

EAO 2030

5/19/03

Book 20

**GM621A
PE02-030**

ATTACHMENT "8"

**"GM CONFIDENTIAL" MATERIAL
HAS BEEN REMOVED FROM THIS
ATTACHMENT AND SUPPLIED TO
THE OFFICE OF THE CHIEF
COUNSEL**

13A

GM621A
EA02-030

ATTACHMENT "13A"

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

154407

OT46594
LO4-108

PAGE #: 1

CASE NO: 97-0547528
DATE OPENED: 09/02/1997
DATE CLOSED: 01/16/1998
SOURCE: PHONE
CUSTOMER: [REDACTED] B
ADDRESS: ****
HOME PHONE: 000 000 0000

VIN: 2G1WL52K5T9187296
MODEL YR: 96
SERIES: WL LUMINA
MILEAGE: 033776
STATE: MD
**** MD 21030
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

9-2-97****O/C/SIS LISTED...O/SIS C/ING FROM LEASING COMPANY...O/SIS
WANTS TO DOCUMENT WHAT HAPPENED AND START INVESTIGATION...O/SIS VEH
WAS LEASED BY KRISTIE M KAY...O/SIS VEH WAS PARKED IN HER BOSSES
DRIVEWAY...O/SIS VEH HAD BEEN PARKED APPROX 15 MINUTES...O/SIS WHEN
DRIVER CAME BACK TO VEH, WAS ENGULFED IN FLAMES...O/SIS FIRE DEPT CAME
AND PUT OUT FIRE...O/SIS FIRE DEPT ADV FIRE STARTED FROM FUEL LINE
UNDER HOOD FROM FUEL THAT CAME IN CONTACT W/HOT MANIFOLD...O/SIS NO
INJURIES...O/SIS NO PREV INDICATION OF CONCERN...O/SIS FIRE HAPPENED
9-27 AT 1:30 PM...O/SIS VEH IS BEING KEPT AT KNITLES TOWING, 505-884-
5289, REFERENCE #CCCL39569...O/SIS NO CHD OR INSURANCE INSPECTION...O/
SIS POLICE REPORT # 87M-YR-89-2...CO ACK...CO ADV WOULD ATTEMPT TO
CONTACT TO PAR DEAN...O/ACK...CO THANKED O/FOR C/

KELLY CSOKASY

09-02-97... I REC CONFERENCE C/ AND COMPLETED 1241 SCREENS.... I APOLO
GIZED AND ADV O/ OF 10-14 BUSINESS DAYS ...DAVE MUMM

CHEVROLET P.A.R. TEAM

9-11-97****

O/C/W/FILE# REQ UPDATE OF FILE...CO REV FILE...CO REV 1241 SCREENS W/
G.TURNER...CO ADV O/OF 10-14 BUSINESS DAYS FOR REV...CO ADV WOULD
UPDATE FILE...CO ADV THAT O/WOULD BE CONTACTED W/IN THAT X FRAME...CO
THANKED O/FOR C/....

DARRYL HISEM

9-23-97**** I REC CALL FROM REGION TO DELETE FILE.....JEFF GANN
CHEVROLET P.A.R. TEAM

RECD CALL FROM H. MILNE, FLEET REQUESTING STATUS..FLEET CALLED IN

RESPONSE TO MR. ██████'S CALL TO THEIR OFFICE.
DISCUSSED W/S. FLENN, REQUESTED REGIONAL OFFICE REVIEW AND CONTACT
O/...
S. MONTICELLI

10/10/97

I REC C/ FROM LINNA LANNY REQING 1241 BE DELETED SO FILE CAN BE
COMPLETED AS A 1241X. I APPROVED DELETION.
JEFF LINDQUIST CHEVROLET P.A.R. FROM

REGIONAL OFFICE AGREED TO VOLUNTARILY REPURCHASE THIS VEHICLE DUE TO
1241 CASE - VEH CAUGHT ON FIRE

THE REPURCH PRICE FOR THIS VEH IS BASED OFF THE INVOICE FOR THE
VEH.....

