOTO # 16



000 12



PHOTO # 18



CASE # 4878

PHOTO # 19

X



X

PHOTO # 20

X



000 1



PHOTO # 22





CASE # 4878

PHOTO # 23

X

X

X

X

X

PHOTO # 24

X

X



20 18



X



X



X



X

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

11/02/1999 AT 09:43 PM  
32058

22722700538330000100001

KEMPER INSURANCE  
RIDGELAND I  
2810 COLISEUM DR  
CHARLOTTE, NC 28217  
(704) 423-6000

ESTIMATE OF RECORD

WRITTEN BY: JIM GROFF # 11/02/1999 09:42 PM

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

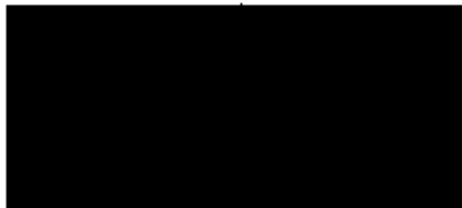
MAPD02

CLAIM# 227 AE 053833 N 227 NAME JOHNSON\*HORACE

D.O.L. 10/20/99

ADJUSTER: DLH #

INSURED:  
OWNER:  
ADDRESS:



CLAIM #22722700538330000100001  
POLICY #  
DATE OF LOSS: 10/20/1999 AT 03:55 PM

DAY:

TYPE OF LOSS: COMPREHENSIVE  
POINT OF IMPACT: 22. TOTAL BURN

INSPECT TRACE G.M.  
LOCATION: 1001 HWY 35 NORTH  
KOSCIUSKO, MS 39090-0000

DAY: (601)289-4611  
NON\_DRIVE\_IN

REPAIR TOTAL LOSS  
FACILITY:

DAYS TO REPAIR  
LICENSE #

99 BUIC REGAL LS 6-3.8L-FI 4D SED MAROON INT:GRAY  
VIN: 2G4WB52K9X1413853 LIC: NO TAG

PROD DATE:

ODOMETER: 22500

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

CONDITIONING  
CRUISE CONTROL  
BODY SIDE MOLDINGS  
CLEAR COAT PAINT  
POWER WINDOWS  
AM RADIO  
CASSETTE  
DRIVER AIRBAG  
CLOTH SEATS

REAR DEFOGGER  
INTERMITTENT WIPERS  
DUAL MIRRORS  
POWER STEERING  
POWER LOCKS  
FM RADIO  
SEARCH/SEEK  
PASSENGER AIRBAG  
BUCKET SEATS

TILT WHEEL  
KEYLESS ENTRY  
TRACTION CONTROL  
POWER BRAKES  
POWER MIRRORS  
STEREO  
ANTI-LOCK BRAKES (4)  
4 WHEEL DISC BRAKES  
AUTOMATIC TRANSMISSION

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	REFN	BUMPER COVER				3.0
3		ADD FOR CLEAR COAT				1.2
4		COOLING				
5	REFN	SUPPORT ASSY			S	1.5
6	REPL	RADIATOR W/O SUPERCHARGER	1	473.04	M 1.5	M

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

7	Q/H COOLING FAN			M 1.0	M
8	REPL RT FAN BLADE	1	95.65	MINCL.	M
9	REPL LT FAN BLADE	1	48.72	MINCL.	M
10	REPL RT MOTOR	1	135.33	MINCL.	M
11	REPL LT MOTOR	1	135.33	MINCL.	M
12	REPL RT SHROUD	1	83.58	MINCL.	M
13	REPL LT SHROUD	1	83.58	MINCL.	M
14	REPL SERPENTINE BELT ALL	1	45.00	M 0.3	M

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AB 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

02/1999 AT 09:43 PM

22722700538330000100001

31058

ESTIMATE OF RECORD  
99 BUIC REGAL LS 6-3.8L-FI 4D SED MAROON INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
15		AIR CONDITIONER & HEATER					
16	REPL	BLOWER MOTOR AUTO CONTROL	1	122.40	M	0.9	M
17	REPL	ACCUMULATOR	1	71.64	M	0.7	M
18		EVACUATE & RECHARGE			M	1.4	M
19		REFRIGERANT RECOVERY			M	0.4	M
20	REPL	COMPRESSOR	1	568.40	M	1.0	M
21		DEDUCT FOR OVERLAP				-0.1	M
22	REPL	CLUTCH	1	57.70	M	0.5	M
23	REPL	VACUUM TANK	1	16.10	M	0.5	
24		HOOD					



ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AR 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

25	REPL HOOD	1	500.36	1.0	2.8
26	OVERLAP MAJOR ADJ. PANEL				-0.4
27	ADD FOR CLEAR COAT				0.5
28	ADD FOR UNDERSIDE (COMPLETE)				1.4
29	REPL INSULATOR	1	24.41	INCL.	
30	FENDER				
31*	REFN RT FENDER				1.0*
32	ADD FOR CLEAR COAT				0.2
33*	REFN LT FENDER				1.0*
34	ADD FOR CLEAR COAT				0.2
35	ENGINE / TRANSAXLE				
36*	REPL HOUSING UPPER	1	40.75	2.0*	
37	REPL HOUSING LOWER	1	40.75		
38	REPL HOUSING COVER	1	48.50		
39	REPL REAR DUCT	1	30.75		
40	REPL FILTER ELEMENT	1	13.75		
41	REPL LT MOUNT	1	63.50	M 0.8	M
42	REPL RT MOUNT	1	63.50	M 0.8	M

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

RESTRAINT SYSTEMS						
43						
44	REPL DIAGNOSTIC UNIT W/SENSOR	1	268.00	M	0.7	M
45	SYSTEM DIAGNOSIS			M	0.5	M
46	ELECTRICAL					
47	REPL IGNITION MODULE W/O COIL	1	260.00	M	0.7	M
48	REPL HARNESS CAMSHAFT SENSOR	1	59.50			
49	REPL PLUG WIRE SET W/O SUPERCHARGER	1	40.96			
50	REPL MASTER CYLINDER	1	252.96	M	1.7	M
51*	REPL MODULATOR W/TRACTION CONTROL	1	874.69		5.0*	M
52	REPL CONTROL MODULE LS	1	572.00	M	1.3	M
53	REPL CONTROL MODULE	1	210.53	M	0.3	M
54	REPL CABLE	1	24.15	M	0.5	
55	REPL CONTROL MODULE	1	79.00	M	0.5	M
56	REPL SENSOR	1	11.60			
57	REPL RECEIVER	1	141.00	M	1.0	M
58	REPL MODULE W/DIVERSITY W/O SUNROOF	1	158.73		0.3	M
59	REPL PCM ALL	1	211.00	M	0.8	M
60	REPL ALTERNATOR	1	199.88	M	0.5	M

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

1	REPL POSITIVE CABLE	1	83.98	M	0.7
62	REPL NEGATIVE CABLE	1	83.98	M	0.5

2

11/02/1999 AT 09:43 PM  
32058

22722700538330000100001

ESTIMATE OF RECORD  
99 BUIC REGAL LS 6-3.8L-FI 4D SED MAROON INT:GRAY

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ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AR 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
63#	REPL	MAIN ENGINE HARNESS	1	567.00	8.0	M
64#	REPL	FORWARD LAMP HAR.	1	205.00	INCL.*	
65#	REPL	DASH HARNESS	1	726.00	8.0	
66#	REPL	INJECTORS	6	660.00	6.0	M
67#	REPL	VACCUM LINES	1	50.00	5.0	M
68#	REFN	BLEND				2.0
69		OTHER CHARGES				
70#	TOWING		1	75.00		
71#	E.P.C.		1	5.00		
SUBTOTALS ==>				8582.70	54.7	14.4

PARTS				8502.70
BODY LABOR	13.2 HRS	@ \$ 33.00/HR		435.60
PAINT LABOR	14.4 HRS	@ \$ 33.00/HR		475.20

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

MECHANICAL LABOR	41.5 HRS	@ \$ 45.00/HR	1867.50
PAINT SUPPLIES	14.4 HRS	@ \$ 25.00/HR	360.00
OTHER CHARGES			80.00

-----  
SUBTOTAL \$11721.00  
SALES TAX \$11721.00 @ 7.0000% 820.47

-----  
TOTAL COST OF REPAIRS \$12541.47

ADJUSTMENTS:  
DEDUCTIBLE 100.00

-----  
TOTAL ADJUSTMENTS \$ 100.00  
NET COST OF REPAIRS \$12441.47

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. NON-ASTERISK(\*) ITEMS ARE DERIVED FROM THE GUIDE DRLAH97. DATABASE DATE 9/1999. DOUBLE ASTERISK(\*\*)

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

ITEMS INDICATE PARTS SUPPLIED BY A SUPPLIER OTHER THAN THE ORIGINAL EQUIPMENT MANUFACTURER. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. CAPA ITEMS HAVE BEEN CERTIFIED FOR FIT AND FINISH BY THE CERTIFIED AUTO PARTS ASSOCIATION. NAGS PART NUMBERS, PRICES AND LABOR TIMES ARE PROVIDED FROM NATIONAL AUTO GLASS SPECIFICATIONS, INC.

PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

ALD

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COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

11/02/1999 AT 09:43 PM  
32058

22722700538330000100001

ESTIMATE OF RECORD  
99 BUIC REGAL LS 6-3.8L-FI 4D SED MAROON INT:GRAY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD:

MANUALLY LIST

ALD

FOCUS  
COMPLETED APPRAISAL

04/21/00

MAPD02

CLAIM# 227 AS 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0



DAMAGE EVALUATION

JAMES D. GROFF JAN 03 2000

RN TO: Denny Hays AE053833

RED: [REDACTED] CLMT: --- DVL: 10-20-79

FOUNDATION: REPAIR	_____	APPRAISAL	\$ <u>12,541.47</u>
SUPPLEMENT	_____	ADDITIONS	+\$ <u>---</u>
TOTAL LOSS	<u>X</u>	DEDUCTIONS	-\$ <u>---</u>
SEEN PRICE AT: DIRECT CONTACT	_____	NET DAMAGE	\$ <u>1950</u>
TELEPHONE	_____		
NONE	<u>X</u>	GLASS DAMAGE \$	_____

**DROP FILE**

TOTAL LOSS INFORMATION

How \$ \_\_\_\_\_  
 RAGE AT \$ 0 PER DAY FROM \_\_\_\_\_  
 ER \$ \_\_\_\_\_  
 SALVAGE VALUE \$ \_\_\_\_\_

CLAIM REPRESENTATIVE \_\_\_\_\_  
 CALLED \_\_\_\_\_  
 TIME \_\_\_\_\_  
 LOCATION \_\_\_\_\_

CON. CODE
TYPE TYPE
DATE
TIME
LOCATION
INSURED BY

**BL HOPE** JAN 11 5 18 00

Fire cause unknown - (Have not rec'd Vickers report.)



Repair Time: Parts \_\_\_\_\_  
 Damage Coll. Comp \_\_\_\_\_  
 Fire  Theft \_\_\_\_\_  
 PD  UM/PO \_\_\_\_\_  
 Appraisal Dist: Owner \_\_\_\_\_  
 Repairer \_\_\_\_\_

POINT & ANGLE OF IMPACT

0.0 FRT.  
 fire



The Carthage Bank

P. O. Box 437/Carthage, Mississippi 39051/td. (601) 267-7311

November 19, 1999

Kemper Insurance  
Fax #601-829-2939  
Attn: Jim Groff

Dear Mr. Groff:

RE: [REDACTED]  
Claim #227AB053833

This is to inform you that we will release the title on the 1999 Buick Regal, VIN-2G4WB52K9X1413853, on the above mentioned individual, once we receive the check in the amount of \$19,500.00.

Sincerely,

Jellinda Crawford  
Loan Officer

JAC/pb

7688

267-~~7688~~

WITHERS BROTHERS  
RT. 3 BOX 152  
CARTHAGE, MO 64831  
PHONE 267-7688

340137

[REDACTED]

Carriage 39051

CUSTOMER ORDER NO.	DATE 10-24-99
NAME	[REDACTED]
ADDRESS	[REDACTED]
CITY, STATE	[REDACTED]

QTY	DESCRIPTION	PRICE	AMOUNT
-----	-------------	-------	--------

1	Tag KBM 387		
2			
3	99 Bunk regal		
4	264WB52K9X1413853		
5			
6	Wrecker	80	00
7	tax	5	00
8			
9	total	85	00
10			
11			
12			

WITHERS BROTHERS

KEEP THIS SLIP FOR REFERENCE

ck # 32-185-972  
pd 11-29-99

[REDACTED]

ALD

FOCUS

04/20/00

PAYMENT HISTORY - ROUTING INFORMATION

MPHR01

CLAIM# 227 AE 053833 N 227 NAME

D.O.L. 10/20/99

TOTAL PAYMENT AMOUNT 19500.00

DISTRIBUTION CODE

PAYMENT FOR

COMPREHENSIVE - FIRE/LOAN PAYOFF

JELINDA CRAWFORD- 1999 BUICK REGAL

PAYEE

THE CARTHAGE BANK

MAIL TO ADDRESS

NAME THE CARTHAGE BANK

MAIL METHOD 01

ADDRESS LINE 1 PO BOX 437

ADDRESS LINE 2

CITY CARTHAGE

STATE MS

ZIP 39051-0437

IRS INFORMATION

TYPE OF EXP 23 TAXPAYER # 64-0131750 IRS STATE MS SERVICE FEE 19500.00

REQUESTOR/APPROVER INFORMATION

REQUESTED BY DLH

APPROVED BY DEC2

NEXT FUNCTION

ALD

FOCUS

04/20/00

PAYMENT HISTORY - LOSS PAYMENT

MPHL01

CLAIM# 227 AE 053833 N 227 NAME

D.O.L. 10/20/99

CLAIMANT # 1 CLAIMANT NAME

LOSS PAYMENT

COVERAGE CODE	PAYMENT CODE	PAYMENT AMOUNT	FINAL PAY	DEDUCTIBLE APPLIED
90	1	19500.00	Y	Y

PAYMENT INFORMATION

SPCP (Y,N) N  
 REFUND REIMBURSEMENT (Y,N) N REFUND TYPE

ISSUED CHECK INFORMATION

CHECK NUMBER 019 109494 DATE ISSUED 11/24/99 CHECK AMOUNT 19500.00  
 PAYMENT STATUS ACTIVE

ALD

FOCUS

04/20/00

PAYMENT HISTORY - ROUTING INFORMATION

MPHR01

CLAIM# 227 AE 053833 N 227 NAME

D.O.L. 10/20/99

TOTAL PAYMENT AMOUNT

85.60

DISTRIBUTION CODE

PAYMENT FOR

Comprehensive - fire

PAYEE

WITHERS REPAIR SHOP.

MAIL TO ADDRESS

NAME

ISSUED BY APPRAISER.

MAIL METHOD

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE

ZIP

REQUESTOR/APPROVER INFORMATION

REQUESTED BY JDG

APPROVED BY JDG

NEXT FUNCTION

ALD

FOCUS

04/20/00

PAYMENT HISTORY - LOSS PAYMENT

MPL01

CLAIM# 227 AE 053833 N 227 NAME

D.O.L. 10/20/99

CLAIMANT # 1 CLAIMANT NAME

LOSS PAYMENT

COVERAGE CODE	PAYMENT CODE	PAYMENT AMOUNT	FINAL PAY	DEDUCTIBLE APPLIED
90	1	85.60	Y	N

PAYMENT INFORMATION

SPCP (Y,N) N  
 REFUND REIMBURSEMENT (Y,N) N REFUND TYPE

ISSUED CHECK INFORMATION

CHECK NUMBER 32 185972 DATE ISSUED 11/29/99 CHECK AMOUNT 85.60  
 PAYMENT STATUS ACTIVE

20	115	4	115	55	115	55	219	94102
<p>MILITARY TIME</p> <p>REGULAR TIME</p> <p>ADDITIONAL TIME</p> <p>NON-PAYABLE TIME</p>								<p>Mark only one</p> <p>Emergency Medical Serv</p> <p>Emergency Fire Lines</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p> <p>Emergency</p>

<p>Fire</p> <p>Police</p> <p>Emergency Alarm System</p> <p>Private Alarm System</p> <p>Alarm</p> <p>Telephone Direct</p>	<p>Fire Alarm-Medical</p> <p>Police Alarm-Universal</p> <p>Emergency Alarm-Medical</p> <p>Medical Home Care</p> <p>Natural Disaster</p> <p>Service Call</p>	<p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p> <p>Emergency Alarm</p>
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<p>Residential</p> <p>Single Family Dwelling</p> <p>Multi-Family Dwelling</p> <p>Commercial Products</p> <p>Accessory Hall</p> <p>Department/Utility Room</p> <p>Stomach Bulging</p> <p>Health Care Facility</p> <p>Hotel/Alone</p> <p>Motor Compartment Room</p> <p>Office Building</p> <p>Professional Services Bldg</p> <p>Project Facility</p>	<p>Basic Industrial</p> <p>Agriculture</p> <p>Construction Equip</p> <p>Energy Production Plant</p> <p>Forest &amp; Woodland</p> <p>Literary</p> <p>Industrial Manufacturing</p> <p>Chemical/Plastic/Polymer</p> <p>Food/Meat Production/Processing</p> <p>Food Industry</p> <p>Power/Generating Apparat</p> <p>Process Manufacturing</p> <p>Metals Products</p>	<p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>General Products</p> <p>Plastic Products</p> <p>Vehicle Storage</p> <p>Wood Products</p> <p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>General Products</p> <p>Plastic Products</p> <p>Vehicle Storage</p> <p>Wood Products</p> <p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>General Products</p> <p>Plastic Products</p> <p>Vehicle Storage</p> <p>Wood Products</p> <p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>
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<p>Accessory Area</p> <p>Storage Area</p> <p>Large Open Room</p> <p>Laundry</p> <p>Library</p> <p>Bedroom</p> <p>Office</p> <p>Garage</p>	<p>Storage Area</p> <p>Vehicle Storage Area</p> <p>Vehicle Repair Area</p> <p>Workshop</p> <p>Auto Wash</p> <p>Undergarment</p> <p>Other</p>	<p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>	<p>Other Products</p> <p>Alcohol/Drug</p> <p>Other Impaired</p> <p>Children Paying with Fin</p> <p>College/Student/Manual</p> <p>Fire Subst Non-Corrosive</p> <p>Thermal</p> <p>Unmanned Pt</p> <p>Unmanned House of Pt</p>
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<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>	<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>	<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>	<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>	<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>	<p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p> <p>Construction</p>
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<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>	<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>	<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>	<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>	<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>	<p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p> <p>Income</p>
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19180

19180

19180



PHOTOGRAPHIC INFORMATION

Year	1999	Make	Buck	Model	Regal/LS	VIN	24YWB531X1Z14	Color	KB M 387	Other	blue
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NARRATIVE

Received a call via 911 from PD to respond to car fire at Ameri Gas on Hwy 12 W. Responded E-10 with two personnel + unit -1 with one person to the scene. Upon arrival the fire was out. An Ameri Gas employee used a fire ext. on the fire. Disabled the battery to the vehicle when we got on scene. The cause was electrical wires by the front of the engine compartment. Unit -1 engine. A-1 took Mrs. [redacted] mother to the clinic for a doctor's appointment. Mrs. [redacted] + her mother were the only two occupants. Took fire photo's of the engine compartment + gave one to the owner. The owner contacted a wrecker service, insurance co. + the dealer where the vehicle was purchased. Got the report information + then cleared scene.

Cox Ins. Co. 267-0065

P.E.

OFFICER IN CHARGE

CREW MEMBER COMPLETING REPORT

Signature: Jackie Fuller  
 Printed Name: Jackie Fuller  
 Date: 10-20-99

Signature: Paul E. Boutwell, Jr.  
 Printed Name: Paul E. Boutwell, Jr.  
 Date: 10-20-99

ADDITIONAL PERSONNEL

Asst. Fireman  
 Mack Rimmer  
 Jackie Fuller

EQUIPMENT USED

DIAGRAM

[Empty box for equipment used]

[Empty box for diagram]

CASE # 4878

PHOTO # 3



4

X

000 06

ALD

FOCUS

04/20/00

PAYMENT HISTORY - ROUTING INFORMATION

MPHR01

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

TOTAL PAYMENT AMOUNT

534.50

DISTRIBUTION CODE

PAYMENT FOR

MISCELLANEOUS EXPENSE

CASE # 4878

PAYEE

JAMES VICKERS ENTERPRISES, INC.

MAIL TO ADDRESS

NAME

MAIL METHOD

01

ADDRESS LINE 1 [REDACTED]

ADDRESS LINE 2 [REDACTED]

CITY

RIDGELAND

STATE MS

ZIP 39157-2715

IRS INFORMATION

TYPE OF EXP 01 TAXPAYER # 64-0749174 IRS STATE MS SERVICE FEE

534.50

REQUESTOR/APPROVER INFORMATION

REQUESTED BY DLH

APPROVED BY DHC2

NEXT FUNCTION

ALD

FOCUS

04/20/00

PAYMENT HISTORY - EXPENSE OTHER THAN LEGAL

MPHU01

CLAIM# 227 AE 053833 N 227 NAME [REDACTED]

D.O.L. 10/20/99

----- EXPENSE OTHER THAN LEGAL -----\*

COVERAGE CODE	PAYMENT CODE	PAYMENT AMOUNT
90	6	534.50

----- PAYEE INFORMATION -----\*

REFUND REIMBURSEMENT (Y,N)	N	REFUND TYPE, IF KNOWN	KNS SERVICE #

----- ISSUED CHECK INFORMATION -----\*

CHECK NUMBER	019	347323	DATE ISSUED	02/29/00	CHECK AMOUNT	534.50
PAYMENT STATUS ACTIVE						



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 22, 1999

[REDACTED]  
Carthage, MS 39051

RE: File No.: 990101055

Dear Mrs. Golds [REDACTED]

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

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

We have forwarded all information to ESIS. If you have any questions or concerns, you may contact ESIS at the address listed below.

ESIS Unit  
Renaissance Center  
Mail Code 482-C20-D71  
P.O. Box 300  
Detroit, MI 48265-3000

Respectfully,

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



Five Coliseum Centre  
2810 Coliseum Ctr Dr, Ste. 450  
Charlotte NC 28217-2394

**RECEIVED**

**JAN 08 2001**

704/423-6000  
Fax 704/423-6001

**ESIS-GM CLAIMS UNIT**

ESIS INSURANCE SERVICES COMPAN  
300 RENAISSANCE CENTER  
MAIL CODE 482 C20 D71  
DETROIT MI 48265-3000

Claim #:	217 AE 053833 N 227
Date of Loss:	October 20, 1999
Insured:	[REDACTED]
Other:	ATTEN: MICHAEL SCHULTE
Office Use:	F941T

January 3, 2001

Claimant: HORACE [REDACTED] CLAIM # 406901

DEAR MR. SCHULTE:

WE HAVE RECEIVED YOUR LETTER DATED DECEMBER 21, 2000.

I SHALL FORWARD YOUR LETTER TO OUR ATTORNEY FOR HIS REVIEW AND RESPONSE.

PLEASE SEND ANY FUTURE CORRESPONDENCE DIRECT TO OUR ATTORNEY AND NOT ME.

OUR ATTORNEY IS MR. ERIC HATTEN C/O PAGE, KRUGER, AND HOLLAND, P.A. AT 775 WOODLANDS PARKWAY SUITE 100 RIDGELAND, MS. 39157.

THANK YOU FOR YOUR ATTENTION TO THIS INFORMATION.

American Manufacturers Mutual

*Arnon L. Duda*  
Claim Department

704/423-6016

cc: Claim File

GT  
1221-2000  
ESIS

December 21, 2000

An Insurance Services Company

300 Renaissance Center  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000  
Telephone 313.665.3403  
Facsimile 313.665.0911

Mr. Aaron Dula  
Kemper Insurance Companies  
5 Colliseum Center Drive, Suite 450  
Charlotte, NC 28217-2394

Claim Number: 406901  
Your Claim Number: 227 AE 053833 N 227  
Date of Event: October 20, 1999  
Claimant: Gold ████████  
Client: General Motors Corporation

Dear Mr. Dula:

ESIS is the third-party administrator on behalf of General Motors Corporation for matters involving allegations of product liability.

In that regard, this claim has been forwarded to me for handling. ESIS is on notice of this matter, however, in order to evaluate your claim, the following documents and information are respectfully requested with regard to the 1999 Buick Regal LS that is the subject of this claim:

1. A copy of your expert report which states your theory of liability. Also, include the original or laser color copies of the photographs taken by your expert, specifically, Mr. Miller's report;
2. Any official police/fire or incident reports and/or a complete description incident which includes their photographs, if any;
3. Did the vehicle owner and/or operator note anything wrong or unusual about the vehicle prior to the incident?
4. 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;
5. Was any after-market equipment installed on the subject vehicle? If so, provide copies of receipts and/or invoices for installation of said equipment;
6. Were there any modifications, alterations, or changes to the subject vehicle? If so, provide copies of relevant installation receipts;

7. Was the vehicle involved in any prior accidents? If so, identify the nature and extent of damages and repairs completed. Supply repair orders and photographs depicting damage sustained.
8. Was the vehicle towing anything at the time of the incident;
9. Please provide the location of the subject vehicle and determine if it is available for inspection.

Your cooperation in providing the above-requested documents and information would be sincerely appreciated. During this entire process, the subject vehicle and its components should remain available for inspection if necessary. If you should choose to pursue this matter further, you have a duty to preserve the evidence in its immediate post incident condition.

Further, this is the second request for this information. If there is no response, I will close my file in 30 days.

If you have any questions, please call me.

Sincerely,

Michael K. Schulte  
PD Claim Administrator  
313.665.3403



Michael K. Schultz  
PD Claim Administrator  
ESIS/GM Central Claims

# ESIS

An Insurance Services Company

May 5, 2000

300 Renaissance Center  
Mail Code 482 C2D D71  
Detroit, MI 48265-3000  
Telephone 313.665.3403  
Facsimile 313.665.0911

Aaron L. Dula  
Claim Department  
Kemper Insurance Companies  
5 Coliseum Center Drive  
Suite. 450  
Charlotte, NC 28217-2394

Claim Number: 406901  
Your File Number: 227 AE 053833 N 227  
Date of Event: October 20, 1999  
Claimant: Golda [REDACTED]  
Client: General Motors Corporation

Dear Mr. Dula:

ESIS is the third-party administrator on behalf of General Motors Corporation for matters involving allegations of product liability.

In that regard, your claim has been forwarded to me for handling. ESIS is on notice of this matter, however, in order to evaluate your claim, the following documents and information are respectfully requested with regard to the Johnson vehicle:

1. Proof of a manufacturing defect in the subject vehicle. The proofs should establish the defect as the cause of this incident. All supporting documents, including colored photographs or laser copies of the photos from your expert report, the alleged defective components and the insurance carrier's file should be presented to ESIS for evaluation;
2. Any official police/fire or incident reports and/or a complete description incident;
3. The vehicle operator's statement describing this incident. Names, addresses and telephone numbers of witnesses to the event, along with their statements;
4. Did the vehicle owner and/or operator note anything wrong or unusual about the vehicle prior to the incident?

5. Copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed;
6. Was any after-market equipment installed on the subject vehicle? If so, provide copies of receipts and/or invoices for installation of said equipment;
7. Were there any modifications, alterations, or changes to the subject vehicle? If so, provide copies of relevant installation receipts;
8. Did the vehicle owner receive any Recall Notices for the subject vehicle?
9. The description of any items that were being transported by the subject vehicle at the time of this incident;
10. Was the vehicle involved in any prior accidents? If so, identify the nature and extent of damages and repairs completed. Supply repair orders and photographs depicting damage sustained.
11. The present location of the subject vehicle and its availability for inspection;
12. An itemization of damages being claimed in this matter, copies of your payment drafts and a copy of the repair estimate including personal injury if it is being claimed.

Your cooperation in providing the above-requested documents and information would be sincerely appreciated. During this entire process, the subject vehicle and it's components should remain available for inspection if necessary. If you should choose to pursue this matter in court, you have a duty to preserve the evidence in its immediate post fire condition.

If you have any questions, please call me.

Sincerely,

Michael K. Schulte  
PD Claim Administrator  
313.665.3403

# Kemper.

Insurance Companies

Five Coliseum Centre  
2810 Coliseum Ctr Dr, Ste. 430  
Charlotte NC 28217-2394

704/423-6000  
Fax 704/423-6001

ESIS INSURANCE CO  
300 RENAISSANCE CENTER  
MAIL CODE 482 C20 DZ1  
DETROIT MI 48265-3000

April 21, 2000

Claim #: 227 AE 053833 N 227  
Date of Loss: October 20, 1999  
Insured: HORAC [REDACTED]  
Other: M  
Office Use: F510

RECEIVED

APR 21 2000

ESIS-GM CLAIMS UNIT

Your Insured: GM  
Type Vehicle: 1999 Buick Regal LS 2g4wb52k9x1413853/fire loss  
Your Claim Number: 990101055 and 000033146

We have made a payment of \$19585.60 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 \$100.00, representing his deductible. Salvage is in process of selling. Proofs on this to follow

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 documents to document this loss. The amount paid will be lessened when we have the salvage sell figures. We will forward the salvage documents upon the completed sale.

Thank you.

American Manufacturers Mutual

*Aaron L. Dala*  
Claim Department  
704/423-6016

cc: Claim File

*No Omni  
No UP  
241 KS  
406901*

# KEMPER

---

Phone 704-423-6053  
FAX 800-428-7690

February 28, 2000

Customer Assistant Center  
P.O. Box 33136  
Detroit, Michigan 48232

Your Insured: Recall on 1999 Buick Regals  
Location of Loss: Kosciusko, Ms  
Your Claim Number: Please Assign  
My Claim Number: 227 AE 053833 N 227

Case # 990101035  
0000 33146

Dear Sir or Madam:

We have made a payment of \$19,500.00 in accordance with the terms of our insured's comprehensive insurance coverage. Our investigation indicates that the insured's vehicle burned due to a defect in your automobile. I am attaching a copy of the Fire Cause Determination for your review. It was concluded that the fire which originated in the engine compartment was caused by a fuel leak which came in contact with an ignition source.

Our insured also has a claim of \$100.00 representing his deductible. The total claim, therefore, amounts to \$19,600.00.

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.

Sincerely thanking you in advance!

Daisy L. Hoyle  
Claim Department  
1-800-464-5108 extension 6053

P.S. Anything that you can do to expedite this subro demand will be greatly appreciated!

October 25, 1999

Pontiac/GMC  
P. O. Box 436008  
Pontiac, MI 48343-6008

RE: File # 990 100 105 5

Dear Sirs:

My 1999 Buick Regal LS (vin # 2G4W52K9X1A13853) burned on 102099 at approximately 3:55pm in front of Amerigas in Kosciusko, MS.

I was sitting at the red light when smoke and flames started coming from under the car hood. I pulled into the Amerigas parking lot where Amerigas employees used fire extinguishers to put out the fire. Kosciusko Fire Dept. did come to the scene to disable the battery, etc.

I purchased this car on 080199 with 20145 miles. The day of the fire the car had approximately 22723 miles. I have had no problems or work done on this car since the date of purchase. Trace GM (Kosciusko) changed the oil etc. when the car was purchased.

Enclosed you will find a fire report from the Kosciusko Fire Dept.

I appreciate any assistance you can give in resolving the matter at hand. (was this fire due to the anti-lock brake system recall or other.)

Sincerely,



## 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:	2G4WB52K9X1413853
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### VEHICLE INFORMATION

Merchandising Model:	4WB69 - 1999 REGAL LS	Warranty Start Date:	09/28/1998				
BARS Order Type	50 - FLEET						
Delivering Dealer :	FLEMINGTON B-C-P-G/NATIONAL CAR 8600 PINES BLVD. PEMBROKE PINES, FL 33024-6534	Selling Source:	11 - BUICK				
		Site Code:	34982				
		Business Associate Code:	118034				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

### CAMPAIGN ELIGIBILITY


Campaign Number	Description	Owner Notified	Campaign Status
99033	ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID PIPE	N/A	Open
99093	VEHICLE HEADLAMP AIMING DEVICE (VHAD) HORIZONTAL INDICATORS	N/A	Open

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	09/28/1998	10 miles	9/28/2001	36010 miles
72/100 SHEET METAL RUST-THROUGH	09/28/1998	10 miles	9/28/2004	100010 miles
36/36 CORROSION	09/28/1998	10 miles	9/28/2001	36010 miles
96/80 PCM/CC EMISSIONS	09/28/1998	10 miles	9/28/2006	80010 miles
36/36 FEDERAL EMISSIONS	09/28/1998	10 miles	9/28/2001	36010 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
09/11/2001	034932	#	J0254 - UPPER MANIFOLD OR GASKET INTAKE REPLACE-MANIFOLD	31000 miles
08/24/1999	017805	#	C2745 - CONSOLE CUP HLDR-FRONT/AND OR REAR.	20941 miles

*Handwritten:*  **Check History**

08/24/1999	017805	#	B4001 - LT FT DOOR ASSY AGN	20941 miles
06/02/1999	107250	#	J4345 - COIL/MOD IGNITION RP	18010 miles
06/02/1999	107250	#	J4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT	18010 miles
06/02/1999	107250	#	J4210 - SPARK PLG DIAGNOSTICS W/O REPL.	18010 miles
05/17/1999	106655	#	N6335 - IGNITION SWITCH	17690 miles
05/17/1999	106655	#	J4355 - SENSOR CRKSHAFT RPL	17690 miles
05/17/1999	106655	#	J4343 - DIS/3CI IGN MODL RP	17690 miles
05/17/1999	106655	#	J4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT	17690 miles
09/18/1998	B25721	#	D2774 - HOSES,HEATER (WITH AIR CONDITIONING) RPL	195 miles
09/04/1998	A13853	1	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

<b>VIN:</b>	2G4WB52K9X1413853
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### CLAIM HISTORY

<b>Repair Order Date:</b> 09/11/2001		<b>Repair Order Number:</b> 034932		<b>Odometer Reading:</b> 31000 miles					
<b>Serviced By:</b>	CHRIS POSEY, INC. PO BOX 4491 LAUREL, MS 39441-4491 (601) 649-4800			<b>Selling Source:</b> 11 - BUICK					
				<b>Site Code:</b> 40542					
				<b>Business Associate Code:</b> 114352					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/18/2001	205	01	#	J0254 - UPPER MANIFOLD OR GASKET INTAKE REPLACE-MANIFOLD	17113136 - MANIFOLD	EP	N/A	\$416.87	N

<b>Repair Order Date:</b> 08/24/1999		<b>Repair Order Number:</b> 017805		<b>Odometer Reading:</b> 20941 miles					
<b>Serviced By:</b>	TRACE, INC. PO DRAWER E KOSCIUSKO, MS 39090-0905 (662) 289-4611			<b>Selling Source:</b> 11 - BUICK					
				<b>Site Code:</b> 52590					
				<b>Business Associate Code:</b> 114185					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/10/1999	993	01	#	C2745 - CONSOLE CUP HLDR-FRONT/AND OR REAR.	10423857 - PLATE	N/A	N/A	\$109.29	N
09/10/1999	993	02	#	B4001 - LT FT DOOR ASSY AGN	N/A	N/A	N/A	\$18.32	N

<b>Repair Order Date:</b> 06/02/1999		<b>Repair Order Number:</b> 107250		<b>Odometer Reading:</b> 18010 miles	
<b>Serviced By:</b>	TOM WILLIAMS BUICK 401 SOUTH 20TH ST BIRMINGHAM, AL 35233-2081 (205) 252-5121			<b>Selling Source:</b> 11 - BUICK	
				<b>Site Code:</b> 38411	
				<b>Business Associate Code:</b> 165322	



Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/24/1999	970	01	#	I4343 - COIL/MOD IGNITION RP	10472401 - COIL, ASM,	B	N/A	\$124.44	N
06/17/1999	968	02	#	I4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT	N/A	B	N/A	\$43.14	N
06/17/1999	968	03	#	I4210 - SPARK FLG DIAGNOSTICS W/O REPL.	N/A	E	N/A	\$43.15	N

Repair Order Date:	05/17/1999	Repair Order Number:	106655	Odometer Reading:	17690 miles
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Serviced By:	TOM WILLIAMS BUICK 401 SOUTH 20TH ST BIRMINGHAM, AL 35233-2081 (205) 252-5121	Selling Source:	11 - BUICK
		Site Code:	38411
		Business Associate Code:	165322

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/27/1999	962	01	#	N6335 - IGNITION SWITCH	N/A	E	N/A	\$53.94	N
05/27/1999	962	02	#	I4355 - SENSOR CRKSHAFT RPL	10456161 - SEN ASM	N/A	N/A	\$82.13	N
05/27/1999	962	03	#	I4343 - DIS/3CI IGN MODL RP	10494012 - MODULE	N/A	N/A	\$219.75	N
05/27/1999	962	04	#	I4217 - SPARK PLUG - DIAGNOSTICS WITHOUT REPLACEMENT	N/A	N/A	N/A	\$43.14	N

Repair Order Date:	09/18/1998	Repair Order Number:	B25721	Odometer Reading:	195 miles
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Serviced By:	NATIONAL CAR RENTAL 95-10 DITMARS BLVD EAST ELMHURST, NY 11369-1297	Selling Source:	11 - BUICK
		Site Code:	38052
		Business Associate Code:	126886

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/01/1998	894	01	#	D2774 - HOSES, HEATER (WITH AIR CONDITIONING) RPL	N/A	N/A	N/A	\$33.10	N

Repair Order Date:	09/04/1998	Repair Order	A13853	Odometer Reading:	0 miles
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				Number:					
Served By:	NATIONAL CAR RENTAL 95-10 DITMARS BLVD EAST ELMHURST, NY 11369-1297					Selling Source:		11 - BUICK	
						Site Code:		38052	
						Business Associate Code:		126886	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Anti Code	Person Code	Line Total	Comments
09/07/1998	887	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$52.50	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

<b>VIN:</b>	2G4WB52K9X1413853
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### VEHICLE BUILD

<b>Merchandising Model:</b>	4WB69 - 1999 REGAL LS		
<b>Gross Vehicle Weight Rating:</b>	N/A	<b>Order Number:</b>	N/A
<b>Build Date:</b>	09/03/1998	<b>Build Plant:</b>	ZX1W - GENERAL MOTORS OF CANADA LTD.

### OPTION CODES

AG1 - SEAT - 6-WAY POWER, DRIVER SIDE	AK5 - FRONT PASSENGER AIR BAGS
AP9 - TRUNK CONVENIENCE NET	AR9 - BUCKET SEATS & CONSOLE
BQ0 - FLT-NATIONAL CAR RENTAL	B0T - PROD WEEK 36
B34 - FRONT CARPET SAVERS - PKGED	B35 - REAR CARPET SAVERS
CJ2 - AIR CONDITIONING-DUAL AUTOMATIC	C79 - LAMP INTR, ROOF RAIL
DD8 - MIRROR- AUTOMATIC DAY/NIGHT	DH6 - MIRRORS- LIGHTED VISOR VANITY,
DL5 - DECAL - ROADSIDE SERVICE INFO.	DR2 - MIRROR-DRIVER SIDE REMOTE/AUTO
D06 - FRONT CONSOLE WITH ARM REST AND	FE3 - SPORT SUSPENSION- INCL'D Y56
FE9 - 50-STATE EMISSIONS	F83 - RATIO TRANSAXLE FINAL DR 3.05
IP3 - INTERIOR TRIM DESIGN	JL9 - ANTI-LOCK BRAKE SYSTEM
K68 - GENERATOR - 105 AMP	L36 - ENGINE- 3800 SERIES II V6
MN3 - TRANSMISSION - AUTO 4SPD	MX0 - TRANSMISSION-4 SPEED ELECTRONIC
NF2 - FEDERAL EMISSIONS - TIER 1	NP5 - LEATHER WRAPPED STEERING WHEEL
NW0 - 16" ALUMINUM WHEELS	OST - OSHAWA ASSEMBLY
QNX - BLACKWALL	R6B - PROCESS CODE - FLEET ORDER
R7A - "CHICAGO CUSTOM EDITION" -	R8E - PROCESS CODE- DAILY RENT A CAR
R8R - PROCESS CODE	UH8 - TACH & GAUGES
UK3 - STEERING WHEEL RADIO CONTROL	UP0 - RADIO-POWER LOAD CD & CASSETTE

UV7 - WINDOW, RADIO	U85 - AND DIVERSITY ANTENNA
VK3 - LICENSE PLATE MOUNTING PKG-FRNT	VM3 - 5MPH BUMPER STANDARD FRONT&REAR
VN9 - 100% FLEET REPURCHASE PROGRAM	V2G - FUEL FILL CREDIT
V73 - STATEMENT- US/CANADA PRODUCED	Y56 - & STEERING - MAGNETIC VARIABLE
18C - LIGHTS AND ASSIST STRAPS)	14I - LT GRAY INTERIOR
143 - MED GRAY LEATHER/VINYL BUCKET	51U - BORDEAUX RED, PEARL
6HM - SPRING	7HM - SPRING
8JA - SPRING	9JA - SPRING

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1999 REGAL LS SEDAN  
51U BORDEAUX RED PEARL /V6G  
143 MED GRAY LEATHER/VINYL BUCKET  
ORDER NO. 20262A/F5 STOCK NO.  
VIN 2G4 WB52 K9 X1413853

BUICK MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
902 E. HAMILTON AVE.  
FLINT MI 48550-0001  
VEHICLE INVOICE 40C00392163

MODEL & FACTORY OPTIONS

MSRP

INV AMT

FLEET

CREDIT FOR INVOICE

40D07426600

INVOICE 09/22/98  
SHIPPED 09/03/98  
EXP I/T 09/14/98  
PRC EFF 06/08/98  
KEYS SECURED  
FAN: 600  
BANK: NATIONSBANK  
CHG-TO 34-982  
SHIP-TO 38-052  
NATIONAL CAR RENT  
EAST POINT GA

SHIP WT: 3373  
HP: 34.7

TOTAL MODEL & OPTIONS  
DESTINATION CHARGE

24402.00- 21188.87- ACT 231 21748.87-  
560.00- 560.00-

TOTAL

24962.00- 21748.87- PAY 310 21748.87-

\*\*\*\*\*  
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.  
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CIRCLE BUICK GMC, INC./NATIONAL CAR

1999 REGAL LS SEDAN  
 51U BORDEAUX RED PEARL /V6G  
 143 MED GRAY LEATHER/VINYL BUCKET  
 ORDER NO. 20262A/F5 STOCK NO.  
 VIN 2G4 WB52 K9 X1413853

BUICK MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 902 E. HAMILTON AVE.  
 FLINT MI 48550-0001  
 VEHICLE INVOICE 40D07426600

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
4WB69 REGAL LS SEDAN	21695.00	18983.13	INVOICE 09/08/98
BQ0 FLT-NATIONAL CAR RENTAL	0.00	0.00	SHIPPED 09/03/98
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 09/14/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 09/21/98
MN3 TRANSMISSION AUTO 4SP 4T65-E	N/C	N/C	PRC EFF 06/08/98
R7A PROCESS - NATIONAL RENTAL CAR	N/C	N/C	KEYS SECURED
R8E PROCESS CODE- DAILY RENT A CAR	N/C	N/C	WFF-B QTR OPT-1
U85 MONSOON SPEAKERS AND DIVERSITY ANTENNA	295.00	241.90	FAN: 600 BANK: NATIONSBANK
VN9 DAILY RENT-A-CAR - REPURCHASE	0.00	0.00	CHG-TO 34-982
V2G FUEL FILL CREDIT	0.00	14.00-	SHIP-TO 38-052
Y56 GRAN TOURING SUSPENSION INCLUDES 16" ALUMINUM WHEELS AND P225/60R BLACKWALL TIRES	600.00	492.00	NATIONAL CAR RENT EAST POINT GA
15C PRESTIGE PACKAGE (8C) * CARPET SAVERS FRONT & REAR * MIRROR - INSIDE REARVIEW ELECTROCHROMIC W/AUTO DIMMING * SEAT-6 WAY POWER DRIVER SIDE * TRUNK CONVENIENCE NET * RADIO CONTROLS-STEERING WHEEL MOUNTED * RADIO-POWER LOADING CASSETTE AND ETR AM/FM STEREO W/SEEK/ SCAN, AUTO TONE CONTROL & CLK * DUAL COMFORTEMP CLIMATE CONTROL * VISOR VANITY MIRRORS - DUAL LIGHTED (INCLUDES REAR RAIL & COURTESY READING LIGHTS	1162.00	952.84	SHIP WT: 3373 HP: 34.7 CUST PO NUMBER: 99008081 MEMO 1220.10
143 MED GRAY LEATHER/VINYL BUCKET	650.00	533.00	
51U BORDEAUX RED PEARL	N/C	N/C	

TOTAL MODEL & OPTIONS 24402.00 21188.87 ACT 231 21748.87  
 DESTINATION CHARGE 360.00 360.00

TOTAL 24962.00 21748.87 PAY 310 21748.87

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 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
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CIRCLE BUICK GMC, INC./NATIONAL CAR

1999 REGAL LS SEDAN  
 51U BORDEAUX RED PEARL /V6G  
 143 MED GRAY LEATHER/VINYL BUCKET  
 ORDER NO. 20262A/F5 STOCK NO.  
 VIN 2G4 WB52 K9 X1413853

BUICK MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 902 E. HAMILTON AVE.  
 FLINT MI 48550-0001  
 VEHICLE INVOICE 40D07518158

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MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
4WB69 REGAL LS SEDAN	21695.00	18983.13	INVOICE 09/22/98
BQ0 FLT-NATIONAL CAR RENTAL	0.00	0.00	SHIPPED 09/03/98
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 09/14/98
L36 ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 10/02/98
MN3 TRANSMISSION AUTO 4SP 4T65-E	N/C	N/C	PRC EFF 06/08/98
R7A PROCESS - NATIONAL RENTAL CAR	N/C	N/C	KEYS SECURED
R8E PROCESS CODE- DAILY RENT A CAR	N/C	N/C	WFP-S QTR OPT-1
U85 MONSOON SPEAKERS AND DIVERSITY ANTENNA	N/C	N/C	FAN: 600
VN9 DAILY RENT-A-CAR - REPURCHASE	0.00	0.00	BANK: NATIONSBANK
V2G FUEL FILL CREDIT	0.00	14.00-	CHG-TO 34-982
Y56 GRAN TOURING SUSPENSION	600.00	492.00	SHIP-TO 38-052
INCLUDES 16" ALUMINUM WHEELS AND P225/60R BLACKWALL TIRES			NATIONAL CAR RENT EAST POINT GA
1SC PRESTIGE PACKAGE (SC)	1162.00	952.84	SHIP WT: 3373
* CARPET SAVERS FRONT & REAR			HP: 34.7
* MIRROR - INSIDE REARVIEW ELECTROCHROMIC W/AUTO DIMMING			CUST PO NUMBER: 99008081
* SEAT-6 WAY POWER DRIVER SIDE			MEMO 1205.35
* TRUNK CONVENIENCE NET			
* RADIO CONTROLS-STEERING WHEEL MOUNTED			
* RADIO-POWER LOADING CASSETTE AND ETR AM/FM STEREO W/SEEK/SCAN, AUTO TONE CONTROL & CLK			
* DUAL COMFORTEMP CLIMATE CONTROL			
* VISOR VANITY MIRRORS - DUAL LIGHTED (INCLUDES REAR RAIL & COURTESY READING LIGHTS			
143 MED GRAY LEATHER/VINYL BUCKET	650.00	533.00	
51U BORDEAUX RED PEARL	N/C	N/C	
TO CREDIT FOR RADIO			

TOTAL MODEL & OPTIONS 24107.00 20946.97 ACT 231 21506.97  
 DESTINATION CHARGE 560.00 560.00

TOTAL 24667.00 21506.97 PAY 310 21506.97

\*\*\*\*\*  
 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.  
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CIRCLE BUICK GMC, INC./NATIONAL CAR

ON WARRANTY HISTORY INQUIRY  
(UPDATED THRU ZDD02509)

VEHICLE-ID-NUMBER DESCRIPTION DDM DEL-DLR DEL-DATE DEL-CDOM PDI-ELIG CLM  
ZG4W5ZK9X7413853 REGAL CLUSTON SED N 1134982 19980928 TO PAID Y1

PROD-DTE: 19980903 DELWAR-DATE: MARBLK-DTE:  
INV-DTE : DELWAR-CDOM: MARBLK-TYP:  
INV-DLR : 1134982 SWIP-TO-DLR: 1138052

C	T	RODLR	NO.	RODATE	NO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001		1152590	993	19990824	017805	250003	02	84001	18.32	20941		
002		1152590	993	19990824	017805	250004	01	C2745	109.29	20941		
003		1138411	970	19990602	107250	170005	01	J4345	124.44	18010	0090	B
		1138411	968	19990602	107250	160005	03	J4210	43.15	18010	0090	E
005		1138411	968	19990602	107250	160006	02	J4217	43.14	18010	0090	B
006		1138411	962	19990517	106655	140005	04	J4217	43.14	17690		
007		1138411	962	19990517	106655	140006	03	J4343	219.75	17690		
008		1138411	962	19990517	106655	140007	02	J4355	82.13	17690		
009		1138411	962	19990517	106655	140008	01	R6335	53.94	17690	0090	E
010		1138052	894	19980916	825721	273002	01	D2774	33.10	195		
011	1	1138052	887	19980904	A13853	413853	01	Z7000	32.50	0		

NO MORE CLAIMS FOR THIS VIN

ORD-TYPE: 050	SERV-TYPE: 000	DEL-TYPE: 020
RPO DESCRIPTION	RPO DESCRIPTION	
U BODY	35 SERIES HD MODEL	
4 DOOR	SEDAN	
BUICK	V6 ENGINE	
L36 3.8 LITRE V6 MFI	FEDERAL EMISSIONS	
MOD AUTO TRANS W/OVERDRIVE	AUTO TRANS	
MAG 4 SPD AUTO TRANS 4T65-E	UM8 INSTRUMENT CLUSTER	
AK5 INFLAT RESTRAINT DR/PAS	ANTILOCK BRAKE	
CJ2 AIR CONDITIONING	GOLD KEY INELIGIBLE	
DR2 REMOTE ELEC MIRROR	UV7 WHBLR/RR WINDOW ANTENNA	
UP0 RADIO AM/FM CAS, CD	FLOOR CONSOLE	
POWER WINDOW	UK3 STEERING WHEEL CONT	
99033 ABS MOTOR SHORTS		

END OF OPTIONS



VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSAO  
05/11/2000 14:

VIN: 2G4WB52K9X1413853 OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR DATE	REPAIR PREV. DEALER NUMBER	CAMPAIGN TYPE
	99033 OPEN	/ /		.SAFETY
ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID PIPE				

INQUIRY COMPLETE

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

THIS: BASE ACTION: C KEY: 990101055 CRS 11/09/1999 08:29 CABS020M  
NEXT: BASE ACTION: KEY: 990101055 ID: T2610  
01 TITLE : MRS CUSTOMER INFORMATION TYPE: GO

02 FIRST :  
05 STREET :  
06 CITY :  
09 H PHONE:  
11 COMPANY: OR 3242



VEHICLE/DEALER INFORMATION

12 VIN : 2G4WB52K9X1413853 ENG: 3.8L V6 MFI PLANT: OSHAWA ON  
13 YR/MDL : 1999 WB REGAL LS 14 DEL: 09 28 98 15 MILES: 022723  
16 DEALER : TRACE, INC. 17 ZNDLR: 10 52590  
18 CITY : KOSCIUSKO 19 STATE: MS

CDE #	DESC	CDE	COMMENTS
A01	0 OPEN CAMPAIGN	20	99033
T01	0 PRODUCT ALLEGAT	21	THERMAL EVENT
		22	
		23	
		24	

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC  
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

THIS: AFTRCL ACTION: C KEY: 990101055  
NEXT: AFTRCL ACTION: KEY: 990101055  
NAME: GOLDA [REDACTED] CARTHAGE, MS

CRS 11/08/1999 09:16 CABS200M  
ID: T2610  
YR/MDL: 1999 WB TYPE: GO

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE	: (CASE/INQ)	PRODUCT CAMPAIGN	: 01		
REQUEST AREA	: SERV	REQUEST SOURCE	: H T CRS		
CONTACT TYPE	: OWNER	IN CORR SEQ #	: N		
WARRANTY	: I (IN/OUT/UNK)	THIRD PARTIES	:		
STOCKHOLDER	: N (Y/N)	GM EMPLOYEE	: N (Y/N)		
SERVICE DISTRICT:	02	PART DELAY END	:		
PART DELAY START:		DSM ASSIGNED	: DH		
TRANSFER TO ID	:	SCRAP DATE	:		
CASE OPEN DATE	: 11 05 99	TRANSMIT	: N (Y/N)		
ROUTING CODE	: CAC CRS LOC: 1241	TRANSMIT DATE	:		
CORRES TYPE	:	CORP CASE #	:		
FOLLOW UP DATE	:	POSSIBLE SAFETY	: Y (Y/N)		
FILE RETENTION	: 00	LAST ALTERED DATE	: 11 05 99		
LAST ALTERED ID	: T6780	REOPEN CASE	: N (Y/N)		
REJECT CLOSE	: N (Y/N)				
PF13 BASE	PF14 CMTE	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 ZONEACT	PF23 CORSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

NEXT: CMTS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS: 5 TYPE: GO

USER: A6412 DATE: 10/21/99 TIME: 15:32

COMMENT #: 1

CUSTOMER STATES THAT ON OCT 20, 1999 SHE WAS DRIVING TO DOCTORS APPT ABOUT 20 MILES AWAY FROM CUSTOMER S HOME. SHE WAS STOPPED AT A RED LIGHT. CUSTOMER NOTICED SMOKE AND FIRE WERE COMING FROM UNDER THE HOOD. BEFORE THIS HAD HAPPENED CUSTOMER CHECKED HER DASH AND EVERYTHING LOOKED OK. THE TIME WAS AROUND 3:55 TO 4:00 IN THE AFTERNOON.

NO INJURIES, CUSTOMER AND PASSANGER HAD SEAT BELTS ON, NO OTHER VEHICLES INVOLVED, FIRE DEPARTMENT REPORT PHONE #601-289-9163, ROAD CONDITION: DRY. DRIVER: GOLDA JOHNSON 8-1-65, PASSANGER: LEXIE CRAWFORD 1-29-25 INCIDENT HAPPENED AT AMERIGAS HWY 12 KOSCIUSKO MS. 39090. CUSTOMER ALSO STATES THAT SHE INHALED A LOT OF SMOKE BUT OTHER THAN THAT SHE IS OK.  
CRM KASINDA MCCLAIN/AUSTIN TIER2

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC

PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

\*I0004 TOP OF DATA DISPLAYED \*

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

NEXT: CMTS ACTION: I KEY: 90101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS: 5

TYPE: GO

USER: A8189 DATE: 11/04/99 TIME: 10:26

COMMENT #: 2

CRM CALLED ERC TO SEE IF IT WAS OK FOR THE INSURANCE COM TO MOVE THE CAR TO THEIR FACILITY, THEY DO NOT MIND THE ENGINEER COMING THERE TO LOOK AT THE VEHICLE, THEY NEED TO MOVE IT SO THEY CAN PAY THE CUSTOMER THE INSURANCE, IF THE INSURANCE COMPANY TAKES THE VEHICLE THEN WE CAN NOT DO ANYTHING ON HAVING THE ENGINEER LOOK AT IT, DIANNA IN PAR GROUP TOOK THE CALL AND WAS GOING TO TALK TO THE CUSTOMER, THE FILE WAS BEING ASSIGNED TODAY TO ANOTHER PERSON. CRM CONFERENCEED THE CALL THE DIANNA. KAY SHOUT/AUSTIN

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC  
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055

CRS 11/08/1999 09:16 CABS030M

NEXT: CMTS ACTION: I KEY: 990101055

ID: T2610

GENERAL COMMENTS

TOTAL CMTS:

5

TYPE: GO

USER: T2610 DATE: 11/04/99 TIME: 10:32

COMMENT #: 3

CUSTOMER CALLED TO CHECK STATUS OF FILE, CUST STATES THAT INSURANCE WANTS TO MOVE THE VEHICLE, CUST STATES THAT SHE AND THE INSURANCE COMPANY FEELS THAT THE DEALERSHIP IS MESSING WITH THE CAR, CUST STATES THAT SHE STOPPED AT DEALER TO CHECK ON VEHICLE AND THERE WERE FINGERPRINTS ALL OVER THE VEHICLE WHERE THE FIRE EXTINGUISHER RESIDUE WAS, CRM ADVISED CUST THAT FILE SHOULD BE ASSIGNED TO A PAR REF SOON AND WOULD BE CONTACTING HER, CRM ALSO ADVISED CUST TO LEAVE VEHICLE AT DEALER. DEANNA HOLDEN/TAMPA

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 ZONEACT

PF23 CORRSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055 CRS 11/22/1999 12:48 CABS030M

NEXT: CMTS ACTION: I KEY: 90101055 ID: T2610

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GC

USER: T2610 DATE: 11/04/99 TIME: 11:06 COMMENT #: 4

CUST CALLED AND STATES THAT INSURANCE WILL LEAVE CAR AT DEALERSHIP;  
CUST STATES THAT SHE CALLED DEALERSHIP TO TELL THEM NOT TO LET HER  
INSURANCE COMPANY MOVE THE VEHICLE AND DEALER TOLD HER THAT THEY  
HAVE ALREADY INSPECTED THE VEHICLE AND THAT THE FIRE WAS NOT DUE TO  
RECALL, CUST STATES THAT SHE WANTS HER FILE DOCUMENTED THAT THE DEALER  
HAS TAMPERED WITH THE VEHICLE, CRM ADVISED CUST THAT FILE WILL BE  
DOCUMENTED, DEANNA HOLDEN/TAMPA PAR

USER: T6780 DATE: 11/05/99 TIME: 14:49 COMMENT #: 5

FORWARDING FILE TO TAMPA PAR CRM, DEANNA HOLDEN EXT. 58335, FOR REVIEW  
AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

USER: T2610 DATE: 11/09/99 TIME: 08:31 COMMENT #: 6

CRM SENDING EAA TO INSPECT VEHICLE. DEANNA HOLDEN/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLC  
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990101055 CRS 11/22/1999 09:12 CABS030M

NEXT: CMTS ACTION: I KEY: 90101055 ID: T2610

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO

USER: H80BJ DATE: 11/15/99 TIME: 10:38 COMMENT #: 7

11/15/99\*\*\*\*\*

CRM RECEIVED THE CORR ON LISTED DATE...CUSTOMER STATES THAT HER VEHICLE CAUGHT ON FIRE....CRM CASE SCANNED...CRM SEE THAT THE FILE HAS BEEN ASSIGNED FOR SOMEONE IN PAR.....BIANCA JOHNSON BCRM

USER: T2610 DATE: 11/22/99 TIME: 09:06 COMMENT #: 8

RECEIVED INSPECTION REPORT, REPORT SHOWS THAT THERE WAS NO EVIDENCE OF WIRING SHORTAGE, HOWEVER THERE WAS RAT POISONING UNDER THE HOOD INDICATING THE PROBLEM WITH RATS THAT THE CUST HAD PREVIOUSLY STATED CRM SPOKE WITH CUST TO STATE OUR POSITION, CRM ADVISED CUST TO CONTACT HER INSURANCE COMPANY. DEANNA HOLDER/TAMPA/PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSBSCN PF18 DLRLC  
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORSEL PF24 CAL



THIS: CMTS ACTION: I KEY: 990101055 CRS 11/22/1999 09:12 CABS030M

NEXT: CMTS ACTION: I KEY: 00101055 ID: T2610

GENERAL COMMENTS TOTAL CMTS: 9 TYPE: GO

USER: T2610 DATE: 11/22/99 TIME: 09:11 COMMENT #: 9

.....CASE SUMMARY.....

- 1. 1999 BUICK REGAL
- 2. 22798 MILES
- 3. VIN 2G4WE52K9X1413853
- 4. PRODUCT ALLEGATION - THERMAL EVENT
- 5. FINAL RESOLUTION - INSPECTION REPORT SHOWS NO WIRING SHORTAGES
- 6. FORWARDING FILE TO ESIS
- 7. SENDING LETTER TO CUSTOMER
- 8. CLOSING FILE

DEANNA HOLDEN/TAMPA/PAR

MORE: N

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSESCN PF18 DLRLC  
 PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

\*I0005 BOTTOM OF DATA DISPLAYED \*

THIS: CLOSE ACTION: I KEY: 990101055  
NEXT: CLOSE ACTION: KEY: 990101055  
NAME: GOLDA [REDACTED] CARTHAGE, MS

CRS 11/22/1999 09:21 CABS040M  
ID: T2610  
YR/MDL: 1999 WB TYPE: GC

CASE CLOSING INFORMATION

FILE RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
DLR CONTACT DATE	: 10 21 99	DLR CONCLUSION DATE	: 11 22 99
CLOSING DATE	: 11 22 99	RESPONSIBLE DEALER	:
CUST SATISFIED	: Y (Y/N)	CLOSE CASE	: Y (Y/N)
CO REVIEW CLOSE	:	CO REVIEWED	: (Y/N) DATE:
REGION REV CLOSE	:	REGION REVIEWED	: (Y/N) DATE:

CDE #	DESC	CDE COMMENTS
A01	0 OPEN CAMPAIGN	99033 ADVISED CUSTOMER

T01 0 PRODUCT ALLEGAT THERMAL EVENT  
PAR FILE

MORE: N

PF13 BASE PF14 CMIS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC  
PF19 CRIS PF20 TELLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

\*E0438 CASE IS CLOSED \*

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG CLM  
 2G4WB52K9X1413853 REGAL CUSTOM SED M 1134982 19980928 10 PAID 11

PROD-DTE: 19980903 DELWAR-DATE: WARBLK-DTE:  
 INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:  
 INV-DLR : 1134982 SHIP-TO-DLR: 1138052

C	CYCLE									AUTH	AUTH
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1152590	993	19990824	017805	250003	02	B4001	18.32	20941		
	DOOR ASM, LEFT FRONT-ALIGN										
002	1152590	993	19990824	017805	250004	01	C2745	109.29	20941		
	CUP HOLDER, CONSOLE-FRT-REPLACE										
	FAIL-PART:10423857 PLATE										
003	1138411	970	19990602	107250	170005	01	J4345	124.44	18010	0090	B
	COIL, DIS/C3I IGNITION - REPLACE										
	FAIL-PART:10472401 COIL ASM,										

----- CONTINUED -----

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

RECORD FOUND

NEXT:  
VIN : 2G4WB52K9X1413853

GM WARRANTY HISTORY INQUIRY  
,UPDATED THRU 19991105 )

PAGE 02 OF 04  
CLAIM CNT: 11  
DIV: BUICK

C	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
004	1138411	968	19990602	107250	160005	03	J4210	43.15	18010	0090	E
005	1138411	968	19990602	107250	160006	02	J4217	43.14	18010	0090	B
006	1138411	962	19990517	106655	140005	04	J4217	43.14	17690		
007	1138411	962	19990517	106655	140006	03	J4343	219.75	17690		
008	1138411	962	19990517	106655	140007	02	J4355	82.13	17690		
009	1138411	962	19990517	106655	140008	01	N6335	53.94	17690	0090	E

----- CONTINUED -----

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

NEXT:  
VIN : 2G4WB52K9X1413853

GM WARRANTY HISTORY INQUIRY  
(UPDATED THRU 19991105)

PAGE 03 OF 04  
CLAIM CNT: 11  
DIV: BUICK

	C		CYCLE.								AUTH	AUTH
		RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
010		1138052	894	19980918	B25721	273002	01	D2774	33.10	195		
					HOSE, HTR W/AC, INLET - REPLACE							
011	I	1138052	887	19980904	A13853	413853	01	Z7000	52.50	0		
					PASSENGER CAR AND TRUCK NVI							
----- NO MORE CLAIMS FOR THIS VIN -----												

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

NEXT:

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: BUICK

VIN: 2G4WB52K9X1413853 ORD-TYPE: 050 SERV-TYPE: 000 DEL-TYPE: 020

RPO DESCRIPTION

RPO DESCRIPTION

-----  
 W BODY  
 SEDAN  
 V6 ENGINE  
 FEDERAL EMISSIONS  
 AUTO TRANS  
 UH8 INSTRUMENT CLUSTER  
 ANTILOCK BRAKE  
 GOLD KEY INELIGIBLE  
 UV7 WSHLD/RR WINDOW ANTENNA  
 FLOOR CONSOLE  
 UK3 STEERING WHEEL CONT

-----  
 4 DOOR  
 BUICK  
 L36 3.8 LITRE V6 MFI  
 MX0 AUTO TRANS W/OVERDRIVE  
 MN3 4 SPD AUTO TRANS 4T65-E  
 AK5 INFLAT RESTRAINT DR/PAS  
 CJ2 AIR CONDITIONING  
 DR2 REMOTE ELEC MIRROR  
 UP0 RADIO AM/FM CASS, CD  
 POWER WINDOW  
 99033 ABS MOTOR SHORTS

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

PF1:HELP  
PF7:BACK

PF2:OPT  
PF8:FWRD

PF3:CHG-DIV  
PF9:GOTO

PF4:MAIN MENU  
PF10:LOGOFF

PF5:DESC

PF6:PRINT

State of Mississippi Fire Service Incident Report

DEMOGRAPHIC INFORMATION

Year	1999	Make	Buick	Model	Regal / LS	VIN	2G4WB521K1Y4	Plate	KB N 307	Owner	Luke
Driver Name	Hwy 12 W					City	MS	Zip Code	39090		
Address	Kosciusko					State	MS	City	Golda		
State of Birth		Social Security Number				Sex		Age			
Last Name	SAME					Social Security Number			Age		
State of Birth		Social Security Number				Sex		Age			
Address	Zerthage					State	MS	City			

NARRATIVE

Received a call via 911 from KPD to respond to a car fire at Ameri Gas on Hwy 12 W. Responded E-10 with two personnel + unit-1 with one person to the scene. Upon arrival the fire was out. An Ameri Gas employee used a fire ext. on the fire. Disabled the battery to the vehicle when we got on scene. The cause was electrical wires by the front of the engine compartment. Unit-1 on scene. A-2 took Mrs. [redacted] to the clinic for a doctor's appointment. Mrs. [redacted] + her mother were the only two occupants. Took five photos of the engine compartment + gave one to the owner. The owner contacted a wrecker service, insurance co., + the dealer where the vehicle was purchased. Got the report information + then cleared scene.

Cox Ins. Co. 267-0065

OFFICER IN CHARGE

CREW MEMBER COMPLETING REPORT

Signature <i>Jackie Fuller</i>	Date <i>11-20-99</i>	Signature <i>Paul E. Boutwell, Jr.</i>	Date <i>11-20-99</i>
Printed Name Fuller Jackie		Printed Name Paul E. Boutwell, Jr.	

ADDITIONAL PERSONNEL

App. Fireman  
Mick Rimmer  
Jackie Fuller

EQUIPMENT USED

DIAGRAM

--	--

# State of Mississippi

1554	1555	1553	1629	919024
20				
MILITARY TIME	MILITARY TIME	MILITARY TIME	MILITARY TIME	

**CAUSE**

B&S  
 Police  
 Municipal Alarm System  
 Private Alarm System  
 Rescue  
 Telephone Direct  
 To Line 911  
 Verbal Warning  
 Unacknowledged  
 Other **KPD**

Single Family Dwelling  
 Multi-Family Dwelling  
 Commercial/Industrial  
 Assembly Hall  
 Department/Agency Store  
 Educational Building  
 Health Care Facility  
 Hotel/Motel  
 Motor Vehicle/Boat Base  
 Office Building  
 Professional Services Bldg  
 Religious Facility  
 Residential  
 Retail Store  
 Warehouse  
 Other

False Alarm-Malicious  
 False Alarm-Intentional  
 Hazardous/Toxic Material  
 Mobile Home Fire  
 Natural Disaster  
 Service Call  
 Smoke Alarm  
 Spill Leak and/or Evacuate Fire  
 Train Refuels Fire  
 Vehicle Fire  
 Other

Arson  
 Labeled Fire  
 Reclaim Act  
 Suspicious  
 Human Factors  
 Alcohol/Drug Impairment  
 Other Impairment  
 Children Playing with Fire  
 Cigarette/Smoking Material  
 Fire Burn Near Combustible  
 Flammable  
 Unattended Fire  
 Unclassified Cause of Fire

Flammable Materials  
 Flammable Liquid  
 Grease Frying  
 Inverter Capacitor  
 Improper Storage  
 Ignition  
 Spillage  
 Storage Near Flame  
 Mechanical/Electrical  
 Auto Control Failure  
 Backfire  
 Design Deficiency  
 Maintenance Problem  
 Mechanical Failure  
 Operational Deficiency  
 Short Circuit  
 Other

**CONTENTS**

Agricultural Product  
 Appliance Housing  
 Bedding  
 Book  
 Box  
 Cabinet  
 Chair, Non-upholstered  
 Chair/Upholst. Seat, Upholst.  
 Christmas Tree  
 Cleaning Supplies  
 Clothing not on person  
 Clothing on person  
 Curtains  
 Duff  
 Electrical Equipment  
 Electrical Wire  
 Fan  
 Food  
 Fuel/Flam. Liquid/Gas  
 Furniture  
 Ironing Board  
 Kitchen Utensils  
 Luggage  
 Magazine/Paper  
 Mattresses/Pillow  
 Other Linens  
 Pasting Material  
 Pallet  
 Packed Storage  
 Pipe/Cable/Cord  
 Ratchet Tack  
 Refrigerator  
 Rope/Cord/Wire/Ran  
 Storage Bin  
 Storage, Bulk  
 Structural Components  
 Tapestry/Carpet  
 Toy/Game  
 Transformer  
 Tread/Treads/Rubber  
 Vegetation  
 Unclassified  
 Other

Natural  
 Lightning  
 Spontaneous Heating  
 S. 1's Heat  
 Candle  
 Chair  
 Cigarette  
 Flammable  
 Lighter  
 Match  
 Melting Cord/Cable  
 Other

Smoking Agent  
 Airborne  
 Incendary Device  
 Spontaneous Heating  
 S. 1's Heat  
 Candle  
 Chair  
 Cigarette  
 Flammable  
 Lighter  
 Match  
 Melting Cord/Cable  
 Other

Weaving Spool  
 Core Heat Object  
 Arcing (Heat from)  
 Arcing (Loose Connection)  
 Overloaded Electrical Equipment  
 Motor Circuit Mechanical  
 Short Circuit (Water-Induced)

Smoke Detector?   
 Battery  
 Car Battery  
 Fire Extinguisher?   
 Gas A   
 Gas B   
 Comb.   
 Operation?   
 Sentinel System?   
 Operation?

PROPERTY LOSS (INSURED)	PROPERTY LOSS (UNINSURED)	PROPERTY LOSS (TOTAL)
None	None	None
\$1-\$1,000	\$1-\$1,000	\$1-\$1,000
\$1,001-\$10,000	\$1,001-\$10,000	\$1,001-\$10,000
\$10,001-\$25,000	\$10,001-\$25,000	\$10,001-\$25,000
\$25,001-\$50,000	\$25,001-\$50,000	\$25,001-\$50,000
\$50,001-\$100,000	\$50,001-\$100,000	\$50,001-\$100,000
\$100,001-\$250,000	\$100,001-\$250,000	\$100,001-\$250,000
\$250,001-\$500,000	\$250,001-\$500,000	\$250,001-\$500,000
\$500,001-\$1,000,000	\$500,001-\$1,000,000	\$500,001-\$1,000,000
> \$1,000,000	> \$1,000,000	> \$1,000,000

19180

PLEASE DO NOT WRITE IN THESE SPACES



PRODUCT ALLEGATION RESOLUTION  
FIRE (NON-COLLISION)

Division: <u>BUICK</u>	Ref# <u>99010105</u>	VIN: <u>2G4WB52K9X1413853</u>
Claimant's Name (LAST, First) _____		

Inspected By: HENRY WATERS Organization: EAA  
 Phone: (601) 372-6191 x - Inspection Date: 11/10/99 Mileage at inspection: 23,998

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

Following the inspection, summarize the tests and observations.  
NO EVIDENCE OF WIRING SHORTAGE COULD BE LOCATED. HOWEVER, THERE WAS RAT POISON UNDER HOOD AND PERSONNEL AT DEALERSHIP INDICATED OWNER SAYS SHE HAS HAD PROBLEM WITH RATS OR MICE UNDER HOOD OF CAR SO SHE PUT POISON TO RID THEM.

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

(Note: Please indicate name, address & phone number of person being interviewed): COULD NEVER REACH OWNER - DIVISIONAL CONTACT NOS INFO.

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)  
 Item(s), date installed, and by whom (name, phone) NONE

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

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

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

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

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

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

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

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Describe \_\_\_\_\_

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

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) OIL CHANGE - 17805

OIL CHANGE 16,200 - MVI 16325

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

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

UNK

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) FRONT If towed on wheels, how far? 1 MILE

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

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

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

load description NA load location \_\_\_\_\_

Driver's physical description (gender, age, height, weight, disabilities) NA

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? NO Were all doors locked? (Y/N) NA

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

If not parked, vehicle speed estimate NO MPH. Source of estimate NO Posted speed NO MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) NO When last fueled? NO

Exact incident location HWY 12 WEST AT AMERI GAS - KOSCIUSKO, MS.

Weather conditions and visibility DRY

Approx. temperature 70 °F. Any physical visual obstructions? NO

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

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: \_\_\_\_\_  
 Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? G 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:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Cruise Control                  | <input type="checkbox"/> Windshield Wipers                                    | <input checked="" type="checkbox"/> Radio, Built-in Tape/CD Player |
| <input type="checkbox"/> Traction Control Switch "On"    | <input checked="" type="checkbox"/> Air Conditioner, an "Max"? (Y/N) <u>N</u> | <input type="checkbox"/> Auxiliary CD Player                       |
| <input type="checkbox"/> Low Beam Headlights             | <input type="checkbox"/> Heater   | <input type="checkbox"/> Telephone                                 |
| <input type="checkbox"/> High Beam Headlights            | <input type="checkbox"/> Windshield Defogger                                  | <input type="checkbox"/> CB Radio                                  |
| <input type="checkbox"/> Daytime Running Lights          | <input type="checkbox"/> Windshield Defroster                                 | <input type="checkbox"/> Power Window Controls                     |
| <input type="checkbox"/> Fog Lamps                       | <input type="checkbox"/> Rear Window Defroster                                | <input type="checkbox"/> Power Mirror Controls                     |
| <input type="checkbox"/> Turn Signal                     | <input type="checkbox"/> Outside Mirror Heater                                | <input type="checkbox"/> Power Seat Controls                       |
| <input type="checkbox"/> Hazard Flashers                 | <input type="checkbox"/> Driver Seat Heater                                   | <input type="checkbox"/> Power Sun Roof Controls                   |
| <input type="checkbox"/> Map Lights, Fl. _____ Rr. _____ | <input type="checkbox"/> Passenger Seat Heater                                | <input type="checkbox"/> Cigar Lighter                             |
| <input type="checkbox"/> Other Interior Lights           | <input type="checkbox"/> Auxiliary Power Outlet                               | <input type="checkbox"/> Other _____                               |

Steering operation: (normal, other?) NORMAL

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

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

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

Describe any unusual odors. From where? NONE

Any smoke? (from where, color, intensity, etc.) NO

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

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

Any flame? (from where, color, intensity, etc.) UNDER HOOD - ORANGE

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

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

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

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

Any other comments or observations that have not been covered? FIRE CONTINUED TO ENGINE AREA. APPEARED TO BE MORE APPARENT ON TOP OF ENGINE AT FUEL TANK. COULD FIND NO BLOWN FUEL LINES AS EVERYTHING IN THAT AREA WAS BURNED OR MELTED.

\*\*\*\*\* 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 SEE PHOTOS AND COMMENTS
- Front & rear exterior \_\_\_\_\_
- Hood, inner & outer panels \_\_\_\_\_
- Trunk area and Decklid, inner & outer panels \_\_\_\_\_
- Roof \_\_\_\_\_
- Door interior panels \_\_\_\_\_
- Left & right instrument panel & odometer \_\_\_\_\_
- Ashtray(s) area \_\_\_\_\_
- Left & right front seat and carpet \_\_\_\_\_
- Underbody & exhaust (include hangers) \_\_\_\_\_
- Option code label \_\_\_\_\_
- Engine compartment \_\_\_\_\_
- Radiator, front & rear \_\_\_\_\_
- Coolant recovery bottle \_\_\_\_\_
- Transmission cooler lines/connections \_\_\_\_\_
- Engine compartment engine coolant lines/hoses, connections/clamps \_\_\_\_\_
- Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) \_\_\_\_\_
- All fuel lines/hoses, filter, connections/clamps \_\_\_\_\_
- TBI, injector rail, or carburetor & fuel line connection \_\_\_\_\_
- Engine compartment fuel lines/hoses, connections & o-rings \_\_\_\_\_
- Power steering lines/hoses, connections/clamps \_\_\_\_\_
- Generator & attached wiring \_\_\_\_\_

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

Battery & attached cables NORMAL

Engine block (note precise location of cracks, holes, etc.) NONE

Engine oil pan OK

Engine compartment hinge torque rods WEAR PARTLY

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

Any item which is alleged to be the cause/source NO

Anything on vehicle which is after-market NO

Anything on vehicle which is a modification NO

Anything on vehicle which is unusual, or out-of-place, etc. NO ✓

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

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

Engine coolant FULL

Engine oil FULL

Transmission fluid FULL

Power steering fluid FULL

Brake fluid BURNED

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

Fuses (identify all open or not proper size) DIC

Wiring insulation at fuse blocks BURNED

Fusible links (identify all open) NONE

Spark plug wiring and boot condition BURNED

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

Location of fuel filler cap (or evidence of remains) ON CAR

Catalytic converter (any discoloration or swelling?) NO

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

**C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):** NO ESTIMATE OF REPAIRS - CUSTOMER'S INSURANCE CO. SETTLED AS TOTAL LOSS

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

Take pictures of the site and enter comments below to document the condition of the environment. Especially indicate the road slope, terrain, elevation changes, etc.

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

Comments:

NOT APPLICABLE - UNIT BURNED  
ON STREET IN CITY, NOT USABLE WHERE  
BURNED.

PRELIMINARY PAR INSPECTION  
FIELD PHOTOGRAPHIC NOTES

Division: <u>BANK</u>	Ref: <u>99010105</u>	VIN: <u>2G4WB52K9X14138C3</u>
Claimant's Name (LAST, First) <u>[REDACTED]</u>		
Inspected By: <u>HEAVY WALTERS</u>	Organization: <u>FAR</u>	
Phone: <u>(601) 32-6191 x -</u>	Inspection Date: <u>11/10/99</u>	Mileage at Inspection: <u>82,788</u>

Roll Number 1

Neg. #	Description
0	ENGINE COMPARTMENT
1	TOP OF ENGINE
2	ENGINE COMPARTMENT FROM LEFT SIDE
3	ENGINE COMPARTMENT FROM RIGHT SIDE
4	EXTERIOR FROM LEFT FRONT
5	LEFT SIDE
6	LEFT REAR
7	REAR
8	RIGHT REAR
9	RIGHT SIDE
10	RIGHT FRONT
11	FRONT
12	ASH TRAY - EMPTY
13	BAGEL JUST TO RIGHT OF PLUG WIRES IS RAT POISON
14	ENGINE AREA AT FIREWALL
15	BURNED WIRING HOUSINGS BEHIND COIL SUPPORT
16	FUSE BOX - IN ORDER - NONE BLOWN
17	UNDERNEATH HOOD PANEL
18	RIGHT FRONT INTERIOR
19	LEFT FRONT INTERIOR
20	UNDERNEATH STEERING COLUMN - NO DAMAGE
21	ANOTHER SHOT OF #20
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	













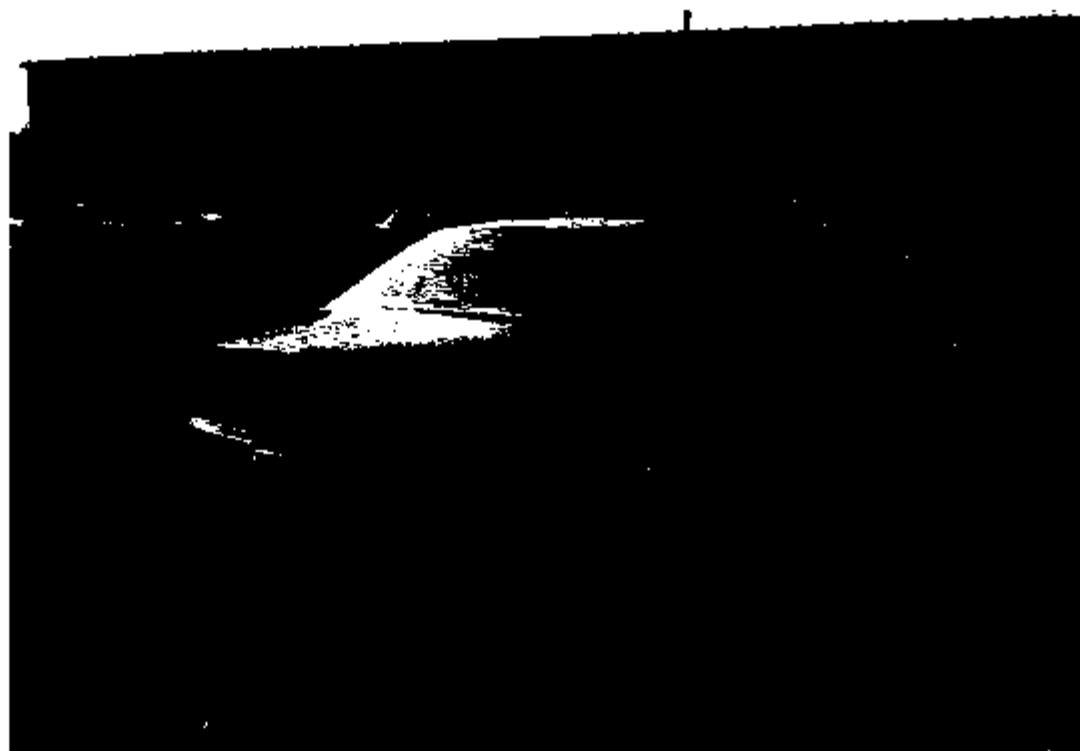
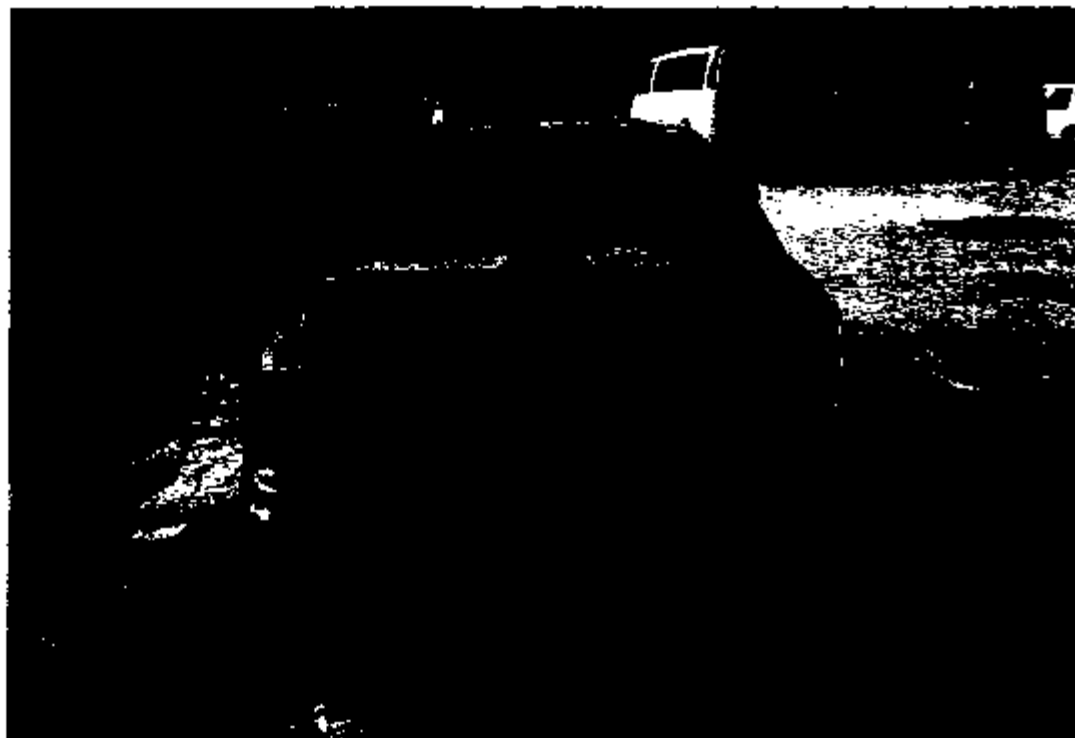


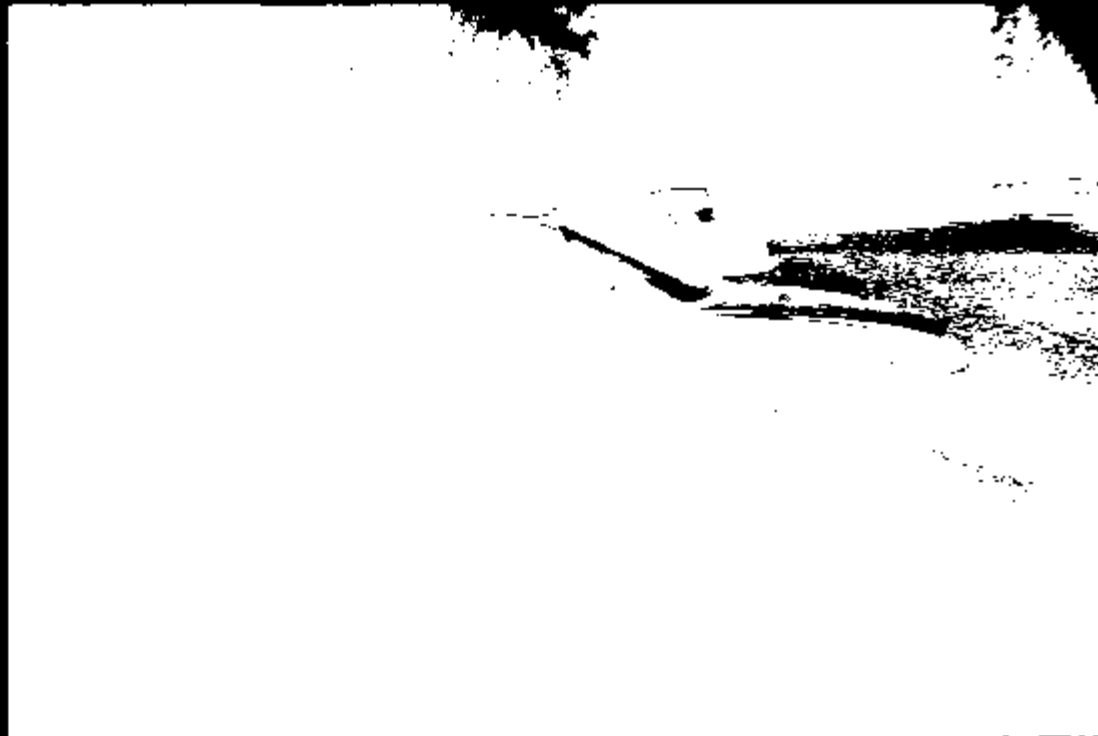


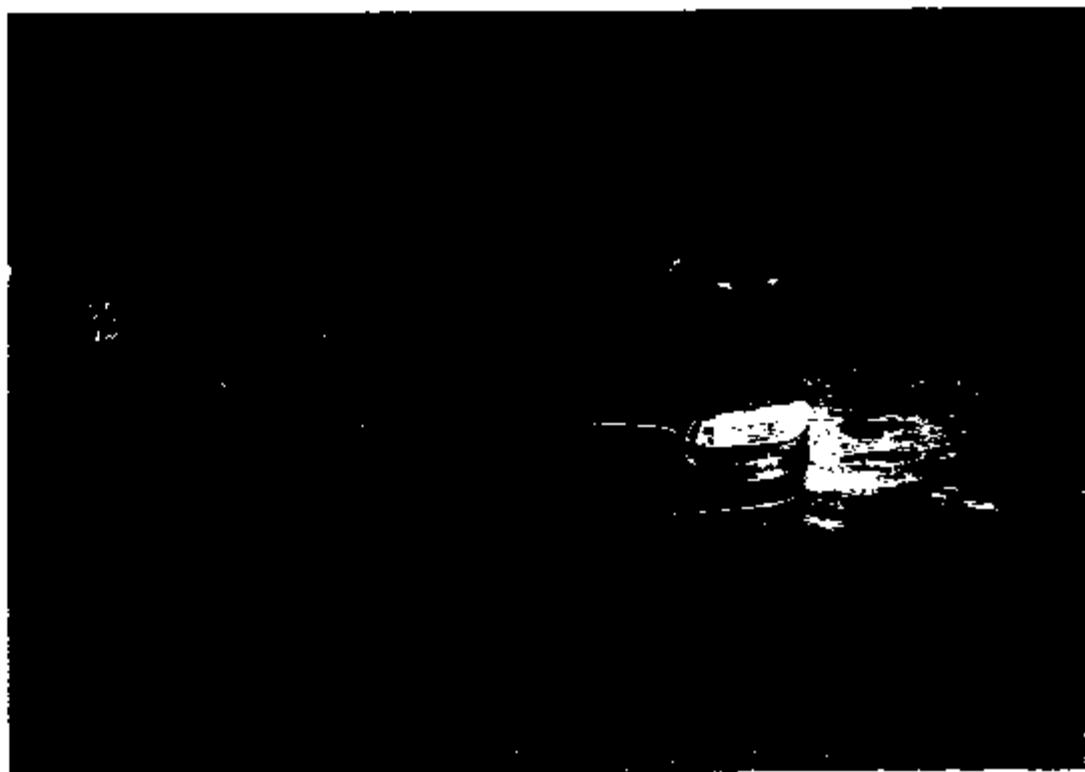












411823

# State Farm Mutual Automobile Insurance Company

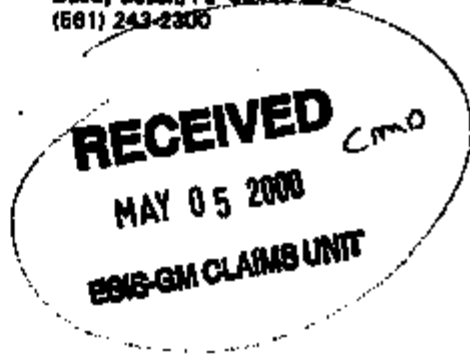


*no @nni  
no 118  
no 1241 1/5*

Delray Beach Service Center  
3845 West Atlantic Avenue  
Delray Beach, FL 33445-3899  
(561) 243-2300

May 1, 2000

ESIS/GM Claims  
Renaissance Center  
P.O. Box 300 Mail Code 482C20D71  
Detroit, MI 48265-0300



Claim Number:	S9-V461-501
Our Insured:	[REDACTED]
Date of Loss:	April 26, 2000
Make, Model, Year of Product:	1998 Oldsmobile Intrigue
VIN Number:	1G3WH52K7WF304530

To whom this may concern:

The identified vehicle is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced a fire loss on the above-referenced date.

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

Please contact me at the number listed below to set up a time for your inspection.

Sincerely,

Carlos Jimenez  
Claim Specialist  
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY  
(561) 243-2334

CJ/047/0501017.96

May 17, 2000

411823

**ESIS**

An Insurance Services Company  
300 Renaissance Center  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000  
Telephone 800.888.0164  
Fax Number 313.665.0911

Carlos Jimenez  
State Farm Insurance  
3945 West Atlantic Ave  
Delray Beach FL 33445-3999

Your File Number: 59 V261 501  
Claimant: [REDACTED]  
Our File Number: PDACK-051700  
Our Client: General Motors Corporation  
Date of Event: 4/26/00

Dear Mr. Jimenez:

This letter will serve to acknowledge receipt of your correspondence dated May 1, 2000 regarding the above matter. You have advised that your insured's 1998 Oldsmobile Intrigue experienced a fire causing damage to the vehicle on April 26, 2000. You have also 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. Further, all evidence should be preserved for potential inspection by a General Motors representative at a later date.

If you have any questions, please call me at 1.800.888.0164.

Sincerely,

Greg Thrasher  
Team Leader

.hmc

1998 INTRIGUE SEDAN  
 17U SILVER METALLIC /V6G  
 14B LIGHT GRAY CLOTH  
 ORDER NO. RU4493/ A STOCK NO.  
 VIN 1G3WH52K7WF304530

OLDSMOBILE DIVISION  
 GENERAL MOTORS CORPORATION  
 920 TOWNSEND STREET  
 LANSING MI 48921-0001  
 VEHICLE INVOICE 3AD11161335  
 \*\*\*\*\*15\*261108

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
3WH69 INTRIGUE SEDAN	20700.00	18940.50	INVOICE 06/16/97
AG1 6-WAY DRIVER PWR SEAT ADJUSTER	305.00	271.45	SHIPPED 06/16/97
AU0 KEYLESS REMOTE LOCK CONTROL SYS	150.00	133.50	EXP I/T 06/29/97
K11 AIR FILTRATION SYSTEM	25.00	22.25	INT COM 06/30/97
L36 3800 SERIES II V6 ENGINE	0.00	0.00	PRC EFF 06/16/97
NG1 N.Y./MASS/CONN EMISSION EQUIP	170.00	151.30	KEYS JY68 ....
18A ***OTHER CONTENT INCLUDED***	0.00	0.00	WFP-F QTR OPT-1
MAP POCKETS IN FRONT AND REAR DOORS AND IN FRONT SEAT BACKS			BANK: GMAC - 238
SINGLE KEY SYSTEM			CHG-TO 26-110
SOLAR ABSORBING WINDSHIELD AND REAR WINDOW			SHIP WT: 3372
2 FRONT AND 2 REAR CUP HOLDERS			HP: 34.7
14B LIGHT GRAY CLOTH	0.00	0.00	MEMO 1067.50
17U SILVER METALLIC	N/C	N/C	

TOTAL MODEL & OPTIONS	21350.00	19519.00	ACT 231 19428.50
DESTINATION CHARGE	550.00	550.00	H/B 261 640.50
DEALER ADVERTISING		106.75	ADV 65A 106.75
TOTAL	21900.00	20175.75	PAY 310 20175.75

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 19224.75

\*\*\*\*\*  
 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.

DAN BURNS OLDSMOBILE, INC.