CASH PRICE \$15162.63
LESS MILE DEGRAD 5121.32
TOTAL REPURCH AMT \$10041.31

*****SHEILA FLYNN 8-620-9611

>

*****WESTERN REGIONAL OFFICE REPURCHASE FILE*****

*****CONFIDENTIAL INFORMATION FOR INTERNAL USE ONLY !!!*****

DOCUMENTS FORWARDED TO CAC-REL DOCUMENTS AT REGION
CRIG BUYERS ORDER/OTHER RECEIPTS OTHER REPAIR ORDERS
X CRIG INVOICE (OPT) X COPY OF NADA
X SIGNED ACCEPT LTR/RES LTR N TAX REFUND
S VEHICLE DISPOSITION, AUCTION, SCRAP, OR DONATION*****

NAME ON TITLE: ANTHON WELTON AND FHM LEASING

LIENHOLDER NAME: NONE

APTN: / ADDRESS:

CITY, STATE, ZIP: / PHONE #:

DLR CONTACT PERSON / PHONE #: TERRY BRUNK/ CBA CHEV/ 505-262-8600

ACCOUNT NUMBER:

ACCT. PAYOFF / PER DIEM / GOOD TIL:

REG EXPIRES *****SHEILA FLYNN 8-620-9611

11/19/97.....I L/M/W/SHEILA...I T'D IF REGION FOUND OUT WHO WAS GOING
TO SIGN DOCS AND WHERE TO SEND PAPERWORK.....I REQ C/H...
ANNA CARTER CAC REL

11/19/97...I REC'D C/ FROM REGION...REGION ADV THAT THE CHECK
NEEDS TO BE CUT TO D.L. PETERSON TRUST AND MAILED TO BRUCE
HOGAN IN MD.....REGION ADV THAT A LETTER SHOULD GO W/ THE CHECK
REQUESTING THAT THEY SIGN OFF ON TITLE AND RETURN TO OUR
OFFICE TO PROCESS.....I ACK AND THANKED...I GAVE INFO TO
AMANDA REINHARDT....ANNA CARTER CAC REL

11-19-97 ..I AM FORWARDING COMPLETED FILE TO KRISTEN DAVIS FOR CHECK

APPROVAL...AMANDA REINHARDT, CAC RESALE

OWNERSHIP FILE AMANDA REINHARDT

CAC RESALE

REGISTRATION USE 8-366-4925

DLR USE 800-CHEV-007 X 4925

11-21-97***SENT DOC AIRBILL #8097419842...C/BRUCE AT FFB LEASING...
LEFT A VOICE MAIL MESSAGE...AMANDA REINHARDT, CAC RESALE

11-21-97***SENT CHECK AIRBILL #8097419842...LEFT VOICE MAIL MESSAGE PO
R BRUCE AT FFB LEASING...AMANDA REINHARDT, CAC RESALE

12/1/97...CO REC'D SCRAP REQUEST FROM THE REGION, ENCLOSED IS A COVER LETTER, ESTIMATE OF REPAIR...CO REVIEWED THE REQ AND APPROVAL IS PENDING THE SIGNATURE OF L.S. DICKINSON.

DIANE PETROUS
CHEVROLET INVENTORY

12-3-97***REC'D TITLE...ALONG WITH MOT PCB...UNSURE ABOUT FILLING OUT PAPER WORK,,,C/SHERLIA REQUESTING A C/B...C/FRM LEASING TO TALK TO BRUC E...AMANDA REINHARDT, CAC RESALE

12-3-97***SHERLIA C/BACK...REQUESTING ME TO FWD HK PAPERS TO HER...I DISCUSSED WITH ANNA...WANTED ME TO CALL AND ASK TO DISCUSS WITH LINA SINCE DIANE DOES SCRAPPING AT WELL...WAITING ON A CALL BACK...AMANDA REINHARDT, CAC RESALE

12-3-97***REC'D PAPER WORK ON A PAPERLESS TITLE...FILLING IT OUT... AMANDA REINHARDT, CAC RESALE

12-3-97***REC'D A C/FROM BRUCE...HE ADVISED ME I DON'T NEED TO SEND ANYTHING BACK...AMANDA REINHARDT, CAC RESALE

12-12-97***FORWARDING TITLE TO DIANE FOR SCRAPPING...AMANDA REINHARDT, CAC RESALE

THIS VEHICLE IS BEING SCRAPPED DUE TO EXCESSIVE DOLLAR AMOUNT TO REPAIR.

WAITING INFO FROM ITS RETURNED TO REGION THEN WILL BE COPIED AND SENT ON TO CCAC.

L.LAUREY
ARSO

1/5/98...CO REC'D COMPLETED SCRAP FROM THE REGION...ENCLOSED IS VEHICLE SCRAPPING CERTIFICATION, TITLE AND PHOTOS OF THE VEHICLE INSPECTION... CO TO FILE DOCS AND PAR GROUP TO CLOSE FILE.