REMIT TO GMAC NO. 238  
 VIN 1G3WH52K7WF304530  
 \$ 20175.75 INV 3AD11161335  
 DUE 06/30/97 DEALER 26-110

# GM Vehicle Inquiry System

## Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G3WH52K7WP304530
------	-------------------

### VEHICLE INFORMATION

Merchandising Model:	3WH69 - 1998 INTRIGUE SEDAN	Warranty Start Date:	08/13/1997
Delivering Dealer:	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	Selling Source:	13 - OLDSMOBILE
		Site Code:	26110
		Business Associate Code:	117834
Service Contract:	No	Branded Title:	No
		Warranty Block:	No
		PDI Status:	Paid

### CAMPAIGN ELIGIBILITY

Campaign Number	Description	Initial Customer Mailing	Campaign Status
00011	REAR SEAT SHOULDER BELTS	N/A	Open
98001	HEADLAMP AIMING OWNER MANUAL INFORMATION	N/A	Open

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	08/13/1997	155 miles	8/13/2000	36155 miles
72/100 SHEET METAL RUST-THROUGH	08/13/1997	155 miles	8/13/2003	100155 miles
36/36 CORROSION	08/13/1997	155 miles	8/13/2000	36155 miles
96/80 PCM/CC EMISSIONS	08/13/1997	155 miles	8/13/2005	80155 miles
36/36 FEDERAL EMISSIONS	08/13/1997	155 miles	8/13/2000	36155 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
12/06/1998	821BC1	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	27156 miles
11/16/1998	270935	#	E7700 - STEER SHAFT RPL	25063 miles
11/16/1998	270935	#	E3917 - STRUT SHLD RPL BOTH	25063 miles
08/19/1998	268399	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	19242 miles
08/19/1998	268399	#	E0033 - RR WHEEL CENTER CAP	19242 miles
07/02/1998	267133	#	N0110 - BATTERY REPLACE ONE	16955 miles
06/16/1997	A04530	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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# GM Vehicle Inquiry System

## Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN:</b>	1G3WH52K7WF304530
-------------	-------------------

### CLAIM HISTORY

<b>Repair Order Date:</b>	12/06/1998	<b>Repair Order Number:</b>	821BCI	<b>Odometer Reading:</b>	27156 miles
---------------------------	------------	-----------------------------	--------	--------------------------	-------------

<b>Serviced By:</b>	GM ROADSIDE ASSISTANCE PO BOX 5033 TROY, MI 48007-5033	<b>Selling Source:</b>	15 - OLDSMOBILE
		<b>Site Code:</b>	43900
		<b>Business Associate Code:</b>	160087

Cycle	Case	Type	Labor Operation	Part	Comments
12/10/1998	01	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	N/A	N/A

<b>Repair Order Date:</b>	11/16/1998	<b>Repair Order Number:</b>	270935	<b>Odometer Reading:</b>	25063 miles
---------------------------	------------	-----------------------------	--------	--------------------------	-------------

<b>Serviced By:</b>	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	<b>Selling Source:</b>	15 - OLDSMOBILE
		<b>Site Code:</b>	26110
		<b>Business Associate Code:</b>	117834

Cycle	Case	Type	Labor Operation	Part	Comments
11/19/1998	01	#	B7700 - STEER SHAFT RPL	26062673 - SHAFT	N/A
11/19/1998	02	#	E3917 - STRUT SHLD RPL BOTH	N/A	N/A

<b>Repair Order Date:</b>	08/19/1998	<b>Repair Order Number:</b>	268399	<b>Odometer Reading:</b>	19242 miles
---------------------------	------------	-----------------------------	--------	--------------------------	-------------

<b>Serviced By:</b>	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	<b>Selling Source:</b>	15 - OLDSMOBILE
		<b>Site Code:</b>	26110
		<b>Business Associate Code:</b>	117834

Cycle	Case	Type	Labor Operation	Part	Comments
08/27/1998	01	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	N/A	N/A
08/27/1998	02	#	B0033 - RR WHEEL CENTER CAP	09593235 - CAP-WHL N	N/A

<b>Repair Order Date:</b>	07/02/1998	<b>Repair Order Number:</b>	267133	<b>Odometer Reading:</b>	16955 miles
---------------------------	------------	-----------------------------	--------	--------------------------	-------------

<b>Serviced By:</b>	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	<b>Selling Source:</b>	15 - OLDSMOBILE
		<b>Site Code:</b>	26110
		<b>Business Associate Code:</b>	117834



Cycle	Case	Type	Labor Operation	Part	Comments
07/09/1998	01	#	N0110 - BATTERY REPLACE ONE	19001632 - BATTERY	N/A

Repair Order Date:	06/16/1997	Repair Order Number:	A04530	Odometer Reading:	0 miles
--------------------	------------	----------------------	--------	-------------------	---------

Serviced By:	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	Selling Source:	15 - OLDSMOBILE
		Site Code:	26110
		Business Associate Code:	117834

Cycle	Case	Type	Labor Operation	Part	Comments
07/01/1997	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A

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# GM Vehicle Inquiry System

## Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN:</b>	1G3WH52K7WF304530
-------------	-------------------

### VEHICLE BUILD

<b>Merchandising Model:</b>		3WH69 - 1998 INTRIGUE SEDAN	
<b>Order Number:</b>	N/A	<b>Engine Serial Number:</b>	N/A
<b>Build Plant:</b>	1WFW - FAIRFAX	<b>Transmission Serial Number:</b>	N/A
<b>Build Date:</b>	06/16/1997	<b>Front Axle Serial Number:</b>	N/A
<b>Gross Vehicle Weight Rating:</b>	N/A	<b>Rear Axle Serial Number:</b>	N/A

### OPTION CODES

AG1 - DRIVER 6WAY POWER	AK5 - INFLAT RESTRAINT DR/PAS
AR9 - FRT BKT, DELUXE	AU0 - KEYLESS ENTRY
C67 - AIR CONDITIONING	DG7 - DR/PASS REMOTE ELEC
DLS - ROADSIDE SERVICE INFORMATION	FAI - FAIRFAX, KS, USA
FE1 - SOFT RIDE	F83 - TRANSAXLE FINAL DRIVE 3.05
IPB - INTERIOR DESIGN (PB)	JB9 - LIGHT WEIGHT, DISC/DISC
JL9 - ANTILOCK BRAKES	K11 - AIR, COWL MOUNTED
K68 - 105 AMP	L36 - 3.8 LITRE V6 MFI
MX0 - AUTO TRANS W/OVERDRIVE	M15 - 4 SPD AUTO TRANS 4T65-E
NB7 - CALIFORNIA, TLEV (NOTE: NOT TO BE USED AFTER 2007MDL YR FOR DOMESTIC NAO PASS C	NC7 - CALIF/FED OVERRIDE
NG1 - NY/MASS EMISSION	NK5 - STANDARD
PY0 - 16 X 6.5, ALUMINUM	QNX - P225/60R16/N BL R/PE ST TL AL2
R9R - SALES ITEM NO. 92	R9S - SALES ITEM NO. 93
UH8 - INSTRUMENT CLUSTER	UL0 - RADIO 2001-AM/FM, CAS8
US6 - FIXED ANTENNA	UX7 - 4, DUAL FRT DR MTD, DL EXTND RGE PKG SHELF
VH9 - OWNER INFO MAN	VM3 - CONSUMER, CONTAINS SPR IMP STANDARD FOR FRT 5 MPH & RR 5 MPH
V73 - USA/CANADA	18A - OPTION 01
18Z - OPTION PACKAGE	14B
14I - GRAY	17U - EXTERIOR, SILVER MERCURY MET (BRAZIL)
6JT - COMPUTER SEL SUSP (6JT)	7JT - COMPUTER SEL SUSP (7JT)
8KS - COMPUTER SEL SUSP (8KS)	9KS - COMPUTER SEL SUSP (9KS)

# GM Vehicle Inquiry System

## Delivery Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G3WH52K7WF304530
------	-------------------

### IN-SERVICE INFORMATION

In-Service Information Not On File
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### DELIVERY INFORMATION

Delivery Date:	08/13/1997	Odometer:	N/A	Delivery Type:	RETAIL/INDIVIDUAL
Delivering Dealer:	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351			Delivery Selling Source:	15 - OLDSMOBILE
				Delivery Site Code:	26110
				Business Associate Code:	117834

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# GM Vehicle Inquiry System

## Dealer Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Hold](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G3WH52K7WP304530
------	-------------------

### INVOICE INFORMATION

Invoice Date:	06/16/1997		
Site Address:	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	Selling Source:	15 - OLDSMOBILE
		Site Code:	26110
		Business Associate Code:	117834

### SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	DAN BURNS OLDSMOBILE, INC. 2200 S FEDERAL HWY DELRAY BEACH, FL 33483-3379 (561) 278-7351	Selling Source:	15 - OLDSMOBILE
		Site Code:	26110
		Business Associate Code:	117834

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VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I  
09/25/2000 14:55

VIN: 1G3WH52K7WF304530

OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR DATE	REPAIR PREV. DEALER NUMBER	CAMPAIGN TYPE
98001	OPEN	/ /		NON-COMPLIANCE
HEADLAMP AIMING OWNER MANUAL INFORMATION				
00011	OPEN	/ /		SAFETY
REAR SEAT SHOULDER BELTS				

INQUIRY COMPLETE

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

Date: 9/25/ 0 Time: 02:55:59 PM

# State Farm Insurance Companies



P O Box 749  
Winter Haven, FL 33882-0749

August 28, 2000

411823

**RECEIVED**

SEP 05 2000

ESIS-GM CLAIMS UNIT

Esis  
300 Renaissance Center  
Detroit, MI 48265-3000

*No more  
no up  
no 12/01  
JL  
9/6*

RE: Our Claim Number: 59-V461-501  
Our Insured: [REDACTED]  
Date of Loss: April 26, 2000  
Amt. State Farm Paid: \$16,165.75  
Insured's Deductible: \$500.00  
  
Your Insured: Esis/Gm  
Address: 300 Renaissance Center  
Detroit, MI 48265-3000  
Claim Number: PDACK-051700  
Policy Number:

Dear Esis:

We have been informed that you are the insurance carrier for the party designated as your insured in the above caption.

Our investigation indicates that your insured is responsible for this loss.

Please accept this letter as a notice of our subrogation rights and communicate with us in regard to your position in this matter.

Sincerely,

Paper Team 32  
Subrogation Department  
(800) 627-4028

State Farm Mutual Automobile Insurance Company

Enclosure

CLAIM NO 58-V461-BU1

POLICY NO 8734-005-68G 311

LOSS DATE 4/26/2000

PAYMENT NO 1 19 270743

Coverage Description	Amount	COL	Rate	Ex
COMPREHENSIVE - PNT, CAG, OR LOW	11,583.14	332		2

DATE 5/05/2000  
 AMOUNT \$11,583.14  
 TIN

ENTERED BY THOMAS, CATHY  
 AUTHORIZED BY THOMAS, CATHY  
 PHONE (561) 243-2380

REMARKS LEASE PAYOFF [REDACTED]



STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

1 19 270743 J  
 5/05/2000

FLORIDA OFFICE  
 WINTERHAVEN, FL  
 DELRAY BEACH 19-123 LOS1

SUNTRUST BANK, ATLANTA OR 64-79/611  
 SUNTRUST, NORTHWEST  
 GEORGIA, GA

INSURED [REDACTED] C

CLAIM NO 58-V461-501

LOSS DATE 4/26/2000

\*\*\*\*\*EXACTLY ELEVEN THOUSAND FIVE HUNDRED EIGHTY-THREE AND 14/100 DOLLARS \*\*\*\*\* \$11,583.14

Pay to the Order of: REPUBLIC SECURITY BANK ON BEHALF OF [REDACTED]

APPROVED BY

NO [REDACTED]

LOSS DATE 4/26/2000

PAYMENT NO 1 19 271357 J

Coverage Description	Amount	COL	Rate	Ex
COLLISION (LOW)	34,432.61	600		2
RENTAL REIMBURSEMENT	150.00	501		2

DATE 6/11/2000  
 AMOUNT \$4,582.61  
 TIN

ENTERED BY THOMAS, CATHY  
 AUTHORIZED BY THOMAS, CATHY  
 PHONE (561) 243-2380

REMARKS BALANCE OF TOTAL LOSS SETTLEMENT + LOSS OF USE



STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

1 19 271357 J  
 6/11/2000

FLORIDA OFFICE  
 WINTERHAVEN, FL  
 DELRAY BEACH 19-123 LOS1

SUNTRUST BANK, ATLANTA OR 64-79/611  
 SUNTRUST, NORTHWEST  
 GEORGIA, GA

INSURED [REDACTED]

CLAIM NO 58-V461-501

LOSS DATE 4/26/2000

\*\*\*\*\*EXACTLY FOUR THOUSAND FIVE HUNDRED EIGHTY-TWO AND 61/100 DOLLARS \*\*\*\*\* \$4,582.61

Pay to the Order of [REDACTED]

APPROVED BY

DISPATCHED INCIDENT

Agcy F Incident # 00028237 Incident Date 04/26/2000 Time 11:33:16  
 Location 7301 W PALMETTO PARK RD, BOCA RATON, FL 33434 Map 119-I42  
 Development Name Call Priority 2  
 Census 7606 TAZ Dist 678 Grid 474221 Coord: X 0158290 Y 6350286  
 EMS Number  
 Jurisdictional Station 55 Alarm Method T Alarm Level 1  
 Dispatch Date 04/26/2000 Time 11:33:59  
 Enroute Date 04/26/2000 Time 11:34:12  
 Arrival Date 04/26/2000 Time 11:38:38  
 Clear Date 04/26/2000 Time 12:22:50

Response Time: Minutes 4 Sec 26 Incident Duration: Hours 0 Min 49

ALL INCIDENTS

Exp #: 0 Location: 7301 W PALMETTO PARK RD, BOCA RATON, FL 33434  
 Development Name  
 Map: 119-I42 Census: 7606 TAZ Dist: 678 Grid: 474221  
 Coord> X: 0158290 Y: 6350286 Shift: C City Code  
 Police on Scene ? N ESN Agency Code

Type of Situation Found:

Vehicle fire

Type of Action Taken:

Investigation only

Type of Aid:

Aid Agency:

General Property Use:

Road complex

Fix Property Use:

Uncovered parking area

Number Responding>

Fire Personnel: 6

Engines:

Aerial Apparatus:

Other Vehicles: 2

Number of Injuries>

Fire Service: 0

Other: 0

Number of Fatalities>

Fire Service: 0

Other: 0

Special Studies: 1 2 3 4 5 6



ALL FIRES

Complex: No complex  
Area of Fire Origin: Engine area, running gear, wheel area of transp eqmt  
Ignition Factor: Ignition Factor undeter/not reported  
Form of Heat of Ignition: Form of heat of ignition undeter  
Material Ignited> Type of: Multiple types of material first ignited  
Form of: Multiple forms of material first ignited

Method of Extinguish: Self-extinguished  
Level of Fire Origin: Grade level to 9 ft. above grade

Property Value: \$20000.00      Loss: \$5000.00      Insured Loss: \$5000.00  
Contents Value: \$20000.00      Loss: \$5000.00      Insured Loss: \$5000.00  
Type Equip Involved in Ignition> Vehicle  
Year: 1998      Make: OLDS  
Model: INTRIGUE      Serial No: 1G3WH52K7WF3045

MOBILE PROPERTY

Role: Involved in a Fire      Type: Automobile  
License #: LNL141      State: Florida      Year: 1998  
Make: OLDS      Model: INTRIGUE  
ICC/DOT Permit:      Vehicle ID Number: 1G3WH52K7WF304530  
Driver's License #:      State:  
Note:

ACTIVITY

Action Date/ Action	DID	Rank	Name	Assignment
04/26/00 COMPANY REVIEW/	41612	Company O	CASSATA, JOHN A.	
04/26/00 SIGNED by Individual fill	41612		CASSATA, JOHN A.	
04/26/00 LOCKED / Incident Closed	41612		CASSATA, JOHN A.	
04/29/00 EMS REVIEW	80915		DILLIAN, WALTER B.	

OTHER INVOLVED PERSON INFORMATION

NON-FIRE SERVICE FIRE CASUALTY

FIRE SERVICE CASUALTY

UNIT INFORMATION

Unit ID: E55  
Assignment/Function: First In Unit

CREW ACTION TAKEN

- 1 Investigate
- 2

PERSONNEL

DID/ ROLE	NAME	CONDITION	EQUIPMENT				
			Type	Qty	Unit of Measure	HRS	MI
24699 Driver	[REDACTED]	[REDACTED]					
47935 Crew	[REDACTED]	[REDACTED]					
612 OIC	[REDACTED]	[REDACTED]					

Unit Narrative

Unit ID: F335  
Assignment/Function: Support

CREW ACTION TAKEN

- 1
- 2

PERSONNEL

DID/ ROLE	NAME	CONDITION
24006 OIC	[REDACTED]	

EQUIPMENT

Type	Qty	Unit of Measure	HRS	MI

Unit Narrative

Unit ID: R55B  
Assignment/Function: Support

CREW ACTION TAKEN  
1 Investigate  
2

.....	.....	.....
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PERSONNEL

DID/ ROLE	NAME	CONDITION
49723 Medic	[REDACTED]	
22733 Medic	[REDACTED]	

EQUIPMENT

Type	Qty	Unit of Measure	HRS	MI

Unit Narrative

Incident Narrative

DISPATCHED TO CAR FIRE ON ARRIVAL FOUND GREY INTRIGUE. CAR HAD SELF EX  
TINGUISHED. LOCATED DRIVER OF VEHICLE, CHRIS DEPAOLI, WHO STATED VEHIC  
LE WAS DRIVING FINE. INVESTIGATOR NOTIFIED VEHICLE TURNED OVER TO DRIV

ER.

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**Preliminary Valuation Report**  
**State Farm Auto Claims Central**  
 Team 2, P.O. Box 9609, Winter Haven FL 33883-9609  
 8006274028

Date: 4/28/00	Valuation ID: 59-V461-50101
Claim: 59-V461-50101	Type of Loss: D
Policy:	Classification: Total Loss
Customer: [REDACTED]	Assessor:
Loss Date: 4/26/00	Assessor ID:
Deductible: \$500	Profile: STATE FARM PALM BEACH
Payor Code:	State: FL

Vehicle: 1998 Oldsmobile Intrigue 4D Sed 3.8L Inj 6 Cyl AC	Type: Auto
VIN: 1G3WB52K7W7304530	License: LNL141 FL
Mileage: 20,000	Color: SILVER
Condition: Good	

**N.A.D.A.® SOUTHEASTERN VALUES**

**INTRIGUE-V6 SED 4D**

Base Value	\$14,725
Mileage Adjustment	\$650
Power Brakes	Standard
Power Windows	Standard
Power Door Locks	Standard
Power Seat	\$175
Tilt Steering Wheel	Standard
Cruise Control	Standard
Electric Defogger	Standard
AM-FM Stereo	Standard

Total Retail Value \$15,550

Mitchell International, a Division of Thomson Publishing Corporation warrants that this valuation is an accurate representation of the N.A.D.A.® value guide.

<b>AVERAGE VEHICLE VALUE (Taxable)</b>	\$15,550.00
<b>Taxable Adjustments</b>	
Taxable Adjustments Total	\$0.00
Pre-Tax Subtotal	\$15,550.00
Tax 6.00%	\$933.00
Post-Tax Subtotal	\$16,483.00
<b>Non-Taxable Adjustments</b>	
Deductible	<\$500.00>
Non-Taxable Adjustments Total	<\$500.00>
<b>NET TOTAL</b>	\$15,983.00

Customer: . XEROGRAPHIC COPY  
 CENTERS INC  
 : 6920 NW 4TH AVE  
 : BOCA RATON, FL  
 33487-2394

Inspection Site: BOCA AUTO SPEC 52.75  
 16,015.75

Impact Points: Non-Collision

*Republic Security #*

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*Jim Stephano*  
 5616534080

CUSTOMER : FOR ANY QUESTIONS REGARDING THIS ESTIMATE, PLEASE CONTACT THE INDICATED CLAIM REPRESENTATIVE.

## State Farm Auto Claims Central

Team 2 P.O. Box 9000 Winter Haven, FL 33888-6000  
 (800) 827-4026

Damage Assessed By: RICK DAVIS

Claim Rep: Rep Team 2  
 (800) 827-4026

### REPAIR FACILITIES :

-- FOR REINSPECTION/SUPPLEMENT REQUESTS, PLEASE FAX (561) 684-8291.

Condition Code: Good  
 Date of Loss: 4/28/00  
 Deductible: 500.00  
 Claim Number: 89-V481-80101

Type of Loss: Comprehensive

Insured:  
 Address:  
 Telephone:

Michel Service: 915484

Description: 1998 Oldsmobile Intrique  
 Body Style: 4D Sed  
 VIN: 1G3W1H52K7W504330  
 Mileage: 20,000  
 OEMFLT: A  
 Color: SILVER  
 Options: ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, POWER SEATS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AM-FM STEREO, AM-FM STEREO CASSETTE, AUTOMATIC TRANSMISSION, AUTOMATIC OVERDRIVE, PASSENGER SIDE AIR BAG, POWER REMOTE MIRROR

Drive Train: 3.8L Int 6 Cyl A0  
 License: LNL141 FL

Search Code: 8F3340

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	800088	BDY	REMOVE/REPLACE	HOOD INSULATOR	10298742 GM PART	24.41	0.9
2	800800	MCH*	REMOVE/REPLACE	CRP ENGINE	Qual Recycled Part	2,000.00*	12.8*
3				LINE MARKUP 150.00		400.00	
4	800800	MCH*	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY	Subst		0.5*
5	800800	MCH*	REMOVE/REPLACE	EVACUATE & RECHARGE	Subst		1.4*
6	800800	MCH*	ADD'L LABOR OP.	CLEAN/INTERIOR	Subst	178.00*	0.0*
7	836005		ADD'L COST	COOLANT		20.00*	
8	800088	BDY	REMOVE/REPLACE	R COOLING FAN BRACKET	12382578 GM PART	38.21	INC #
9	800087	BDY	REMOVE/REPLACE	L COOLING FAN BRACKET	22138522 GM PART	41.00	INC #
10	801452	BDY	REMOVE/REPLACE	COOLING FAN SHROUD	12367227 GM PART	85.95	1.0 #
11	800088	BDY	REMOVE/REPLACE	R COOLING SPLASH SHIELD	10418884 GM PART	8.20	

ESTIMATE RECALL NUMBER: 4/28/00 12:45:05 89-V481-80101

Mitchell Data Version: APR\_00\_A

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Page 1 of 3

12	500289	BDY	REMOVE/REPLACE	L COOLING SPLASH SHIELD		10227059	GM PART	2.00	
13	500488	MCH	REMOVE/REPLACE	AIR BAG DIAGNOSIS UNIT	-M	16255721	GM PART	316.00	0.7
14	501043	MCH	REMOVE/REPLACE	ABS MODULATOR UNIT	-M	10431722	GM PART	1,137.11	1.5
15	501048	MCH	REMOVE/REPLACE	ABS MASTER CYLINDER	-M	** QUAL REPL PART		161.34	0.7
16	500210	MCH	REMOVE/REPLACE	CRUISE CONTROL CONTROL UNIT	-M	26173345	GM PART	432.26	0.6
17	501239	MCH	REMOVE/REPLACE	CRUISE CONTROL CABLE	-M	12330810	GM PART	24.63	0.4
18	500212	MCH	REMOVE/REPLACE	CRUISE CONTROL SWITCH	-M	12450029	GM PART	7.75	0.7
19	500213	BDY	REMOVE/REPLACE	CRUISE CONTROL RETAINER		10184431	GM PART	0.94	
20	501080	MCH	REMOVE/REPLACE	STEERING POWER PUMP	-M	26074107	GM PART	302.45	1.1
21	501082	MCH	REMOVE/REPLACE	STEERING FLUID RESERVOIR	-M	N.A.	GM PART	67.00	INC #
22	501083	BDY	REMOVE/REPLACE	STEERING RESERVOIR CAP		26052929	GM PART	23.81	
23	501084	MCH	REMOVE/REPLACE	STEERING RETURN HOSE	-M	26058493	GM PART	34.00	0.7
24	501085	MCH	REMOVE/REPLACE	STEERING HIGH PRESSURE HOSE	-M	26079833	GM PART	119.88	2.8
25	501086	MCH	REMOVE/REPLACE	STEERING PIPE	-M	26058491	GM PART	43.59	3.0
26	501088	MCH	REMOVE/REPLACE	ENGINE ABBY	-M				7.0
27	501261	BDY	REMOVE/REPLACE	UPR AIR CLEANER HOUSING		26173885	GM PART	57.38	0.3
28	501262	BDY	REMOVE/REPLACE	LWR AIR CLEANER HOUSING		12554980	GM PART	0.00	0.6
29	501263	BDY	REMOVE/REPLACE	AIR CLEANER ELEMENT		25056932	GM PART	7.08	0.3
30	501267	MCH	REMOVE/REPLACE	AIR CLEANER SENSOR	-M	12160246	GM PART	6.58	0.3
31	501268	BDY	REMOVE/REPLACE	AIR CLEANER INSULATOR		26170245	GM PART	2.35	
32	501270	BDY	REMOVE/REPLACE	AIR CLEANER INTAKE DUCT		26225910	GM PART	12.00	0.2
33	501131	MCH	REMOVE/REPLACE	EMISSION SYS EGR VALVE	-M	17113405	GM PART	172.83	0.6
34	501132	MCH	REMOVE/REPLACE	EMISSION SYS MAP SENSOR	-M	16246929	GM PART	61.31	0.7
35	500414	MCH	REMOVE/REPLACE	EMISSION SYS VAPOR CANISTER	-M	17113344	GM PART	95.45	0.5
36	500415	MCH	REMOVE/REPLACE	EMISSION SYS CANISTER BRACKET	-M	10284329	GM PART	4.78	0.3
37	500418	MCH	REMOVE/REPLACE	EMISSION SYS PURGE CONTROL VALVE	-M	** QUAL REPL PART		17.59	0.3
38	500418	MCH	REMOVE/REPLACE	EMISSION SYS PCM MODULE	-M	16235757	GM PART	157.44	0.9
39	500419	MCH	REMOVE/REPLACE	ALTERNATOR	-M	ORDER FROM DEALER		235.27	1.3
40	500423	BDY	REMOVE/REPLACE	BATTERY		N.A.	GM PART	78.00	INC
41	500424	BDY	REMOVE/REPLACE	FRONT BODY BATTERY TRAY		10406051	GM PART	6.55	0.5 #
42	500425	BDY	REMOVE/REPLACE	RETAINER		10208465	GM PART	5.75	
43	500427	BDY	REMOVE/REPLACE	POSITIVE BATTERY CABLE		12157012	GM PART	66.50	1.0
44	500428	BDY	REMOVE/REPLACE	NEGATIVE BATTERY CABLE		12157011	GM PART	66.50	0.8
45	500431	MCH	REMOVE/REPLACE	IGNITION COILS	-M				0.8
46	501133	MCH	REMOVE/REPLACE	STARTER	-M	ORDER FROM DEALER		278.20	1.1

\* - Judgement Item  
 # - Labor Note Applies  
 \*\* QUAL REPL PART - Quality Replacement Parts

NAPA AUTO PARTS  
 CALL YOUR LOCAL STORE  
 OR CALL 1-800-LET-NAPA

(800) 898-8272  
 15 \*\* UP 360401 161.34  
 37 \*\* CRB228227 17.59

ESTIMATE RECALL NUMBER: 4/25/00 12:46:05 89-V481-00101

Michell Data Version:

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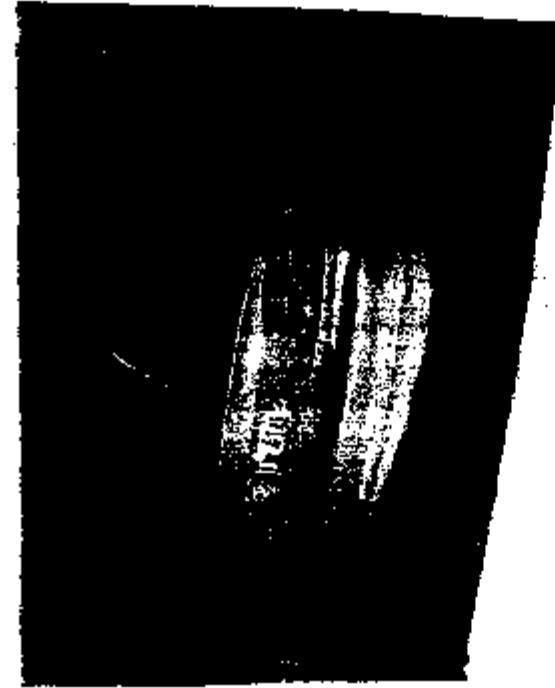
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Page 2 of 3





Photo for 59-4461-501



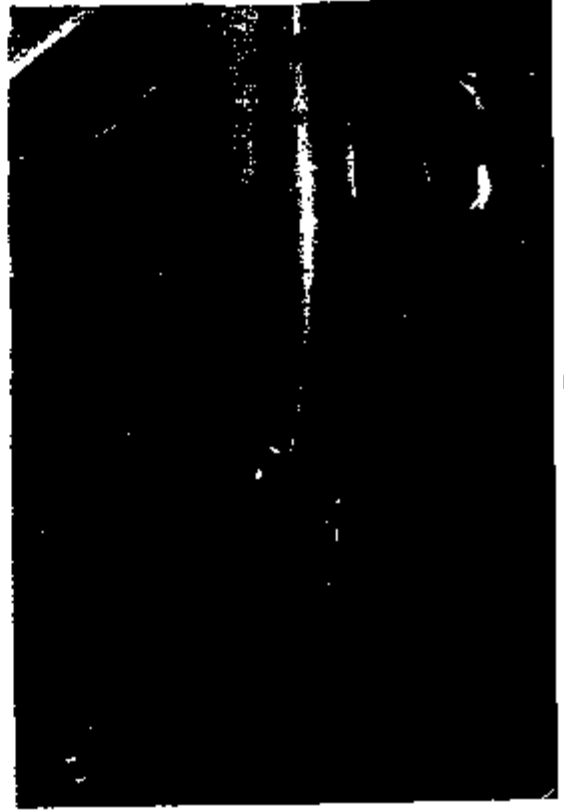
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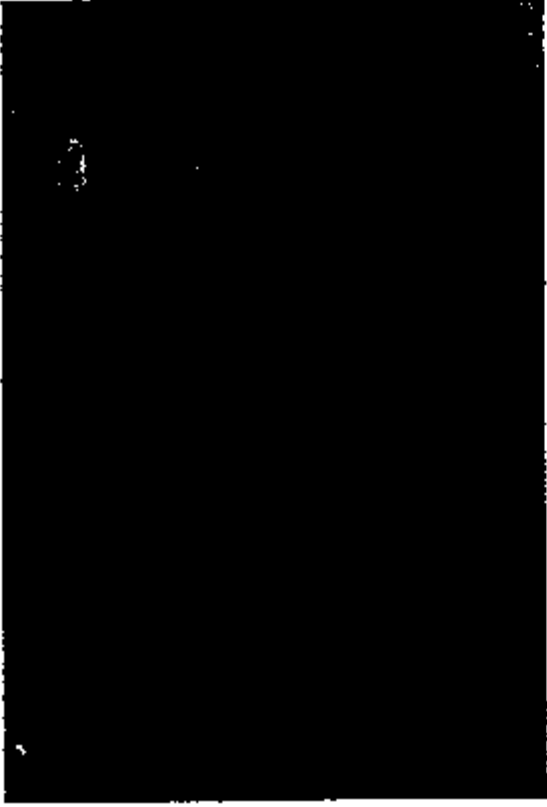


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Photo taken 3/4/81 3:01



ENGINE COMPLETELY BURNED



ENGINE COMP COMPLETELY BURNED

September 12, 2000

State Farm Insurance Companies  
ATTN: Paper Team 32, Subrogation Department  
PO BOX 749  
Winter Haven, FL 33882-0749

Your File Number: 59-V461-501  
Your Insured: [REDACTED]  
Our File Number: 8213-239-411823  
Our Client: General Motors Corporation  
Date of Event: April 26, 2000

Dear Paper Team 32:

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability.

We have received your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report, which states the cause and origin of the alleged defect and the theory of liability of how this is General Motor's responsibility. Please include laser color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. Advise if salvage is available for inspection, and the current location of the same.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices, and also advise if the owner followed through with said repairs.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide damage estimates and/or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.
11. Provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.
12. Provide proofs of the transmission and engine oil levels, if applicable.
13. Advise 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,

Diane R. Evans

Cc: File

# State Farm Insurance Companies



P O Box 749  
Winter Haven, FL 33882-0749

October 10, 2000

**ESIS-**

Esis  
300 Renaissance Center  
Detroit, MI 48265-3000

OCT 25 2000

D. EVANS  
411823

RE: Our Claim Number: 59-V461-501  
Our Insured: [REDACTED]  
Date of Loss: April 26, 2000  
Amt. State Farm Paid: \$16,165.75  
Insured's Deductible: \$500.00

Your Insured: Esis/Gm  
Address: 300 Renaissance Center  
Detroit, MI 48265-3000

Claim Number: PDACK-051700  
Policy Number:

Dear Esis:

We have not received a response from you to our previous letter.

Please send your payment or contact us to discuss settlement of this claim.

Sincerely,

Paper Team 32  
Subrogation Department  
(800) 627-4028

State Farm Mutual Automobile Insurance Company

# ESIS

An Insurance Services Company

300 Renaissance Center  
482-G20-071  
Detroit, MI 48265-3000

313.665.8395 tel  
313.665.0911 fax

November 14, 2000

State Farm Insurance Companies  
Paper Team 32  
PO BOX 749  
Winterhaven, FL 33882-0749

OUR CLAIM NUMBER:	8213-259-411823
YOUR CLAIM NUMBER:	59-V461-501
NAMED INSURED:	[REDACTED]
OUR CLIENT:	General Motors Inc.
DATE OF LOSS:	April 26, 2000

Dear Paper Team 32

I am responding to your letter dated October 10, 2000 in which you requested a response from your previous letters. I am enclosing a copy of a letter sent to your office dated September 12, asking for proofs.

Please feel free to contact me if you have any additional questions.

Sincerely,

*Diane R. Evans*

Diane R. Evans  
Claims Administrator

Cc: File





420584  
**TOWER HILL  
INSURANCE  
GROUP, INC.**

العدد 420584  
No 420584  
29  
4/19/01

April 11, 2001

General Motors Corporation  
Claim Department  
300 Renaissance Center  
Mail Code 482 C20 D71  
Detroit, Michigan 48265-3000

RECEIVED

APR 19 2001

ESIS-OR CLAIMS UNIT

Re: Insured [REDACTED]  
Policy: [REDACTED]  
Loss Date: 01/17/01

420584

Dear Claims Specialist:

[REDACTED] the employer of Lydia [REDACTED], provided her a 2000 Buick with serial number 1G4HR54K7YU332180 for business use. A few minutes after being parked in our insured's driveway on January 17 of this year, a fire erupted under the hood of said Buick. The vehicle was destroyed and the driveway of the home we insure was seriously damaged to the extent of \$3,941.71.

While we have photographs of the destroyed vehicle provided us by our insured, the automobile was apparently self-insured and disposed of by the owner prior to our having an opportunity to inspect. However, it is clear from the photographs that the fire originated under the hood and moved into the passenger compartment following failure of the windshield. That progression of destruction is also confirmed in the report of the responding fire department.

It is our position a person operating a Buick automobile has the right to reasonably expect it will not burst into flames in the driveway. Further, that the fact automobiles do not under normal use self-ignite is sufficient to establish said Buick automobile as defective. A defect that resulted in damage to the property we insure.

Please direct your payment in the amount of \$3,941.71 to my attention at the address indicated on this correspondence.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "R.J. Seese". The signature is written in a cursive style with a large initial "R" and "S".

R.J. Seese

Sr. Vice President - Claims

April 27, 2001

**ESIS** *at 4-27-01*

An Insurance Services Company

300 Renaissance Center  
Mail Code 482-C20-D71  
Detroit, MI 48265-3000  
Telephone 313.665-3412  
Facsimile 313.665.0911

Attn: Mr. R.J. Reese  
Tower Hill Insurance Group  
P.O. box 147018  
Gainesville, Fla 32614-7018

Your File Number: Clarendon Select H10439776  
Your Insured: [REDACTED]  
Our File Number: 420584  
Our Client: General Motors Corporation  
Date of Event: January 17, 2000

Dear Mr. Reese:

We are the third-party administrator on behalf of General Motors Corporation for matters involving allegations of product liability.

In that regard, I am in receipt of your correspondence to General Motors dated April 11, 2001. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide damage estimates and/or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.
11. Provide copies of your proof of payment.
12. Advise of the present location of the subject vehicle.
13. Provide the alleged defective part for nondestructive testing. The part will be returned in the condition it is received in.

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,



Jeff Haudek

000 LESABRE LIMITED SEDAN  
 6U DK. BRONZEMIST METALLIC /V6G  
 63 TAUPE LEATHER/VINYL SEATING  
 ORDER NO. CKHBR9/FLS STOCK NO.  
 VIN 1G4HR54K7YU332180

BUICK MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 200 RENAISSANCE CENTER  
 DETROIT MI 48243-1300  
 VEHICLE INVOICE 4AD26768701

CODE	FACTORY OPTIONS	MSRP	INV AMT	FLEET LEASE
HR69	LESABRE LIMITED SEDAN	26890.00	24604.35	INVOICE 05/25/00
ES	FEDERAL EMISSIONS	N/C	N/C	SHIPPED 05/24/00
6E	FLT--PICKER INTERNATIONAL	0.00	1000.00-	EXP I/T 06/06/00
36	ENGINE- 3800 SERIES II V6	N/C	N/C	INT COM 06/06/00
PO	RADIO-POWER LOAD CD & CASSETTE	200.00	172.00	PRC EFF 01/01/99
	W/STEERING WHEEL RADIO CONTROLS (REPLACES RADIO IN OPTION PKG)			KEYS 06872 06872
Q1	FLEET ORDERING & ASSIST. PROG. WITH QUARTERLY HOLDBACK	0.00	0.00	WFP-S QTR OPT-1
X5	NATIONAL FLEET PROGRAM	0.00	750.00-	FAN: 000808351
2G	FUEL FILL CREDIT	0.00	14.41-	BANK: GMAC - 154
8A	BASE CAR PACKAGE	100.00	86.00	CHG-TO 43-330
	* RECLINERS-PWR DRIVER & PASS			SHIP-TO 39-250
6A	STRIPE - BODY SIDE - BEIGE	N/C	N/C	ED MORSE BUICK
63	TAUPE LEATHER/VINYL SEATING	735.00	632.10	DAVIE FL
				SHIP WT: 3518
				HP: 34.7
				COST PO NUMBER:
				2945-2346
				MEMO 1396.25

TOTAL MODEL & OPTIONS 27925.00 23730.04 ACT 231 23507.29  
 DESTINATION CHARGE 615.00 615.00 H/B 261 837.75

TOTAL 28540.00 24345.04 PAY 310 24345.04

\*\*\*\*\*  
 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.

OREN BUICK, INC

REMIT TO GMAC NO. 154  
 VIN 1G4HR54K7YU332180  
 \$ 24345.04 INV 4AD26768701  
 DUE 06/06/00 DEALER 43-330

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I  
06/05/2001 15:56

VIN G4HR54K7YU332180

OPEN\CLOSED STATUS:

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

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

FW:

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](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN:</b>	1G4HR54K7YU332180
-------------	-------------------

### VEHICLE INFORMATION

<b>Merchandising Model:</b>	4HR69 - 2000 LESABRE LIMITED SEDAN	<b>Warranty Start Date:</b>	05/30/2000
<b>BARB Order Type</b>	51 - FLEET LEASE		
<b>Delivering Dealer:</b>	LOREN BUICK, INC 1620 WAUKEGAN RD GLENVIEW, IL 60025-2108 (847) 729-8900	<b>Selling Source:</b>	11 - BUICK
		<b>Site Code:</b>	43330
		<b>Business Associate Code:</b>	118506
<b>Service Contract:</b>	No	<b>Branded Title:</b>	No
		<b>Warranty Block:</b>	No
		<b>PDI Status:</b>	Paid

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.
---

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	05/30/2000	10 miles	5/30/2003	36010 miles
72/100 SHEET METAL RUST-THROUGH	05/30/2000	10 miles	5/30/2006	100010 miles
36/36 CORROSION	05/30/2000	10 miles	5/30/2003	36010 miles
96/80 PCM/CC EMISSIONS	05/30/2000	10 miles	5/30/2008	80010 miles
36/36 FEDERAL EMISSIONS	05/30/2000	10 miles	5/30/2003	36010 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
07/12/2000	045678	#	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	282 miles
05/25/2000	A32180	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

### CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
--

# GM Vehicle Inquiry System

## Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1G4HR54K7YU332180
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### CLAIM HISTORY

Repair Order Date:	07/12/2000	Repair Order Number:	045618	Odometer Reading:	282 miles				
Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 5033 TROY, MI 48007-5033			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
08/04/2000	88	01	#	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	\$28.00	N

Repair Order Date:	05/25/2000	Repair Order Number:	A32180	Odometer Reading:	0 miles				
Serviced By:	ED MORSE BUICK 3600 S UNIVERSITY DR DAVIE, FL 33328-2709 (954) 473-9999			Selling Source:		11 - BUICK			
				Site Code:		39250			
				Business Associate Code:		118328			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/30/2000	69	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$101.50	N

### CHECK HISTORY

Vehicle Has No Associated Check History.
--



# GM Vehicle Inquiry System

## Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN:</b>	1G4HR54K7YU332180
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### VEHICLE BUILD

<b>Merchandising Model:</b>		4HR69 - 2000 LESABRE LIMITED SEDAN	
<b>Order Number:</b>	CKHBR9	<b>Engine Serial Number:</b>	N/A
<b>Build Plant:</b>	1YUH - HAMTRAMCK ASSEMBLY	<b>Transmission Serial Number:</b>	N/A
<b>Build Date:</b>	05/25/2000	<b>Front Axle Serial Number:</b>	N/A
<b>Gross Vehicle Weight Rating:</b>	2138 kg (4714 lb)	<b>Rear Axle Serial Number:</b>	N/A

### OPTION CODES

AJ7 - INFLT RES DR/PAS-FRT/SD	AM6 - FRONT SEAT W/ LEATHER TRIM
CD2 - WSWA JAR FLUID	CJ2 - AIR CONDITIONING
DEH - DETROIT/HAMTRAMCK, MI, USA	DR2 - REMOTE ELEC MIRROR
DM1 - BODY SIDE LOWER ACCENT	EB1 - SOFT RIDE
FE1 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
FQ3 - TRANSAXLE FINAL DRIVE 2.86	F6E - MARCONI (H/J/N/U/W-TRK CKMLST)
IQ3 - INTERIOR DESIGN (Q3)	JL9 - ANTILOCK BRAKES
K68 - 105 AMP	L36 - 3800 SERIES II SP1 V6 ENGINE
MN3 - 4 SPD AUTO TRANS 4T65-B	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NF2 - FEDERAL, TIER 1	NK5 - STANDARD
PH3 - 15 X 6, ALUMINUM CAST, 115MM BOLT CIRCLE	QPK - P215/70R15-97S BW R/PE ST TL ALS
R9X - SALES ITEM NO. 98	UB7 - INSTRUMENT CLSTR
UB1 - VEHICLE, G.P.S. 1	UJ2 - ENGINE OIL LIFE
UK3 - STEERING WHEEL CONT	UP0 - RADIO - AM/FM STEREO WITH
UV7 - WHLD/RR WINDOW ANTENNA	UW6 - 6, CUSTOM
VM3 - CONSUMER, CONTAINS BPR IMP STANDARD FOR FRT 5 MPH & RR 5 MPH	VQ1 - DEALER ASSISTANCE, WITH HOLDBACK
VX5 - CASH ALLOWANCE	V2G - FULL FUEL FILL
V73 - USA/CANADA	ISA - PREFERRED EQUIP. GROUP - ISA **
46A	56I
56I - TAUPE LEATHER	6AH - COMPUTER SEL SUSP (6AH)
7AH - COMPUTER SEL SUSP (7AH)	76U - DARK BRONZEMIST METALLIC
8CW - COMPUTER SEL SUSP (8CW)	9CW - COMPUTER SEL SUSP (9CW)



# GM Vehicle Inquiry System

## Delivery Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN: 1G4HR54K7YU332180

### IN-SERVICE INFORMATION

In-Service Information Not On File

### DELIVERY INFORMATION

Delivery Date:	05/30/2000	Delivery Type:	D14 - DEALER RENTAL/LEASING COMPANY	Delivered Odometer:	10 miles
Delivering Dealer:	LOREN BUICK, INC 1628 WAUKEGAN RD GLENVIEW, IL 60025-2108 (847) 729-8900		Delivery Selling Source:	11 - BUICK	
			Delivery Site Code:	43330	
			Business Associate Code:	118506	

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# GM Vehicle Inquiry System

## Dealer Information

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[Help](#)

VIN:	1G4HR54K7YU332180
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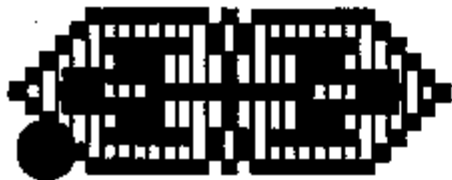
### INVOICE INFORMATION

Invoice Date:	05/24/2000		
Site Address:	LOREN BUICK, INC 1620 WAUKEGAN RD GLENVIEW, IL 60025-2108 (847) 729-8900	Selling Source:	11 - BUICK
		Site Code:	43330
		Business Associate Code:	118506

### SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	ED MORSE BUICK 3600 S UNIVERSITY DR DAVIE, FL 33328-2709 (954) 473-9999	Selling Source:	11 - BUICK
		Site Code:	39250
		Business Associate Code:	118328

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**TOWER HILL  
INSURANCE  
GROUP, INC.**

May 11, 2001

Mr. Jeff Haudek  
ESIS  
300 Renaissance Center  
Mail Code 482-C20-D71  
Detroit, Michigan 48265-3000

**ESIS -**

**MAY 14 2001**

Re: Your File: 420584  
Insured - [REDACTED]  
Loss - Fire 01/17/2000  
Policy - CL0161106 Clarendon Select

Dear Mr. Haudek:

In accordance with your request of April 27, we attach:

1. Copies of all photos.
2. Copy of Police Report.
3. Copy of our insured's statement.
4. Insured noted nothing wrong or unusual prior to the incident.
5. We do not have copies of service records and will request same from our Insured.
6. To our knowledge there was no after-market equipment installed on the car, but we will verify this with our insured.
7. To our knowledge there were no modifications to the car, but we will verify this with our Insured.
8. We do not know if the owner of the vehicle ever received any recall notices or if they were passed along to our insured if any were received. We will find out.
9. To our knowledge the vehicle had never been involved in an accident, but we will verify this with our Insured.
10. A copy of the estimate to replace the driveway is attached.

11. Our notarized proof of loss confirming receipt of payment in the amount of \$2,941.71 plus a deductible of \$1,000 for a total of \$3,941.71 is attached.

12. The vehicle has apparently been sold for salvage.

13. The defective part would have been destroyed in the fire.

We will provide you the information not currently in our possession as quickly as possible.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "R.J. Seese". The signature is stylized with a large initial "R" and a long, sweeping underline.

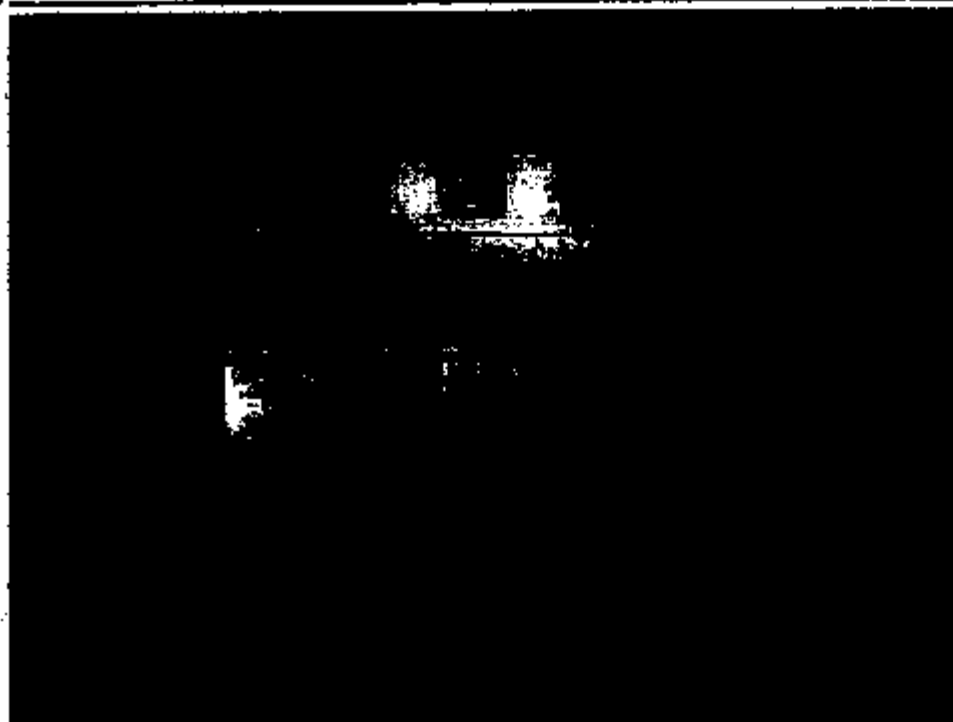
R.J. Seese  
Sr. Vice President Claims

# Photo Sheet

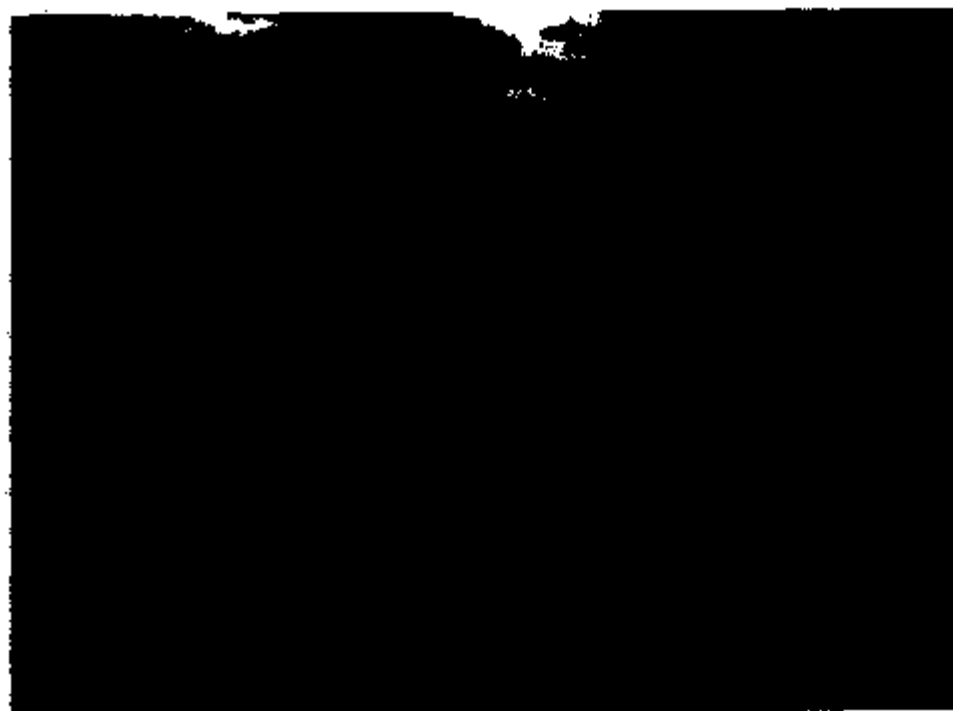
Insured Rivers, Joseph & Lyda

Coverage BLDG

Claim # 103693  
Policy # h10439776  
Ins Claim # 103693



risk



driveway

# Photo Sheet

Coverage BLDG

Claim # 183693  
Policy # h10439776  
Ins Claim # 103693

Insured Rivers, Joseph Lydia



deep damage



wall damage



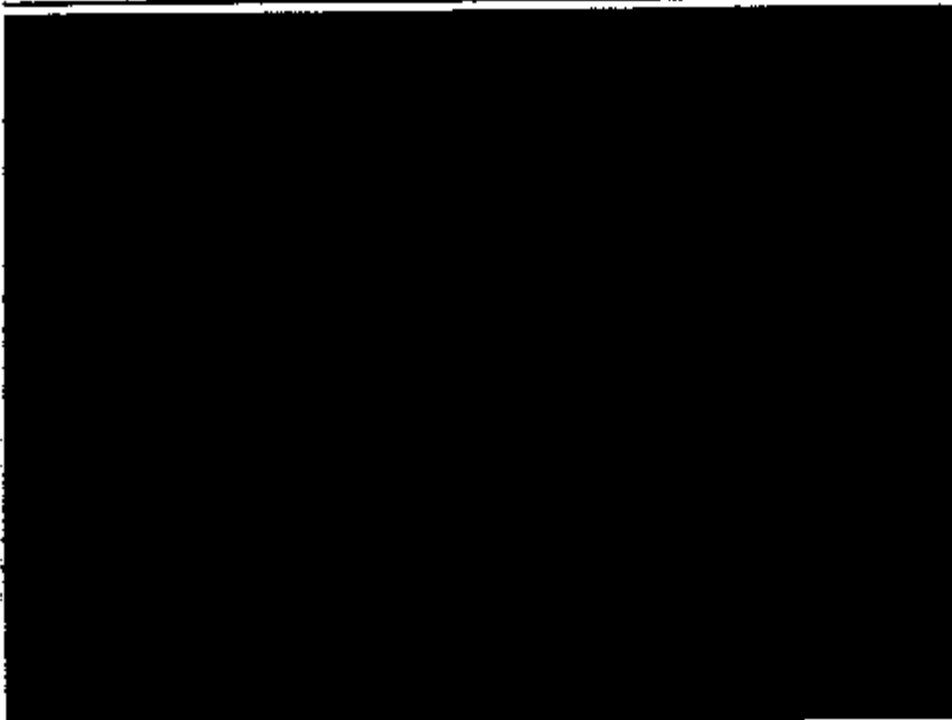
# Photo Sheet

Insured Rivers, Joseph Lyda

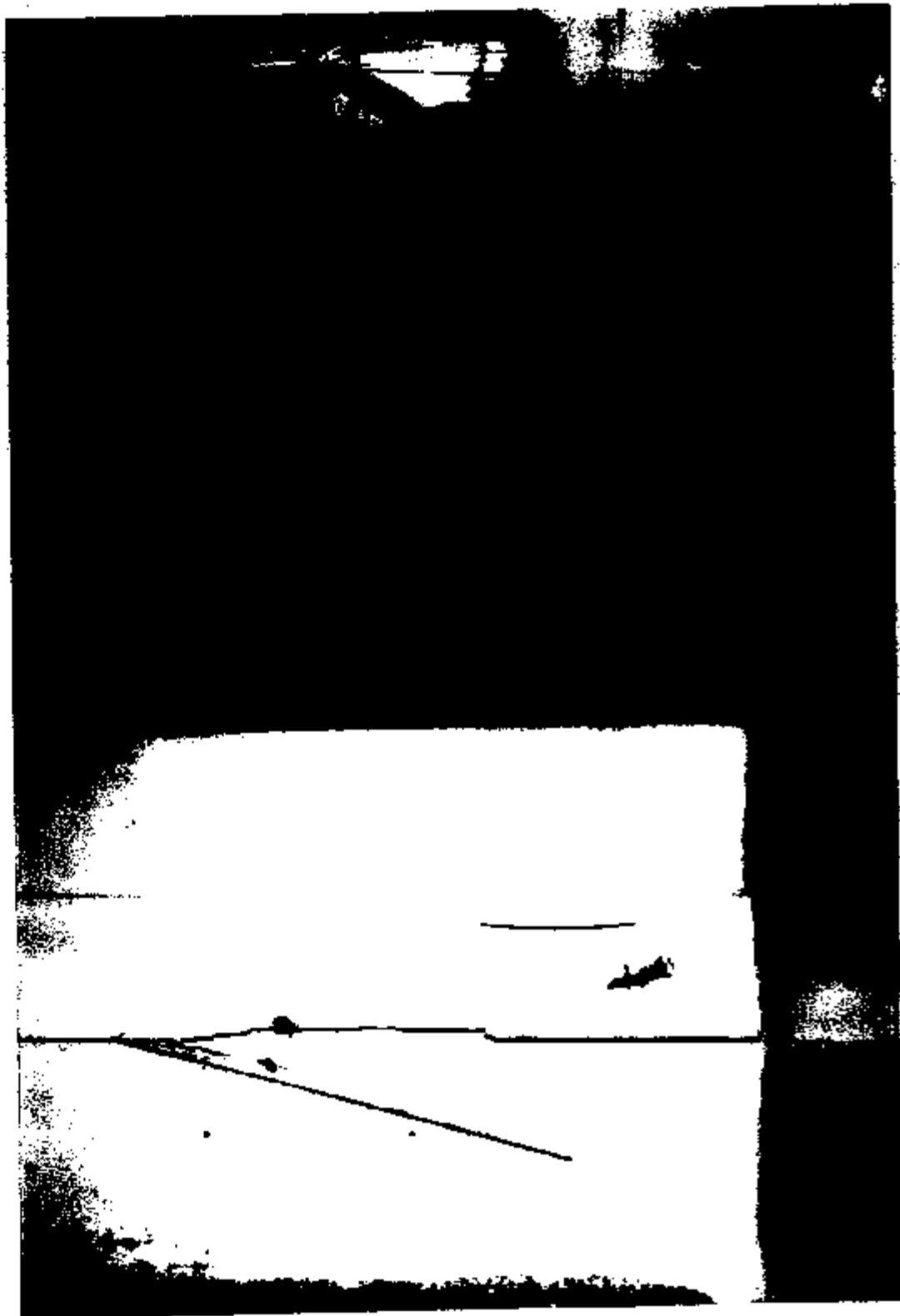
Coverage BLDG

Claim # 103693  
Policy # h10439776  
Ins Claim # 103693

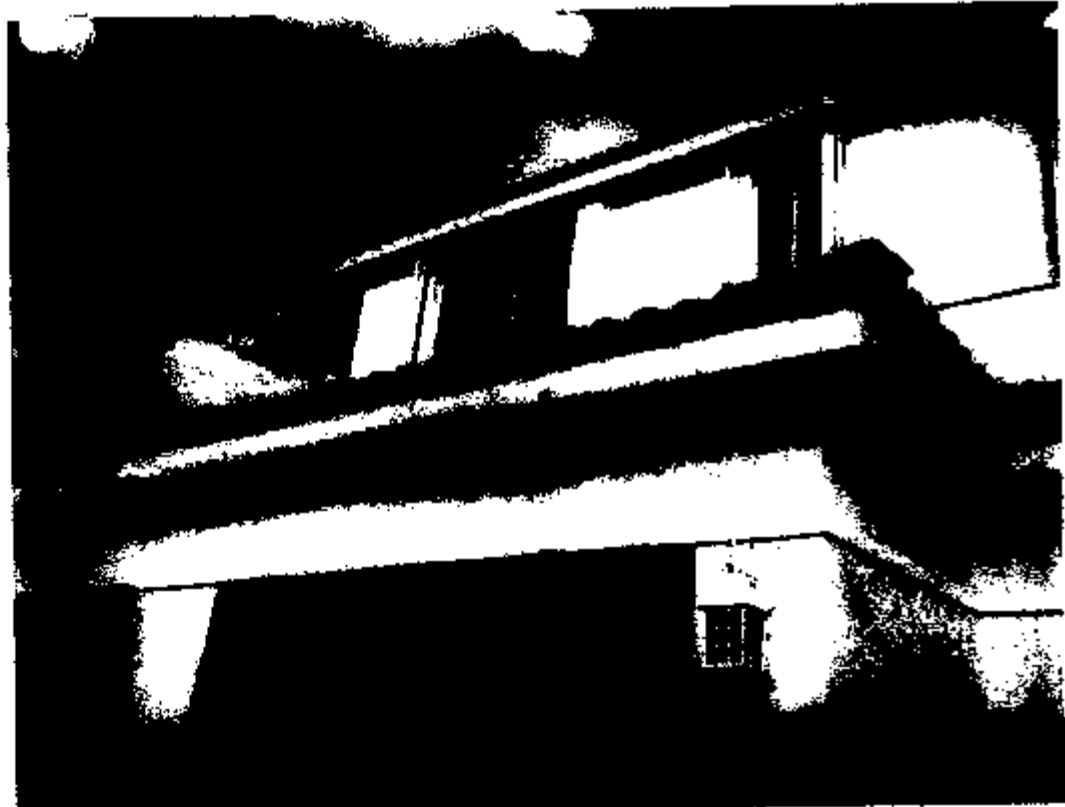
wall damage











INCIDENT DATA:

Incident type (offense): VEHICLE FIRE  
Original / Supplement: ORIGINAL  
Adult / Juvenile: ADULT  
Incident date: 01/17/01  
Incident time: 1515  
Report date: 01/17/01  
Report time: 1555  
Zone: 801

Incident location:  
Street #: [REDACTED]  
Street name: [REDACTED]  
Street suffix: [REDACTED]  
City: [REDACTED]  
State: [REDACTED]  
Zip Code: [REDACTED]  
Incident location type: SINGLE FAMILY HOUSE  
# of vehicles: 1  
End of event section \*\*\*

INVOLVED PERSON (01):

Person code: PERSON-REPORTING  
Person type: ADULT  
Last name/business name: [REDACTED]  
First name: [REDACTED]  
Middle name/initial: [REDACTED]

Permanent address:  
Street #: [REDACTED]  
Street name: [REDACTED]  
Street suffix: [REDACTED]  
City: [REDACTED]  
State: [REDACTED]  
Zip code: [REDACTED]  
Phone: [REDACTED]

Resident type: CITY  
How long in Broward Cnty: 5 YRS  
Employer/school name: [REDACTED]  
Occupation/title: [REDACTED]  
Address: [REDACTED]  
Phone: [REDACTED]

Race: HISPANIC WHITE H  
Sex: FEMALE F  
DOB (mm/dd/yr): 06/21/55  
Extent of injury: NONE

INVOLVED VEHICLE (01):

Vehicle status: OTHER  
Damage code: N/A  
Vehicle type: AUTO  
Make: BUICK  
Model: LESABRE  
Year: 2000  
Body style: 4DR HARDTOP  
Tag registration #: T16-INL  
Registration state: FL FLORIDA  
Registration year: 01  
VIN/Hull/FAA #: 1G4HR54K7YU332180  
Color - top: TAN  
Color - bottom: TAN

NARRATIVE:

I responded to the listed location in reference to a vehicle fire.



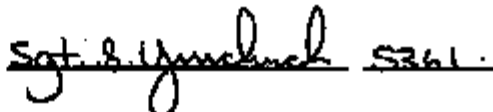
-----  
Upon arrival, Engine 81 of Broward County Fire Rescue was on scene and had just put the fire out. RIVERA, LYDIA/PERSON-REPORTING stated that she just returned home from her work place in Boca Raton. As she pulled into the driveway of her home, she noticed smoke coming out from under the hood area of her car. By the time she parked, she then noticed flames emitting from the hood. She stated the only vehicle maintenance performed on the car was the oil change nearly a month ago. The damage extended from the front bumper to the dash area of the car with the major damage being confined to the engine compartment. The VIN on the vehicle registration matched the VIN of the damaged vehicle. Captain Pruitt of Engine 81 stated that he was not going to make any notifications to the fire marshalls office. The fire did not appear to be suspicious in nature even though the cause of the fire is undetermined. The vehicle was contained in the driveway and therefore was not towed by this officer. The listed residence did suffer minor smoke damage/paint discoloration to the front of the home over the middle garage door. A case card was issued and Sgt. Yurchuck was advised of this case information.

END OF NARRATIVE SECTION

DEPUTY



SUPERVISOR

 5361

**MARCONI MEDICAL AUTO ACCIDENT CLAIM FORM**

SION - CHECK AS APPLICABLE:  CT (01)  NUCLEAR (02)  XRAY (03)  DUNLEE (06)  
 SERVICE (07)  SALES (08)  HCP (09)  CORP. (10)  IM (50)  IGS (51)  
 OTHER ( ) COST CENTER #: UNK

EMPLOYER: [REDACTED]  
 DRIVER: [REDACTED]  
 WORK #: [REDACTED]  
 WORK ADDRESS: [REDACTED]  
 SUPERVISOR: [REDACTED]  
 ZONE/DISTRICT OFFICE LOC. UNKNOWN ESIS #:

DATE OF LOSS: 1/17/2001 TIME OF ACCIDENT: 3:00  AM  PM VEH COLOR: BRONZE  
 VEH YEAR 2000 MAKE BUICK MODEL LASABRA MILEAGE: 15000  
 VIN: 1G4HR54K7YU33210 LICENSE PLATE #: T161WL STATE: FL  
 VEH DRIVEABLE OR DISABLED: DISABLE LOC OF VEH: [REDACTED]  
 NAME OF TOWING COMPANY: MASADA AUTO BODY

1. WAS ANOTHER VEHICLE INVOLVED?  YES  NO NUMBER OF VEHICLES INVOLVED: 0

2. WHERE DID THE ACCIDENT HAPPEN?  
 STREET: [REDACTED] CITY: WESTON STATE: FL  
 AT AN INTERSECTION  YES  NO  
 IN A PARKING LOT  YES  NO  
 ON A STRAIGHT AWAY  YES  NO  
 OTHER: DRIVEWAY  
 HOW MANY LANES IN EACH DIRECTION? N/A  
 WEATHER CONDITIONS: CLEAR/DRY

3. STREET YOU WERE TRAVELING: PARKED  
 DIRECTION YOU WERE TRAVELING: PARKED SPEED: 0MPH

4. WERE THERE ANY TRAFFIC CONTROLS?  
 STOP SIGN  YES  NO  
 TRAFFIC LIGHT  YES  NO  
 YIELD SIGN  YES  NO  
 WHO HAD THE CONTROL?  
 DID YOU USE A DIRECTIONAL?  LEFT  RIGHT  N/A

5. WHAT PART OF YOUR VEHICLE WAS DAMAGED? UNKNOWN-TORCHED

6. ANY WITNESSES TO ACCIDENT (DO NOT LIST PASSENGERS)?  YES  NO  
 IF YES, NAME & PHONE #:

7. DID POLICE INVESTIGATE AT THE SCENE?  YES  NO  
 WHICH POLICE DEPARTMENT? BROWARD POLICE DEPT  
 POLICE DEPARTMENT TELEPHONE NUMBER: (954) 765-4321 POLICE FILE #: W901011524

8. WERE ANY TICKETS ISSUED?  YES  NO  
 TO WHOM?  
 FOR WHAT?

9. WAS ANYONE INJURED?  YES  NO  
 IF YES - WHO? BRIEF DESCRIPTION OF INJURIES



INFORMATION ON OTHER VEHICLE(S) (IF APPLICABLE)

DRIVER VEHICLE #1: DESCRIBE DAMAGE: N/A  
 TOTAL # OF PEOPLE IN VEHICLE: \_\_\_\_\_ DIRECTIONAL USED:  LEFT  RIGHT  N/A SPEED: \_\_\_\_\_  
 STREET OF TRAVEL: \_\_\_\_\_ DIRECTION OF TRAVEL: \_\_\_\_\_  
 DRIVER: \_\_\_\_\_ OWNER: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
 CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_ CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 DRIVER PHONE (HM): ( ) - \_\_\_\_\_ OWNER (HM) PHONE ( ) - \_\_\_\_\_  
 DRIVER PHONE (WK): ( ) - EXT. \_\_\_\_\_ OWNER (WK) PHONE ( ) - EXT. \_\_\_\_\_  
 LICENSE PLATE #: \_\_\_\_\_ STATE: \_\_\_\_\_ YEAR: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL \_\_\_\_\_  
 INSURANCE/ Agent Name: \_\_\_\_\_ POLICY #: \_\_\_\_\_  
 INSURANCE/ AGENT ADDRESS AND PHONE #: \_\_\_\_\_

OTHER VEHICLE #2: DESCRIBE DAMAGE: \_\_\_\_\_  
 TOTAL # OF PEOPLE IN VEHICLE: \_\_\_\_\_ DIRECTIONAL USED:  LEFT  RIGHT  N/A SPEED: \_\_\_\_\_  
 STREET OF TRAVEL: \_\_\_\_\_ DIRECTION OF TRAVEL: \_\_\_\_\_  
 DRIVER: \_\_\_\_\_ OWNER: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
 CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_ CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 DRIVER PHONE (HM): ( ) - \_\_\_\_\_ OWNER (HM) PHONE ( ) - \_\_\_\_\_  
 DRIVER PHONE (WK): ( ) - EXT. \_\_\_\_\_ OWNER (WK) PHONE ( ) - EXT. \_\_\_\_\_  
 LICENSE PLATE #: \_\_\_\_\_ STATE: \_\_\_\_\_ YEAR: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL \_\_\_\_\_  
 INSURANCE/ Agent Name: \_\_\_\_\_ POLICY #: \_\_\_\_\_  
 INSURANCE/ AGENT ADDRESS AND PHONE #: \_\_\_\_\_

SPACE ADDITIONAL PAGES IF NECESSARY

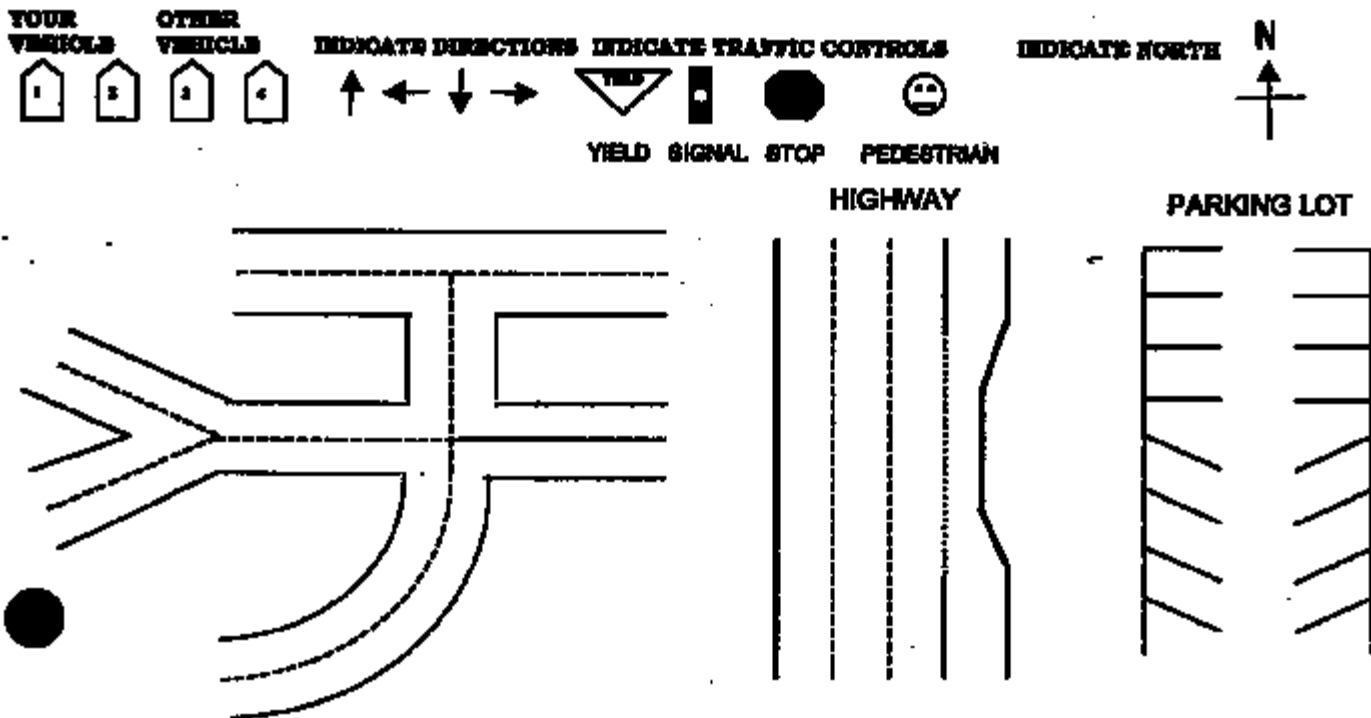
DETAILED DESCRIPTION OF ACCIDENT

WOMEN'S WIFE PULLED INTO DRIVEWAY AND WENT TO GO INTO HER HOME WHEN THE CAR CAUGHT FIRE  
 THE ENGINE

SUMMARY: VEHICLE CAUGHT FIRE

ACCIDENT DIAGRAM

ILLUSTRATE POSITION OF CARS AT TIME OF COLLISION



This is Elena [REDACTED] taking a recorded interview of Lydia [REDACTED] in person on January 19<sup>th</sup>, year 2001. This concerns an incident which occurred on Wednesday, the 17<sup>th</sup> of 2001.

E.R.: Please state your full name and spell your last.

L.R.: Lydia Rivers, [REDACTED]

E.R.: Okay, you are aware that I'm recording this interview, is that correct?

L.R.: Yes I am.

E.R.: Okay. Um, your home address please?

L.R.: [REDACTED]

E.R.: And how long have you lived in this home?

L.R.: We have been living in this home for years.

E.R.: Um, please tell me what happened on January 17, year 2001? What time was it?

L.R.: Uh it was between 3:00 -- 3:30, when I got home I parked the car as I always do, up in the driveway.

E.R.: Parked the car outside the garage, right?

L.R.: That is correct, I parked the car outside the driveway, uh, uh realizing that there was smoke coming out of the hood. Uh, my daughter came out running and realized that the car was on fire, I immediately run out of the car.

E.R.: So you, okay, so this, this, you confused me a second. The car was smoking while were in it?

L.R.: I was in it and the car

E.R.: Okay.

L.R.: started smoking when I turned the ignition off.

E.R.: Okay, so, so, the whole drive you were fine?

L.R.: That's correct, there was nothing that indicated that

E.R.: How long did you drive for?

L.R.: Uh, it takes me exactly 35 minutes from Boca Raton to Weston. Uh, I was coming home from work.

E.R.: Okay. So your whole 35 minutes and then you turned the ignition off and

L.R.: That is correct.

E.R.: You run out of the car

L.R.: I, I realized that the hood was uh, uh overheating as I had thought at first and uh then my daughter runs out of the garage door uh, letting me know that the car

was on fire. And I immediately ran out, grabbed my stuff and my neighbors called 911.

E.R.: Okay, and how long did the fire department take?

L.R.: It took them about 5 minutes to get to the house and to put out the fire, by then the car was completely engulfed and on the fire and uh, I was afraid that the house was going to burn.

E.R.: Okay, but overall the house came out pretty good?

L.R.: Oh yes. We just had some smoke uh damage and, but the pavement was the uh

E.R.: Okay, the driveway?

L.R.: The driveway was the most damaged part of the fire.

E.R.: How old was the car?

L.R.: It's a Buick, a year 2000, it's, we received it in July, July it has been about 6 months that we've had the car.

E.R.: Okay. And how many miles would you say it had on it?

L.R.: I would say it just got it's 15,000 mile check up on December 28.

E.R.: So approximately 15,000?

L.R.: Yes.

E.R.: And any problems?

L.R.: No, no just your normal you know, check-up.

E.R.: So December 26<sup>th</sup> you had a check up?

L.R.: That is correct, I do have a receipt for that, when they did the last check up.

E.R.: And there was no problems what so ever?

L.R.: Not indicated by the garage, no.

E.R.: Okay, and where did you take it, Bulck?

L.R.: No, his company has a uh, company that does the actually check ups. Lease plan.

E.R.: Okay, you did not own this car?

L.R.: No I don't, I am not the owner.

E.R.: What's your husband's company name?

L.R.: Marconey Systems. Medical Systems, sorry.

E.R.: Okay, and they, they lease the car, or he, they gave, that's part of his compensation?

L.R.: That's part of his compensation. That is correct.

E.R.: Do you know who the insurance company is for the car?

L.R.: No, I don't know the name of the insurance company but I can obtain it for you,  
(Someone speaking in the background) Yes, see if you can get that name.

E.R.: But the fact that there was no, never any problems. Did you get gas that day or anything?

L.R.: No, no, I normally get gas at the beginning of the week and um, you know, everything was always the same, same status you know. That's also paid by the company too.

E.R.: Okay, is there anything else you, okay who, the Pacific?

L.R.: Employers HO767-390.5

E.R.: Okay, just leave that out and I'll write that down afterwards. Okay. Okay, is there anything else you'd like to add to this statement?

L.R.: (inaudible - several people speaking at the same time) I'm thankful my little girl, my 11 year old that had taken me out of the car fast enough, she saved my life.

E.R.: Yeah, I guess she didn't realize you just thought it was over heating huh?

L.R.: That is correct, I thought the car was overheating but when I saw the black smoke I realized that it was more than that.

E.R.: Okay. Let me go ahead and conclude the interview. Everything you said was true and to the best of your knowledge?

L.R.: Yes it is.

E.R.: And you knew I was recording this interview?

L.R.: Yes I did.

E.R.: Alright, okay. Did um, the fire department and um police department both came right?

L.R.: Yes they did.

E.R.: And is that um, is that um, Weston doesn't have their own right?

L.R.: Yes they do.

E.R.: Okay, both of those were Weston?

L.R.: Yes they were.

E.R.: Okay. Okay. Um, let me go ahead and conclude this interview. Is there anything else you would like to add?

L.R.: No ma'am.

E.R.: Okay. This concludes the interview and everything you said was true and to the best of your knowledge, right?

L.R.: Yes.

E.R.: This concludes the interview at 9:30.



## Ileana Weider

Adjuster

Ileana Weider  
 Phone (954) 321-9242  
 Fax (954) 321-9984

Claim Solution Services  
 7744 Peters Road FMB 301  
 Plantation, FL 33324  
 Phone (954) 321-9242 Fax (954) 321-9984

January 25, 2001

Insured  
 Loss Address  
 Phone Number  
 Other Phone  
 Ins Company



Date of Loss 1/17/01

### Coverage

Policy Type Homeowners Special HO-3 Mortgagee Bank Of America  
 Effective 5/4/00 - 5/3/01  
 Deductible \$1,000.00

Coverage	Description	Coverage Amt	Value Requirement
BLDG	Coverage A - Building	\$268,000.00	80%
APS	Coverage B - APS	\$26,800.00	None
UPP	Coverage C - UPP	\$134,000.00	None
ALE/FMV	Coverage D - ALE/PMV	\$53,600.00	None

### Adjuster's Report

Assigned 1/18/01 Contacted 1/18/01 Inspected 1/19/01

Coverage	RCV		ACV		Construction	Occupancy/Interest
	Value At Risk	Insurance Req'd	Value At Risk	Insurance Req'd		
BLDG	\$195,000.00	\$0.00	\$195,000.00	\$0.00	masonry	
APS	\$0.00	\$0.00	\$0.00	\$0.00		
UPP	\$0.00	\$0.00	\$0.00	\$0.00		
ALE/FMV	\$0.00	\$0.00	\$0.00	\$0.00		

Apparent Cause of Loss/Scope fire damage

Items Subject to Exclusions/Limitations

Salvage or Subrogation Potential

### Loss Recap

Coverage	RC Loss	Depreciation	ACV Loss	Recov. Depr.	TOTAL
BLDG	\$3,881.71	\$685.15	\$3,196.56	\$685.15	\$3,881.71
APS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
UPP	\$60.00	\$0.00	\$60.00	\$0.00	\$60.00
ALE/FMV	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTALS</b>	<b>\$3,941.71</b>	<b>\$685.15</b>	<b>\$3,256.56</b>	<b>\$685.15</b>	<b>\$3,941.71</b>

### Enclosures

- Estimates   
  Photos   
  Proof of Loss   
  Adjuster Summary   
  Estimate Recap   
  Statement of Loss   
  Invoice  
 Claim Summary   
 Diagrams   
 R/C Proof   
 P.L.R.   
 Other:

### Recommendations

Payment Recommendations: Initial \$2,941.71   
 Deductible and insured's participation \$1,000.00  
 Upon Completion \$0.00   
 Recommended Adjustment **\$2,941.71**

River, Jesus & Lydia # 304490 \$ 2941.71  
 and Bank Of America

Insured company car caught on fire in driveway

# Diagram Sheet

Insured Rivers, Jesus & Lydia

Claim # 103693

Policy # h10439776

Ins Claim # 103693

---

Main Risk Diagram

# Claim Estimate

Claim # 103693

## Ileana Weider

Requester

Ileana Weider  
 Phone (954) 321-9242  
 Fax (954) 321-9984

Claim Solution Services  
 7744 Peters Road PMB 301  
 Plantation, FL 33324  
 Phone (954) 321-9242 Fax (954) 321-9984

January 25, 2001

Insured Name  
 Last Address  
 Phone Number  
 Other Phone  
 Ins Company



Carrollton Select

Date of Loss 1/17/01

### Coverage A - Building

#### Exterior

	Qty	Unit	Price	Repl. Cost	Depr.	ACV	OP	RD
Paint Stucco	320	SF	\$0.78	\$249.60	\$49.92	\$199.68		
Rem & Repl Concrete driveway	751	SF	\$3.67	\$2,756.17	\$551.23	\$2,204.94		
pumping concrete, minimum charge	1	EA	\$225.00	\$225.00	\$0.00	\$225.00	N	N
<b>Exterior Total</b>				<b>\$3,230.77</b>	<b>\$601.15</b>	<b>\$2,629.62</b>		

#### Attached Garage (19' x 19' 3" x 8')

555 sf Floor      900 sf Wall      555 sf Ceiling      112 lf Floor      112 lf Ceiling      4,438 cf Volume  
 Offset(s) 10' 6" x 18'

	Qty	Unit	Price	Repl. Cost	Depr.	ACV	OP	RD
Paint Wall, 2 Coats	450	SF	\$0.55	\$247.50	\$74.25	\$173.25		
Minimum Charge Drywall Repair	1	LS	\$238.52	\$238.52	\$0.00	\$238.52		
Minimum Charge Base Molding Work	1	LS	\$56.29	\$56.29	\$0.00	\$56.29		
<b>Attached Garage Total</b>				<b>\$542.31</b>	<b>\$74.25</b>	<b>\$468.06</b>		

**Coverage A - Building Totals**      **\$3,773.08**      **\$675.40**      **\$3,097.68**

### Coverage C - UPP

#### Contents

	Qty	Unit	Price	Repl. Cost	Depr.	ACV	OP	RD
replace remote controls	2	EA	\$30.00	\$60.00	\$0.00	\$60.00		
<b>Coverage C - UPP Totals</b>				<b>\$60.00</b>	<b>\$0.00</b>	<b>\$60.00</b>		

### Miscellaneous Items

	Coverage	Qty	Price	Pct	Repl. Cost	Depr.	ACV	OP	RD
● to clean driveway	BLDG	1	\$60.00	100%	\$60.00	\$0.00	\$60.00	N	N
<b>Total Miscellaneous Items</b>					<b>\$60.00</b>	<b>\$0.00</b>	<b>\$60.00</b>		

### Summary

	Repl. Cost	Depr.	ACV
<b>Estimate Totals</b>	<b>\$3,893.08</b>	<b>\$675.40</b>	<b>\$3,217.68</b>
6% tax	\$48.63	\$9.75	\$38.88
<b>Total With Tax</b>	<b>\$3,941.71</b>	<b>\$685.15</b>	<b>\$3,256.56</b>
Less Deductible Applied (\$1,000.00 Maximum)	(\$1,000.00)		(\$1,000.00)
<b>Net Claim</b>	<b>\$2,941.71</b>	<b>\$685.15</b>	<b>\$2,256.56</b>

A copy of this document does not constitute a settlement of this claim. The above figures are subject to insurance company approval.

Accepted by \_\_\_\_\_

# Claim Summary

Claim # 103693

**Adjuster**

**Heana Weider**  
Phone (954) 321-9242  
Fax (954) 321-9984

**Heana Weider**

Claim Solution Services  
7744 Peters Road P#B 301  
Plantation, FL 33324  
Phone (954) 321-9242 Fax (954) 321-9984

January 25, 2001

**Insured Name**  
**Loss Address**  
**Phone Number**  
**Other Phone**  
**Ins Company**



Date of Loss 1/17/01

**Coverage A - Building**

	<u>Repl. Cost</u>	<u>Depr.</u>	<u>ACV</u>
Estimate Totals	\$3,893.08	\$675.40	\$3,157.68
6% tax	\$48.63	\$9.75	\$38.88
Total With Tax	\$3,881.71	\$685.15	\$3,196.56
Less Deductible Applied	(\$1,000.00)		(\$1,000.00)
Coverage A - Building Claim	\$2,881.71	\$685.15	\$2,196.56

**Coverage C - UPP**

	<u>Repl. Cost</u>	<u>Depr.</u>	<u>ACV</u>
Estimate Totals	\$60.00	\$0.00	\$60.00
Less Deductible Applied	\$0.00		\$0.00
Coverage C - UPP Claim	\$60.00	\$0.00	\$60.00

**Summary: Claim # 103693**

	<u>Repl. Cost</u>	<u>Depr.</u>	<u>ACV</u>
Estimate Totals	\$3,893.08	\$675.40	\$3,217.68
6% tax	\$48.63	\$9.75	\$38.88
Total With Tax	\$3,941.71	\$685.15	\$3,256.56
Less Deductible Applied (\$1,000.00 Maximum)	(\$1,000.00)		(\$1,000.00)
Net Claim	\$2,941.71	\$685.15	\$2,256.56

A copy of this document does not constitute a settlement of this claim. The above figures are subject to insurance company approval.

Accepted by \_\_\_\_\_

# SUBROGATION RECEIPT

Having received from Toures Insurance Company the sum of Two Thousand Nine Hundred and Sixty one & 94/100 Cents dollars (\$ 2,941.71) in full payment for loss or damage to my/our (Not including my \$1,000.00 deductible)

and in consideration of and to the extent of said payment the undersigned hereby subrogates said Company to all of the rights, claims, and interest which the undersigned may have against any party, person, persons, property, or corporation liable for the loss mentioned above, and authorizes the said Company to sue, compromise, or settle in the undersigned's name or otherwise conclude all such claims and to execute and sign releases and acquittances and endorse checks or drafts given in settlement of such claims in the name of the undersigned with the same force and effect as if the undersigned executed or endorsed them.

Warranted is that no settlement has been made by the undersigned with any party, person, persons, property, or corporation against whom a claim may lie, and no release has been given to anyone responsible for the loss and that no such settlement will be made nor release given by the undersigned without the written consent of the said Company and the undersigned covenants and agrees to cooperate fully with said Company in the prosecution of such claims, and/or procure and furnish all papers and documents in the undersigned's possession necessary in such proceedings and to attend court and testify if the Company deems such to be necessary, but it is understood the undersigned is to be saved harmless from costs in such proceedings.

Signed:



Witness: \_\_\_\_\_

Printed Name:

Printed Name: \_\_\_\_\_

State of \_\_\_\_\_

County of Broward

Subscribed and sworn to before me this 23<sup>rd</sup> day of January



Notary Public



# ESIS

An Insurance Services Company

Property Damage  
Routing Mail Code 482  
C20 071  
Detroit, MI 48265-3000

PO Box 300

(313) 565-3412 ext  
(313) 565-0911 fax

June 13, 2001

Mr. R.J. Reese  
Sr. Vice President Claims  
Tower Hill Insurance Group, Inc.  
P.O. Box 147018  
Gainesville, FL 32614-7018

Re: File Number: Clarendon Select HI10439776  
Date of Event: 01/17/2001  
Claimant: Jesus and Lydia [REDACTED]  
Client/Account: GM File 420584

Dear Mr. Reese,

This is in response to your letter dated May 11, 2001. The Tower Hill Insurance Group has a responsibility under the law to prove their claim damages. The documents that have been forwarded to our attention are insufficient.

Part of proving a claim is providing your theory of liability along with an expert's report that states the cause and origin of the alleged defect. If you have in your possession an expert's report that supports your allegation of a product defect, you may provide the same to my attention for further review and consideration.

Unless the information requested is provided, we will be unable to take further action in this matter. Also, if it is your intention to pursue this matter farther, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post incident condition.

Sincerely,

  
Jeff Handek

Jeff Handek

# ESIS

An Insurance Services Company

300 Renaissance Center  
482-C20-D71  
Detroit, MI 48265-3000

425237  
800.868.0164 tel  
313.665.0911 fax

Diane R. Evans  
Property Damage Unit  
diane.evans@esis.com

February 11, 2002

State Auto Insurance Companies  
ATTN: Mr. Ron Kroll, Claim Representative  
1062 Oak Forest Drive, Suite 100  
PO BOX 69  
Onalaska, WI 54650

OUR CLAIM NUMBER: 425237  
YOUR FILE NUMBER: 1526341  
CASE CAPTION: Charles [REDACTED]  
DATE OF LOSS: August 3, 2001

Dear Mr. Kroll:

I am writing to you in response to your subrogation request regarding the damages to your named insured's vehicle, and I have outlined below what I understand to be your demand amount:

\$10,594.38 ACV of the vehicle  
190.00 personal property in the vehicle  
124.49 salvage value  
\$10,695.89 Final

As it is the subrogation carrier's obligation to provide the necessary supporting documentation, I had to deduct the \$190.00 personal property amount from the total demand amount leaving a balance of \$10,505.89.

Mr. Edwardson, the expert opines that the fire originated on the topside of the engine, and was possibly fuel related. He did admit that it was difficult to pin point exactly what component was responsible for the initiation of the fire due to the extent of damage and the majority of his report was stated in general state terms. Our client's Engineering department reviewed the file, and felt the expert report was vague relative to the exact cause of the fire, and the expert spoke in general terms. At this time, there is still no strong evidence that a manufactures product defect was responsible for the occurrence.



Lastly, the salvage bid seems rather low, and the photographs do show several of the panels in pristine condition, therefore, our client had some contention with the \$124.49 salvage bid.

I will, in an effort to resolve this matter, offer \$5,252.94 to resolve this issue. I recognize your effort, and desire to settle this matter for your settlement demands, however, while your expert's report may have some technical merits, this subrogation demand is still lacking with some aspects regarding total proof of a defect.

If this offer is acceptable, please sign, date and notarize this release, and a settlement check will be forwarded to your company promptly.

Sincerely,

Diane R. Evans

C: File

**RECEIVED**

FEB 22 2002

**RELEASE OF ALL CLAIMS**

**ESIS-GM CLAIMS UNIT**

**FILE NO: 8213-259-425237**

**KNOW ALL MEN BY THESE PRESENTS:**

That the Undersigned, being of lawful age, for the sole consideration of Five thousand two hundred fifty two dollars and 94/100 (\$5,252.94) 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, 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 Third day of August, 2001, at or near Wauwatosa, WI.

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 19<sup>th</sup> day of February, 2002.

**CAUTION: READ BEFORE SIGNING**

\_\_\_\_\_  
WITNESS

\_\_\_\_\_  
LS

\_\_\_\_\_  
LS

State of Wisconsin

County of Dalmen

On the 19<sup>th</sup> day of February, 2005 before me personally appeared

[REDACTED] to me known to be the  
per the foregoing Release and she acknowledged  
to me that she voluntarily executed the same.

My term expires July 10, 2005

Ordelle Zellmer  
Notary Public

**RELEASE OF ALL CLAIMS**

**FILE NO: 8213-259-425237**

**KNOW ALL MEN BY THESE PRESENTS:**

That the Undersigned, being of lawful age, for the sole consideration of Five thousand two hundred fifty two dollars and 94/100 (\$5,252.94) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/out/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, 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 Third day of August, 2001, at or near Wauwatosa, WI.

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**

\_\_\_\_\_  
WITNESS LS

\_\_\_\_\_  
LS

State of \_\_\_\_\_ }

County of \_\_\_\_\_ }

On the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me personally appeared \_\_\_\_\_ to me known to be the person(s) named herein and who executed the foregoing Release and \_\_\_\_\_ acknowledged to me that \_\_\_\_\_ voluntarily executed the same.

My term expires \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
Notary Public

# ESIS

An Insurance Services Company

300 Renaissance Center  
482-C20-D71  
Detroit, MI 48266-3000

800.888.0164 tel/  
313.565.0911 fax

Diana R. Evans  
Property Damage Unit  
diane.evans@esis.com

December 20, 2001

State Auto Insurance Companies  
ATTN: Ron Kroll, Claim Representative  
1062 Oak Forest Drive, Suite 100  
PO BOX 69  
Onalaska, WI 54650

Your Claim Number: 1526341  
Esis File Number: 425237  
Date of Event: 8/3/01  
Your Insured: Charles [REDACTED]  
Our Client: General Motors Corporation

Dear Mr. Kroll:

Please be advised I have had this file referred for technical evaluation. Upon the conclusion of this evaluation, I will contact you with our position in this matter.

Thank you for your time and cooperation regarding this matter, and your continued patience.

Sincerely,

Diane R. Evans  
Claims Administrator  
ESIS Inc.

Cc: File



CORPORATE QUARTERS  
518 East Broad Street  
Columbus, Ohio 43215  
<http://www.stateauto.com>

La Crosse Branch Office • 1062 Oak Forest Drive, Suite 100 • P.O. Box 69 • Onalaska, WI 54650  
Phone (608) 783-1700 • Fax (608) 783-8777

OCTOBER 19, 2001

ESIS  
300 RENAISSANCE CENTER  
482-C20-D71  
DETROIT MI 48265-3000  
ATTN: PROPERTY DAMAGE UNIT

ESIS -

OCT 28 2001

RE: OUR CLAIM: GESS 1526341  
OUR INSURED: CHARLES [REDACTED]  
DATE OF LOSS: 08-3-01

Dear Mrs. Diane R. Evans:

Thank you for your letter dated August 31, 2001. We have made a decision to continue our subrogation against GM. Please find attached the following requested items:

1. Expert report, with attached color photocopies of the automobile in question
2. Vehicle owner's statement of events
3. Estimate of repair
4. Total loss worksheet
5. Automobiles actual cash valuation
6. Proof of payment
7. Fire report

The owner, Mr. Charles [REDACTED] did not indicate there was anything wrong or unusual about his vehicle prior to the fire. All scheduled maintenance was performed as recommended. The owner did perform much of the oil change maintenance but some also was conducted by service facilities such as Jiffy Lube and Zip Lube. All oil changes occurred at approximately 3000 miles since the automobile was new.

As you can tell from the photos of the vehicle, Mr. [REDACTED] maintained this auto very well. The servicing of this vehicle primarily occurred at two service facilities: Sedlak Chevrolet-Buick-Pontiac-Geo, 6240 US Hwy 51 S, Minocqua, WI (715) 356-3262, and Don Jacobs-Buick-Jeep-Eagle, W226 S1700 Hwy 164 S, Waukesha, WI (262-521-3800.

Mr. [REDACTED] has insisted that nothing was added to this vehicle in regard to any aftermarket equipment. A physical inspection of the vehicle reinforces that the automobile did not have any aftermarket acccompeniments. In addition, there were no modifications, alterations, or changes to the vehicle. Mr. [REDACTED] had ordered the automobile brand new from Buick through Don Jacobs in Waukesha, WI.

The owner of the vehicle did not receive a recall notice for this automobile.



CORPORATE HEADQUARTERS  
118 East Broad Street  
Columbus, Ohio 43215  
<http://www.stateauto.com>

La Crosse Branch Office • 1062 Oak Forest Drive, Suite 100 • P.O. Box 69 • Onalaska, WI 54650  
Phone (608) 783-1700 • Fax (608) 783-8777

PAGE 2

OCTOBER 4, 2001

RE: OUR CLAIM: ██████████ 526341  
OUR INSURED: CHARLES ██████████  
DATE OF LOSS: 08-3-01

State Auto Insurance has insured Mr. ██████████ since October 24, 1994 and this automobile was insured since it was acquired. Mr. Gess has advised this automobile has never been in an accident. Our records indicate there have not been any accident claims involving this automobile.

The vehicle is currently stored at COPART SALVAGE AUTO, 5448 Lien Road, Madison, WI 53707. The vehicle is stored under lot number 5700461 and is available for inspection during regular business hours. Copart's telephone number is 608-249-3577.

Our insured is a NON-smoker.

We simply reiterate our request made on August 21, 2001 that we are reimbursed for the direct costs associated with this fire, which amounts to \$10,594.36. This amount includes our insured's deductible, the ACV of the auto, and \$190.00 for the personal property destroyed in the auto.

If you have any questions, or need assistance, please call.

Sincerely,

STATE AUTO INSURANCE COMPANIES

Ron Kroll  
Claim Representative  
608-779-8887



# ESIS

An Insurance Services Company

300 Renaissance Center  
482-C20-071  
Detroit, MI 48265-3000

800.888.0164 tel  
313.655.0911 fax

Diane R. Evans  
Property Damage Unit

August 31, 2001

State Auto Insurance Companies  
ATTN: Mr. Ron Kroll, Claim Representative  
2700 Midwest Drive  
Onalaska, WI 54650-8746

Your File Number: AWI-1526341  
Your Insured: Charles [REDACTED]  
Our File Number: 425237  
Our Client: General Motors Corporation  
Date of Event: 8/3/2001

Dear Mr. Kroll:

This letter will serve to acknowledge receipt of your correspondence dated August 21, 2001 regarding the above matter. You have advised that your insured's 1996 Buick Regal experienced a fire causing damage on 8/3/2001. You have also 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 November 4, 2001 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, (NHTSA bulletin *is not* suffice) 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 maintenances, 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 it's 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,

Diane R. Evans

Page 2/2



Reps. of by  
WAUKESHA STATE BANK INSURANCE  
PO BOX 948  
WAUKESHA WI 53187

LaCrosse Branch Office 2700 Midwest Dr Onalaska WI 54650-8764 (808)783-1700  
ISDN: 482-5245 FAX: (808)783-8777

August 21, 2001

**RECEIVED**

**AUG 24 2001**

**ESIS-GM CLAIMS UNIT**

ESIS GM CLAIMS  
300 RENAISSANCE CENTER  
MAIL CODE 48200071  
DETROIT, MI 48205

*NO LP  
NO OWNRI  
NO 1241  
DB 8/27/01*

Insured: CHARLES H [REDACTED]  
Policy number: AWI [REDACTED]  
Date of loss: 08-03-2001

Dear Sir or Madam:

After discussing the vehicle fire loss with Latesha Hawkins of Buick's Product Allegation Resolution Team, she informed she would forward her file to your organization.

She had advised us to send our subrogation information to you as well. Enclosed are copies of a letter from General Motors, the vehicle's title, a check for the total loss of the vehicle, and the estimate to repair the fire damage.

Please accept this information to assist with your investigation of this fire. In order to make arrangements to view the vehicle, you may call COPART in Madison since they are holding the vehicle for your review. Their number is 800-459-6405.

We simply ask that we are reimbursed the direct costs associated with this fire which amounts to \$10,594.38. This amount includes our insured's deductible, the ACV of the auto, and \$190.00 for personal property destroyed in the auto.

If you have any questions, or need assistance, please call me at the number on top of this letter.