DIANE PETROUS
CHEVROLET/INVENTORY

SFS AT REGION SENT 740 FRM APPROVAL FOR TOW AND INSPECTION OF VEHICLE TO DEALER FOR REPAIR.

STEVE BRUMK
WESTERN REGION

***** REQUEST CODES AND COMMENTS *****

CDE # DRSC

CHE COMMENTS

J01 0 GAS ENGINE GEN 0/CLAIMS VEH CAUGHT ON FIRE
SEE 1241X COMMENTS

FOG 0 POSS. GM 1241 0/ CLAIMS THAT FIRE CAUSED DAMAGES
SAME

NO. 0 CHEVROLET

REPURCHASE/ TRUCK BRAND/ CASE CHEVROLET
SALE

CASE NO: 96-0148637 VIN: 2G1WL52KSW9108969
DATE OPENED: 03/18/1998 MODEL YR: 98
DATE CLOSED: / / SERIES: WL LUMINA
SOURCE: PHONE MILEAGE: 004954
CUSTOMER: ADDRESS: STATE: PA
ADDRESS: PITTSTON PA 18640
HOME PHONE: BUS. PHONE: EXT:

***** GENERAL COMMENTS *****

03-15-98*****
VALLEY CHEV DLR (15-096) C/ STS O/ OF VEH'S ENGINE BURNT...MARGARET
ANN OF DLR (15-096) STS VEH WAS TOWED IN TO DLR ON 9/13...MARGARET
ANN STS O/ HAD AN ENGINE REPLACEMENT ON JAN 7TH, 1997 AT 1,000 MILES..
..MARGARET STS AFTER INSPECTING THE VEH TODAY THE HOOD INSULATOR WAS
NOT TOUCHED DURING THE FIRE AND THE DLR ADV THAT THE HOOD MUST HAVE
BEEN UP WHEN THE ENGINE BURNT...MARGARET STS O/ COMPLAINED ABOUT
THE NEW ENGINE ON FEB. 16TH MILING AT 38...CO UNABLE TO GET FACT
FINDING ?'S DUE TO DLR C/ & NOT O/.....CO C/ PAR...JOSE ADV CO O/ MUST
C/ REGARDING CONCERN W/ VEH...CO ACK & THANKED JOSE...CO ADV DLR
(15-096) OF FILE # & PURPOSE....CO ADV DLR TO HAVE O/C/B/ CAC TO LOOK
INTO SITUATION FURTHER...DLR ACK & THANKED CO...CO THANKED DLR FOR C/.
NOTE**** O/ TO C/B & REFERENCE FILE...PLEASE ACQUIRE NECESSARY INFO
REGARDING THIS FILE...THANK YOU...
BRIDGET JONES

3/18/98*****
O/C/REQ TRADE ASST...CO VINSON AND LOCATED FILE...O/STS DLR
(TAYLOR CHEV, 26-644) REPL MOTOR APPX 1 MONTH AGO...O/STS MOTOR
CAUGHT FIRE 3/13/98...O/STS DRIVING W/GIRLFRIEND...O/STS WAS DRIVING
APRX 55-60 MPH ON HWY...O/STS STOPPED VEH TO PUT OUT FIRE W/BLANKET
& BURNT HAND...O/STS SOUGHT MEDICAL AFTX 3/17/98 B/C HAND WAS SWOLLEN
...O/STS HAS USE OF HAND...O/STS HAS CONTACTED ATTY...O/STS ATTY ADV
O/C/CMD...O/STS VEH CURRENTLY @ VALLEY CHEV(15096)...CO ADV O/CO
WOULD REV REQ...CO NOTES O/ DISCONNECTED WHILE ON HOLD...CO C/
PAR GATE...
ANDREW BRUNGMAN/LAUREN WARNER

3-19-98 **** I DCC FOR INFO & REQ RPT....I O/O/B AT HOME & REC NO
ANSWER, NO MACHINE....
TO TRY AGAIN & SEND CORR IF O/NOT REACHED....NEXT: PLS ATTEMPT CONF
O/TO X1599 & TRY GATE IF I AM UNVAIL....

MIKE ROCHELEAU, P.A.R. TEAM

3-19-98 **** I C/O/B AT HOME, REACHED 3/...I LEFT DETAILED MESSAGE
REQ C/B DURING PAR HOURS....MEET: PLS ATTEMPT CONF TO K1599 &
MY GATE IF I AM UNVAIL.....
MIKE ROCHELEAU, P.A.R. TEAM

3/20/98*****

O/C/B/SIS FILE #...CO REV CMTS...CO COMPLETED C/...
NICHELLE BOHIL

3-20-98 **** I REC CONF C/R/C/...O/VENTS PROBABLY & SIS WILL NO

LONGER WAIT FOR ASST...O/SYS WILL SEEK ASST FROM ATTY....I REQ
/KEEP PROFESSIONAL & REQ TO DISCUSS SIT....O/DISCONNECTED....
SEE 1241 FOR INFO....