Sincerely,

Midwest Security/State Auto  
Insurance Companies

*Ron Kroll*  
Ron Kroll  
Claim Representative

enclosures

XCC002 01/98

STATE AUTO  
PROPERTY AND  
CASUALTY  
INSURANCE  
COMPANY

STATE AUTO  
FINANCIAL  
CORPORATION

STATE  
AUTOMOBILE  
INSURANCE  
COMPANY

STATE AUTO  
NATIONAL  
INSURANCE  
COMPANY

ALLIANCE  
INSURANCE  
COMPANY

MIDWEST  
SECURITY  
INSURANCE  
COMPANY

FARMERS  
CASUALTY  
INSURANCE  
COMPANY

MID-PLAINS  
INSURANCE  
COMPANY

1996 REGAL GRAN SPORT SEDAN  
 51U BORDEAUX RED METALLIC /V6G  
 142 LIGHT GRAY LEATHER/VINYL BUCKET  
 ORDER NO. ABP607/T STOCK NO.  
 VIN 2G4 WF52 K7 T1518342

BUICK MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 902 E. HAMILTON AVE.  
 FLINT MI 48550-0001  
 VEHICLE INVOICE 40D04953598  
 \*\*\*\*\*GA\*\*\*\*\*11\*436708

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4WF19 REGAL GRAN SPORT SEDAN	21800.00	19947.00	INVOICE 09/20/96
AG1 SEAT-6-WAY POWER-DRIVER SIDE-PK	N/C	N/C	SHIPPED 09/20/96
AP9 TRUNK CONVENIENCE NET - PACKGD	N/C	N/C	EXP I/T 09/27/96
AR9 BUCKET SEATS & CONSOLE	N/C	N/C	INT COM 09/27/96
AU0 KEYLESS ENTRY - REMOTE - PACKGD	N/C	N/C	PRC EFF 09/20/96
CF5 ASTORROOF- ELECTRIC SLIDING/	695.00	597.70	KEYS 94K8 22L4
DH6 MIRRORS- LIGHTED VISOR VANITY,	N/C	N/C	WFP-S QTR OPT-1
FE9 50 STATE EMISSIONS	N/C	N/C	BANK: PRIMUS AUTO
L36 ENGINE- 3800 SERIES II V6 W/SFI	N/C	N/C	CHG-TO 43-670
UK3 STEERING WHL RADIO CONTROLS-PKD	N/C	N/C	
UP0 RADIO-POWER LOAD CD & CASSETTE	200.00	172.00	SHIP WT: 3420
VK3 LICENSE PLATE MOUNTING PKG-FRNT	N/C	N/C	HP: 34.7
V58 LOGGAGE RACK- CHROME DECKLID	115.00	98.90	MEMO 1217.10
WG5 SEATS - 6-WAY POWER, DRIVER AND	305.00	262.30	
1SE PRESTIGE PACKAGE (SE)	677.00	582.22	
142 LIGHT GRAY LEATHER/VINYL BUCKET	550.00	473.00	
51U BORDEAUX RED METALLIC	N/C	N/C	

TOTAL MODEL & OPTIONS	24342.00	22133.12	ACT 231	21942.86
DESTINATION CHARGE	540.00	540.00	H/B 261	730.26
DEALER ADVERTISING		121.71	ADV 65A	121.71

TOTAL	24882.00	22794.83	PAY 310	22794.83
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MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 21737.57

THIS INVOICE MAY NOT REFLECT THE DEALER'S ULTIMATE VEHICLE COST IN VIEW OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, WHOLESALE FINANCE CREDIT, ETC.

DEARBORN JACOBS BUICK, INC.

# GM Vehicle Inquiry System

## Summary

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<b>VIN:</b>	2G4WF52K7T1518342
-------------	-------------------

### VEHICLE INFORMATION

<b>Merchandising Model:</b>	4WF19 - 1996 REGAL GRAN SPORT SEDAN	<b>Warranty Start Date:</b>	10/28/1996
<b>BARS Order Type</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711	<b>Selling Source:</b>	11 - BUICK
		<b>Site Code:</b>	43670
		<b>Business Associate Code:</b>	118553
<b>Service Contract:</b>	No	<b>Branded Title:</b>	No
		<b>Warranty Block:</b>	No
		<b>FDI Status:</b>	Paid

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.
---

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/28/1996	25 miles	10/28/1999	36025 miles
72/100 SHEET METAL RUST-THROUGH	10/28/1996	25 miles	10/28/2002	100025 miles
36/36 CORROSION	10/28/1996	25 miles	10/28/1999	36025 miles
96/80 PCM/CC EMISSIONS	10/28/1996	25 miles	10/28/2004	80025 miles
36/36 FEDERAL EMISSIONS	10/28/1996	25 miles	10/28/1999	36025 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/02/1999	197694	#	N1755 - HAZARD FLASHER RPL	20541 miles
06/02/1997	157818	#	J5650 - INJECTOR FUEL RPL	6186 miles
03/21/1997	155085	#	B5410 - RR COMPMENT RESEAL	4407 miles
03/21/1997	155085	#	C3348 - R/F DR TRIM R&R/RPL	4407 miles
03/21/1997	155085	#	C3358 - L/F DR TRIM R&R/RPL	4407 miles
03/21/1997	155085	#	C3540 - R/R DR TRIM R&R/RPL	4407 miles
03/21/1997	155085	#	C3541 - L/R DR TRIM R&R/RPL	4407 miles
02/18/1997	153908	B	C8835 - INFLAT CUSH MOD RPL	1253 miles
01/15/1997	152757	#	B4000 - DOOR ASM RT FR	933 miles
01/15/1997	152757	#	B4368 - RT FRT DR HNDL LOCK	933 miles
01/15/1997	152757	#	J3500 - THERMOSTAT GSKT RPL	933 miles
01/15/1997	152757	#	C8835 - INFLAT CUSH MOD RPL	933 miles
10/11/1996	148873	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	6 miles

**CHECK HISTORY INFORMATION**

**Vehicle Has No Associated Check History Information.**

# GM Vehicle Inquiry System

## Claim History

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<b>VIN:</b>	2G4WFS2K7T1518342
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### CLAIM HISTORY

<b>Repair Order Date:</b>		02/02/1999		<b>Repair Order Number:</b>		197694		<b>Odometer Reading:</b>		20541 miles	
<b>Serviced By:</b>	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711					<b>Selling Source:</b>			11 - BUICK		
						<b>Site Code:</b>			43670		
						<b>Business Associate Code:</b>			118553		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>		
02/11/1999	932	01	#	N1755 - HAZARD FLASHER RPL	10041073 - FLASHER	N/A	N/A	\$37.13	N		

<b>Repair Order Date:</b>		06/02/1997		<b>Repair Order Number:</b>		157818		<b>Odometer Reading:</b>		6186 miles	
<b>Serviced By:</b>	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711					<b>Selling Source:</b>			11 - BUICK		
						<b>Site Code:</b>			43670		
						<b>Business Associate Code:</b>			118553		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>		
06/17/1997	724	01	#	J5650 - INJECTOR FUEL RPL	24503226 - INJECTOR	N/A	N/A	\$139.66	N		

<b>Repair Order Date:</b>		03/21/1997		<b>Repair Order Number:</b>		153085		<b>Odometer Reading:</b>		4407 miles	
<b>Serviced By:</b>	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711					<b>Selling Source:</b>			11 - BUICK		
						<b>Site Code:</b>			43670		
						<b>Business Associate Code:</b>			118553		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/1997	713	01	#	B5410 - RR COMPMENT RESEAL	N/A	N/A	N/A	\$23.26	N
04/01/1997	713	02	#	C3348 - R/F DR TRIM R&R/RPL	N/A	N/A	N/A	\$23.26	N
04/01/1997	713	03	#	C3358 - L/F DR TRIM R&R/RPL	N/A	N/A	N/A	\$23.26	N
04/01/1997	713	04	#	C3540 - R/R DR TRIM R&R/RPL	N/A	N/A	N/A	\$17.44	N
04/01/1997	713	05	#	C3541 - L/R DR TRIM R&R/RPL	N/A	N/A	N/A	\$17.44	N

Repair Order Date:		02/18/1997	Repair Order Number:		153908	Odometer Reading:		1253 miles	
Serviced By:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711				Selling Source:		11 - BUICK		
					Site Code:		43670		
					Business Associate Code:		118553		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/11/1997	710	01	B	C8835 - INFLAT CUSH MOD RPL	N/A	BG	N/A	\$23.26	N

Repair Order Date:		01/15/1997	Repair Order Number:		152757	Odometer Reading:		933 miles	
Serviced By:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711				Selling Source:		11 - BUICK		
					Site Code:		43670		
					Business Associate Code:		118553		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/28/1997	704	01	#	B4000 - DOOR ASM RT FR	N/A	N/A	N/A	\$29.07	N
01/28/1997	704	02	#	B4368 - RT FRT DR HNDL LOCK	N/A	N/A	N/A	\$46.51	N
01/28/1997	704	03	#	J3500 - THERMOSTAT GSKT RPL	10207375 - THERM	N/A	N/A	\$36.24	N
01/28/1997	704	04	#	C8835 - INFLAT CUSH MOD RPL	N/A	N/A	N/A	\$23.26	N

Repair Order Date:		10/11/1996	Repair Order Number:		148873	Odometer Reading:		6 miles	
Serviced By:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711				Selling Source:		11 - BUICK		
					Site Code:		43670		
					Business Associate Code:		118553		



Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/20/1996	642	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$78.83	N

**CHECK HISTORY**

Vehicle Has No Associated Check History.

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# GM Vehicle Inquiry System

## Vehicle Build

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VIN:	2G4WF52K7T1518342
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### VEHICLE BUILD

Merchandising Model:	4WF19 - 1996 REGAL GRAN SPORT SEDAN		
Gross Vehicle Weight Rating:	2018 kg (4450 lb)	Order Number:	ABP607
Build Date:	09/20/1996	Build Plant:	2T1W - GENERAL MOTORS OF CANADA LTD.

### OPTION CODES

AG1	AG2 - ADJUSTER, 6-WAY POWER SEAT,
AK5 - SEAT, INFLATABLE, DRIVER & PASS	AP9 - CONVENIENCE
AR9 - FRT BKT, DELUXE	AU0 - REMOTE ENTRY
AO - LID, REM CONT ELEC RELEASE	BA0 - EXTR, DOOR, NAMEPLATE
BC1 - INTR, IP	BV2 - EXTR, RR COMPT LID
B34 - FLOOR MATS, CARPETED INSERT	B35 - REAR CARPETED FLOOR MATS
B71 - COLORED	B97 - EXTR, MLDG, LOWER ACCENT
CP5 - SUN, GLASS, SLIDING, ELEC	CJ3 - AIR CONDITIONING - DUAL ZONE
C49 - RR WINDOW, ELECTRIC	C95 - INTR, ROOF, COURTESY & DUAL REA
DC4 - RR VIEW MIRROR W/ READING LAMPS	DG7 - DR/PASS REMOTE ELEC
DH6 - MIRRORS-VISOR, ILLUMINATED INCL	DL5 - ROADSIDE SERVICE INFORMATION
D06 - FRT COMPT, FLOOR, ARM REST	D86 - TWO TONE PAINT
FE3 - TOURING & LOAD LEVELING	FE9 - EMISSION, FEDERAL
FW2 - TRANSAXLE FINAL DRIVE 3.06	IP2 - INTERIOR DESIGN (P2)
JL9 - ANTILOCK	K68 - GENERATOR
L36 - 3.8 LITRE V6 MFI	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
M13 - 4T60-B AUTO ELEC TRANS	NF2 - FEDERAL, TIER 1
NG5 - EMISSION, CERTIFICATION, FIFTY	NP5 - STEERING WHEEL- LEATHER WRAPPED
NY7 - POWER STEERING VARIABLE	NW0 - WHEELS - 16" SPOKE ALUMINUM
OST - OSHAWA 2, ONT, CANADA	QNX - P225/60R16/N BL R/PE ST TL AL2
TL1 - SPECIAL	UH8 - INSTRUMENT CLUSTER

UK3 - STEERING WHEEL, ACCESSORY	UPV - AM/FM STEER, SER/SCAN, AUTO R
UW6 - 6, CUSTOM	U75 - POWER ANTENNA
VB7 - FRT & RR, SPORT	VH9 - OWNER INFO MAN
VK3 - FRT MOUNTING PEG	VM3 - CONSUMER, CONTAINS BPR IMP STAN
V58 - RR COMPARTMENT LID, CHROME	V73 - USA/CANADA
WG4 - PROCESSING FOR DRIVER & PASS PO	Y56 - GRAN TOURING
Z13 - BUICK REGAL GS	0FL - COMPUTER SEL SUSP (0FL)
1SE - UPFITTER EQUIP. GROUP	1SZ - OPTION PACKAGE
141 - VERY DK GRAY (1) (97)	142 - GRAY LEATHER
51U - EXTERIOR, SMOKEY CARMEL TTN (95)	6PY - COMPUTER SEL SUSP (6PY)
7PY - COMPUTER SEL SUSP (7PY)	

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# GM Vehicle Inquiry System

## Vehicle Component

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VIN:	2G4WF52K7T1518342
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Vehicle Component

Vehicle Component Information Does Not Exist For This Vehicle.
--

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# GM Vehicle Inquiry System

## Delivery Information

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VIN:	2G4WF52K7T1518342
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### IN-SERVICE INFORMATION

In-Service Information Not On File
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### DELIVERY INFORMATION

Delivery Date:	10/28/1996	Delivery Type:	01G - RETAIL/INDIVIDUAL	Delivered Odometer:	25 miles
Delivering Dealer:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711	Delivery Selling Source:	11 - BUICK		
		Delivery Site Code:	43670		
		Business Associate Code:	118553		

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# GM Vehicle Inquiry System

## Dealer Information

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VIN:	2G4WF52K7T1518342
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### INVOICE INFORMATION

Invoice Date:	09/20/1996		
Site Address:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711	Selling Source:	11 - BUICK
		Site Code:	43670
		Business Associate Code:	118553

### SHIP-TO INFORMATION

Ship-To Date:	10/01/1996		
Site Address:	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S 1700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711	Selling Source:	11 - BUICK
		Site Code:	43670
		Business Associate Code:	118553

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**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

08/14/01

State Auto Insurance  
C/o Ron [REDACTED]  
2700 Midwest Drive  
Onalaska, WI 54650

RE: File Number: C05260981  
Vehicle Identification Number: 2G4WF52K7T1518342

Dear Mr. Kroll:

Thank you for allowing us the opportunity to review the product allegation involving your 1996 Buick Regal. Unfortunately our attempts to reach you by phone on August 13, August 14, and August 14, 2001 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach me at 1-800-231-1841 extension 58042 for further review.

Sincerely,

*Latasha Y. Hawkins*  
Customer Relationship Manager  
Product Allegation Resolution Team



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

08/14/01

State Auto Insurance  
C/o Ron Kroll  
2700 Midwest Drive  
Onalaska, WI 54650

RE: File Number: C05260981  
Vehicle Identification Number: 2G4WF52K7T1518342

Dear Mr. Kroll:

Thank you for allowing us the opportunity to review the product allegation involving your 1996 Buick Regal. Unfortunately our attempts to reach you by phone on August 13, August 14, and August 14, 2001 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach me at 1-800-231-1841 extension 58042 for further review.

Sincerely,

*Latasha Y. Hawkins*  
Customer Relationship Manager  
Product Allegation Resolution Team





# BAR CASE INFORMATION

Problem ID: 05260981

Name: **State Auto Insurance**  
 Address: 2700 MIDWEST DRIVE  
 ONALASKA, WI 54880-  
 Phone: (800) 783-8867

VIN: 2G4WF52K7T1518342  
 MAKE: BUICK  
 MODEL: UNKNOWN  
 YEAR: 1998  
 ODOMETER: 51,885

NAME: [REDACTED]  
 COMPANY: [REDACTED] NCE  
 ADDRESS: [REDACTED]  
 PHONE: [REDACTED]  
 TYPE: Claimant

ACCOUNT/POLICY:  
 SERVICE DEALER: DON JACOBS AUTOMOTIVE GR  
 CONTRACT: NONE  
 SELLING DEALER: DON JACOBS AUTOMOTIVE GR  
 CONTRACT: NONE  
 PAYEE: No

CONTACT ID: C000030576890  
 DRIVER NAME: NONE-VEH WAS PARKED  
 DRIVER AGE: 0  
 DISABILITIES: NONE  
 ROAD SURFACE: Concrete  
 ROAD CONDITION: Dry  
 # PEOPLE IN VEHICLE: 0  
 INJURIES: No  
 OTHER VEHICLES INVOLVED: No  
 NUMBER INVOLVED:  
 DEFECTIVE COMPONENT: THERMAL EVENT  
 POLICE REPORT: No  
 INSURANCE: Yes  
 INSURANCE COMPANY: STATE AUTO INSURANCE  
 INSURANCE COMPANY ADDR: 2700 MIDWEST DRIVE  
 INSPECTION: No  
 INSP NAME:  
 INSP DATE:  
 INSP MILES:  
 INSP DONE:  
 PROPERTY DAMAGE:  
 INCIDENT LOCATION: 13300 CAMP WIPIGAKI LANE  
 LAC DU FLAMBEAU, WI 54638  
 INCIDENT RESULT: FWD TO E618 8/20/01  
 VEHICLE LOCATION: INS CARRIER  
 MAINTENANCE LOCATION: AT THE DLR-DON JACOBS  
 OWNER DESC: CUST HAD JUST DRIVEN TWO MILES. THE VEH WAS PARKED AND SHORTLY AFTER SMOKE  
 STARTED COMING OUT.

BODY INJURY: No  
 COLLISION: No  
 PROPERTY DMG: No  
 NON COLL: Yes  
 OMS ABV K: No  
 NOTIFY NAME: INS [REDACTED]  
 AGENT NAME: RON [REDACTED]  
 STATUS: Accepted  
 REJECT REASON:  
 ROAD TEST: No  
 ROAD TEST DESC:  
 ROAD TEST RESULT:  
 COMP INSPECTED:  
 INVEST SUMMARY: SUBROGATION  
 AGENT PHONE: 800-783-8867  
 INCIDENT DATE & TIME: 08/08/2001 12:00:00 AM

### MORE INFO:

ID:  
 PAYEE:  
 ADDRESS:  
 COMPANY:  
 AMOUNT:  
 ACCT\_TYPE:  
 ACCT\_NUM:  
 TAX\_ID:  
 ISSUE\_1000:  
 POLICY NUM:



# PAR CASE INFORMATION

Problem ID: 05260981

**DESCRIPTION:**  
**SOLUTION:**

**COMPONENT CODE 1:** T01  
**COMPONENT DESCRIPTION 1:** THERMAL EVENT  
**COMPLAINT CODE 1:** Other  
**COMPLAINT DESCRIPTION 1:** Product Allegation GM 1241  
**REPAIR ATTEMPTS 1:** 0

**COMPONENT CODE 2:** J01  
**COMPONENT DESCRIPTION 2:** THERMAL EVENT  
**COMPLAINT CODE 2:** Other  
**COMPLAINT DESCRIPTION 2:** Engine  
**REPAIR ATTEMPTS 2:** 0

**COMPONENT CODE 3:** A04  
**COMPONENT DESCRIPTION 3:** THERMAL EVENT  
**COMPLAINT CODE 3:** Other  
**COMPLAINT DESCRIPTION 3:** Possible Safety Concern  
**REPAIR ATTEMPTS 3:** 0

**COMPONENT CODE 4:** A06  
**COMPONENT DESCRIPTION 4:** PAR INVESTIGATION  
**COMPLAINT CODE 4:** Other  
**COMPLAINT DESCRIPTION 4:** Fire  
**REPAIR ATTEMPTS 4:** 0

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

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

**NAME:** INSURANCE, STATE AUTO  
**COMPANY:**  
**ADDRESS:** 2700 MIDWEST DRIVE  
  
**PHONE:** (800) 783-8887  
**TYPE:**

**ACCOUNT/POLICY:**  
**SERVICE DEALER:** DON JACOBS AUTOMOTIVE GR  
**CONTRACT:** NONE  
**SELLING DEALER:** DON JACOBS AUTOMOTIVE GR  
**CONTRACT:** NONE  
**PAYEE:** No



# PAR CASE INFORMATION

Problem ID: 05260981

CONTACT ID: C0000030876600  
 DRIVER NAME: NONE-VEH WAS PARKED  
 DRIVER AGE: 0  
 DISABILITIES: NONE  
 ROAD SURFACE: Concrete  
 ROAD CONDITION: Dry  
 # PEOPLE IN VEHICLE: 0  
 INJURIES: No  
 OTHER VEHICLES INVOLVED: No  
 NUMBER INVOLVED:  
 DEFECTIVE COMPONENT: THERMAL EVENT  
 POLICE REPORT: No  
 INSURANCE: Yes  
 INSURANCE COMPANY: STATE AUTO INSURANCE  
 INSURANCE COMPANY ADDR: 2700 MIDWEST DRIVE  
 INSPECTION: No  
 INSP NAME:  
 INSP DATE:  
 INSP MILES:  
 INSP DONE:  
 PROPERTY DAMAGE:  
 INCIDENT LOCATION: 13300 CAMP WIPIGAKI LANE  
 LAC DU FLAMBEAU, WI 54599  
 INCIDENT RESULT: PWD TO BSIS 8/20/01  
 VEHICLE LOCATION: INS CARRIER  
 MAINTENANCE LOCATION: AT THE DLR-DON JACOBS  
 OWNER DESC: CUST HAD JUST DRIVEN TWO MILES. THE VEH WAS PARKED AND SHORTLY AFTER SMOKE  
 STARTED COMING OUT.

BODY INJURY: No  
 COLLISION: No  
 PROPERTY DMG: No  
 NON COLL: Yes  
 DMB ABV K: No  
 NOTIFY NAME: INS [REDACTED]  
 AGENT NAME: RON [REDACTED]  
 STATUS: Accepted  
 REJECT REASON:  
 ROAD TEST: No  
 ROAD TEST DESC:  
 ROAD TEST RESULT:  
 COMP INSPECTED:  
 INVEST SUMMARY: SUBROGATION  
 AGENT PHONE: 808-783-8587  
 INCIDENT DATE & TIME: 06/03/2001 12:00:00 AM

MORE INFO:

ID:  
 PAYEE:  
 ADDRESS:  
 COMPANY:  
 AMOUNT:  
 ACCT\_TYPE:  
 ACCT\_NUM:  
 TAX\_ID:  
 ISSUE\_1099:  
 POLICY NUM:



# PAR CASE INFORMATION

Problem ID: 05260981

DATE: 01/16/2011

DESCRIPTION:

SOLUTION:

COMPONENT CODE 1: T01  
COMPONENT DESCRIPTION 1: THERMAL EVENT  
COMPLAINT CODE 1: Other  
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241  
REPAIR ATTEMPTS 1: 0

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

COMPONENT CODE 3: A04  
COMPONENT DESCRIPTION 3: THERMAL EVENT  
COMPLAINT CODE 3: Other  
COMPLAINT DESCRIPTION 3: Possible Safety Concern  
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4: A06  
COMPONENT DESCRIPTION 4: PAR INVESTIGATION  
COMPLAINT CODE 4: Other  
COMPLAINT DESCRIPTION 4: Fire  
REPAIR ATTEMPTS 4: 0

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

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



# PAR CASE INFORMATION

Problem ID: 05260981



- 08/14/2001 - 12:23:20 AM CRM REVIEWED FILE. CRM CONTACTED # ON FILE. CONTACT PERSON IS NOT AVAIL. CRM LEFT M88G ON VME. LATASHA HAWKINS/PAR 58042
- 08/14/2001 - 12:40:43 AM CRM PHONED # ON FILE. CONTACT PERSON, RON KROLL, IS NOT AVAIL. CRM LEFT M88G ON VME. LATASHA HAWKINS/PAR 58042
- 08/14/2001 - 04:36:43 AM CRM PHONED # ON FILE. CONTACT PERSON, RON KROLL. CRM LEFT M88G ON VME. CRM SENDING 10 DY LETTER. LATASHA HAWKINS/PAR 58042
- 08/28/2001 - 04:11:26 AM CRM RCVD CALL FROM RON KROLL. CRM OBTAINED INCIDENT DETAILS:  
 \*\*\*\*\*DESCRIPTION\*\*\*\*\*  
 \*\*\*\*\*  
 INSURED & PASSENGER DROVE VEH FOR ONE MILE. INSURED & PASSENGER L  
 OOKED AT HOUSING DEVELOPMENT. THEY DROVE VEH BACK HOME. VEH PARKED FOR  
 SEVERAL MINUTES. SAW SMOKE COMING FROM VEH. SAW FLAMES. LAC DU FLAMBEAU  
 FIRE DEPT CAME USED FIRE HOSES TO EXTINGUISH FLAMES. VEH MOVED AWAY FROM  
 HOME AND FIRE EXTINGUISHED. NO INJURIES. PERSONAL PROPERTY VALUED @  
 \$300-400. LATASHA HAWKINS/PAR 58042
- 08/20/2001 - 04:35:06 AM Business summary-1-crm reviewed file. 2-crm contacted the number on file in order to verify the  
 1241 facts 3-crm provided the insurance agent with the address to esis 4-crm will not send letter  
 because the allegation relates to subrogation 5-Crm closing  
 file and forwarding to esis.. NOTHING WAS OFFERED TO THE CUSTOMER LATASHA  
 HAWKINS/PAR 58042
- 08/20/2001 - 04:33:28 AM RON STATED THAT THIS A SUBROGATION CLAIM. CRM PROVIDED RON W/ESIS' ADDRESS  
 AND ADVISED TO SEND SUBRO DOCS TO ESIS. RON STATED OKAY. CRM CLOSING FILE  
 AND FORWARDING TO ESIS. LATASHA HAWKINS/PAR 58042

51886

[Redacted]

PERSONAL

[Redacted]

N/A

LAC DU FLAMBEAU FIRE DEPT.  
[Redacted]

SUBROGATION CLAIM  
[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:	2G4WF52K7T1518342
------	-------------------

### VEHICLE INFORMATION

Merchandising Model:	4WF19 - 1996 REGAL GRAN SPORT SEDAN	Warranty Start Date:	10/28/1996				
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	DON JACOBS AUTOMOTIVE GROUP INC. W 226 S F700 HIGHWAY 164 WAUKESHA, WI 53186-1434 (262) 542-5711	Selling Source:	11 - BUICK				
		Site Code:	43670				
		Business Associate Code:	118553				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.
---

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	10/28/1996	25 miles	10/28/1999	36025 miles
72/100 SHEET METAL RUST-THROUGH	10/28/1996	25 miles	10/28/2002	100025 miles
36/36 CORROSION	10/28/1996	25 miles	10/28/1999	36025 miles
96/80 PCM/CC EMISSIONS	10/28/1996	25 miles	10/28/2004	80025 miles
36/36 FEDERAL EMISSIONS	10/28/1996	25 miles	10/28/1999	36025 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/02/1999	197694	#	N1755 - HAZARD FLASHER RPL	20541 miles
06/02/1997	157818	#	J5650 - INJECTOR FUEL RPL	6186 miles
03/21/1997	155085	#	B5410 - RR COMPMENT RESEAL	4407 miles
03/21/1997	155085	#	C3348 - R/F DR TRIM R&R/RPL	4407 miles
03/21/1997	155085	#	C3358 - L/F DR TRIM R&R/RPL	4407 miles
03/21/1997	155085	#	C3540 - R/R DR TRIM R&R/RPL	4407 miles

03/21/1997	155085	#	C3541 - L/R DR TRIM R&R/RPL	4407 miles
02/18/1997	153908	B	C8835 - INFLAT CUSH MOD RPL	1253 miles
01/15/1997	152757	#	B4000 - DOOR ASM RT FR	933 miles
01/15/1997	152757	#	B4368 - RT FRT DR HNDL LOCK	933 miles
01/15/1997	152757	#	J3500 - THERMOSTAT GSKT RPL	933 miles
01/15/1997	152757	#	C8835 - INFLAT CUSH MOD RPL	933 miles
10/11/1996	148873	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	6 miles

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CHARLES H GESS  
18620-B EMERALD CIR  
BROOKFIELD WI 53045

DATE ISSUED: 08-09-2001

CHECK NUMBER: 000301922

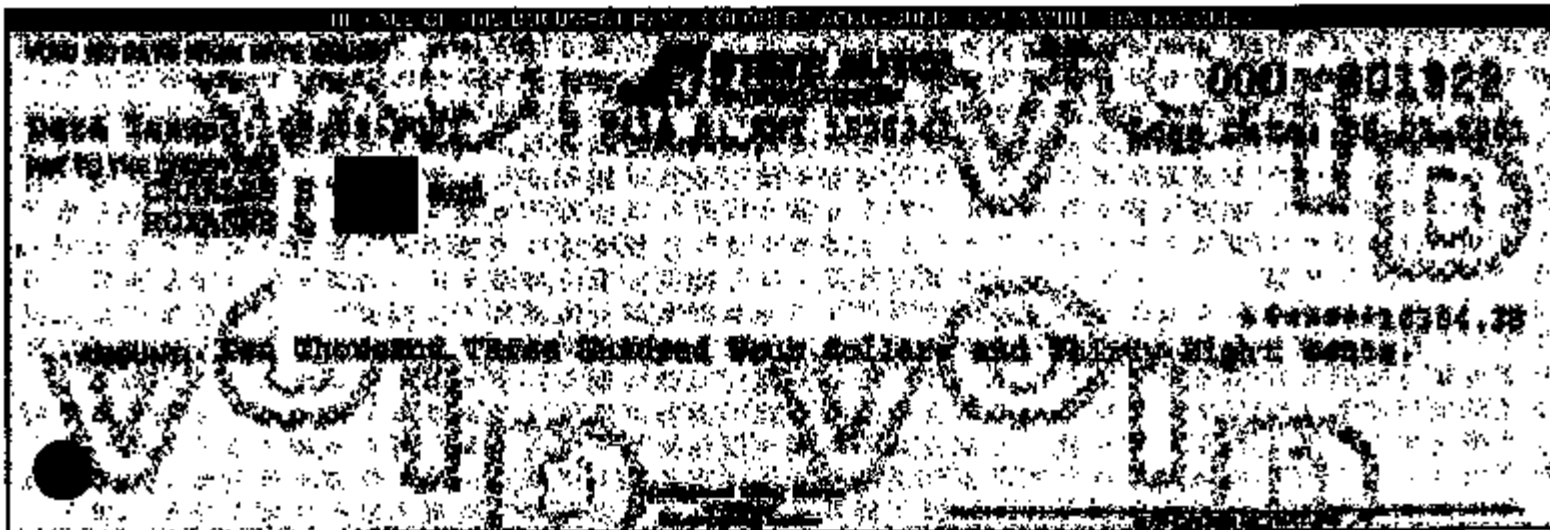
INSURED : CHARLES H [REDACTED]  
FILE NUMBER: AWI 1526341  
LOSS DATE : 08-03-2001  
CLAIMANT : CHARLES H [REDACTED]

FOR TOTAL LOSS DAMAGE TO 1996 BUICK OF \$10,354.38 LESS \$50 DED  
= \$10,304.38

DESCRIPTION OF PAYMENT:  
FINAL PAYMENT FIRE

Questions about your payment? Please call:  
Ron Kroll, Claim Representative, (800)492-5246

XCM 800 (800)



# GATEWOOD CLAIM SERVICE AUTO DIVISION

P.O. BOX 814 RHINELANDER, WI 54601-8014  
 (715) 365-7700  
 Fax: (715) 365-7706

Damage Assessed By: ROBERT EDWARDS/EN

Appraised For: MIDWEST SEC/ RON KROLL

Type of Loss: Fire

Condition Code: Good  
 Date of Loss: 08/03/2001  
 District/State: 50.00  
 File Number: R00-1892ADB  
 Claim Number: [REDACTED]

Insured:  
 Address:  
 Telephone:



Mitchell Service: 915489

Description: 1996 Buick Regal Gran Sport  
 Body Style: 4D Sed  
 VIN: 2G4WF82K7T1E18341  
 Mileage: 51,586  
 Color: MAROON/SILVER

Drive Train: 3.0L Inj 5 Cyl AO  
 License: 558 AUB WI

Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	600001	REF	REFINISH	FRONT SHEET METAL			C 9.3
2	600014	BDY	REMOVE/REPLACE	REPLACE FRT SHEET METAL	Qual Recycled Part	856.00 *	5.4
3	AUTO	REF	REFINISH	ADD FOR EDGES & UNDERSIDE LINE MARKUP 9425.00		211.50	C 2.1
4							3.0
5	600170	REF	REFINISH	FRONT INNER STRUCTURE ASSY			INC * 13.0
6	600037	BDY	REMOVE/REPLACE	REPLACE FRONT INNER STRUCTURE ASSY -S	Qual Recycled Part		7.2
7	600080	MCH	REMOVE/INSTALL	ENGINE & TRANS ASSY -M			1.0
8	600081	MCH	REMOVE/REPLACE	WATER PUMP -M	Qual Recycled Part		0.7
9	600082	MCH	REMOVE/REPLACE	ALTERNATOR ASSEMBLY -M	Qual Recycled Part		5.1
10	600083	MCH	REMOVE/REPLACE	TIMING COVER -M	Qual Recycled Part		1.8
11	600084	BDY	REMOVE/REPLACE	ENGINE MOUNTS			
12				*** END OF ATG SECTION ***			
13	600460	BDY	REMOVE/REPLACE	EMERSON SYS INFORMATION LABEL	ORDER FROM DEALER	49.25	
14	600470	BDY	REMOVE/REPLACE	INFORM LABEL BELT ROUTING	ORDER FROM DEALER	9.85	
15	600480	BDY	REMOVE/REPLACE	INFORM LABEL AIR COND CAUTION	ORDER FROM DEALER	9.35	
16	600085	BDY	REMOVE/REPLACE	COOLING RADIATOR CAUTION LABEL	ORDER FROM DEALER	9.35	
17	600080	BDY	REMOVE/REPLACE	INFORM LABEL FAN CAUTION	ORDER FROM DEALER	9.35	
18	AUTO	MCH	REMOVE/REPLACE	FRT SUSP COMPONENTS BOTH SIDES -M			5.6
19				DOES NOT INCLUDE ALIGNMENT			
20	810440	MCH	REMOVE/REPLACE	R FRT SUSP KNUCKLE W/STRUT -M	ORDER FROM DEALER	248.00	INC #
21	810450	MCH	REMOVE/REPLACE	L FRT SUSP KNUCKLE W/STRUT -M	ORDER FROM DEALER	248.00	INC #
22	810810	MCH	REMOVE/REPLACE	R LWR FRT SUSP BALL JOINT -M	17989117 GM PART	63.95	0.5 #
23	810810	MCH	REMOVE/REPLACE	L LWR FRT SUSP BALL JOINT -M	17989117 GM PART	63.95	0.5 #
24	880182	MCH	REMOVE/REPLACE	R LWR FRT SUSP CONTROL ARM ASSY -M	18249748 GM PART	174.78	INC #
25	880103	MCH	REMOVE/REPLACE	L LWR FRT SUSP CONTROL ARM ASSY -M	10349747 GM PART	170.42	INC #
26	808795	MCH	REMOVE/REPLACE	STEERING WHEEL -M	16790082 GM PART	435.82	0.5
27	808650	MCH	REMOVE/REPLACE	STEERING COLUMN ASSEMBLY -M	Qual Recycled Part	250.00 *	2.0
				LINE MARKUP 9425.00			62.50

ESTIMATE RECALL NUMBER: 07/09/2001 10:02:38 R00-1892ADB

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Mitchell Data Version: AUG\_01\_A  
 UltraMate Version: 4.7.007

29	936000		ADD'L COST	FREON & OIL				75.00 *	
	936003		ADD'L COST	COOLANT				16.00 *	
	800872	MCH	REMOVE/REPLACE	ALTERNATOR	-M	R-10446075	GM PART	242.33	0.7
32	800235	GLS	REMOVE/REPLACE	WASHIELD GLASS		10279819	GM PART	452.08	2.0 #
33	800236	GLS	REMOVE/REPLACE	WASHIELD INSTALLATION KIT		12346392	GM PART	48.16	
34	800246	BDY	REMOVE/REPLACE	COWL/DASH COWL TOP GRILLE		10124744	GM PART	69.00	0.2 #
35	816920	BDY	REMOVE/REPLACE	R COWL/DASH INSULATOR			ORDER FROM DEALER	62.60	
36	816930	BDY	REMOVE/REPLACE	L COWL/DASH INSULATOR			ORDER FROM DEALER	62.60	
37	800593	MCH	REMOVE/INSTALL	INSTRUMENT PANEL ASSY	-M				INC
38	800594	BDY	REMOVE/REPLACE	INST PANEL PAD		10276041	GM PART	65.75	INC
39	AUTO	REF	REFINISH	PAD ASSY					1.0
40	800595	MCH	REMOVE/REPLACE	INST PANEL	-M		ORDER FROM DEALER	623.00	6.5
41	800596	MCH	REMOVE/REPLACE	INST PANEL AIR BAG COVER	-M		ORDER FROM DEALER	96.00	INC #
42	800598	BDY	REMOVE/REPLACE	INST PANEL REINF		10240932	GM PART	160.00	
43	800603	BDY	REMOVE/REPLACE	INST PANEL COMPARTMENT		10236920	GM PART	200.00	INC
44	AUTO	REF	REFINISH	STORAGE COMPARTMENT					0.5
45	800609	BDY	REMOVE/REPLACE	INST PANEL BEZEL			ORDER FROM DEALER	95.50	INC
46	AUTO	REF	REFINISH	INSTRUMENT PANEL TRIM PANEL					0.6
47	800617	BDY	REMOVE/REPLACE	INST PANEL RADIO		Qual Recycled Part		75.00 *	INC #
48				LINE MARKUP %25.00				18.75	
49	800619	BDY	REMOVE/REPLACE	INST PANEL HEADLAMP SWITCH		10238350	GM PART	114.82	0.4 #
50	800620	BDY	REMOVE/REPLACE	R INR INST PANEL RETAINER		10232854	GM PART	4.20	
51	800621	BDY	REMOVE/REPLACE	L INR INST PANEL RETAINER		10232854	GM PART	4.20	
52	800622	BDY	REMOVE/REPLACE	INR INST PANEL MODULE FRAME BRKT		10236397	GM PART	3.53	
53	800627	BDY	REMOVE/REPLACE	INST PANEL BUZZER		10253233	GM PART	71.75	
54	800629	BDY	REMOVE/REPLACE	INST PANEL THEFT ALARM MODULE		10215659	GM PART	182.86	
55	819430	BDY	REMOVE/REPLACE	R SEAT PASSENGER SIDE TRACK			ORDER FROM DEALER	97.00	0.6 #
56	819440	BDY	REMOVE/REPLACE	L SEAT PASSENGER SIDE TRACK			ORDER FROM DEALER	295.50	0.1 #
57	819570	BDY	REMOVE/REPLACE	INR SEAT POWER ADJUSTER		20660136	GM PART	350.00	0.6 #
58	804654	BDY	REMOVE/REPLACE	R FRT SEAT BELT & RETRACTOR			ORDER FROM DEALER	87.50	0.8 #
59	804655	BDY	REMOVE/REPLACE	L FRT SEAT BELT & RETRACTOR			ORDER FROM DEALER	87.50	0.8 #
60	819830	BDY	REMOVE/REPLACE	R FRT SEAT BELT			ORDER FROM DEALER	4216.00	0.2
61	819830	BDY	REMOVE/REPLACE	L FRT SEAT BELT			ORDER FROM DEALER	4179.00	0.2
62	819980	BDY	REMOVE/REPLACE	R REAR SEAT BELT & RETRACTOR			ORDER FROM DEALER	77.25	0.7 #
63	819990	BDY	REMOVE/REPLACE	L REAR SEAT BELT & RETRACTOR			ORDER FROM DEALER	77.25	0.4 #
64	820010	BDY	REMOVE/REPLACE	REAR SEAT BELT			ORDER FROM DEALER	68.75	0.2 #
65	824440	BDY	REMOVE/REPLACE	ROOF HEADLINER			ORDER FROM DEALER	273.00	2.0
66	825640	BDY	REMOVE/REPLACE	SUNROOF ASSEMBLY		Subst		389.40 *	INC-#
67	800373	GLS	REMOVE/REPLACE	R QTR GLASS STATIONARY		10259250	GM PART	120.40	1.1 #
68	800374	GLS	REMOVE/REPLACE	L QTR GLASS STATIONARY		10259251	GM PART	412.50	1.1 #
69	827640	BDY	REMOVE/REPLACE	QTR GLASS SEALANT		12346392	GM PART	48.10	
70	936005		ADD'L COST	LUBRICANTS				35.00 *	
71	933002	REF	ADD'L OPR	CLEAR COAT					2.0*
72	933003	REF	ADD'L OPR	TINT COLOR					0.5*
73	AUTO		ADD'L COST	PAINT/MATERIALS				420.00 *	

\* - Judgment Item

# - Labor Note Applies

d - Discontinued by the Manufacturer

R - OEM Remanufactured Part

C - Included in Clear Coat Calc

Prior Damage

NONE

ESTIMATE RECALL NUMBER: 07/09/2001 10:02:38 E00-1892ADR

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 (Estimate Version:

AUG 01\_A  
 47.007

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Page 2 of 3

This estimate may have been prepared based on the use of one or more replacement parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the manufacturer or distributor of the replacement parts rather than by the manufacturer of your motor vehicle.

I. Labor Subtotals						II. Part Replacement Summary	
	Units	Rate	ADD'L Labor Amount	Sublet Amount	Total		Amount
Body	21.6	42.00	9.00	9.00	1,249.20 T	Taxable Parts	7,471.40
Refinish	20.0	42.00	8.00	8.00	840.00 T	Parts Adjustments	293.75
Chem	4.3	24.00	0.00	0.00	108.00 T	Sales Tax @ 3.500%	427.08
Mechanical	30.3	42.00	0.00	0.00	1,272.60 T	Total Replacement Parts Amount	8,192.23
	Taxable Labor				3,582.60		
	Labor Tax @ 3.500%				125.04		
Labor Summary	87.3				3,779.64		
III. Additional Costs						IV. Adjustments	
					Amount		Amount
Tumble Costs					546.00	Insurance Deductible	50.00
		Sales Tax @ 3.500%			38.03	Customer Responsibility	50.00
Total Additional Costs					576.03		
						I. Total Labor:	3,779.64
						II. Total Replacement Parts:	8,192.23
						III. Total Additional Costs:	576.03
						Gross Total:	12,547.90
						IV. Total Adjustments:	50.00
						Net Total:	12,497.90

This is a preliminary estimate.  
Additional charges to the estimate may be required for the actual repair.

Insurance Co: MIDWEST SECURITY STATE AUTO INS  
 Address: 2700 MIDWEST DRIVE  
 CRYSLER, WI 54600  
 Telephone: (608) 783-1780  
 Fax Phone: (608) 783-8777

Body Shop: TOTAL LOSS

\*\*\*\* THIS IS NOT AN AUTHORIZATION TO START REPAIRS \*\*\*\*

ESTIMATE RECALL NUMBER: 8/7/09/2001 10:02:38 898-1892ADB

Mitchell Data Version:  
 UltraMate Version:

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Claim reference: GESS1526341

Report Reference Number: 27949539

**Vehicle Model Information**

The front-wheel drive, mid-sized Regal has many new and refined features for 1996. Most notable is a new 3.8-liter, V-6 engine which offers more power and better performance. Regals come in three distinct trim levels: Custom, Limited, and Gran Sport. Depending on the trim line, Regal offers either 2-door or 4-door body styling, or both. Engine choices are either a 3.1-liter, V-6, or a 3.8-liter, V-6. Both power plants offer exceptional acceleration and performance, and newly developed coolant that lasts 5 years or 100,000 miles, and new spark plugs that last 100,000 miles. Ride quality is generally good, but leaning can occur during turns, and steering is regarded as very light. Passenger and cargo space is above average, but passenger comfort levels still need to be addressed. Standard features include: dual air bags, anti-lock brakes, and illuminated entry. Of special note are the Gran Sport and Luxury packages which offer an array of popular options and equipment. The Gran Sport package offers an upgraded Gran Touring Suspension which improves ride quality dramatically.

**NHTSA Vehicle Recall**

The National Highway Traffic Safety Administration has issued 2 safety related recall notices that may apply to the above valued vehicle. For additional information or assistance, call CCC customer service at 1-800-621-8070 and follow the automated operator's instructions. Please use your valuation request number for reference.

NHTSA ID: 96V116000 Issued: 06/24/1996 No of vehicles: 275,811

A backfire during engine starting can cause breakage of the upper intake manifold. This condition can cause a no-start condition and possibly an engine compartment fire. 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. System: Fuel; carburetor; manifold; intake. Vehicle Description: Passenger vehicles equipped with 3.8L V6 engine. Owner notification: Owner notifications began during June 1996. Note: 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; Pontiac at 1-800-762-2737; or Oldsmobile at 1-800-442-6537. Also contact the National highway traffic safety administration's auto safety hotline at 1-800-424-9393.

NHTSA ID: 96V069000 Issued: 04/15/1996 No of vehicles: 43,213

The left front brake line can contact the transaxle mounting bracket or attachment bolt. This condition can cause the brake line to wear through, resulting in loss of brake fluid and eventual loss of one-half of the vehicle's brake system, increasing the potential for a vehicle accident. Dealers will inspect the vehicle for proper brake line clearance and reposition those brake lines found to have less than minimal clearance. Additionally, those brake lines found to have an indentation caused by the contact will be replaced and properly routed. System: Brakes; hydraulic; lines. Vehicle Description: Passenger vehicles. Note: 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 Chevrolet at 1-800-222-1020 or Buick at 1-800-521-7300. Also contact the National highway traffic safety

*claim #*

*800-231-1941  
# 58042*

*Lataha Hawkins*

*CO5250131*

*- product  
allegations  
800-231-1941*

**COPY**

# WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

DEPARTMENT OF TRANSPORTATION

264WFBZE 111 11/23/96 96 TRUCK  
WISCONSIN DEPARTMENT OF TRANSPORTATION  
963272048-8 11/23/96  
DISCLOSED AS ACTUAL  
11/21/96

REGISTERED OWNER



REGISTRATION FEE: \$10.00  
SALES TAX: \$10.00  
TOTAL: \$20.00  
REGISTRATION NUMBER: 8-0342949

## ASSIGNMENT OF TITLE, MILEAGE AND BRAND DISCLOSURE BY REGISTERED OWNER(S) SHOWN ABOVE

REGISTRATION FEE: \$10.00  
SALES TAX: \$10.00  
TOTAL: \$20.00

BUYER'S Name	BUYER'S Address, City, State, Zip
BUYER'S Name	BUYER'S Address, City, State, Zip
BUYER'S Name	BUYER'S Address, City, State, Zip
BUYER'S Name	BUYER'S Address, City, State, Zip
BUYER'S Name	BUYER'S Address, City, State, Zip

The Wisconsin Department of Transportation will not be responsible for loss or destruction of this title if it is lost, stolen or destroyed. The Wisconsin Department of Transportation will not be responsible for loss or destruction of this title if it is lost, stolen or destroyed.

THIS TITLE IS VALID UNTIL THE DATE OF EXPIRATION OF THE REGISTRATION. THIS TITLE IS VALID UNTIL THE DATE OF EXPIRATION OF THE REGISTRATION.

Misc.  
Service  
Records

ATTN: RON KROLL

FUNCTION..... ?H  
VEHID..... (T1518342)?

VEHID T1518342

SERIAL NO. 204WFS218T1518342  
CUSTOMER 52979  
DELV. DATE 28OCT96  
IN SERVICE 28OCT96  
WAR.EXP.DATE  
LICENSE NO. 558AUS

[REDACTED]  
BUS. PHONE N/A EXT.  
CELL PHONE N/A  
FAX N/A CODE  
E-MAIL

SA

96 BUICK REGAL 47939  
Command? (Enter, \*, N, VEH, CUST, ?) ....?

\*-- 1 of 1 --\*  
RD No: 251737    Opened: 28MAR01    Closed: 28MAR01    Mileage: 47939  
Line Code: A    Booker: 795    Comeback: N  
Complaint: 1995    LUBE, OIL AND FILTER (VEHICLE PURCHASED HERE DISCOUNT)  
Cause:

SA... TECH. TYPE, OPCODE..... CB-RQ.. DESCRIPTION.....  
512    319    CB    1995    LUBE, OIL AND FILTER (VEHICLE PURCHASED  
HERE DISCOUNT)

Line Code: B    Booker: 795    Comeback: N  
Complaint:    OWNER STATES DASH LIGHT CONTROL ERATIC  
Cause: INTERNAL FAILURE

SA... TECH. TYPE, OPCODE..... CB-RQ.. DESCRIPTION.....  
512    836    NB    N2317    SWITCH - REPLACE INSTRUMENT PANEL DIMMER  
R AND INTERIOR LAMP ON/OFF

COMMENTS: BILL TO GMPP  
ZERO DEDUCTIBLE

Press return on E to exit, S# for story, or B to page back:

SUMMARY HISTORY DISPLAY

10/04/2001  
11:24:54

CUSTOMER NAME CHUCK [REDACTED]  
TOTAL R/O'S 2

TOTAL SERV. DAYS 2

SERIAL NO. 264WF52K7T1518942  
MAKE BU BUICK

LN#	RD. NO.	RD. DATE.	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	2398	08/09/1999	30374	A				
				T				
				T				
				A				
				T				
2	1337	06/28/1999	28141	A				
				T				
				A				
				T				

3593  
1579  
1579  
9831  
1579

1 C 00CVZ  
2 C 46CVZ04  
1 C 00CUZ

QUICK SERVICE  
ROTATE TIRES  
QUICK SERVICE



**GCS***1. Expert  
report  
+  
photos*

**GATEWOOD CLAIM SERVICE  
AUTO DIVISION  
P. O. BOX 814  
RHINELANDER, WI 54501**

**PHONE: 715/365-7788  
FAX: 715/365-7786  
Date: 10-04-01**

Midwest Security State Auto  
2700 Midwest Drive  
Onalaska, WI 54650

RE: Insured: [REDACTED]  
Claim #: [REDACTED]  
Date/Loss: 08-03-01  
Type/Loss: Fire  
Our File #: R00-1892ADB

We completed inspection of this vehicle on August 6<sup>th</sup> 2001. Upon our inspection it was in the opinion of this writer that the fire had definitely started from somewhere on the top of the engine. The engine had sustained a great deal of heat melting aluminum and metal and in-turn spreading to the interior components which also were completely burned. The rear of the vehicle was still intact and had not suffered damage as the front of the vehicle. The quarter panels, trunk lid, and rear body components were unharmed. The severity of the heat under the hood can also be substantiated by the fact that the suspension and steering components had sustained damage (control arms, struts, ball joints, tie rods, steering rack, etc.) The intake manifold, throttle body, intake housing, injectors, heads, and fuel rails were all completely destroyed. ~~The insured stated that after shutting the vehicle off and exiting the vehicle, a fire started from under the hood.~~ In order for a fire to generate enough intense heat to completely melt the aluminum components leads us to believe that the fire was possibly fuel related. It was difficult to pin point exactly what component was responsible for the initiation of the fire, however the origin, in our opinion, was initiated from the top half of the 3.8 liter engine.

If there are any questions, please contact our office. Thank you.

Respectfully,

  
Robert J. Edwardsen (715) 365-7788  
Gateway Claim Service

# GCS

GATEWOOD CLAIM SERVICE

INSURED: [REDACTED]

CLAIMANT:

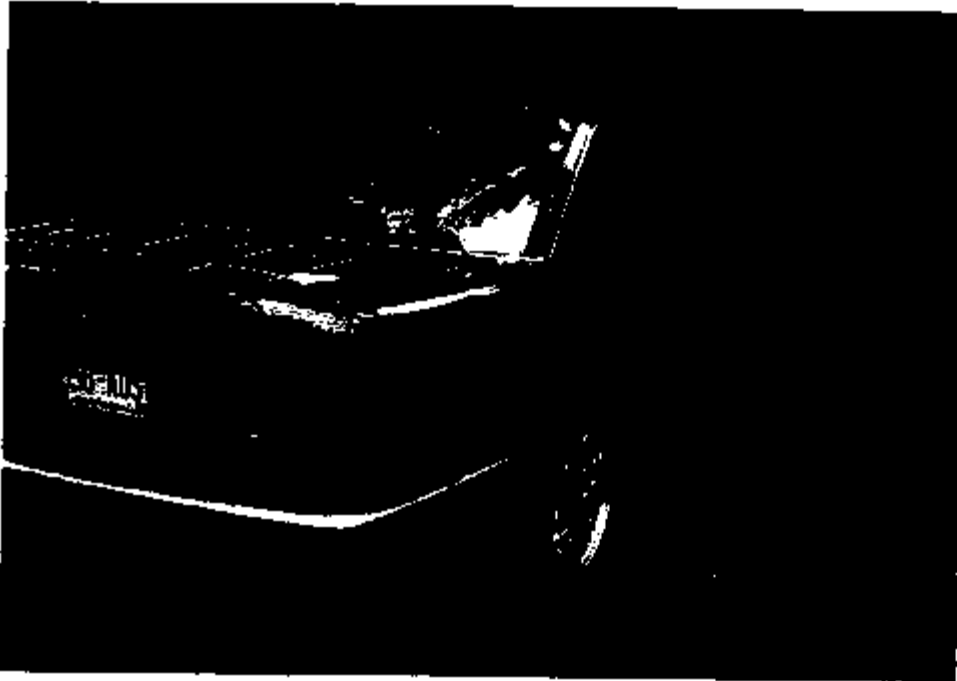
Negative Type Film Date Taken:

CLAIM#:

DATE OF LOSS:

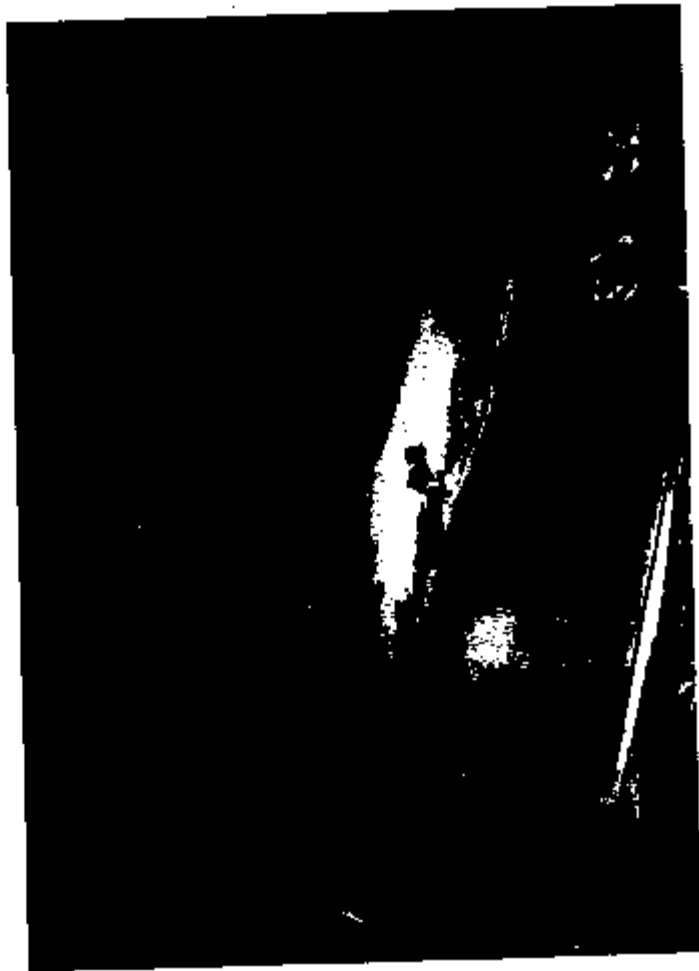
Photographer:

Description :



Description :





**GCS**

**GATEWOOD CLAIM SERVICE**

**INSURED:** [REDACTED]

**CLAIMANT:**

**Negative Type Film Date Taken:**

**CLAIM#:**

**DATE OF LOSS:**

**Photographer:**

**Description :**



**Description :**



2. Owner's  
Statement

AWI1586

SIR :

REGARDING THE CAR FIRE  
OF MY 1996 BUICK REGAL G.S.

MY FRIEND AND I STOPPED  
FISHING TO INVESTIGATE CONSTRUCTION  
NOISE NEAR BY.

WE GOT INTO THE BUICK  
DROVE THE 1300 FT. OF MY  
DRIVEWAY TURNED RIGHT ABOUT  
 $\frac{1}{4}$  MILE. MADE A U-TURN  
DROVE  $\frac{1}{2}$  MILE TO SITE OF  
CONSTRUCTION & DISCOVERED A  
LARGE HOLE HAD BEEN DUG  
ON MY NEIGHBORS PROPERTY.

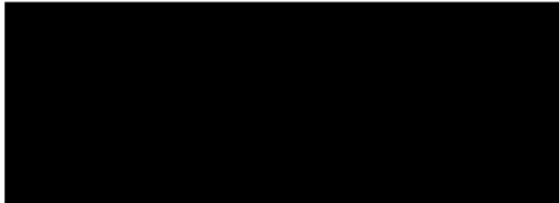
WE MADE A U-TURN DROVE  
 $\frac{1}{4}$  MILE TO DRIVE & BACK TO  
CABIN. I PARKED THE CAR  
3 FEET FRONT & BEHIND CABIN.  
WE WENT INSIDE.

ABOUT 5 MIN. LATER I  
SAW SMOKE BLOWING PAST WIN-  
DOWS. WE WENT OUTSIDE TO  
DISCOVER SMOKE COMING  
FROM UNDER & AROUND HOOD  
OF BUICK. THE INSIDE OF  
THE BUICK WAS FILLED WITH  
SMOKE AS SEEN IN CAR WINDOW.  
PAINT IN THE MIDDLE OF THE  
HOOD WAS BLISTERING. SMOKE

WAS ALSO STARTING TO COME  
OUT OF WHEEL WELLS.

I RAN BACK INTO THE  
HOUSE, GRABBED CORDLESS PHONE,  
DIALED 911, AND RAN BACK  
OUTSIDE. I GOT GARDEN HOSE  
FROM THE SIDE OF THE  
HOUSE & MY FRIEND WENT TO  
THE OTHER SIDE OF THE  
HOUSE & GOT THE OTHER  
HOSE. WE SPRAYED WATER  
ON THE HOUSE & VISIBLE  
FIRE UNTIL THE L.D.F. FIRE  
DEPT. ARRIVED. THEY EXTING-  
UISHED THE FIRE AFTER  
PULLING THE CAR AWAY FROM  
THE HOUSE. THEY CREDITED  
US WITH PREVENTING THE HOUSE  
FROM CATCHING FIRE. THEY  
SAID IT APPEARED THE FIRE  
STARTED ON CENTER TOP OF  
ENGINE.

THANKS AGAIN RON  
FOR SETTLING THE CLAIM  
PROMPTLY & EFFICIENTLY,



## Salvage and Total Loss Worksheet

4. Total Loss Worksheet

INSURED:	
CLAIMANT:	
HOME PHONE#	
WORK PHONE#	
MAKE:	1996 BUICK
MODEL:	Regal Gran Sport

DATE:	
CLAIM#	
COMPANY	
LICENSE#	
MILEAGE:	
BODY STYLE:	

V.I.N. # \*\*\*\*\*118342

OPTIONAL EQUIPMENT (SHOWS \$ ADDITIONS OR DEDUCTIONS AS LISTED IN THE BOOK)

OPTIONAL EQUIPMENT (SHOWS \$ ADDITIONS OR DEDUCTIONS AS LISTED IN THE BOOK)				Salvageable Items in BOLD		
	OPTIONAL ITEM	ADD #	DED #	ITEM	ADD	DED
	VINYL ROOF			FRONT BUMPER		
XX	SUN ROOF	\$400		GRILLE		
XX	POWER MIRRORS	INC.		HOOD		
XX	POWER WINDOWS	INC.		LEFT FENDER		
XX	POWER LOCKS	INC.		RIGHT FENDER		
XX	TILT WHEEL	INC.		LEFT FRONT DOOR		
XX	CRUISE CONTROL	INC.		RIGHT FRONT DOOR		
XX	LEATHER INTERIOR	\$200	XX	LEFT REAR DOOR		
XX	POWER SEATS	INC.	XX	RIGHT REAR DOOR		
XX	BUCKET-RECLINE SEAT	INC.	XX	LEFT QUARTER PANEL		
	AM/FM STEREO		XX	RIGHT QUARTER PANEL		
XX	AM/FM STEREO - CASSETTE	INC.		ROOF		
	AM/FM STEREO - CD			WINDSHIELD		
	AM/FM - CASE - CD			BACKGLASS		
XX	SPECIAL WHEELS	\$50	XX	DECK LID		
XX	POWER BRAKES	INC.		REAR BUMPER		
XX	POWER STEERING	INC.		LEFT BOXSIDE		
XX	ENGINE	INC.		RIGHT BOXSIDE		
XX	TRANSMISSION	INC.		TAILGATE		
XX	AIR CONDITIONING	INC.		ENGINE		
	4 WHEEL DRIVE - FULL SIZE			TRANSMISSION		
	4 WHEEL DRIVE MID SIZE			TRANSFER CASE		
				AIR CONDITIONER		
			XX	TYPES (REAR GOOD YEAR EAGLE SA P228/80/R16)		
	<b>TOTAL</b>	<b>\$850.00</b>	<b>\$0.00</b>	<b>TOTAL</b>	<b>\$0.00</b>	<b>\$0.00</b>

GUIDE BOOK DATE:	JULY-'01
PAGE #	6 N.A.D.A.

### BASIS OF SETTLEMENT

Base value	\$6,875.00
Mileage	\$525.00
Accessories	\$850.00
Condition	
ACV	\$10,050.00
Deductible	(\$50.00)
Paid on Loss	\$10,000.00
<b>70% LOSS LINE</b>	<b>\$7,035.00</b>

### MARKET VALUE

NORTHGATE GM	\$10,050
PARSONS OF EAGLE RVR	\$10,050
WHEELS IN MOTION	\$10,000

### SALVAGE BIDS

DON SHARF AUTO SAL	\$51
COUSINBAU AUTO SAL	\$35
RHINELANDER AUTO SAL	\$28

THE HIGH SALVAGE BIDDER WAS:

DON SHARF AUTO SALVAGE (715) 479-8587 (PAUL)

Claim reference: GESS1526341

Report Reference

5. ACV  
Valuation**Vehicle Valuation Summary****1996 Buick Regal Gran Sport 4 Door Sedan - Lac Du Flambeau, W.**

Below are the components included in this local market valuation:

Component	Code		Value	The base-value is the local market value of a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.
Base Value			\$ 8,228.00	
Odometer	51,686		+ 760.00	
<b>Equipment</b>				
<b>Transmission</b>				
Automatic Transmission	AT	Standard	Included	As such, the vehicle equipment listing reflects proper deductions for all standard or predominant equipment which is not present on the loss vehicle.
Overdrive	OD	Standard	Included	
<b>Power</b>				
Power Steering	PS	Standard	Included	In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the option which supersedes the standard/predominant option.
Power Brakes	PB	Standard	Included	
Power Windows	PW	Standard	Included	
Power Locks	PL	Standard	Included	
Power Driver Seat	SP		+ 80.00	
Power Passenger Seat	PC		+ 80.00	
<b>Decor/Convenience</b>				
Air Conditioning	AC	Standard	Included	
Rear Defogger	RD	Standard	Included	
Tilt Wheel	TW	Standard	Included	
Cruise Control	CC	Standard	Included	
Leather Seats	LS		+ 318.00	
Reclining/Lounge Seats	RL	Standard	Included	
Bucket Seats	BS	Standard	Included	
4-Wheel Disc Brakes	DB	Standard	Included	
Dual Mirrors	DM	Standard	Included	
Theft Deterrent/Alarm	TD	Standard	Included	
Rear Spoiler	SL		+ 119.00	
<b>Radio</b>				
AM Radio	AM	Standard	Included	
FM Radio	FM	Standard	Included	
Stereo	ST	Standard	Included	
Cassette	CA	Standard	Included	
Search/Seek	SE	Standard	Included	
Compact Disc Player	CD		+ 150.00	
<b>Roof</b>				
Electric Glass Roof	EG		+ 477.00	
Luggage/Roof Rack	RR		+ 40.00	
<b>Other</b>				
Aluminum Wheels	AW	Standard	Included	
Body Side Moldings	BN	Standard	Included	
Intermittent Wipers	IW	Standard	Included	
Power Antenna	PA	Standard	Included	
Power Mirrors	PM	Standard	Included	
Power Trunk	PT	Standard	Included	
Tinted Glass	TG	Standard	Included	
Two Tone Paint	ZT	Standard	Included	
Air Bag	AG	Standard	Included	
Passenger Airbag	RG	Standard	Included	
Anti-Lock Brakes (4)	AB	Standard	Included	



<b>Local Market Value</b>		<b>\$ 10,252.00</b>
<b>Actual Cash Value</b>		<b>\$ 10,252.00</b>
<b>Pre Tax Amount</b>		<b>\$ 10,252.00</b>
<b>    Vehicular Sales Tax</b>	<b>5.50%</b>	<b>+ 563.86</b>
<b>Value Before Deductible</b>		<b>\$ 10,815.86</b>
<b>    Deductible</b>		<b>- 50.00</b>
<b>Adjusted Vehicle Value</b>		<b>\$ 10,765.86</b>

Claim reference: GESS1526341

Report Reference Number: 27949539

**VINGuard™ Vehicle Identification****VIN: 2G4WF52K7T1518342**

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.

	<b>Insurer Description</b>	<b>VINGuard Analysis</b>
<b>Year</b>	1996	1996
<b>Make</b>	Buick	Buick
<b>Model</b>	Regal Gran Sport	Regal Gran Sport
<b>Model Number</b>	WF5	WF5
<b>Body Style</b>	4 Door Sedan	4 Door Sedan
<b>Engine</b>	6-3.8L-FI	6-3.8L-FI
<b>Transmission</b>	Automatic Transmission Overdrive	
<b>Restraints</b>	Air Bags (Driver+Pass.)	Air Bags (Driver+Pass.)
<b>Odometer</b>	51,686	

This vehicle was assembled in OSHWA.

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.

1933046-2d

7. Fire Report

Lac du Flambeau Fire Department  
Incident Report

Date 8/31/01  
Day of Week FRI

Page Time 16:00  
10-8 16:05  
10-23 16:15  
10-24 17:00

Units on Scene 1-1 2-2 9-1

Other Departments

Occur [REDACTED]  
Address [REDACTED]  
Owner [REDACTED]  
Address [REDACTED]

Smoke Detector: Yes      No      Working: Yes      No     

Situation Found AUTO ON FIRE

Cause UNKNOWN Action Taken EXTINGUISH

Area of Origin ENG & PASS COMP Level of Origin     

Material Ignited ENGINE COMP.

Fire Spread: Other Rooms      Other Buildings     

Extinguished by: Booster 1 1/2 2 1/2 Pack Can      Other     

Water Supply: Booster Tank      Tanker      Hydrant      Port Pump     

Ventilation: Door      Window      Wall      Roof      Other     

Forcible Entry Door      Window     

Mobile Property: Make BUICK Model GRAND SPORT Year 96

License # 558-A19 State      ID#     

Injuries: NONE

Comments:       
      
      
      
    

Officer In Charge HERMIT

437187

**Marianne Spalla**  
Claim Administrator  
ESIS/GM Central Claims Unit

**ESIS**

An Insurance Services Company

300 Renaissance Center  
Mail Code 482-C20-D71  
Detroit, MI 48245-3000  
Telephone 313.665-3403  
Facsimile 313.665.0911  
Marianne.Spalla@Esis.com

July 22, 2002

**State Farm Insurance Companies**  
Attn: Ms. Barbara Edens  
185 North Randall Road- Suite S  
Batavia, IL 60510-9470

Your Claim Number: 13 7487 154 VIP  
Your Insured: John ██████████  
Our File Number: 431787  
Our Client: General Motors Corporation  
Date of Event: 9/28/01

Dear Ms. Edens,

I'm in receipt of your additional correspondence to General Motors concerning your insured. Please correct our claim number on your file. I have referred this file for technical evaluation. Upon the conclusion of this evaluation, I will contact you with our position in this matter.

Thank you for your time and cooperation.

Sincerely,

**Marianne Spalla**  
Claims Administrator

**RELEASE OF ALL CLAIMS**

**FILE NO:** 8213-259-431787-2

**KNOW ALL MEN BY THESE PRESENTS:**

That the Undersigned, being of lawful age, for the sole consideration of Twelve Thousand five hundred sixty five dollars and 00 cents (\$12,565.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **ESIS/General Motors Corporation**, 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 28th of September, 2001 at or near Kickapp, Illinois.

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**

**WITNESS**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ LS  
\_\_\_\_\_ 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

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-431787-2

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Twelve thousand five hundred sixty five dollars and 00 cents (\$12,565.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge ESTE/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 28th of September, 2001 at or near Kickapp, Illinois.

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 the 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 DEBAUCH 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 11th day of September, 2002

CAUTION: READ BEFORE SIGNING

*[Handwritten signature]*

V. I. P. - SUBROGATION  
ATTENTION Barbara Edens  
BATAVIA, IL 60810  
188 N Randall Rd  
STATE FARM INSURANCE

STATE FARM INSURANCE  
188 N Randall Rd  
BATAVIA, IL 60810  
ATTENTION Barbara Edens  
V. I. P. - SUBROGATION

State of IL )

County of Kane )

On the 11 day of September, 2002, before me personally appeared

[Redacted Name]

\_\_\_\_\_ to me known to be the person(s) named herein and who executed the foregoing Release and SHE - acknowledged to me that

SHE voluntarily executed the same.

My term expires May 30, 2003

Susan Mencil

Notary Public





Spryla

# State Farm Insurance Companies



July 11, 2002

431787

Claim Office  
185 North Randall Road - Suite 8  
Beverly, Illinois 60810-9470  
Phone: (830) 408-5000  
FAX# (830) 408-5038

ESIS/GM CLAIMS  
Renaissance Center  
Mail Code 482C20D711  
PO Box 300  
Detroit, MI 48265-3000  
Attention: Marianne Spalte

**CERTIFIED MAIL- RETURN RECEIPT REQUESTED**


Our Claim Number: 13 7487 154 VIP  
Our Insured: John [REDACTED]  
Date of Loss: 8/28/01  
Amount of Loss: \$16,990  
Vehicle: 1898 Buick Park Ave  
VIN: 1G4CW52K6W4613098  
Mileage: unknown/ was 53K at purchase 12/00  
Loss Location: Kickapoo, IL  
Your File: 43187

**RECEIVED**  
JUL 18 2002  
ESIS-GM CLAIMS UNIT

Dear Marianne:

Enclosed find our insured's signed Fire loss affidavit. You should now have all documentation pertaining to this loss. Please process this case so we can resolve it soon.

Sincerely,

  
Barbara Edens  
Claim Specialist/ V.I.P. Subrogation  
(830) 827 8550  
FAX (830) 827 5874



Barcode Only

Claim Number 13-7487754/HP

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

Name of [Redacted] Name of Owner [Redacted]  
 Address [Redacted] Home Phone [Redacted]

Date of Birth 7-21-42 Marital Status:  Married  Single  
 Social Security No. [Redacted] No. of Dependents 0

Occupation [Redacted]  
 Address [Redacted]

Date of Fire 9-28-01 Time approx 3:30  A.M.  P.M.

Make of Vehicle Buick Year 78 Model Park Ave Body Type 4-Dr Color Gray

Vehicle ID # 1G4CW52KLD4613096 License Plate # JRK 1937 State IL

Certificate of Title # T 1005457001 If none, why?  
 Number of cylinders \_\_\_\_\_ H.P. or C.I. or Lbar \_\_\_\_\_ Odometer reading \_\_\_\_\_

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

When did you last see your vehicle? Date 9-28-01 Time when I parked to go to work  A.M.  P.M.

Specific location where vehicle burned Jubilee Cafe Parking lot

Reason vehicle was left at this location I work there

Name and address of person who left auto at this location  
Wyaning, Il. 61491 [Redacted]

When was the fire discovered? Date 9-28-01 Time approx 3:30  A.M.  P.M.

Who made the discovery? Barb Kruselle

When was fire reported to fire department? Date 9-28-01 Time approx 3:45  A.M.  P.M.

Name and Location of Fire Station Fairfield - Kickapoo - Kickapoo, IL

Describe fire (whens, color of smoke, cause): White smoke came out below windshield - pulled hand release - before I could raise hood - smoke came out all over

Describe exactly what happened prior to noticing smoke  
 vehicle being driven?  Yes  No  
when I turned the key to start - there was a loud 'pop' and then smoke

Describe or mechanical malfunction: \_\_\_\_\_  
 Are you carrying a container of flammable liquid in the vehicle at the time of fire?  Yes  No

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

Did you smell smoke or see flames first? Saw smoke

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 \_\_\_\_\_ type of damage \_\_\_\_\_ amount of damage \$ \_\_\_\_\_ and date \_\_\_\_\_

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

Who made the repairs? \_\_\_\_\_

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

Any other claims in the last three years on this or any other auto?  Yes  No  
Any other vehicles in your household?  Yes  No

Name of insurance company and agent on other vehicles Pekin Ins.

Your prior insurance company and agent N/A

Any homeowners claims within the past 6 months with State Farm?  Yes  No  
With other carrier? \_\_\_\_\_

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

- |  |   |   |  |  |   |
|--|---|---|--|--|---|
| <input type="checkbox"/> Radio AM              | <input checked="" type="checkbox"/> Power Steer   | <input type="checkbox"/> Vinyl Roof                   | <input checked="" type="checkbox"/> Cruise Control | Time                                       | Transmission:                                 |
| <input checked="" type="checkbox"/> AM/FM      | <input checked="" type="checkbox"/> Power Brakes  | <input type="checkbox"/> Tinted Glass                 | <input type="checkbox"/> Compact Disc              | <input type="checkbox"/> W/W               | <input checked="" type="checkbox"/> Automatic |
| <input checked="" type="checkbox"/> Stereo     | <input checked="" type="checkbox"/> Power Locks   | <input type="checkbox"/> Mag Wheels                   | <input type="checkbox"/> Sun/Moon Roof             | <input checked="" type="checkbox"/> Radial | <input type="checkbox"/> Standard             |
| <input checked="" type="checkbox"/> Tape Deck  | <input checked="" type="checkbox"/> Power Windows | <input type="checkbox"/> T-Tops                       |  | <input type="checkbox"/> Special           | <input type="checkbox"/> Console              |
| <input checked="" type="checkbox"/> Air Cond.  | <input checked="" type="checkbox"/> Power Seats   | <input checked="" type="checkbox"/> TR Steering Wheel |  |  | <input type="checkbox"/> AutoStick            |
| <input type="checkbox"/> Other: _____          | Type _____  | Cost \$ _____   | Date Installed _____                               |  |   |
| <input type="checkbox"/> CB Radio              |   |   |  |  |   |
| <input type="checkbox"/> Purchased From: _____ |   |   |  |  |   |

Vehicle Condition

- |              |                               |                               |   |
|--------------|-------------------------------|-------------------------------|---|
| Paint        | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Transmission | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Engine       | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |
| Body         | <input type="checkbox"/> Fair | <input type="checkbox"/> Good | <input checked="" type="checkbox"/> Excellent |

Other distinguishing features: (Dents, decals, trailer hitch, interior, etc).

Name and address of service station/garage: \_\_\_\_\_

Who performs routine maintenance service? Perks Mobil - Krakapan Date last serviced 3 - Routine oil change

Who performs State MV inspection? \_\_\_\_\_ Date last inspected \_\_\_\_\_

d. Date car purchased 12-7-01  New  Used Purchase Price \$ 15,600.00

Trade-in 1993 Buick Park Ave Allowance 9,600.00

Dealer/Individual Name and Address Nelson Auto Sales Taylor, RI

How did you learn the car was for sale? Saw on lot

How was the car paid for?  Cash  Check

if financed, name and address of finance company Wyoming Bank & Trust

Account # \_\_\_\_\_ Balance Due \$ 0 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 \_\_\_\_\_

Amount for which you are making claim \$ N/A

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



Wyoming IL

SUBSCRIBED AND SWORN TO BEFORE ME this 25th day of June (year) 2002

In Wyoming IL County Starb

Notary Public Linda K. Donoban My commission expires: 9/19/03

NOTARY PUBLIC  
LINDA K. DONOBAN  
Notary Public, State of Wyoming  
My Commission Expires 9-19-03

# ESIS

An Insurance Services Company

300 Renaissance Center  
482-C20-071  
Detroit, MI 48265-3000

437505  
800.888.0164 tel  
313.668.0911 fax

Diane R. Evans  
Property Damage Unit  
diane.evans@esis.com

September 6, 2002

Miller, Faignant & Behrens, P.C.  
ATTN: Mr. Lawrence H. Behrens, Attorney at Law  
36 Merchants Row  
PO BOX 6888  
Rutland, VT 05702-6888

YOUR INSURED: [REDACTED]  
YOUR CLAIM NUMBER: Unknown  
OUR CLAIM NUMBER: 437505  
OUR CLIENT: General Motors Corporation  
DATE OF LOSS: 12/07/02

Dear Mr. Behrens:

I am in receipt of your letters dated August 6<sup>th</sup>, and 16<sup>th</sup>, and I called your office on the 27<sup>th</sup> of August, and have not yet had a response to this call. I have enclosed a copy of my May 31, 2002 letter in which I asked for additional proofs regarding this claim, and as of this writing, I have not had any response to my requests for proofs. This letter also states, that your client has 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 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 client's supporting technical documentation.

Our client is willing to give your client's claim consideration, however, your client does need to cooperate with our client and provide the additional information that was requested over three months ago.

If you care to discuss this matter further, please call me at the number above.

Sincerely,



Diane R. Evans

Cc: File

**MILLER FAIGNANT & BEHRENS P.C.**

ATTORNEYS AT LAW

25 MERCHANTS ROW

P.O. BOX 6666

RUTLAND, VERMONT 05702-6666

TELEPHONE (802) 778-8581 FACSIMILE (802) 778-8874

LAWRENCE MILLER  
JOHN PAUL FAIGNANT  
LAWRENCE H. BEHRENS  
ANTONIN L.Z. ROBBASON

OF COUNSEL  
LISA CHALDOSE  
PARALEGALS  
MARIE PECK FABIAN  
CAROL S. WELTIN

August 6, 2002

Diane R. Evans  
Property Damage Unit  
ESIS  
300 Renaissance Center  
482-C20-D71  
Detroit, Michigan 48265-3000

**RECEIVED**  
AUG 13 2002  
ESIS-GM CLAIMS UNIT

Your File Number: 437505  
Your Client: General Motors Corporation  
D/O/L: 12/07/00

Dear Ms. Evans:

This office represents the subrogated interests of Universal Underwriter's Group in the above-referenced matter. As you requested, enclosed please find additional documentation regarding the subject 1999 Buick Park Avenue. I believe you will find that this information provides further support for Universal's total claim amount of \$20,700.00.

It is my understanding that the subject vehicle is available for inspection in Massachusetts. After you have reviewed the enclosed, please contact me to further discuss this claim.

Cordially,



Lawrence H. Behrens

LHB/ams  
enc.

# Wright Group Inc.

POST OFFICE BOX 738 MARLBORO MA 01752

Tel (508) 485-2900 \* Fax (508) 485-3141

FOUR/21

March 12, 2001

Universal Underwriters  
3 Executive Park Drive  
Bedford Nh. 03110

Attn: Maureen Morris

Insured: [REDACTED]  
Co. Claim #: 4230003068  
Date of Loss: 12/7/00  
Type of Loss: Fire  
WGI File #: 50181

## Assignment:

On 2/16/01 this file was initially assigned to our office with a request to place this assignment on hold until such time as the vehicle could be moved to a local inspection facility. On 3/1/01 we confirmed the vehicle as being located at Insurance Auto Auctions, 164 Boxford Road Rowley Massachusetts. We contacted Insurance Auto Auctions at (978) 948-8606 and scheduled an inspection of the subject vehicle for 3/2/01. We were requested to examine the vehicle so as to determine the origin and cause of a fire loss which occurred on or about the given loss date.

## Vehicle:

The vehicle in question is identified as 1999 Buick Park Avenue four door sedan. The exterior color is white. The attached VIN reads 1G4CW52K4X4628471. The date of manufacturer is given as 12/98. The gross vehicle weight rating is 4,930 pounds. The vehicle is listed as a six passenger sedan with factory tire size ratings specified as P225/60R16 radials mounted on factory alloy wheels. The vehicle is powered by a V type multi port fuel injected naturally aspirated transverse mounted gasoline engine of 3.8 litres displacement. The drivetrain consists of an automatic shift front wheel drive four speed transaxle assembly. Additional equipment includes four wheel anti-lock vacuum assist power brakes, hydraulic

assist power steering, air conditioning, power front driver and passenger seats, electronic climate control, am/fm stereo, tilt steering wheel, cruise control, passenger and driver side air bag supplementary restraint systems, power windows, power door locks, electric rear window defogger, and factory in dash compact disc player. We were not able to read the digital odometer due to wiring damages sustained at the time of loss.

Inspection:

On 3/2/01 this writer traveled to Insurance Auto Auctions at Rowley Massachusetts and examined the above described vehicle. We find the vehicle to be marked with IAA stock number 1-2320. Attached to the vehicle we find Vermont safety inspection sticker number 00168057 which expires as of April 2001. The attached Vermont registration tag reads CBK224. The vehicle has suffered a pre-loss impact at the left rear tail lamp lens and trunk lid mounted tail lamp which was repaired using adhesive tape prior to the fire.

We noted the vehicle to have suffered heavy burn damages within the engine compartment which affected numerous wiring and mechanical components contained therein. The odometer is digital readout design and we were therefore unable to obtain an odometer reading due to inactivity of the electrical system. Our initial view of the vehicle and underhood components reveal that three engine spark plugs were located on the cowl vent screen at the rear of the engine compartment. We found all six spark plugs installed in the engine cylinder heads and noted that three extra spark plugs were found on the cowl which may have been removed from the subject vehicle engine prior to the loss. Closer inspection revealed that one of the spark plugs had melted itself into the plastic cowl vent screen during the fire and had evidently been present at that location prior to and during the fire loss. The extra spark plugs found on the cowl were manufactured by AC Delco and showed part number 25179827-41-921.

Fire Origin:



The motor vehicle fire has originated within the engine compartment. In examining level of destruction found on related components we find a heavier degree of damage sustained at the left side of the engine compartment. The transverse mounted engine faces the right side uniraill. The rear of the engine faces the left side of the engine compartment. The front drivetrain transaxle mounted at the rear of the engine on the left side of the engine compartment shows a large amount of drop down debris on its upper case housing. The radiator and air conditioner condenser cores are heavily burned down to their lower level on the left side core support. The aluminum front face bar reinforcement is heavily melted on the left side of the vehicle. The right side engine compartment components are heavily burned, but to a far lesser degree than those found on the left side.

We raised the vehicle on a fork lift at the storage facility and examined the underside. There were no indications of the fire having burned at or near the level of engine mounting components or under the floor pan. The underside of the vehicle was unburned with the exception of the left drive axle which was affected by radiant heat and drop down debris shed from other combustibles mounted above.

The fire has originated within the engine compartment at the left side. This has resulted in full destruction by flame attack of the air intake breather, engine cooling system hoses, brake master cylinder fluid reservoir, and all visible wiring insulation. The fire appears to have originated at or near the air intake breather. The air intake breather box is fully consumed by flame. Adjacent to that location we find the fuel supply line to the injector rails and the fuel return line and regulator which returns unused fuel to the tank. The flexible fuel supply and return lines are both consumed by flame within the engine compartment and the fuel rails and fuel pressure regulator are all heavily flame damaged.

#### Fire Causation:

Based on our inspection of the vehicle we find the fire to

have originated at the left side of the engine compartment. We have examined the large engine wire harness which is routed over the trans-axle case in that area. There is no evidence of abnormal electrical activity or ground fault which can be named as the fire causation. All wiring strands appear flame impinged only within the engine compartment and at point of origin. We have checked fluids and find engine oil and transmission fluid to be at proper level with no evidence of leakage on the vehicle underside or within the fire zone. Engine coolant has vented due to heavy destruction of the cooling system along with power steering fluid and brake fluid. None of these fluids show tell tale signs on the vehicle underside of having exited their respective containers and igniting this fire.

We were advised of the incident report by the vehicle driver stating the fire to have originated during a cold start up of the vehicle engine. The vehicle engine is multi-port fuel injected design and pressurized gasoline is routed from the fuel tank to each of the individual cylinder injectors. The spark plugs fire with the pistons at top dead center with both intake and exhaust valves closed. On cold startup the throttle plate is closed and high engine vacuum is in effect. Based on these facts a back fire or reversion of a combustible intake charge back through the intake duct work is not consistent with engine theory with regard to a multi-port fuel injected vehicle. We are advised of the vehicle owner reporting a loud bang or explosion sound immediately prior to the fire. The more likely causation for this occurrence is a leakage of raw fuel from the fuel delivery system which was ignited by electrical activity within the engine compartment. A single combustion charge having backfired through the intake assembly on carburetored vehicles can in some cases ignite fuel vapors at the carburetor throat which can in turn ignite other combustibles in that area. This engine is not configured in this way, and we would expect a "backfire" or intake reversion charge to expend its energy and consume its combustible materials very quickly. For

this reason we do not consider a "backfire" to be a likely causation of this fire loss based on configuration of engine components, and lack of sufficient fuel load to ignite other combustibles.

The most likely causation of this fire loss is a leakage of raw fuel under pressure upon cold start up which came in contact with an electrical ignition source.

Aspects of Liability:

We have reviewed work orders supplied by your office relevant to prior service dates by the insured. The claimant brought the vehicle to the insured facility on 9/16/99 at 15,456 miles. The vehicle returned on 10/25/99 at 18,449 miles. The vehicle was again serviced by the insured 4/18/00 at 28,674 miles. On 6/27/00 the vehicle was serviced by the insured at 32,230 miles. On 9/28/00 the vehicle was serviced by the insured at 38,732 miles. The vehicle was serviced by the insured again on 10/03/00 at 38,733 miles. Additional work orders show service on 10/09/00 at 39,114 miles. Finally, the insured serviced the vehicle on 11/02/00 at 40,270 miles. The work order dated 10/25/99 states that the customer heard a loud explosion noise when the vehicle would take a sharp left turn. At that time an anti-lock brake system speed sensor wire harness was found to be in need of replacement. We cannot relate such a repair to the cause of the fire loss. On 6/27/00 the vehicle was reported by the customer to have a coughing condition when re-started at full warm up. At that time the insured found the vehicle engine running rough and cleaned the fuel injectors. The powertrain controller was also re-programmed. On 9/28/00 the customer stated the vehicle engine to have a hard start condition when warm. The fuel filter was replaced by the insured at that time. On 11/02/00, over one month prior to the fire and at 40,270 miles, the vehicle was serviced by the insured. The customer stated the vehicle had exhibited a no start condition consistent with a discharged battery. At that time the insured did inspect vehicle for loss of power concern. The insured traced all vehicle wiring and scanned the electronic controls but found no trouble codes. The insured checked for technical

service bulletins pertaining to this vehicle and none were found that were applicable. The insured repair order notes state that the vehicle was found to be operating within General Motors specifications at that time. Please be advised that we find no evidence of liability on the part of the insured based on their vehicle services prior to the fire. We find no evidence of action or in-action by the insured which can be named as a causation of the fire loss. Most notably, the insured serviced the vehicle approximately thirty five days prior to the fire. Their diagnostic check at that time was consistent with OEM guidelines so as to address symptoms reported by the vehicle owner. Subsequent to that service the vehicle traveled unknown miles over approximately thirty five days leading up to the fire loss incident. It is the opinion of this writer that the vehicle suffered a mechanical failure within the fuel delivery system that could not have been detected by the insured thirty five days prior to the fire. Please be advised that a repairer can only address symptoms reported by a vehicle driver in attempt to diagnosis and correct such, based on original equipment manufacturer guidelines. The insured did so, and despite their efforts the fire did occur. The time and mileage traveled subsequent to the last service by the insured does indicate that the vehicle was able to be safely driven subsequent to the insured service. We find that a mechanical defect that was not present at the time of service by the insured did develop over the ensuing time and mileage leading up to the fire and did ultimately result in the fire loss. The fire loss did not occur by an improper service procedure performed by the insured or a lack of proper diagnostic methods on 11/02/00.

#### Conclusion:

We have located and inspected the above named claimant vehicle. We have provided the attached origin and cause report for your reference. The vehicle fire is considered accidental and a result of a failure within the fuel delivery system which was not present in the vehicle at the time of prior service by the insured. Based on such findings we find no evidence of liability on the part of the insured, Handy Buick of St. Albans Vermont. Enclosed

with this cover letter please find all relevant and supporting documentation with photos.

We hope we have handled this loss in accordance with your company guidelines and procedures. Please feel free to contact this writer at any time if there are further questions regarding this file, as we will be glad to assist you. Thank you very much for this assignment.

*Stephen M. Harris*

Stephen M. Harris  
Fire Investigator

mechanic/50181A

PHOTO INSPECTION DATE 3/2/01

PHOTO ROLL NO. 1

PHOTO NO.

- 1 Initial view of vehicle at storage facility
- 2 Right front of vehicle
- 3 Left front of vehicle
- 4 Left rear of vehicle
- 5 Right rear of vehicle
- 6 Initial view of fire zone
- 7 Vehicle raised on fork lift
- 8 View of underside below fire zone
- 9 Left front wheel house and unirail
- 10 Behind engine compartment at cowl and floor pan
- 11 Left side drive axle and suspension
- 12 Initial view of engine compartment
- 13 Left side of engine compartment, rear of engine
- 14 Right side of engine compartment front of engine
- 15 Front of vehicle with burn pattern at core support and front face bar
- 16 Spark plugs found on upper right side cowl
- 17 Spark plug found on left side upper cowl
- 18 Cowl vent screen has melted and reformed around spark plug found at that location during fire
- 19 Initial view of chassis battery
- 20 Electric starter and transmission cooler lines at front of engine compartment, left side of engine
- 21 Fuel rail at upper engine
- 22 Fuel supply line is burned away, fuel rail inlet is visible in photo
- 23 Fuel return line is burned away, fuel regulator, pressure port, and return line connector is visible in photo
- 24 Automatic transaxle dip stick handle and tube at rear of engine compartment
- 25 Engine oil dip stick and tube at front of engine compartment

- 26 Engine thermostat gooseneck with remnant of upper cooling system radiator hose at rear of engine
  - 27 Lower cooling system hose at left front of engine
  - 28 Vehicle raised on jack and jack stands for access to underside and oil filter
  - 29 Engine oil filter, transmission fluid sample, engine oil sample gathered from vehicle
  - 30 Cooling fans and other debris removed from engine compartment
  - 31 Battery and starter wiring
  - 32 Battery and starter wiring to engine
  - 33 Wiring at left side of engine compartment
  - 34 Point of fire origin
  - 35 Dash id plate
  - 36 Driver door mylar tag
- mechanic/50181B



## VEHICLE FIRE EXAMINATION REPORT

Insured		EPF File Number <u>04507-00735</u>	
Manufacturer <u>Buick/GMC</u>	Year <u>1999</u>	Model <u>Park Avenue</u>	Body Style <u>FD Sedan</u>
State Inspection State <u>Vt.</u>	Date <u>04-19-00</u>	Odometer <u>unknown exact approx 41,000</u>	
Displayed on Vehicle Tag Number <u>CDK 224</u>	Year	State <u>Vermont</u>	VIN No. <u>1G4CW52K2K4628471</u>
Vehicle Examination Date <u>12-27-00</u>		Location <u>St. Albans, Vermont</u>	

Fire Damaged Areas

	<input checked="" type="checkbox"/> Exterior	<input type="checkbox"/> Interior	<input checked="" type="checkbox"/> Engine Compartment
--	--	-----------------------------------	--

	Burned	Distorted/Melted	Accelerant Patterns	Collision Damage
Bumper and Grill	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Door(s) OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Door(s) OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trunk OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Rear OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Rear OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rear Bumper Area OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Underside <u>ENGINE</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**EXTERIOR**

	Burned	CONDITION PRIOR TO FIRE		
		Serviceable	Unserviceable	Uneven Tread Wear
Left Front	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Front OK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Rear OK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Rear OK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spare OK	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tires indicate signs of recent removal/exchange?  Yes  No

Wheels/wheel covers indicate recent removal/exchange?  Yes  No

Indicate areas of forced entry: NONE  Door(s)  Hood  Trunk  Glass

	Smoked	Cracked	Distorted/Melted	Broken
Windshield	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Left Door(s) OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right Door(s) OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rear OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunroof N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Remarks

	Yes	No	Remarks
Door(s) open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>Fire in engine compartment</u> <u>heaviest damage on driver's side</u>
Window(s) open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Was key in the ignition	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Have any accessories been removed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Any unusual burn patterns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Any abnormal melting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Any unusual objects in vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Was trunk open during fire	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Any unusual objects in trunk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**INTERIOR**



**EFI**Engineering and Fire  
Investigations**COMPARTMENT**

	Yes	No		Yes	No
Hood open during fire	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil below lowest mark on dipstick	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Radiator melted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Evidence of excessive oil leakage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Upper radiator hose burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Holes or cracks in transmission case	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lower radiator hose burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission case burned/melted	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Drive belts burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission has inadequate lubrication	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other hoses burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Any problems with drive-train/suspension	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fan and shroud burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Motor mounts burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inner fenders burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Heating system burned	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Remarks	<u>Fire started in air cleaner box</u>				

**ELECTRICAL**

	Missing	Burned	Distorted/ Melted	Shorted/ Arced
Battery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Battery connections	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Battery cables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Starter	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alternator/generator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ignition system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuse panel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wiring harness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks	<u>No evidence of unusual electrical activity</u>			

**EMISSION SYSTEM**

	Missing	Burned	Distorted/ Melted	
Filter cap <u>OK</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Filter assembly <u>OK</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fuel tank assembly <u>OK</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fuel lines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Fuel pump <u>OK</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Fuel filter(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Carburetor/injectors/turbos	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Air intake filters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Fuel vapor recovery system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Exhaust and tail pipes <u>OK</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Muffler and catalytic converter <u>OK</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Any loose fuel line connections?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Any evidence of tampering?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No		
Fuel tank <u>UNKNOWN</u>	<input type="checkbox"/> Empty	<input type="checkbox"/> 1/4	<input type="checkbox"/> 1/2	<input type="checkbox"/> 3/4 <input type="checkbox"/> Full
Remarks				

**SCENARIOS**

Evidence of any explosion or rupture?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Was an oil sample obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Laboratory	_____	
Was a fuel sample obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Laboratory	_____	
Were debris samples obtained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Laboratory	_____	
Remarks	_____	
Special Agent	<u>G.S. Prescott</u>	Date <u>12-27-00</u>

# Diagram Sheet

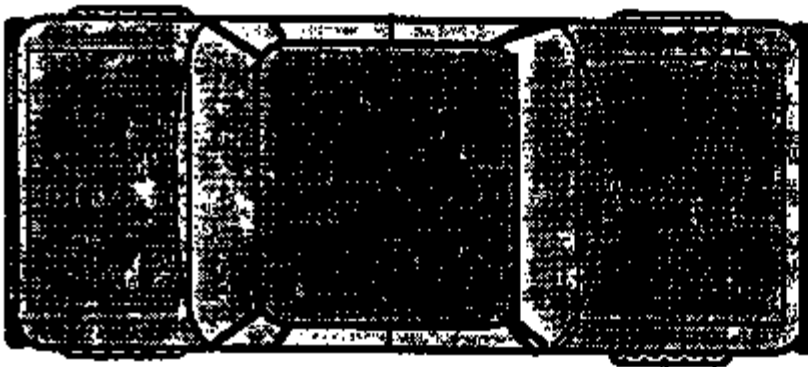
Engineering and Fire  
Investigations

Location

*St. Albans, Vermont*

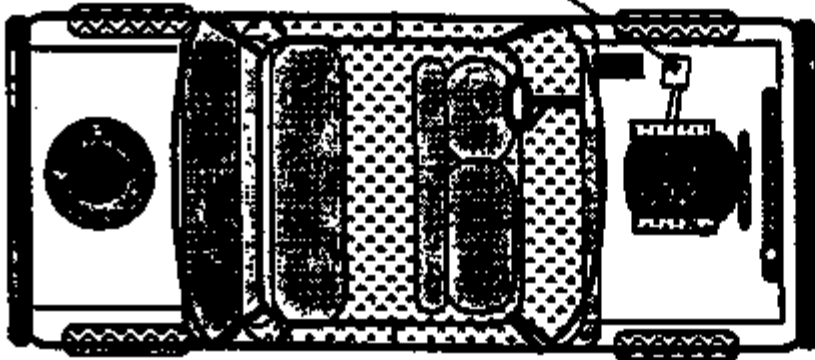
BFI File Number

*94907-00735*



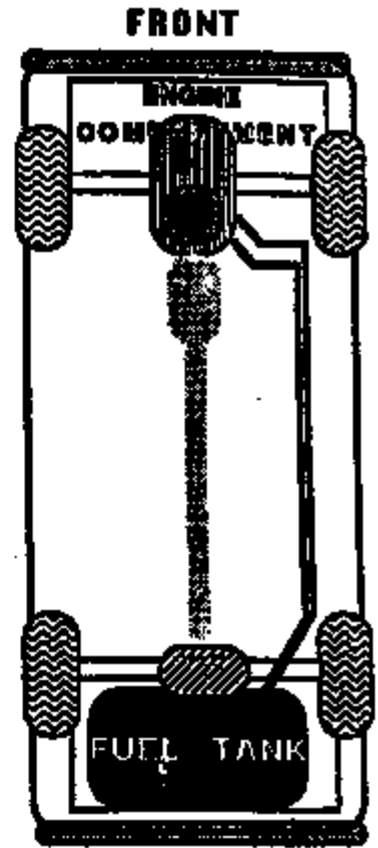
TOP VIEW

*Air cleaner box & Point of Origin*



INTERIOR VIEW

FRONT



FRONT  
UNDERSIDE VIEW

FRONT

Prepared By

*G.S. Prescott*

Date

*12-27-60*

Scale

*1/2"*



ENCLOSURE #

# Office of Defects Investigation Recall Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: December 28, 2000 02:02:51 PM

NHTSA CAMPAIGN ID Number: 99V081000  
Component: BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM  
Manufacturer: GENERAL MOTORS CORP.  
Potential Number of Units Affected: 38

Year: 1999

Make: BUICK

Model: PARK AVENUE

Manufactured From: MAR 1999 To: MAR 1999

Year of Recall: '99

Type of Report: Vehicle

Summary:

Vehicle Description: Passenger vehicles. 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.

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

Dealers will inspect for correct brake parts and replace any incorrect rotors, caliper assemblies, brake pads, and caliper mounting brackets. Owner notification began May 13, 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 Pontiac at 1-800-762-2737, 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).

NHTSA CAMPAIGN ID Number: 99V238000  
Component: BRAKES:HYDRAULIC:POWER ASSIST:BOOSTER  
Manufacturer: GENERAL MOTORS CORP.  
Potential Number of Units Affected: 988

Year: 1999

Make: BUICK  
Model: PARK AVENUE  
Manufactured From: JUN 1999 To: JUL 1999  
Year of Recall: '99  
Type of Report: Vehicle  
Summary:

Vehicle Description: Passenger vehicles. 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.

Dealers will replace any missing brake booster to brake pedal assembly nuts and tighten all four (4) nuts to specified torque. Owner notification began October 8, 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).

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This search returned 2 records.

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# Office of Defects Investigation

## Service Bulletins Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 2, 2001 10:07:50 AM

Service Bulletin Number: 839607

Bulletin Sequence Number: 300

Date of Bulletin: 9810

NHTSA Item Number: SB602985

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: EQUIPMENT:ELECTRIC POWER ACCESSORIES

Summary: COMMENTS ON SWITCHING BETWEEN LOCAL STATIONS OR CROSS TALK IN METROPOLITAN AREAS WITH SEVERAL STRONG AM STATIONS. \*YC

Service Bulletin Number: 837112

Bulletin Sequence Number: 310

Date of Bulletin: 9812

NHTSA Item Number: SB603082

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: NOISE AND/OR VIBRATION DURING LOW SPEED ACCELERATION OR BRAKE TORQUING. \*TT

Service Bulletin Number: 833004

Bulletin Sequence Number: 384

Date of Bulletin: 9809

NHTSA Item Number: SB603826

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: SUSPENSION

Summary: EXPERIENCING SHAKE / VIBRATION IN STEERING WHEEL, FLOOR, SEAT AT HIGHWAY SPEEDS ON SMOOTH ROADS. \*YC

Service Bulletin Number: 990603005

**Bulletin Sequence Number:** 615

**Date of Bulletin:** 9906

**NHTSA Item Number:** SB606152

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** ENGINE:OTHER PARTS

**Summary:** SUBJECT REGARDING GENERATOR NOISE (WHINE / HUM / MOAN / VIBRATION) IN PASSENGER COMPARTMENT AT IDLE, SLOW SPEEDS, DECELERATING OR PARKING MANEUVERS. \*TT

---

**Service Bulletin Number:** 990864011

**Bulletin Sequence Number:** 652

**Date of Bulletin:** 9906

**NHTSA Item Number:** SB606521

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR

**Summary:** VEHICLES BUILT PRIOR TO VIN BREAKPOINT 648726 MAY EXHIBIT A FRONT SIDE DOOR WHICH REMAINS LOCKED WHEN ATTEMPTING TO UNLOCK WITH KEY AND / OR REMOTE KEYLESS ENTRY TRANSMITTER (RKE). \*TT

---

**Service Bulletin Number:** 990139005

**Bulletin Sequence Number:** 657

**Date of Bulletin:** 9904

**NHTSA Item Number:** SB606579

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** HEATER:DEFROSTER:DEFOGGER AND VENTILATION

**Summary:** A CONDITION MAY EXIST WHERE THE HVAC CONTROL ASSEMBLY DISPLAYS INACCURATE TEMPERATURE SETTING AND / OR EMITS TICK NOISE. \*TT

---

**Service Bulletin Number:** 99112

**Bulletin Sequence Number:** 669

**Date of Bulletin:** 9905

**NHTSA Item Number:** SB606698

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** BRAKES:HYDRAULIC SYSTEM

**Summary:** CAMPAIGN PARTS BULLETIN REGARDING AN INCORRECT FRONT BRAKE

**ROTOR, BRAKE CALIPER ASSEMBLY, BRAKE PADS, AND CALIPER MOUNTING BRACKET ON EITHER THE LEFT OR RIGHT SIDE OF THE VEHICLE. \*TT**

---

**Service Bulletin Number: 990232007**

**Bulletin Sequence Number: 836**

**Date of Bulletin: 9909**

**NHTSA Item Number: SB608376**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Component: STEERING**

**Summary: THIS BULLETIN ADDRESSES CONCERNS OF STEERING VIBRATION / SHUDDER / MOAN DURING PARKING MANEUVERS ON DRY PAVEMENT. \*TT**

---

**Service Bulletin Number: 990605005**

**Bulletin Sequence Number: 608**

**Date of Bulletin: 9910**

**NHTSA Item Number: SB6088811**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Component: ENGINE**

**Summary: SOME VEHICLES MAY EXHIBIT A POPPING TYPE NOISE HEARD IN THE PASSENGER COMPARTMENT. \*TT**

---

**Service Bulletin Number: 990308005**

**Bulletin Sequence Number: 608**

**Date of Bulletin: 9910**

**NHTSA Item Number: SB6088815**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Component: SUSPENSION**

**Summary: EXPERIENCING CLUNK, RATTLE OR METAL TO METAL NOISE FROM FRONT OF VEHICLE. \*TT EXPERIENCING CLUNK, RATTLE OR METAL TO METAL NOISE FROM FRONT OF VEHICLE. \*TT**

---

**Service Bulletin Number: 990308005**

**Bulletin Sequence Number: 608**

**Date of Bulletin: 9910**

**NHTSA Item Number: SB6088866**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Component:** SUSPENSION

**Summary:** EXPERIENCING CLUNK, RATTLE OR METAL TO METAL NOISE FROM FRONT OF VEHICLE. \*TT

---

**Service Bulletin Number:** 990308006

**Bulletin Sequence Number:** 608

**Date of Bulletin:** 9911

**NHTSA Item Number:** SB6088892

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** SUSPENSION

**Summary:** CUSTOMERS MAY COMMENT THAT A SQUEAK, SQUAWK OR CREAK NOISE FROM FRONT STRUT ASSEMBLY. \*TT

---

**Service Bulletin Number:** 990850018

**Bulletin Sequence Number:** 608

**Date of Bulletin:** 9910

**NHTSA Item Number:** SB6088910

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** EQUIPMENT:ELECTRIC POWER ACCESSORIES:SEATS

**Summary:** SUBJECT REGARDING FRONT SEAT ADJUSTER SWITCH TRIM PLATE DETACHING FROM SEAT AND / OR SEAT CHUCKS / ROCKS. \*TT

---

**Service Bulletin Number:** 990604045

**Bulletin Sequence Number:** 608

**Date of Bulletin:** 9910

**NHTSA Item Number:** SB6088955

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Component:** FUEL:THROTTLE LINKAGES AND CONTROL

**Summary:** SUBJECT REGARDING LOW POWER / STUMBLE WHEN ACCELERATING IN TURNS OR STRAIGHT LINE. \*TT

---

**Service Bulletin Number:** 990850021

**Bulletin Sequence Number:** 608

**Date of Bulletin:** 9912

**NHTSA Item Number:** SB6089947

**Make:** BUICK

**Model:** PARK AVENUE



Year: 1999 .

Component: INTERIOR SYSTEMS:BUCKET SEATS BACK HEATING ELEMENTS

Summary: A CONDITION WITH THE FRONT SEAT BACK AND / OR SEAT CUSHION HEATING ELEMENT IS NON-FUNCTIONING. \*TT

---

Service Bulletin Number: 000851001

Bulletin Sequence Number: 609

Date of Bulletin: 0009

NHTSA Item Number: SB6092333

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR

Summary: SOME CUSTOMERS MAY COMMENT THAT THE BLACK PLASTIC HOUSING AROUND THE OUTSIDE REAR VIEW MIRROR TURNS CHALKY OR IS DULL IN COLOR. \*TT

---

Service Bulletin Number: 000730001

Bulletin Sequence Number: 967

Date of Bulletin: 0001

NHTSA Item Number: SB609697

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC:INDICATOR:LEVER:GEAR

Summary: SOME CUSTOMERS MAY COMMENT ABOUT THE HIGH EFFORT TO MOVE THE RANGE SELECTOR (GEAR SHIFT) CONTROL LEVER TO A DESIRED POSITION. \*TT

---

Service Bulletin Number: 000730002

Bulletin Sequence Number: 112

Date of Bulletin: 0002

NHTSA Item Number: SB611290

Make: BUICK

Model: PARK AVENUE

Year: 1999

Component: POWER TRAIN:AXLE ASSEMBLY

Summary: SOME OWNERS OF VEHICLES WITH A HYDRA-MATIC 4T65-E TRANSAXLE MAY COMMENT ON HARSH UPSHIFTS OR HARSH GEAR SHIFTS, SOFT SHIFTS, SHUDDERS ON HARD ACCELERATION, OR SHIFTS ERRATIC. \*TT

---

This search returned 18 records.

The total number of records returned does not necessarily reflect the number of problems or issues identified by the manufacturer with respect to the item covered by the search. In some instances, manufacturers reissue a bulletin or send follow-up bulletins to their dealers.

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http://www.buick.com/gov/press/pressreleases/complaints/complaints.htm

ENCLOSURE 6

# Office of Defects Investigation

## Complaints Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 2, 2001 10:16:04 AM

ODI ID: 874900

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Monday, November 13, 2000

Incident: No

Fire: No

Number of Injuries:

Component: ELECTRICAL SYSTEM

Summary: NEGATIVE POST SNAPPED FROM BATTERY, CAUSING ELECTRICAL SYSTEM TO MALFUNCTION. DEALER HAS BEEN NOTIFIED.\*AK

ODI ID: 874900

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Monday, November 13, 2000

Incident: No

Fire: No

Number of Injuries:

Component: ELECTRICAL SYSTEM:BATTERY:OTHER PART

Summary: NEGATIVE POST SNAPPED FROM BATTERY, CAUSING ELECTRICAL SYSTEM TO MALFUNCTION. DEALER HAS BEEN NOTIFIED.\*AK

ODI ID: 872771

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Wednesday, October 11, 2000

Incident: No

Fire: No

Number of Injuries:

Component: ELECTRICAL SYSTEM:IGNITION

Summary: INTERMITTENTLY VEHICLE STALLED AND DIE WITHOUT WARNING. DEALER

HAS NOT BEEN ABLE TO DUPLICATE OR CORRECT THE PROBLEM.\*AK

---

ODI ID: 871771

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Thursday, September 28, 2000

Incident: No

Fire: No

Number of Injuries: 0

Component: SUSPENSION:INDEPENDENT FRONT

Summary: WHILE DRIVING ABOUT HIGHWAY SPEED VEHICLE WILL START VIBRATING IT COULD BE FELT FROM FRONT TO THE REAR OF VEHICLE. MANUFACTURER STATED THAT WAS NORMAL.\*AK

---

ODI ID: 553890

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Thursday, August 10, 2000

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS

Summary: THE PASSENGER FRONT ASSIST HANDLE CAME LOOSE FROM ITS MOUNTING. NLM

---

ODI ID: 860874

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Friday, April 14, 2000

Incident: No

Fire: No

Number of Injuries:

Component: STEERING:POWER ASSIST:PUMP

Summary: WHILE PULLING OUT FROM A GAS STATION POWER STEERING FAILED. VEHICLE WAS TAKEN TO DEALERSHIP WHERE THE POWER STEERING PUMP WAS REPLACED. PLEASE PROVIDE ANY FU

---

ODI ID: 733791

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Monday, April 03, 2000  
Incident: No  
Fire: No  
Number of Injuries: 0

Component: INTERIOR SYSTEMS:ACTIVE RESTRAINTS:BELT RETRACTORS  
Summary: EITHER LEFT OR RIGHT FRONT SEAT BELT FAIL TO EXTEND FROM THE RETRACT MECHANISM WHEN THE SEAT BELT HAS BEEN FULLY RETRACTED. SERVICE DEPT. AND BUICK'S DEALER DI

---

ODI ID: 859087  
Make: BUICK  
Model: PARK AVENUE  
Year: 1999  
Date of Failure: Wednesday, December 01, 1999  
Incident: No  
Fire: No  
Number of Injuries: 0

Component: INTERIOR SYSTEMS:SHOULDER BELTS  
Summary: SHOULDER BELT IS TWISTED WHEN IT GOES UP INTO THE RETRACTOR. \*AK

---

ODI ID: 862391  
Make: BUICK  
Model: PARK AVENUE  
Year: 1999  
Date of Failure: Monday, November 15, 1999  
Incident: No  
Fire: No  
Number of Injuries:

Component: BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB  
Summary: BRAKE ROTORS WERE WEARING EXCESSIVELY AND OVERHEATING WHICH CAUSED ROTORS TO WARP/OUT OF ROUND. DEALER NOTIFIED AND INFORMED CONSUMER THAT VEHICLE WAS OUT OF WA

---

ODI ID: 852589  
Make: BUICK  
Model: PARK AVENUE  
Year: 1999  
Date of Failure: Tuesday, October 26, 1999  
Incident: No  
Fire: No  
Number of Injuries:

Component: ENGINE  
Summary: ON SEVERAL OCCASIONS VEHICLE HAS COMPLETELY STOPPED WHICH

COULD RESULT IN COLLISION. \*YC

---

ODI ID: 550558

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Tuesday, October 12, 1999

Incident: No

Fire: No

Number of Injuries:

Component: TIRES

Summary: DEALER REPLACED GOODYEAR TIRE P225/60R16

---

ODI ID: 714566

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Saturday, October 09, 1999

Incident: No

Fire: No

Number of Injuries: 0

Component: INTERIOR SYSTEMS:ACTIVE SEAT AND SHOULDER BELTS AND BELT ANCHOR

Summary: DEALER STATES SEAT BELT REPAIR PARTS UNAVAILABLE AT THE FACTORY.

---

ODI ID: 846876

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Sunday, August 01, 1999

Incident: No

Fire: No

Number of Injuries:

Component: INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG

Summary: AIR BAG LIGHT CAME ON ON SEVERAL OCCASIONS WHILE DRIVING. \*AK

---

ODI ID: 847075

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure: Friday, July 02, 1999

Incident: No

Fire: No

**Number of Injuries:**

**Component:** POWER TRAIN:TRANSMISSION:AUTOMATIC

**Summary:** TRANSMISSION WOULD BUCK & JERK AFTER SHIFTING INTO DRIVE FROM REVERSE. DOES NOT HAPPEN FROM REVERSE TO DRIVE. WILL BE TAKING VEHICLE TO DEALER TO CHECK. \*AK

---

**ODI ID:** 728394

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Date of Failure:** Monday, April 19, 1999

**Incident:** No

**Fire:** No

**Number of Injuries:** 0

**Component:** ENGINE

**Summary:** CAR STALLS FOR NO REASON . WHEN IT STALLS NO CHECK ENGINE LIGHT COMES ON OR MESSAGES INDICATEING WHAT THE FAILURE WAS. THE CHECK ENGINE LIGHT DOES APPEAR BEFORE

---

**ODI ID:** 900130

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Date of Failure:** Wednesday, February 03, 1999

**Incident:** No

**Fire:** No

**Number of Injuries:**

**Component:** ELECTRICAL SYSTEM:BATTERY

**Summary:** CAR BATTERY GOES DEAD INTERMITTENLY WHEN PARKED OVERHIGHT. REPLACED BATTERY/LALTERNATOR/DID NOT HELP

---

**ODI ID:** 554546

**Make:** BUICK

**Model:** PARK AVENUE

**Year:** 1999

**Date of Failure:**

**Incident:** No

**Fire:** No

**Number of Injuries:**

**Component:** INTERIOR SYSTEMS:ACTIVE SEAT AND SHOULDER BELTS AND BELT ANCHOR

**Summary:** SEAT BELTS FAILED. \*MJS

---

**ODI ID:** 710709

**Make:** BUICK  
**Model:** PARK AVENUE  
**Year:** 1999  
**Date of Failure:**

**Incident:** No  
**Fire:** No  
**Number of Injuries:**  
**Component:** ENGINE

**Summary:** THE VEHICLE DOES NOT ALWAYS ACCELERATE WHEN I STEP ON THE GAS PEDAL. THIS CAN BE DANGEROUS WHEN I AM TRYING TO PULL OUT INTO TRAFFIC. BUICK KNOWS ABOUT THE PR

---

**ODI ID:** 846875  
**Make:** BUICK  
**Model:** PARK AVENUE  
**Year:** 1999

**Date of Failure:**  
**Incident:** No  
**Fire:** No  
**Number of Injuries:**  
**Component:** INTERIOR SYSTEMS:PASSIVE RESTRAINT-AIR BAG

**Summary:** AIR BAG LIGHT CAME ON ON SEVERAL OCCASIONS WHILE DRIVING. \*AK

---

**ODI ID:** 857328  
**Make:** BUICK  
**Model:** PARK AVENUE  
**Year:** 1999

**Date of Failure:**  
**Incident:** No  
**Fire:** No  
**Number of Injuries:**  
**Component:** STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS

**Summary:** DOOR COULD NOT LOCK OR UNLOCK WITH KEY. DEALER HAS REPAIRED DOOR FOUR TIMES. CONSUMER CONTINUED TO HAVE THE SAME PROBLEM. PLEASE PROVIDE FURTHER INFORMATION.

---

**ODI ID:** 859248  
**Make:** BUICK  
**Model:** PARK AVENUE  
**Year:** 1999

**Date of Failure:**  
**Incident:** No  
**Fire:** No



**Number of Injuries:**

**Component: INTERIOR SYSTEMS:SHOULDER BELTS**

**Summary: A MALFUNCTION OCCURS WITHIN THE DRIVER'S SHOULDER BELT MECHANISM, CAUSES SHOULDER BELT TO BECOME EXTREMELY TIGHT. CAUSE UNKNOWN. \*AK \*ML**

---

**ODI ID: 860307**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Date of Failure:**

**Incident: No**

**Fire: No**

**Number of Injuries:**

**Component: ENGINE:OTHER PARTS**

**Summary: AFTER VEHICLE HAS BEEN PARKED IN HEATED GARAGE FOR AWHILE. THEN STARTED IT, AND VEHICLE STALLED. WOULD NEED TO BE JUMPED. HAS HAPPENED 15 TIMES. TOOK VEHICLE T**

---

**ODI ID: 860307**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Date of Failure:**

**Incident: No**

**Fire: No**

**Number of Injuries:**

**Component: ELECTRICAL SYSTEM:BATTERY**

**Summary: AFTER VEHICLE HAS BEEN PARKED IN HEATED GARAGE FOR AWHILE. THEN STARTED IT, AND VEHICLE STALLED. WOULD NEED TO BE JUMPED. HAS HAPPENED 15 TIMES. TOOK VEHICLE T**

---

**ODI ID: 860307**

**Make: BUICK**

**Model: PARK AVENUE**

**Year: 1999**

**Date of Failure:**

**Incident: No**

**Fire: No**

**Number of Injuries:**

**Component: ELECTRICAL SYSTEM:ALTERNATOR:GENERATOR**

**Summary: AFTER VEHICLE HAS BEEN PARKED IN HEATED GARAGE FOR AWHILE. THEN STARTED IT, AND VEHICLE STALLED. WOULD NEED TO BE JUMPED. HAS HAPPENED 15 TIMES. TOOK VEHICLE T**

ODI ID: 860870

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: ENGINE

Summary: WHILE DRIVING VEHICLE LOST POWER ON THE HIGHWAY. DEALER WAS CONTACTED. \*AK

ODI ID: 862293

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure:

Incident: Yes

Fire: No

Number of Injuries:

Component: FUEL:THROTTLE LINKAGES AND CONTROL

Summary: VEHICLE WAS PLACED IN THE PARK POSITION AND IT JUMPED OUT OF GEAR, ACCELERATING AT HIGH RATE OF SPEED, AND CRASHING INTO ANOTHER VEHICLE. CONSUMER HAS CONTACTE

ODI ID: 862293

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure:

Incident: Yes

Fire: No

Number of Injuries:

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: VEHICLE WAS PLACED IN THE PARK POSITION AND IT JUMPED OUT OF GEAR, ACCELERATING AT HIGH RATE OF SPEED, AND CRASHING INTO ANOTHER VEHICLE. CONSUMER HAS CONTACTE

ODI ID: 866493

Make: BUICK

Model: PARK AVENUE

Year: 1999

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Summary: WHILE TRAVELING AT 70 MPH AND WHEN DEPRESSING BRAKES VEHICLE WOULD VIBRATE AND PULSATE INTERMITTENTLY. DEALER AND MANUFACTURER HAVE BEEN CONTACTED. PLEASE PRO

This search returned 28 records.

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PHOTO INSPECTION DATE 3/2/01

PHOTO ROLL NO. 1

PHOTO NO.

- 1 Initial view of vehicle at storage facility
- 2 Right front of vehicle
- 3 Left front of vehicle
- 4 Left rear of vehicle
- 5 Right rear of vehicle
- 6 Initial view of fire zone
- 7 Vehicle raised on fork lift
- 8 View of underside below fire zone
- 9 Left front wheel house and unirail
- 10 Behind engine compartment at cowl and floor pan
- 11 Left side drive axle and suspension
- 12 Initial view of engine compartment
- 13 Left side of engine compartment, rear of engine
- 14 Right side of engine compartment front of engine
- 15 Front of vehicle with burn pattern at core support and front face bar
- 16 Spark plugs found on upper right side cowl
- 17 Spark plug found on left side upper cowl
- 18 Cowl vent screen has melted and reformed around spark plug found at that location during fire
- 19 Initial view of chassis battery
- 20 Electric starter and transmission cooler lines at front of engine compartment, left side of engine
- 21 Fuel rail at upper engine
- 22 Fuel supply line is burned away, fuel rail inlet is visible in photo
- 23 Fuel return line is burned away, fuel regulator, pressure port, and return line connector is visible in photo
- 24 Automatic transaxle dip stick handle and tube at rear of engine compartment
- 25 Engine oil dip stick and tube at front of engine compartment

- 26 Engine thermostat gooseneck with remnant of upper cooling system radiator hose at rear of engine
- 27 Lower cooling system hose at left front of engine
- 28 Vehicle raised on jack and jack stands for access to underside and oil filter
- 29 Engine oil filter, transmission fluid sample, engine oil sample gathered from vehicle
- 30 Cooling fans and other debris removed from engine compartment
- 31 Battery and starter wiring
- 32 Battery and starter wiring to engine
- 33 Wiring at left side of engine compartment
- 34 Point of fire origin
- 35 Dash id plate
- 36 Driver door mylar tag

mechanic/50181B



# Handy

PONTIAC - CADILLAC - BUICK - GMC, INC.  
191 LAKE STREET  
ST. ALBANS, VERMONT 05478-0007  
802 885-8877

## SERVICE INVOICE

Co.# 01

210888		JOHN SULLIVAN		1G4CW5201X482471	
WHITE	1000	BUICK	PARKAVE	L38 3.8L V6	
40270 / 40271					
			11/02/2000 10:23	11/06/2000 8:58	

LINE 1

CUSTOMER STATES VEHICLE ACTS FLOODED  
VEHICLE SURGES AND RACHS AND ALSO BOGGS DOWN  
AND ALMOST STALLS VEHICLE SOMETIMES HARD TO  
START

*Must present  
service before  
29 days*

TECH COMM:

INSPECTED VEHICLE FOR VEHICLE HARD START UP  
CONCERN FOUND PLUG WIRES SPARK PLUGS AND FUEL  
FILTER IN NEED OF REPLACEMENT REMOVED AND REPLACED  
AS NEEDED

REPAIR 1

GENERAL REPAIRS

*11.30 + 40%*

OPCODE: GEN

RS: 1.90

PRIM TECH: 001

*LD110 - 0.3 + 15.90  
(14.07)*

SALE TYPE: CASH & A/R \$102.60

*29.97*

PARTS

PARTS	DESC	PF	QTY	PRICE	SALE TYPE	
1781	NONQMPT	N	1	46.220	CASH & A/R RETA	\$46.22
25121942	FILTER AS	N	1	18.970	CASH & A/R RETA	\$18.97
25161444	SPARKPLUG	N	6	8.450	CASH & A/R RETA	\$50.70

LINE TOTAL \$218.49

LINE 2

CUSTOMER STATES VEHICLE WOULD HAVE NO START  
WITH KEY IN IGNITION VEHICLE WOULD NOT TURN  
OVER OR NO POWER AT ALL ALMOST LIKE VEHICLE  
HAD A DEAD BATTERY

TECH COMM:

INSPECTED VEHICLE FOR LOSS OF POWER CONCERN  
TRACED ALL VEHICLE WIRING AND SCANNED VEHICLE  
FOR CODES NONE FOUND AT THIS TIME OF SERVICE  
CHECKED FOR BULLETINS PERTAINING TO VEHICLE NONE  
FOUND AT THIS TIME OF SERVICE FOUND VEHICLE  
OPERATING WITHIN GM SPECS AT THIS TIME OF SERVICE

*20  
29.97  
CM 116  
11-10-00*

REPAIR 1

GENERAL REPAIRS

OPCODE: GEN

RS: 1.00

PRIMARY TECH: 001

SALE TYPE: CASH & A/R \$54.00

LINE TOTAL \$54.00

### Disclaimer of Warranties

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



*Handy*

PONTIAC - CADILLAC - BUICK - GMC, INC.  
181 LAKE STREET ST. ALBANS, VERMONT 05438-0487  
(802) 241-8811

SERVICE INVOICE

Co.# 01



210178		JOHN SULLIVAN		1G4CW52K2X4828471	
WHITE	1998	BUICK	PARKAVE		L38 3.8LV8
38114/	38115				1
			10/09/2000 8:40	10/09/2000 9:57	

LINE 1 LUBE OIL AND FILTER  
 TECH COMM: GREASE OIL FILTER CHECK ALL FLUIDS CHECK TIRE AIR  
 PRESSURE CHECK ALL BELTS AND HOSES CHECK EXHAUST  
 CHECK FRONT END LUBE DOOR HOOD HINGES CHECK SET  
 ANTI FREEZE

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
 PCODE: LOF SALE TYPE: CASH & A/R \$7.15  
 RS: .30  
 PRIMARY TECH: 002

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
N	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
N	BULK5 OIL	N	1	9.500	CASH & A/R RETA	\$9.50
LINE TOTAL						\$24.10

LABOR ..... \$7.15  
 PARTS ..... \$16.95  
 TAX (VERMONT SALES T) ..... \$0.85  
 CUSTOMER TOTAL ..... \$24.95  
 PAYMENT (CASH/CHECK) ..... \$24.95

CUSTOMER SIGNATURE \_\_\_\_\_

*Charg*

**Disclaimer of Warranties**

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

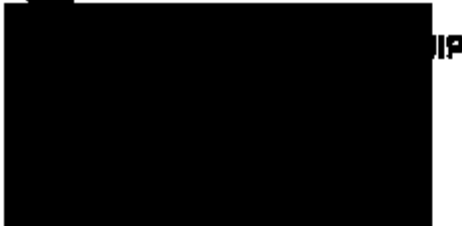


*Handy*

PONTIAC - CADILLAC - BUICK - OMC, INC.  
191 LAKE STREET  
ST. ALBANS, VERMONT 05478-9407  
(802) 534-6511

**SERVICE INVOICE**

Co.# 01



210084		JOHN SULLIVAN		1G4CW52K2X4828	
WHITE	1999	BUICK	PARKWAY	LS6 3.5LV6	
35733 / 35784				1	
			10/09/2000 9:22	10/04/2000 7:24	

LINE 1 OL CUSTOMER STATES INTERMITTENT A.B.S. LIGHT FC: 3X  
 TECH COMM: VERIFY CUSTOMER CONCERN DIAGNOSED PCM FAILURE REMO  
 VE AND REPLACE PCM AS REQUIRED  
 REPAIR 1 MODULE, PCM/VCM - REPLACE SALE TYPE: WARRANTY - WTY  
 DPCODE: J6360  
 IRS: 1.30  
 PRIMARY TECH: 001  
 CARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
EM	9361735 PCM REM	Y	1		WARRANTY - GM

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

*JD*  
*243.26*  
*ONE 107.*  
*10/10/00*

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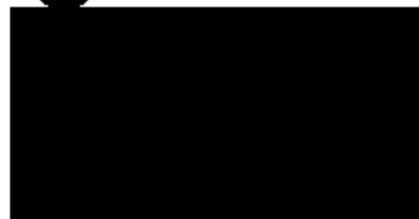


# Handy

PONTIAC - CADILLAC - BUICK - GMC, INC.  
181 LAKE STREET  
ST. ALBANS, VERMONT 05415-0487  
802 524-0021

## SERVICE INVOICE

Co.# 01



209658		JOHN SULLIVAN		1G4CW52K2X4628471	
WHITE	1999	BUICK	PARKAVE	L38 S.BLV8	
88782 / 88783				1	
			9/28/2000 9:30	10/02/2000 10:08	

LINE 1 OL CUSTOMER STATES ABS LIGHT COMES ON INTERMITTENTLY

FC: 6D

TECH COMM: VERIFY CUSTOMER CONCERN. DIAGNOSED P.C.M. FAILURE ORDERED P.C.M. AS REQUIRED.

REPAIR 1 WIRING AND/OR CONNECTOR - REPAIR SERIAL DATA/DLC/S

OPCODE: N6616

SALE TYPE: WARRANTY -

WTY

HRS: .40

PRIMARY TECH: 004

LINE 2 CUSTOMER STATES VEHICLE STARTS HARD WHEN WARM

TECH COMM: VERIFY CUSTOMER CONCERN. REMOVE AND REPLACE FUEL F ILTR AS REQUIRED.

REPAIR 1 RECOMMENDED MAINT.

OPCODE: \*\*RCMND

SALE TYPE: CASH & A/R

\$32.40

HRS: .60

PRIMARY TECH: 004

PARTS

DESC	FP	QTY	PRICE	SALE TYPE	
25121942 FILTER AS N		1	18.970	CASH & A/R	RENTA \$18.97

LINE TOTAL

\$51.37

LINE 3 CUSTOMER STATES REAR DIRECTIONAL LIGHTS ON REAR LEFT SIDE

TECH COMM: VERIFY CUSTOMER CONCERN. DIAGNOSED VEHICLE IN NEED OF BOTH TAIL LAMPS. BOTH ASSEMBLYS ARE BROKEN. ELECTRICALLY BOTH UNITS ARE WORKING O.K.

*WTS  
Rep # 10/6/00  
10/6/00  
Cm # 106*

REPAIR 1 RECOMMENDED MAINT.

OPCODE: \*\*RCMND

SALE TYPE: CASH & A/R

\$27.00

HRS: .50

PRIMARY TECH: 004

LINE TOTAL

\$27.00

#	RO DATE	VIN	DIV	BMD	ODOMETER	S. ADVISOR	RO TOTAL				
209958	09/28/2000	1G4CW52K2X4628471	16	01317	38.732						
LN	TYP	CC	CNT	FAILEDPT	TOT-PTS	FC	LABRDP	LHRS	OHR	TECH #	NET-IT
01		DL	000		.00	6D	N6616	0.4	0.0		0.0
LINE-TOT		QUANTITY		PERSON-CYCLE #							
18.76		106		106							

*18.76  
CASH 10/7  
10/10/00*

WARRANTY-ODOMETER READING



Handy

PONTIAC - CADILLAC - BUICK - GMC, INC.  
191 LAKE STREET  
ST. ALBANS, VERMONT 05478-8487  
(802) 834-8221

SERVICE INVOICE

Co.# 0

200202		JOHN SULLIVAN		1G4CW52K2X4028471	
WHITE	1999	BUICK	PARKAVE	LS6 3.6LV6	
82230 / 82231				1	
			6/27/2000 19:35	6/28/2000 9:20	

Home Phone: 30

LINE 1 LUBE OIL AND FILTER  
 TECH COMM: GREASE OIL FILTER CHECK ALL FLUIDS CHECK TIRE AIR PRESSURE CHECK ALL BELTS AND HOSES CHECK EXHAUST CHECK FRONT END LUBE DOOR HOOD HINGES CHECK SET ANTI FREEZE

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
 OPCODE: L0F SALE TYPE: CASH & A/R \$7.15  
 HRS: .50  
 PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
GM	BULK10 OIL	N	1	9.500	CASH & A/R RETA	\$9.50

LINE TOTAL \$24.10

LINE 2 PI VEHICLE COUGES ON START WHEN HOT  
 TECH COMM: VERIFIED CUSTOMER CONCERN FOUND VEHICLE RUNNING ROUGH CLEANED INJECTORS AND REPROGRAMMED POWERTRAIN CONTROLLER AS NEEDED FC: 6C

REPAIR 1 POWERTRAIN CONTROLLER - REPROGRAM ON CAR  
 OPCODE: J6355 SALE TYPE: WARRANTY - 361.63  
 HRS: .70 079  
 PRIMARY TECH: 002 7/4/00 WTY

LINE 3 MA CUSTOMER STATES REAR LICENSE LAMP BROKEN  
 TECH COMM: REPLACED REAR LICENCE PLATE BULB AS NEEDED FC: 4X

REPAIR 1 BULBS, LAMP - REPLACE LICENSE (ONE OR ALL)  
 OPCODE: N0657 SALE TYPE: WARRANTY - WTY  
 HRS: .20  
 PRIMARY TECH: 003  
 WARE PARTS: 1

*Charge*

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PONTIAC - CADILLAC - BUICK - GMC, INC.  
181 LAKE STREET  
ST. ALBANS, VERMONT 05478-6407  
(802) 884-8831

SERVICE INVOICE

Co.# C



Home Phone:

200006		JOHN SULLIVAN		1G4CW62K2X4828471	
WHITE	1999	BUICK	PARKWAY	L88 8.8LW6	
28874 / 28875				1	
			4/18/2000 18:28	4/18/2000 8:18	

LINE 1 LUBE OIL AND FILTER  
CHECK VEHICLE OVER  
TECH COMM: LUBE OIL AND FILTER CHECK ALL FLUIDS BELTS AND HOSES CHECK EXHAUST CHECK FRONT END CHECK TIRE AIR PRESSURE CHECK SET ANTI FREEZE LUBE DOOR HINGES AND HOOD LATCH

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT  
OPCODE: LOF SALE TYPE: CASH & A/R \$7.11  
HRS: .50  
PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.4
GM	BULKS OIL	N	1	9.500	CASH & A/R RETA	\$9.5
GM	25096932 AIR FLTR	N	1	7.050	CASH & A/R RETA	\$7.0
LINE TOTAL						\$31.1

LINE 2 ROTATE TIRES  
TECH COMM: ROTATE TIRES

REPAIR 1 ROTATE  
OPCODE: ROTATE SALE TYPE: CASH & A/R \$12.0  
HRS: .30  
PRIMARY TECH: 003

LINE TOTAL \$12.0

LINE 3 VERMONT STATE INSPECTION  
TECH COMM: VERMONT STATE INSPECTION

REPAIR 1 VERMONT STATE INSPECTION  
OPCODE: VSI SALE TYPE: CASH & A/R \$25.0  
HRS: .50  
PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	9421130 BULB	N	1	.628	CASH & A/R RETA	\$0.6

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*Change*



Handy

PONTIAC - CADILLAC - BUICK - GMC, INC.  
181 LAKE STREET ST. ALBANS, VERMONT 05470-0407  
800 834-9821

SERVICE INVOICE

Co.# 0



Home Phone:

203758		JOHN SULLIVAN		1G4CW52K2M4626471	
WHITE	1999	BUICK	PARKAVE	LEA 3.0L V6	
18449 / 16450				1	
			10/25/1999 18:01	10/27/1999 0:52	

LINE 1 OL: CUSTOMER STATES ABS BRAKE LIGHT ON CUSTOMER SAID HE HEARD A LOUD EXPLOSION NOISE AND WHEN CUSTOMER WOULD TAKE A SHARP LEFT TURN THEN THE LIGHT WOULD COME ON THEN IT WOULD GO OUT

*4 days before*

TECH COMM: INSPECT VEHICLE FOR ABS CODES FOUND LEFT FRONT SPEED SENSOR WIRE HARNESS IN NEED OF REPLACEMENT REMOVED AND REPLACED LEFT FRONT SPEED SENSOR HARNESS AS NEEDED

FC: 3N

REPAIR 1 HARNESS, WHEEL SPEED SENSOR JUMPER WIRING (ABS) -  
 OPCODE: H2531 SALE TYPE: WARRANTY - WTY  
 HR .60  
 PRIMARY TECH: 001  
 WARR PARTS: 1

*Por 255  
CMA 009  
11/2/99*

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12120079 HARNESS A Y		1		WARRANTY - GM	WTY
NET ITEM: M	SHIPPING CHARGES (PARTS)				SALE TYPE WARRANTY - GM	WTY

LINE 2 LUBE OIL AND FILTER  
 TECH COMM: LUBE OIL AND FILTER CHECK ALL FLUIDS BELTS AND HOSES CHECK EXHAUST CHECK FRONT END CHECK TIRE AIR PRESSURE CHECK SET ANTI FREEZE LUBE DOOR HINGES AND HOOD LATCH

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
 OPCODE: LOF SALE TYPE: CASH & A/R \$6.00  
 PRIMARY TECH: 002

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
GM	BULK10 OIL	N	1	6.500	CASH & A/R RETA	\$6.50
LINE TOTAL						\$19.95

*Handwritten signature*

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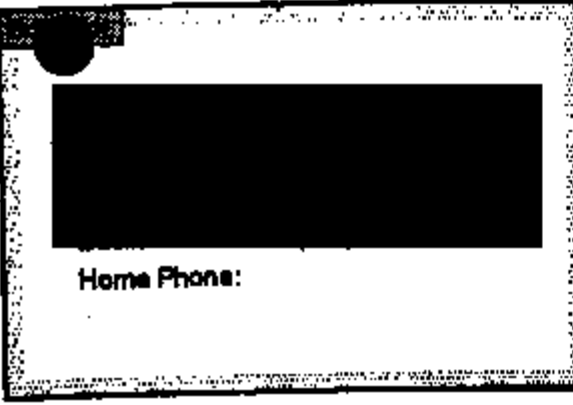


*Handy*

PONTIAC - CADILLAC - BUICK - GMC, INC.  
101 LAKE STREET  
ST. ALBANS, VERMONT 05478-0467  
802 524-0011

**SERVICE INVOICE**

Co.# 0



Home Phone:

202900		JOHN SULLIVAN		1G4CW52K2X1525471	
1999	BUICK	PARKAVE		L36 3.8LV6	
15456 / 15457				1	
			9/16/1999 15:39	9/16/1999 14:59	

LINE 1 LUBE OIL AND FILTER  
 TECH COMM: GREASE OIL FILTER CHECK ALL FLUIDS CHECK TIRE AIR  
 PRESSURE CHECK ALL BELTS AND HOSES CHECK EXHAUST C  
 HECK FRONT END LUBE DOOR HOOD HINGES CHECK SET  
 ANTI FREEZE

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
 OFCODE: LOF SALE TYPE: CASH & A/R \$6.00  
 PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
25010792	OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
BULK5	OIL	N	1	6.500	CASH & A/R RETA	\$6.50
LINE TOTAL						\$19.9

LABOR	\$6.0
PARTS	\$13.9
TAX (VERMONT SALES T)	\$0.7
CUSTOMER TOTAL	\$20.6
PAYMENT (CASH/CHECK)	\$20.6

CUSTOMER SIGNATURE \_\_\_\_\_

*Charges*

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PONTIAC - CADILLAC - BUICK - GMC, INC.  
101 LAKE STREET ST. ALBANS, VERMONT 05478-0407  
PHONE 824-8231

## SERVICE INVOICE

Co.# 0



Home Phone:

202123		CHRISTOPHER PARENT		1G4CW52K2X4825471	
1999	BUICK	PARKAVE		L38 3.8LV6	
11190/ 11191				1	
			8/04/1998 10:29	8/04/1998 11:32	

LINE 1 LUBE OIL FILTER  
 TECH COMM: LUBE OIL AND FILTER CHECK ALL FLUIDS BELTS AND HOSES CHECK EXHAUST CHECK FRONT END CHECK TIRE AIR PRESSURE CHECK SET ANTI FREEZE LUBE DOOR HINGES AND HOOD LATCH

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
 OPCODE: LOF SALE TYPE: CASH & A/R \$6.00  
 PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
GM	BULK10 OIL	N	1	6.500	CASH & A/R RETA	\$6.50
LINE TOTAL						\$19.95

LABOR	\$6.00
PARTS	\$13.95
TAX (VERMONT SALES T)	\$0.70
CUSTOMER TOTAL	\$20.65
PAYMENT (CASH/CHECK)	\$20.65

CUSTOMER SIGNATURE \_\_\_\_\_

*Change*

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PONTIAC - CADILLAC - BUICK - GMC, INC.  
191 LAKE STREET  
ST. ALBANS, VERMONT 05470-0407  
802 524-0231

SERVICE INVOICE

Co.# 0



Home Phone:

200706		CHRISTOPHER PARENT		1G4CWB2K2X4628471	
1999	BUICK	PARKAVE		L35 S.ELV6	
7085 / 7086				1	
			5/21/1999 2:55	8/05/1999 16:38	

LINE 1 WG A.B.S. LIGHT STAYS ON

FC: 2K

TECH COMM: CHECK FOR STORED CODES NONE FOUND CHAFED WIRE IN WIRE LOOM REMOVE AND REPLACE AS NEEDED.

REPAIR 1 SENSOR, WHEEL SPEED - REPLACE FRONT, LEFT  
OPCODE: H2411 SALE TYPE: WARRANTY - WTY

HRS: .90  
PRIMARY TECH: 001  
WARR PARTS: 1

*pd 76.52  
cm # 966  
6/11/99*

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	12120079 HARNESS	Y	1		WARRANTY - GM	WTY

LINE 2 LUBE OIL AND FILTER  
TECH COMM: GREASE OIL FILTER

REPAIR 1 LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT TIRE PRES  
OPCODE: LOF SALE TYPE: CASH & A/R \$6.00  
PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
GM	BULK10 OIL	N	1	6.500	CASH & A/R RETA	\$6.50
GM	W/W WASHER	N	1	.600	CASH & A/R RETA	\$.60

LINE TOTAL \$20.55

LABOR	\$6.00
PARTS	\$14.55
TAX (VERMONT SALES T)	\$.73
CUSTOMER TOTAL	\$21.28
PAYMENT (CASH/CHECK)	\$21.28

CUSTOMER SIGNATURE \_\_\_\_\_

*Chang*

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*Handy*

PONTIAC - CADILLAC - BUICK - GMC, INC.  
181 LAKE STREET ST. ALBANS, VERMONT 05428-0487  
802 234-8811

MEASURE 3

SERVICE INVOICE

Co.# 0



Home Phone:

200108		JOHN P. SULLIVAN		1G4CW82K2X4828471	
1999	BUICK	PARK AVE		L38 3.5LV8	
3910/	3911			1	
			4/13/1999 12:55	4/13/1999 18:37	

LINE 1 LUBE OIL FILTER  
TECH COMM: LUBE OIL FILTER

REPAIR 1. LUBE OIL AND FILTER CHK FLUIDS BELTS HOSES COOLANT  
OPCODE: LOP SALE TYPE: CASH & A/R \$6.00  
PRIMARY TECH: 003

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	7.450	CASH & A/R RETA	\$7.45
GM	BULK10 OIL	N	1	6.500	CASH & A/R RETA	\$6.50

LINE TOTAL \$19.95

LABOR	\$6.00
PARTS	\$13.95
TAX (VERMONT SALES T)	\$ .70
CUSTOMER TOTAL	\$20.65
PAYMENT (CASH/CHECK)	\$20.65

CUSTOMER SIGNATURE \_\_\_\_\_

*Customer charged JPS*

**Disclaimer of Warranties**

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no write  
claim report



Property Damage Appraisers  
INVOICE

Cindy  
open

PLEASE REFERENCE THIS NUMBER ON ALL PAYMENTS  
AND ENCLOSE A COPY OF THE INVOICE WITH PAYMENT.

INVOICE NUMBER  
611-52616

**BILL TO:**  
UNIVERSAL UNDERWRITERS  
CINDY  
175 CROSSING BLVE  
SUITE 100  
FRAMINGHAM, MA 01702

CUSTOMER NUMBER UN950039	INVOICE DATE 12/27/2000
APPRAISED AMOUNT .00	NUMBER OF UNITS 1
BUSINESS LINE/LOSS TYPE Auto Physical Damage	

**FOR INQUIRIES CONTACT:**  
Property Damage Appraisers  
PHONE: (802) 877-0037  
FAX: (802) 877-2028

**SUBMIT PAYMENT TO:**  
PDA Inc.  
P.O. Box 9230  
Ft Worth, TX 76147-2230  
TIN: 75-1160563

JAN 9 2001

ATTENTION: CINDY

INSURED		CLAIMANT		ASSIGNMENT DATE	
POLICY NUMBER		CLAIM NUMBER		12/21/2000	
SERVICE FEE		DATE OF LOSS		PDA ASSIGNMENT NUMBER	
		12/07/2000		0120157-0 SCBA	
TOTAL LOSS EVALUATION					70.00
OFFICE CHARGE					15.00
DRIVING TIME 62 Miles @ \$5.00					2.00
RELEASE 62 Miles - 50 inc. = 12 @ \$5.00					.00
PHOTOS					7.20
LONG DISTANCE					.00
MISCELLANEOUS @ .00 @ .00					3.00
COMMENTS					.00
<b>Terms: Professional Fees Due Upon Receipt</b> Please enclose a copy of this invoice with your payment and put the invoice number on your check.				TOTAL CHARGES	
				97.20	
				APPLICABLE TAXES	
				.00	
				INVOICE TOTAL	
				97.20	

Thank you for choosing PDA. We appreciate your business.



Property Damage Appraisers  
INVOICE

PLEASE REFERENCE THIS NUMBER ON ALL PAYMENTS  
AND ENCLOSE A COPY OF THE INVOICE WITH PAYMENT.

INVOICE NUMBER  
611-52616

CUSTOMER NUMBER  
UNI950039

INVOICE DATE  
12/27/2000

APPRAISED AMOUNT  
.00

NUMBER OF UNITS  
1

BUSINESS LINE/LOSS TYPE  
Auto Physical Damage

SUBMIT PAYMENT TO:

PDA Inc.  
P.O. Box 8230  
Ft. Worth, TX 76147-2230

TIN: 75-1160563

BILL TO:

UNIVERSAL UNDERWRITERS  
CINDY  
175 CROSSING BLVE  
SUITE 100  
FRAMINGHAM, MA 01702

FOR INQUIRIES CONTACT:

Property Damage Appraisers  
PHONE: (802) 877-0037  
FAX: (802) 877-2028

ATTENTION: CINDY

IN F		CLAIMANT		ASSIGNMENT DATE 12/21/2000	
POLICY NUMBER		DATE OF LOSS 12/07/2000		PDA ASSIGNMENT NUMBER 0120157-0 SCBA	
SERVICE FEE		TOTAL LOSS EVALUATION		70.00	
OFFICE CHARGE				15.00	
DRIVING TIME 62 Miles @ \$5.00				2.00	
MILEAGE 62 Miles - 50 inc. = 12 @ \$.60				.00	
PHOTOS				7.20	
LONG DISTANCE				.00	
MISCELLANEOUS @ .00				3.00	
COMMENTS @ .00				.00	
<p><b>Terms: Professional Fees Due Upon Receipt</b></p> <p>Please enclose a copy of this invoice with your payment and put the invoice number on your check.</p>				TOTAL CHARGES	
				97.20	
				APPLICABLE TAXES	
				.00	
				INVOICE TOTAL	
				97.20	

Thank you for choosing PDA. We appreciate your business.

PROPERTY DAMAGE APPRAISERS  
 PO BOX 508 SHELBURNE, VT 05482  
 (802) 877-3182  
 Fax: (802) 877-2028

Damage Assessed By: Scott Bechand

Condition Code: Excellent  
 Date of Loss: 12/7/00  
 Deductible: UNKNOWN  
 File Number: 0120157-0  
 Claim Number: 1070011117

Type of Loss: Comprehensive (Spec)

Insured: [REDACTED]  
 Address: [REDACTED]  
 Telephone: [REDACTED]

Mitchell Service: 918483

Description: 1998 Buick Park Avenue  
 Body Style: 4D Sed  
 VIN: 1G4CW12KZX4628471  
 OEM/WALT: 0

Drive Train: 3.9L Inj 6 Cyl A/C

Search Code: None

Options: AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER SEATS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AM-FM STEREO, AM-FM STEREO CASSETTE, DUAL A/C, AUTOMATIC TRANSMISSION, AUTOMATIC OVERDRIVE, LUXURY EQUIPMENT PKG, PREMIUM SOUND SYSTEM, REAR MOLDINGS, TRIP COUNTER, PASSENGER SIDE AIR BAG, POWER REMOTE MIRROR, ANTI-LOCK BRAKE SYSTEM, AUTO-LEVEL SUSPENSION, DISC BRAKES, POWER ANTENNA, V-6 ENGINE, 4-DOOR, SPECIAL WHEELS, FUEL INJECTION, DRIVER SIDE AIR BAG

Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
------	--------------	------------	-----------	-----------------------	------------------------	---------------	-------------

Remarks:  
 Severe Fire Damage to the engine compartment. (see photo's) Fire damaged all engine compartment components including severe damage to the engine, transmission, all air-conditioning components, all electrical components, all auto-level suspension components, and all bolt-on components i.e. (power steering, A.C. and emission pumps) This is a total frontal constructive loss. In addition it is suspected that because of the extreme heat in this fire that there is a high likelihood that there may be damage behind the dash panel within the passenger compartment. Towing from residence was \$1.00, storage @ Handy Pontiac-Buick is \$5.00/day from 12/27/00 and customer has had a rental vehicle from 12/27/00 @ \$29.95/day.

ESTIMATE RECALL NUMBER: 12/28/00 21:47:25 0120157-0

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Labor Summary	0.0				0.00	Total Replacement Parts Amount	0.00
III. Additional Costs						IV. Adjustments	Amount
Total Additional Costs						Customer Responsibility	0.00
						I. Total Labor:	0.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	0.00
						IV. Total Adjustments:	0.00
						Net Total:	0.00

This is a preliminary estimate.  
Additional changes to the estimate may be required for the actual repair.

Inspection Site: Handy Pontiac-Buick  
 Inspection Date: 12/27/00

Body Shop: N/A

This is not an authorization for repair. Only the owner can give permission to start the repairs. ALL SUPPLEMENTAL ITEMS MUST HAVE PRIOR AUTHORIZATION.

Appraised By: [Signature] 12/28/00  
 802-524-0965

DAYS TO REPAIR \_\_\_\_\_ OWNER CONTACTED ON 12/28/00

A COPY OF THIS REPORT HAS BEEN SENT TO THE FOLLOWING:

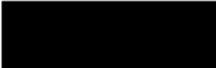
- OWNER \_\_\_\_\_
- SHOP \_\_\_\_\_
- NO ONE

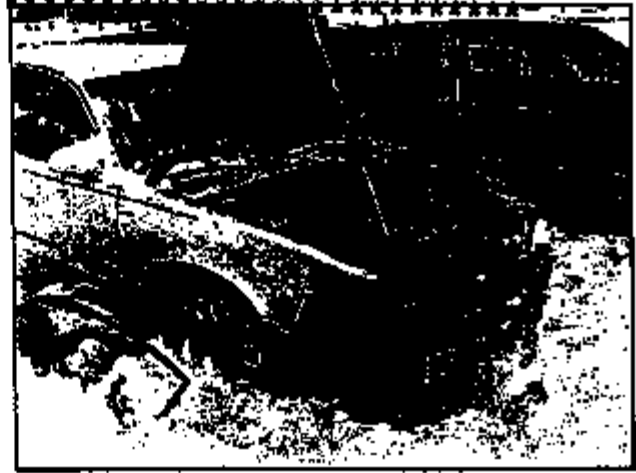
ESTIMATE RECALL NUMBER: 12/28/00 21:47:08 0120187-0

Ultimate Data Version:  
 Ultimate Version: 4.5.004

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PHOTO SHEET FOR PDA ASSIGNMENT # 0120157-0

Claim # 107001117 Owners Name 





**MILLER FAIGNANT & BEHRENS P.C.**

**ATTORNEYS AT LAW**

**36 MERCHANTS ROW**

**P.O. BOX 6888**

**RUTLAND, VERMONT 05702-6888**

**TELEPHONE (802) 778-2521 FACSIMILE (802) 778-2574**

LAWRENCE MILLER  
JOHN PAUL FAIGNANT  
LAWRENCE H. BEHRENS  
ANTONIN L.Z. ROBBASON

OF COUNSEL  
LISA CHALIZEE  
PARKS DALE  
MARIE PECK FABIAN  
CAROL S. WESTIN

August 16, 2002

Diane R. Evans  
Property Damage Unit  
ESIS  
300 Renaissance Center  
482-C20-D71  
Detroit, MI 48625-3000

RE: File No.: 437505  
Client: General Motors Corp.

**RECEIVED**

**AUG 21 2002**

**ESIS-GM CLAIMS UNIT**

Dear Diane:

I have been informed by Universal Underwriters that they are incurring significant storage charges pertaining to the subject 1999 Buick Park Avenue and consequently will only be holding it for inspection by ESIS until September 15, 2002. Please advise ASAP whether you wish to conduct such an inspection.

Cordially,



Lawrence H. Behrens

LHB/ams

cc: Richard Tomak  
Tim Vaughn

x 50

**MILLER FAIGNANT & BEHRENS P.C.**

ATTORNEYS AT LAW

36 MERCHANTS ROW

P.O. BOX 8688

RUTLAND, VERMONT 05702-8688

TELEPHONE (802) 778-2821 FACSIMILE (802) 778-2274

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ANTONIN L.J. ROSSIGNON

OF COUNSEL  
LISA CHALIDZE  
FRANKIE GALE  
MARK PECK FABIAN  
CAROL E. WESTIN

October 4, 2002

**RECEIVED**

OCT 10 2002

ESIS-GM CLAIMS UNIT

Diane R. Evans  
Property Damage Unit  
ESIS  
300 Renaissance Center  
482-C20-D71  
Detroit, MI 48625-3000

RE: Your File No.: 437505  
Your Client: General Motors Corp.  
Universal Claim No.: 107-1117  
D/O/L: 12/7/00

Dear Diane:

I am in receipt of your recent correspondence requesting additional information. I contacted the representative for Universal Underwriters handling this matter, who sent me additional documentary materials, which I have enclosed. With that, I have sent you all pertinent information that I have and that Universal Underwriters has. I believe that the absence of some of the material you request may be indicative in and of itself.

After you have had an opportunity to review the enclosed, I look forward to hearing from you in furtherance of resolving this matter. Should you wish to conduct an inspection of the vehicle, please advise.

Cordially,



Lawrence H. Behrens

LHB/wms  
enc.

cc: Richard Tomak  
Tim Vaughn



Diane R. Evans  
ESIS/GM Property Damage Unit  
diane.evans@esa.com

October 14, 2002

Miller, Faignant & Behrens, P.C.  
ATTN: Mr. Lawrence H. Behrens, Attorney at Law  
36 Merchants Row  
PO BOX 6688  
Rutland, VT 05702-6688

YOUR INSURED: [REDACTED]  
YOUR CLAIM NUMBER: 107-1117  
OUR CLAIM NUMBER: 437505  
OUR CLIENT: General Motors Corporation  
DATE OF LOSS: 12/7/00

Dear Mr. Behrens:

I am in receipt of your additional information that was sent to our office on October 4, 2002, however, this information is not what was requested in my letter of May 31, 2002 regarding this claim. Our client may have difficulty in making a determination based on the documentation provided thus far, therefore I request that you check with your client once again, and ask them to provide the following documentation.

1. Color copies of the photos obtained by the expert. It is suggested that you not send the originals, as I cannot guarantee they cannot 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. Please provide damage estimates and/or appraisals for the subject vehicle. If the vehicle was a total loss, then provide your total loss worksheet.
5. Advised if the owner purchased this new or used, if purchased used, please provide some information regarding when the current owner purchased the same.
6. Advise of the present location of the subject vehicle.

7. Please provide a salvage bid.

8. Please provide copies of all proofs of payment.

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.

**Please note that 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 they intend to pursue a claim, and/or a cause of action. We will be unable to determine if a physical inspection of the subject vehicle is necessary until our client has had the opportunity to thoroughly evaluate your supporting technical documentation.**

Sincerely,

Diane R. Evans

Cc: File

**MILLER FAIGNANT & BEHRENS P.C.**

**ATTORNEYS AT LAW**

**28 MERCHANTS ROW**

**P.O. BOX 6888**

**RUTLAND, VERMONT 05702-6888**

**TELEPHONE (802) 778-8821 FACSIMILE (802) 778-8874**

LAWRENCE MILLER  
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LAWRENCE H. BEHRENS  
ANTONIN L.E. ROBBASON

OF COUNSEL  
LISA CHALDOZ  
PARALEGALS  
MARIE PECK FABIAN  
CAROL S. WESTIN

November 8, 2002

NOV 12 2002

Diane R. Evans  
Property Damage Unit  
BSIS  
300 Renaissance Center  
482-C20-D71  
Detroit, MI 48625-3000

RE: Your File No.: 437505  
Your Client: General Motors Corp.  
Universal Claim No.: 107-1117  
D/O/L: 12/7/00

Dear Diane:

I am in receipt of your most recent correspondence. Enclosed please find the color photographs you requested. Other than the location of the subject vehicle, which I have previously identified, I am not in possession of the other information you seek. I have already sent you all documentation that Universal Underwriters has sent me. Accordingly, at this time please advise as to the position you are taking on this subrogation claim. Thank you.

Cordially,

  
Lawrence H. Behrens

LHB/ams  
enc.

127-11117

# Photo Report

WGT # 50181

Photo Inspection  
Date 3/2/01



Photo Roll /

Photo # /



Photo # 2

FOURNIER

# Photo Report

( WGI # 50181

File 107-11117

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 3

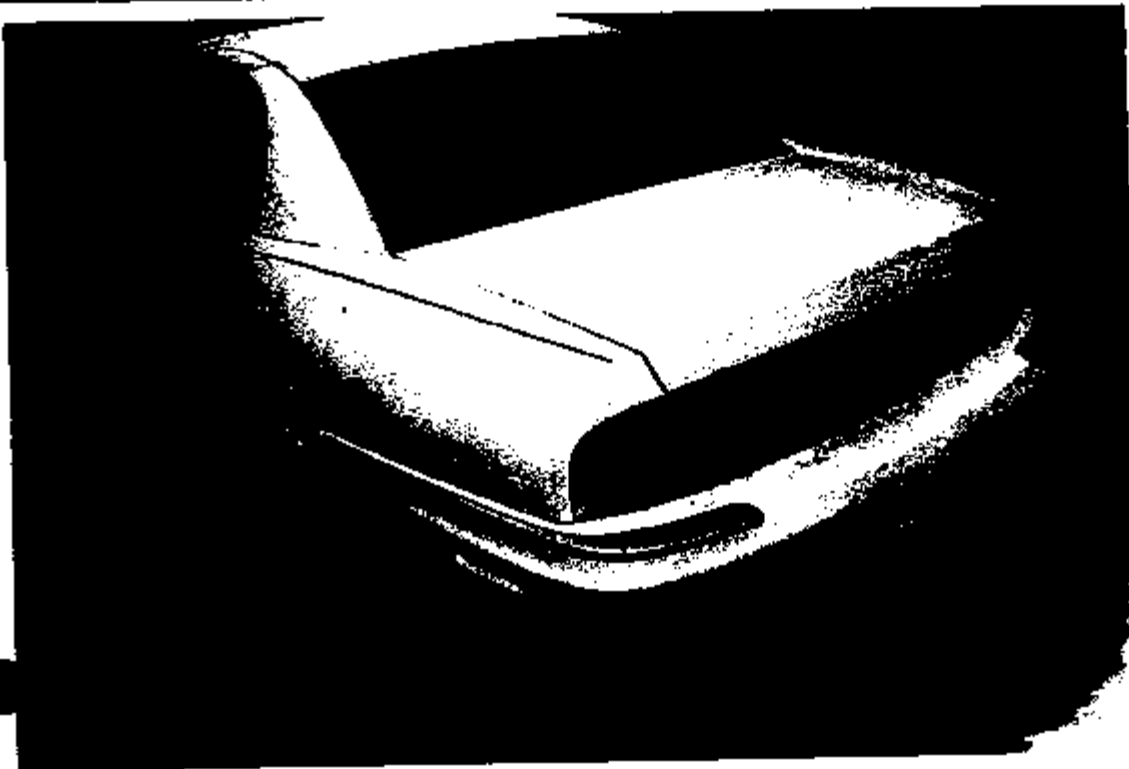


photo # 4

# Photo Report

(WGT # 50181)

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 5

167-11117



Photo # 6

# Photo Report

(NGI # 50181)

Photo Inspection  
Date 3/2/01

Photo Roll 1

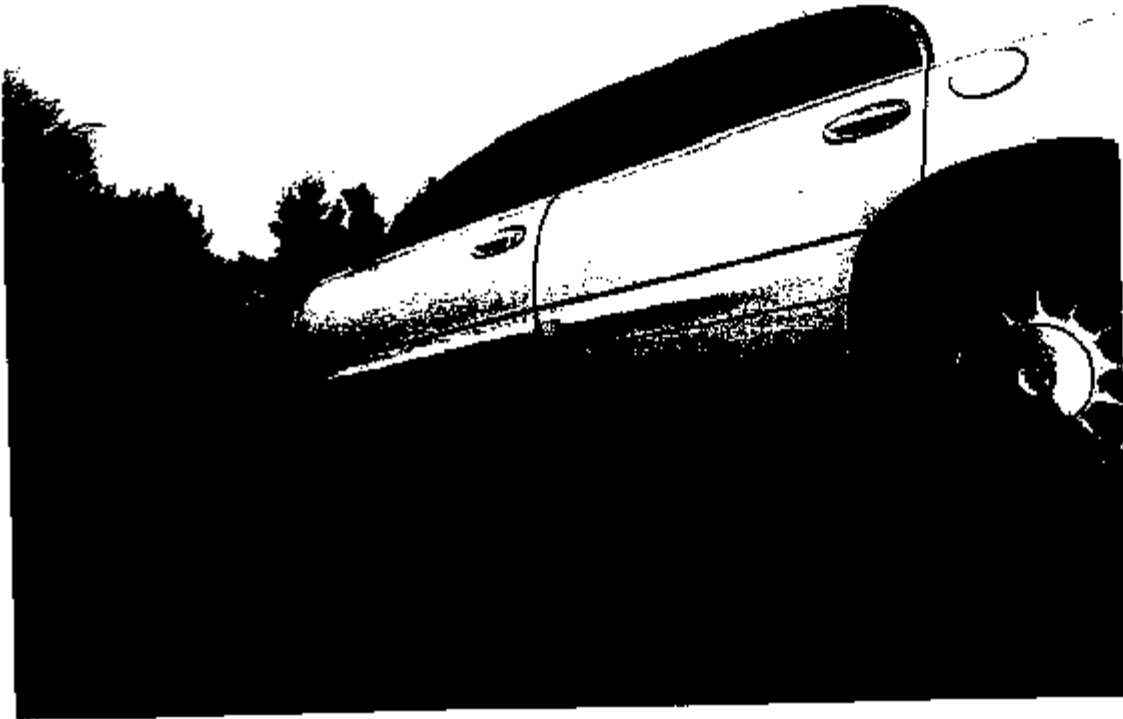


Photo # 7

File 107-11117.



Photo # 8

# Photo Report

WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 9

File  
107-11117



Photo # 10



# Photo Report

(WGT # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1

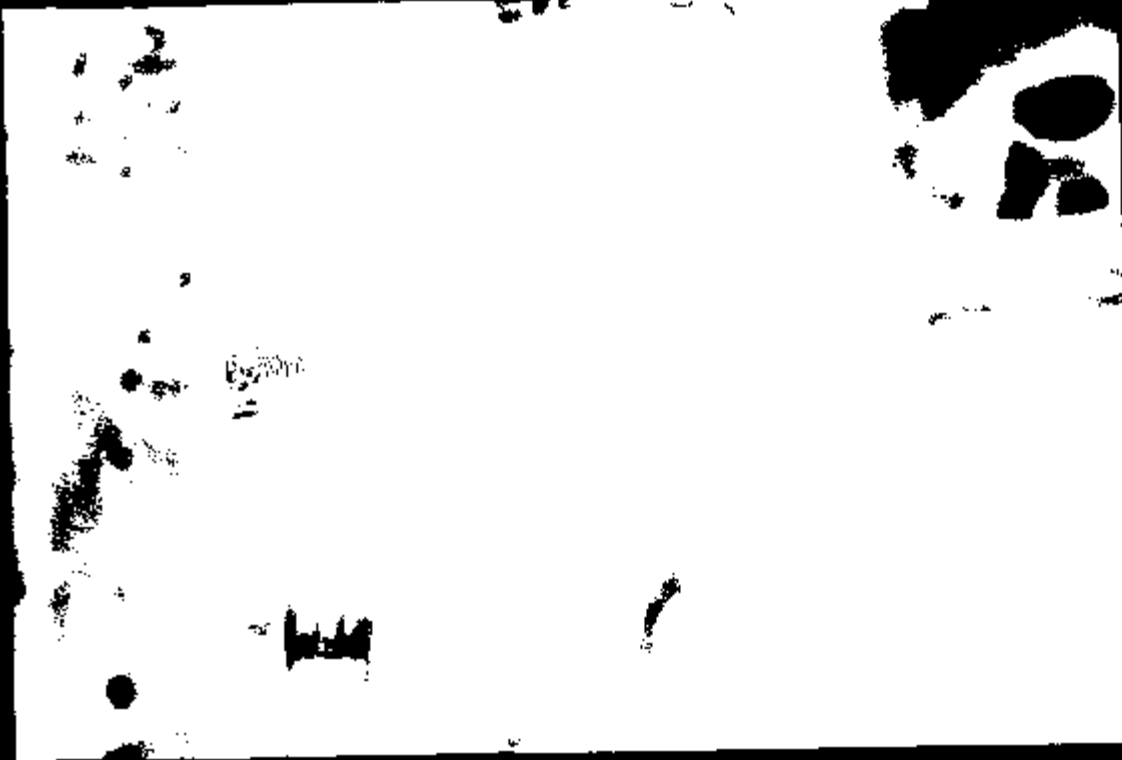


Photo # 11

File 107-11117

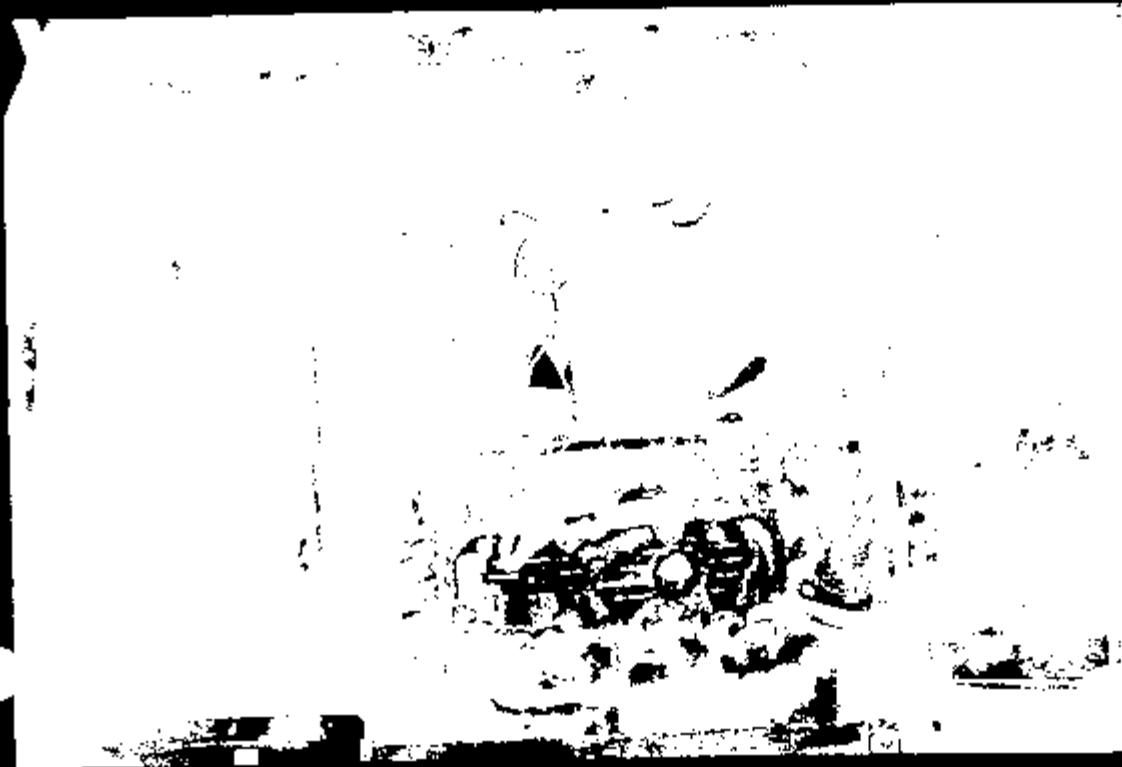


Photo # 12

# Photo Report

WGT # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 13

File 107-11117



Photo # 14

# Photo Report

( WGE # 50181

Photo Inspection  
Date 3/2/01

Photo Roll /



Photo # 15

File 107-11117

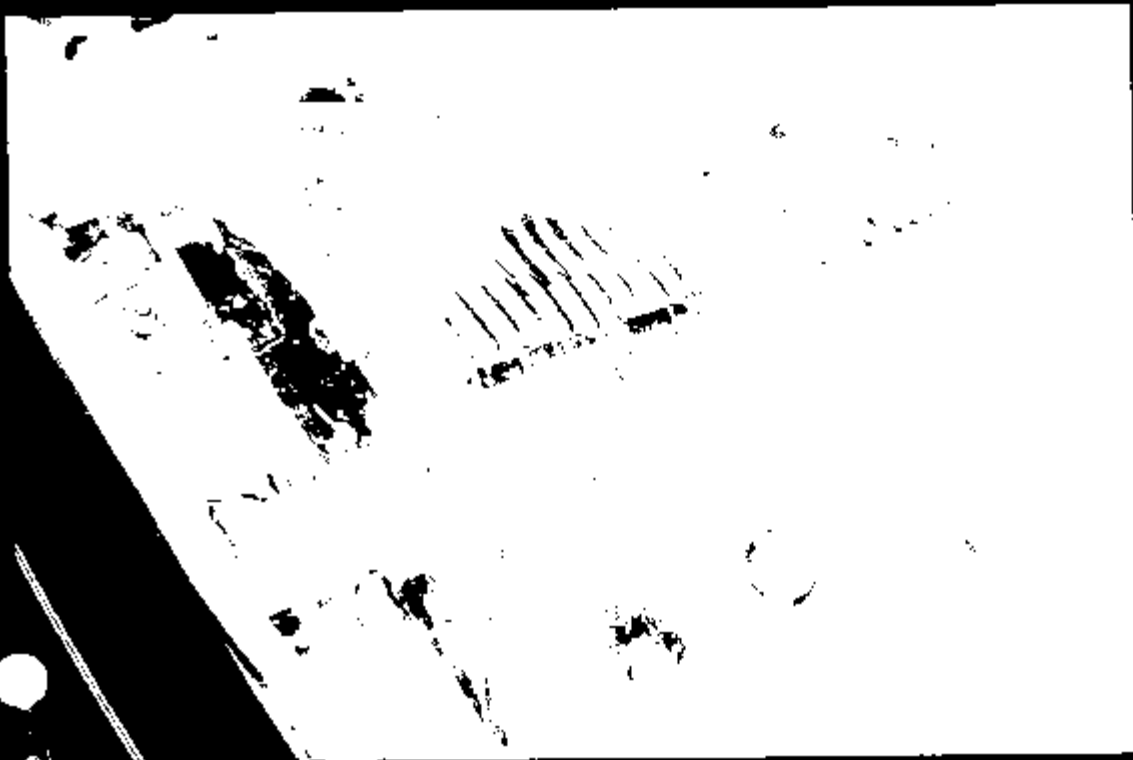


Photo # 16

# Photo Report ( WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1

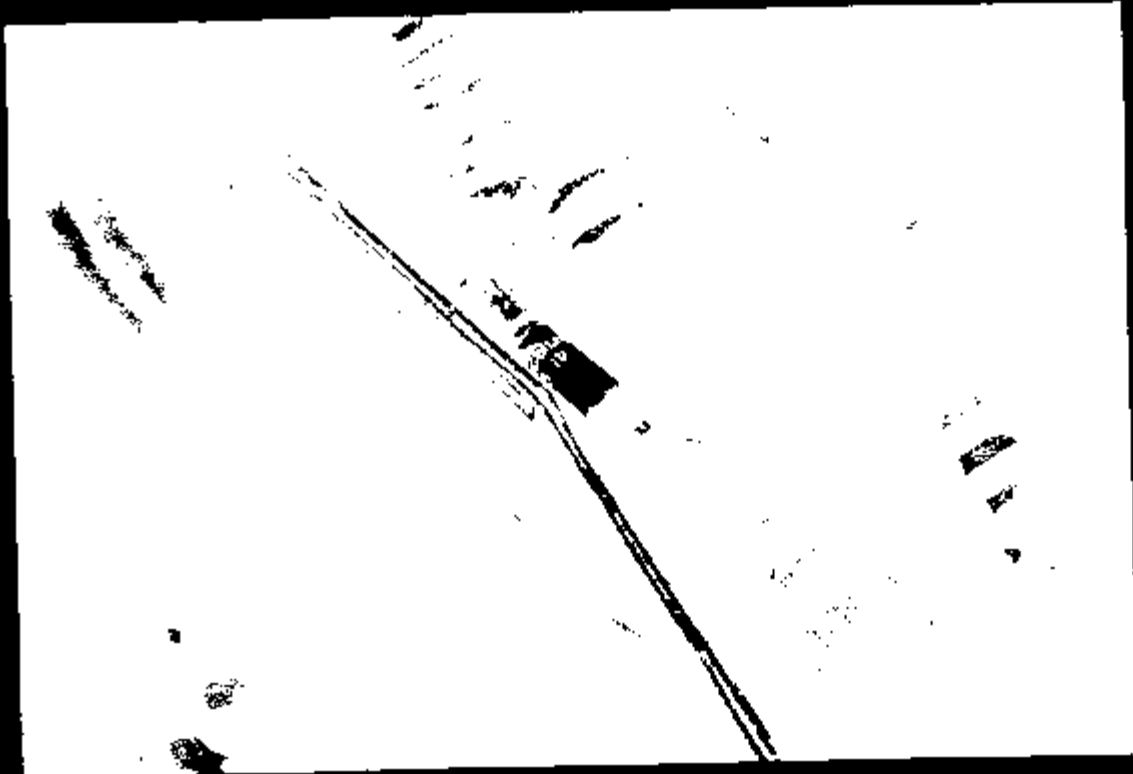


Photo # 17

File 107-11117



Photo # 18

# Photo Report

( WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 19

File 107-11117



Photo # 20

# Photo Report

(WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll /



Photo # 21

File 107-11117

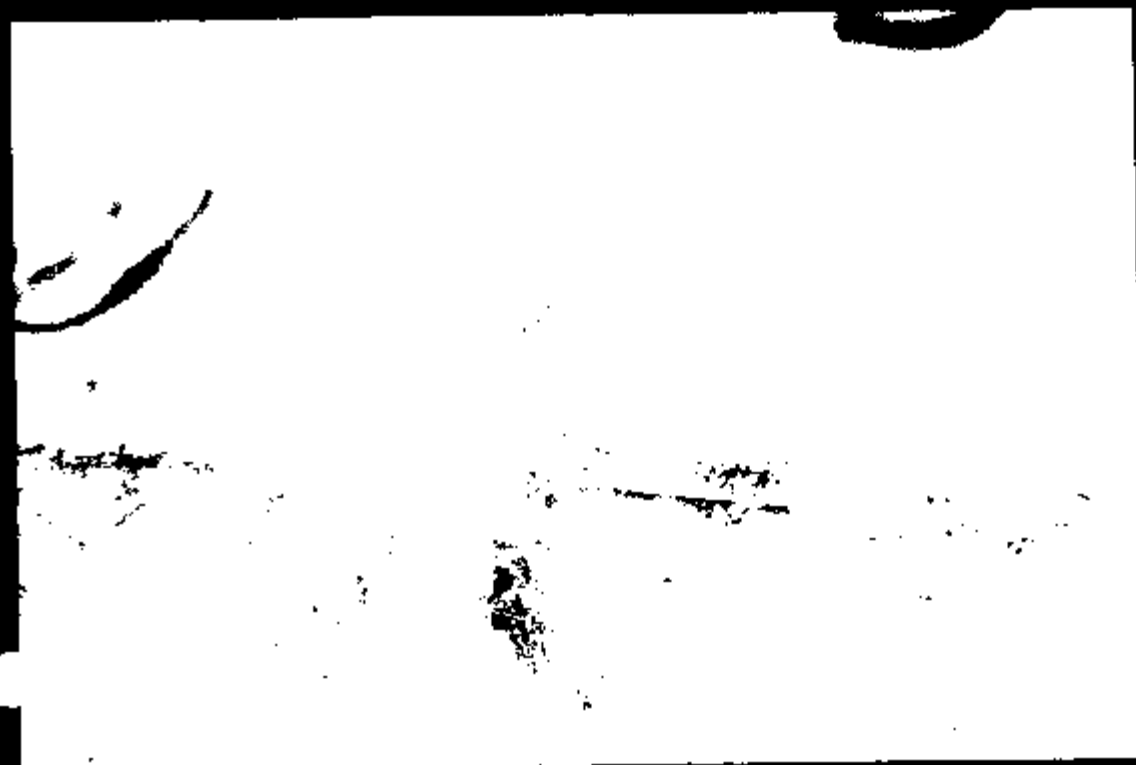


Photo # 22

# Photo Report

WGT # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 23

File 107-11117



Photo # 24

# Photo Report

WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 25

File 107-11117

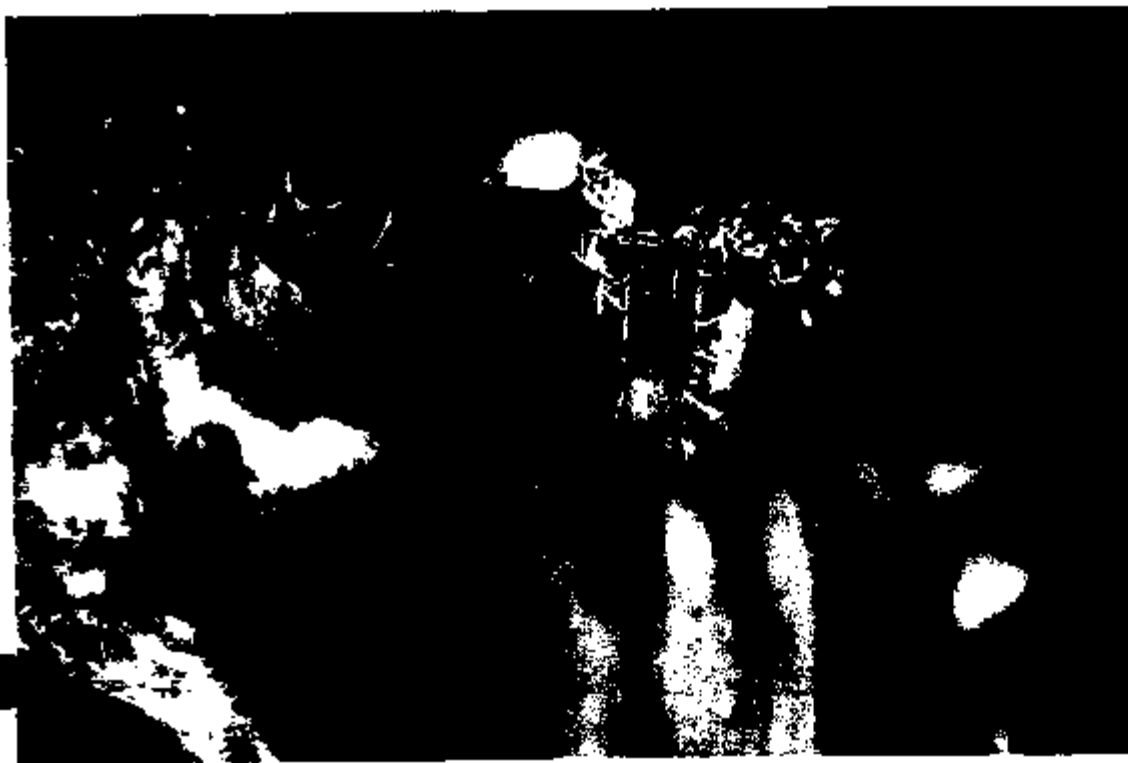


photo # 26



# Photo Report ( WGE # 50181

Photo Inspection  
Date 3/2/01

Photo Roll /



Photo # 27

File 107-11117



Photo # 28

# Photo Report (WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 29  
File 107-11117



Photo # 30

# Photo Report

WGT # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1

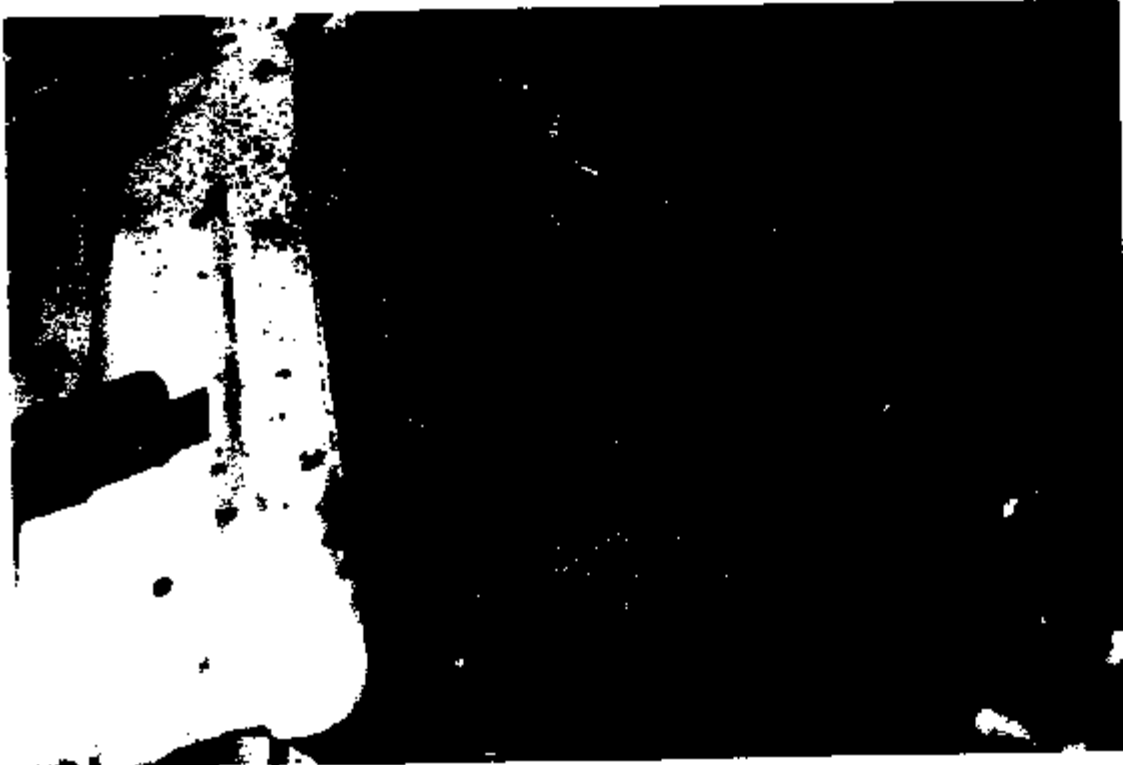


Photo # 31

File 107-11117

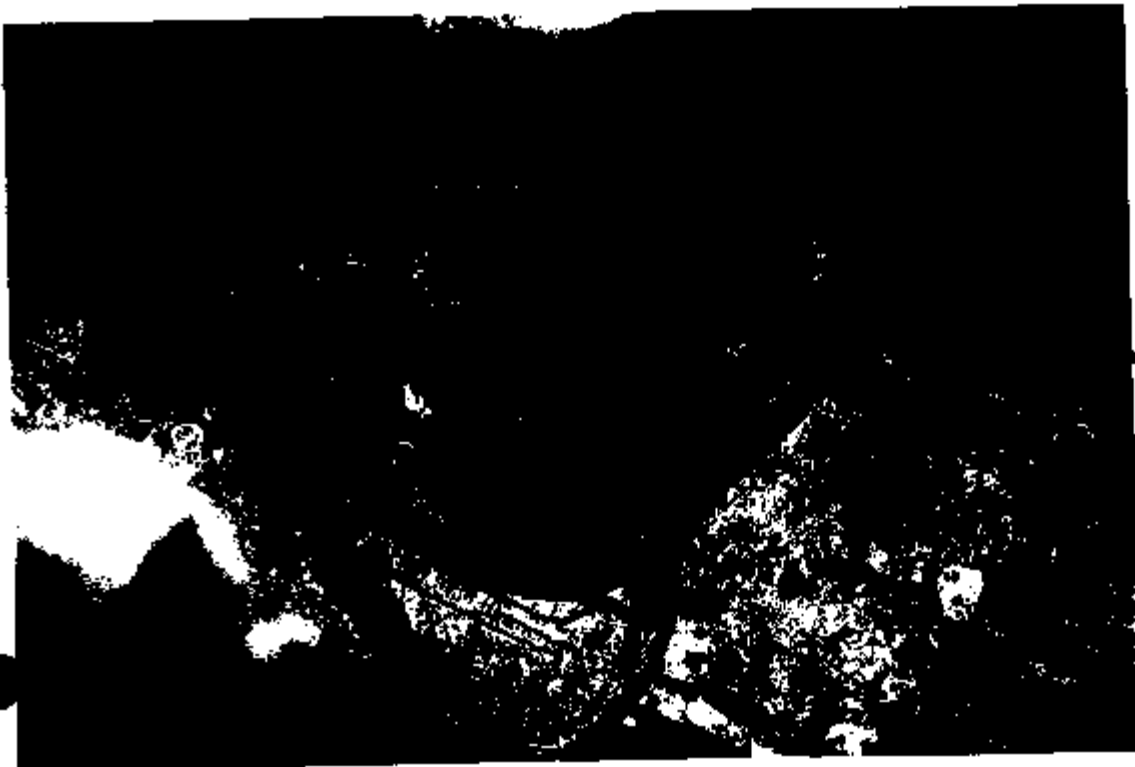


Photo # 32

# Photo Report

WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1



Photo # 33

107-1117



Photo # 34

# Photo Report

WGI # 50181

Photo Inspection  
Date 3/2/01

Photo Roll 1

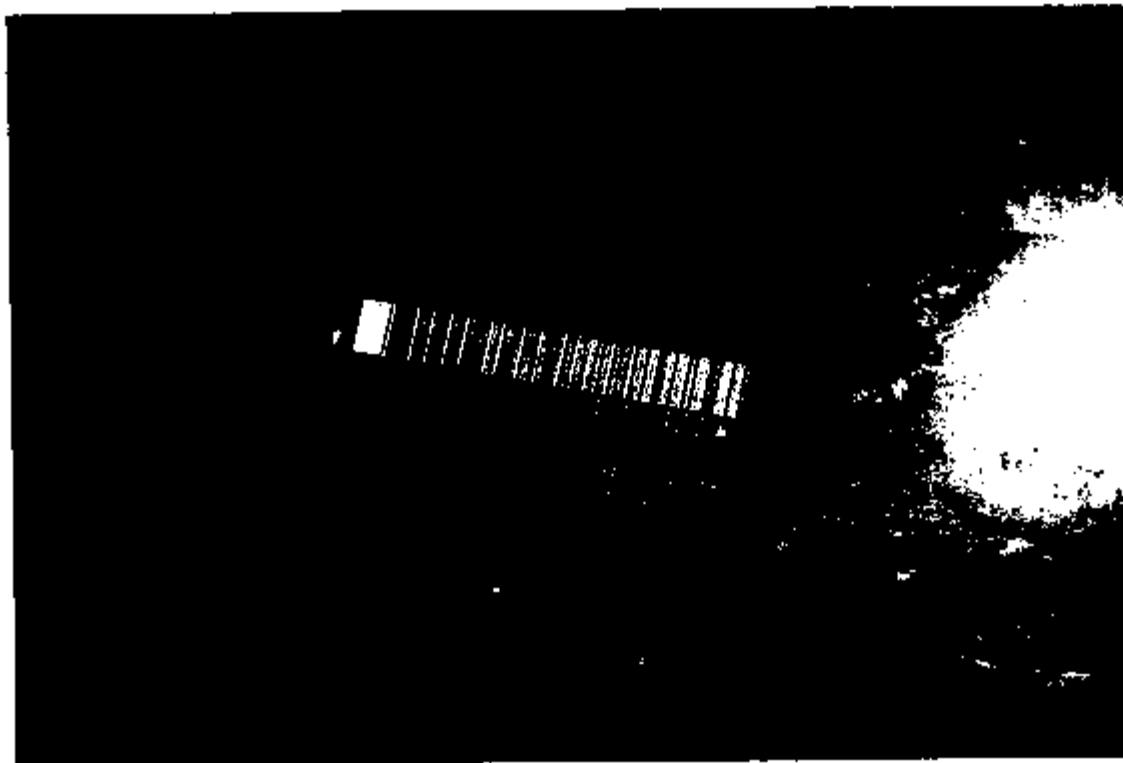


Photo # 35

File  
107-11117



THIS VEHICLE EQUIPPED BY ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS AND TEST PROCEDURES EXCEPT AS SHOWN BY THE MARKS OF EQUIPMENT SHOWN BELOW.

TYPE OF EQUIPMENT	MANUFACTURER	MODEL	DATE
SEAT BELT	GM	GM	1985
SEAT BELT	GM	GM	1985
SEAT BELT	GM	GM	1985

TYPE: P480 001

VIN - LAMAR INVESTIGATOR

DESCRIPTION	VEHICLE EXP. DT
1985 GM	1985
1985 GM	1985
1985 GM	1985
1985 GM	1985

IF THESE ARE NOT ALL EQUIPPED... SEE OWNER'S MANUAL FOR MORE INFORMATION.

Photo # 36



# ESIS

An Insurance Services Company

300 Renaissance Center  
482-C20-D71  
Detroit, MI 48265-3000

800.888.0164 tel/  
313.665.0911 fax

Diane R. Evans  
Property Damage Unit  
diane.evans@esis.com

November 18, 2002

Miller, Falgout & Behrens, P.C.  
ATTN: Mr. Lawrence H. Behrens, Attorney at Law  
36 Merchants Row  
PO BOX 6688  
Rutland, VT 05702-6688

Your File Number: 107-1117  
Esis File Number: 437505  
Date of Event: 12/7/00  
Your Insured: Rene J. [REDACTED]  
Our Client: General Motors Corporation

Dear Mr. Behrens:

Please be advised I have had this file referred for technical evaluation. Upon the conclusion of this evaluation, I will contact you with our position in this matter.

Thank you for your time and cooperation regarding this matter, and your continued patience.

Sincerely,



Diane R. Evans  
Claims Administrator  
ESIS Inc.

Cc: File

Diane R. Evans  
ESIS/GM Property Damage Unit  
diane.evans@esis.com

December 6, 2002

Miller, Faignant & Behrens, P.C.  
ATTN: Mr. Lawrence H. Behrens, Attorney at Law  
36 Merchants Row  
PO BOX 6688  
Rutland, VT 05702-6688

YOUR CLIENT:	[REDACTED]
YOUR CLAIM NUMBER:	107-1117
OUR CLAIM NUMBER:	437505
OUR CLIENT:	General Motors Corporation
DATE OF LOSS:	December 17, 2002

Dear Mr. Behrens:

As stated in my letter of November 18, 2002, I did have the file referred to our client's Engineering department for a technical evaluation, however, there was not sufficient information for the engineer to evaluate this claim at this time. Our client requested that your client provide the following information:

1. A statement by the driver who attempted to start the s/v at the time of the incident describing his observations.
2. Where was the location of the subject vehicle at the time of the loss?
3. Estimates of timing of driver activities and observations of vehicle function relative to attempting to start the subject vehicle.
4. Description of any unusual conditions or occurrence while attempting to start the s/v
5. A description of the first indication of a fire (where was the location, ect.)
6. What occurred between the time the fire was first noticed and when it was finally extinguished.

Once I have this information, it will be resubmitted to our client for further consideration, and please feel free to contact me if you have any further questions.

Sincerely,

Diane R. Evans

Cc: File



**MILLER FAIGNANT & BEHRENS P.C.**

ATTORNEYS AT LAW

58 MERCHANTS ROW

P.O. BOX 4888

RUTLAND, VERMONT 05702-0888

TELEPHONE (802) 778-8881 FACSIMILE (802) 778-8874

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OF COUNSEL  
LISA CHALICZE  
PARALEGALS  
MARIE PECK FABIAN  
CAROL S. WESTIN

February 19, 2003

Diane R. Evans  
Property Damage Unit  
ESIS  
300 Renaissance Center  
482-C20-D71  
Detroit, MI 48625-3000

**RECEIVED**

**FEB 25 2003**

**ESIS-GM CLAIMS UNIT**

RE: Your File No.: 437505  
Your Client: General Motors Corp.  
Universal Claim No.: 107-1117  
D/O/L: 12/7/00

Dear Diane:

In response to your most recent correspondence, enclosed please find a statement signed by the operator of the subject Buick Park Avenue on date of loss, which is self-explanatory.

On another note, I spoke with my contact at Universal Underwriters today, who requested a draft in the amount of \$750.00 made payable to Universal Underwriters to be issued by ESIS to cover the \$5.00 per day vehicle storage fee incurred from mid-September, 2002 through the present, as ESIS requested that the vehicle be preserved since that time. Universal Underwriters intends to dispose of the vehicle three weeks from today, March 12, 2003. Should you wish to have someone inspect the vehicle prior to that date, please advise immediately so that proper arrangements can be made.

Diane R. Evans  
February 19, 2003  
Page Two

Since you have all the information you sought for your claim evaluation, perhaps now is a good time to discuss resolution of this matter. Please contact me should you have any questions or comments.

Cordially,

A handwritten signature in black ink, appearing to read "Lawrence Behrens". The signature is stylized and cursive.

Lawrence Behrens

LB/cbm  
Enclosure

Attention, Richard  
Diane R. Evans.  
or to whom it may concern

Jan 17/03

Re: Your Fax 1/17/03

I [redacted] was the driver that attempted to start the described vehicle on 7:20 AM morning, vehicle was parked in [redacted] spot and no other vehicle or persons around the [redacted] apartment residence, drive way

The vehicle was parked overnight with no attempt to start in the prior 12 hrs or more at approx. 9 AM I got out to start for warm up with key in ignition on first turn of key to start loud explosion occur. From then on as explained in previous statement you know what took place. First indication of fire was under engine/hood what took place from start of fire to extinguish @ 9/11 - and removed my valuables from outside car in a choking. Poison Gas. Smoke which has left me with a terrible cough since [redacted]



**esis**

ESIS/GM Product Liability Unit  
300 Renaissance Center  
MAIL Code 482-C20-D71  
Detroit, MI 48346  
USA

313.666.2395 tel  
313.666.0911 fax  
diana.evans@esis.com  
www.esis.com

**Diane R. Evans**  
Claims Administrator

March 10, 2003

Miller Faignant & Behrens, P.C.  
ATTN: Mr. Lawrence Behrens, Attorney at Law  
36 Merchants Row  
PO BOX 6688  
Rutland, VT 05702-6688

OUR CLAIM NUMBER:	437505
OUR CLIENT:	General Motors Corporation
YOUR INSURED:	[REDACTED]
YOUR FILE NUMBER:	107-1117
DATE OF LOSS:	12/7/00

Dear Mr. Behrens:

I am responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against GM would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Massachusetts is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 3/4/99 and the statute would have expired on 3/4/03. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Diane R. Evans

cc: File