NEXT: IF O/OR T/ATTY C/B, PLS ATTEMPT CONF TO X1599.....
MIKE ROCHELEAU, P.A.R. TEAM

..

3-24-98 **** I REC CONF C/W/O/....O/SYS HAS CONTACTED ATTY & ATTY GEN.
....O/SYS HAS ADV TO CONTACT CMD AGAIN & ADV ON WHAT HAPPENED....O/
WAS NOT CLEAR ON WHETHER HE WILL BE FULLY ABLE TO MAKE VEH AVAIL FOR
INSPECT OR WHETHER ATTY WOULD BE IN CONTACT W/CMD....I REQ O/CONTACT
HIS ATTY & C/B OR HAVE ATTY C/B TO ADV IF CMD WILL BE ABLE TO
PERFORM INSPECT....O/ACK...

NEXT: PLS CONTACT ME AT X1599 IF O/OR ATTY C/B....THANKS....
MIKE ROCHELEAU, P.A.R. TEAM

3-31-98 **** I C/O/B AT HOME & LEFT DETAILED MESSAGE REQ C/B....
NEXT: PLS ATTEMPT TO REACH ME AT X1599 FOR CONF C/ & TRY GATE IF I
AM UNAVAIL.....
MIKE ROCHELEAU, P.A.R. TEAM

***** REQUEST CODE AND COMMENTS *****

CODE # DESC

CODE COMMENTS

J01 O GAS ENGINE GEN O/CLAIMS ENGINE CAUGHT FIRE
SEE 1241

T09 O POSS. GR 1241 O/CLAIMS DEFECT CAUSED DAMAGE

..

CASE NO: 98-0519901 VIN: 2G1WL52KST9110806
DATE OPENED: 08/14/1998 MODEL YR: 96
DATE CLOSED: 08/25/1998 SERIES: WL LUMINA
SOURCE: PHONE MILEAGE: 018000
CUSTOMER: ADDRESS: STATE: FL
WEST PALM BEACH FL 33406
HOME PHONE: BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

8-14-98****

O/C/STS ALTERNATOR CAUGHT FIRE...O/STS CRIS O/, NO RENT SERV CONTRACT & NO PREV....O/STS ON AUG 13, 1998 AT ABOUT 3:45 PM O/WAS STOPPED AT A RED LIGHT & SMELLED SMOKE....O/STS WHEN LIGHT TURNED GREEN PULLED INTO A SHELL GAS STATION...O/STS WHEN MECHANIC LIFTED THE HOOD A FIRE STARTED....O/STS MECHANIC PUT FIRE OUT W/CLOTHS...O/STS VEH IS NOW AT LISTED DLR....O/STS DOES NOT KNOW HOW MUCH DAMAGE WAS DONE TO THE VEH.. ..O/STS NO POLICE REPORT, NO OTHER PASSENGERS, & NO INJURIES...O/STS ROADSIDE ADV O/TO C/CAC...CD ACK & ADV WOULD SET UP CASE...CD TO C/PAR ... MATT CLARK, 9940

8-14-98****

I REC C/FROM 900. O/RESTATEO SIT. O/REQ LOANER VEH. I APOLOGIZED FOR SIT. I ADV CHD DOES NOT PROVIDE LOANER VEH BEFORE OR DURING AN INSPECTION. O/ACK. I ADV 10-14 BUSINESS DAYS FOR INSPECTION.
BOLLY FOREMBA P.A.R. TEAM

8-20-98****

I AM CLOSING FILE DUE TO VEH WAS RPR'D UNDER WARRANTY & RETURNED TO O/
NO FIRE OCCURED.
BOLLY FOREMBA P.A.R. TEAM

***** REQUEST CODE AND COMMENTS *****

CODE & DESC	CODE COMMENTS
JEL O ALTERNATOR	ALTERNATOR CAUGHT ON FIRE SEE CMTS

FORM O CAC-1241

NO P.A.R. REPORT REQUIRED
SEE CMTS

CASE NO:	98-0200433	VIN:	264W852E1W1577484
DATE OPENED:	12/10/1998	MODEL YR:	98
DATE CLOSED:	01/29/1999	SERIES:	WS CENTURY CUST
SOURCE:	PHONE	MILEAGE:	024525
CUSTOMER:		STATE:	CA
ADDRESS:		SAN DIEGO	CA 92101
HOME PHONE:		NUM. PHONE:	000 000 0000 EXT:

***** GENERAL COMMENTS *****

12/10/98

PHONE: 619 291 2040 SERVICE MANAGER: MARK BORRINO
DIST SVC MGR: JOHN MCMACHREN VEH #: 38378
FIRST/OWNER, DEL DATE PER WINS, MILEAGE PER CUST, NO GMFP PER VISS
CITY MANAGER OF ALAMO: CARLOS CLEWENS X202

GARY FROM ALAMO RENTAL CALLED STATING THEY HAD ONE OF THEIR CUST CALL STATING THEY WERE DRIVING UP A HILL ON THE FREEWAY AND THE CUST NOTICED THE TRANSMISSION STARTED TO SLIP AND THEN SMOKE STARTED COMING FROM THE VEH AND CUST PULLED OVER TO SIDE OF ROAD TO CALL ALAMO AND LET THEM KNOW WHAT WAS GOING ON. GARY STATED THEN CUST ADVISED THE CAR COUGHT ON FIRE. GARY STATED THE FRONT OF THE VEH IS TOTALLY BURNED.

MARTY MOLAN/BCRC VEH 28754 X2700 (CONTINUED)

12/10/98

(CONTINUED)

GARY STATED HE IS NOW CALLING FOR THE CUST TO FIND OUT WHO IS GOING TO BE LIABLE. BCRC ADVISED GARY I HAVE DOCUMENTED THIS AND WILL TRANSFER THIS CASE TO OUR BUSINESS RESOURCE GROUP AND SOMEONE FROM THERE WILL BE IN TOUCH. CUST THANKED BCRC FOR HELP. BCRC PROVIDED CASH# FOR ANY FURTHER QUESTIONS AND WILL NOTIFY BRG.

MARTY MOLAN/BCRC VEH 28754 X2700

12/10/98 JIM DUDA, PART/SVC FROM DLRSHIP CALLED TO CONFIRM THAT CASE HAD BEEN SET UP AND TO ADVISE THAT VEH WAS IN THEIR SHOP.
ELIZABETH SCHULTZ, EXT 248-952-2701 VEH 47634

12-10-98 BCRC LEFT MESSAGE THAT CUST CALLED IN RETURNING CHRIS'S

CALL. BCBC LEFT MESSAGE W/ C. PRICE.
EDIE HAROTTA VNR 4 7212 ET 2703

12/10/88

ATTEMPTED TO CONTACT MR. [REDACTED] AND DID LEAVE A VOICE MESSAGE.
WILL ATTEMPT LATER.

** ANY FURTHER CONTACTS, PLEASE REFER TO FAR **

CHRISTINE PRICE, HEG, K2774, VNR: 36251

12/11/98 GARY FROM ALAMO RENTAL #619-297-0312, EXT. 218 CALLED
ASKING FOR CHRIS PRICE. CHRIS' LINE WAS BUSY. LEFT VME ADVISING
CHRIS OF CALL.
ELIZABETH SCHULTZ, EXT 248-952-2701 VME 47634

12

12/14/98

ATTEMPTED TO CONTACT MR. [REDACTED] AND DID LEAVE ANOTHER MESSAGE.
WILL TRY AGAIN.

** ANY FURTHER CONTACTS, PLEASE REFER TO PAR **

CHRISTINE PRICE, BRG, X2774, VME: 38251

12/14/98

MR. [REDACTED] CALLED BCRC AND ASKED TO SPEAK W/ CHRIS. BCRC ADVISED
MR. [REDACTED] THAT CHRIS HAS GONE HOME FOR THE DAY. BCRC ADVISED MR. FOUTS
WE WILL LEAVE CHRIS AN AUDIX ADVISING OF HIS CALL. MR. FOUTS STATED
THAT THE BEST TIME TO GET IN TOUCH W/ HIM IS BETWEEN 7:45 A.M. TO
8:00 A.M. WESTERN TIME.

BCRC LEFT AN AUDIX FOR CHRIS-BRG/PAR ADVISING OF MR. FOUTS CALL.
CHRIS EASTVA-BCRC X2722 VME3011

12/15/98

CONTACTED MR. GARY [REDACTED] OF ALAMO CAR RENTAL WHO STATES:
WHEN THE CUSTOMER CALLED, THE OPERATOR WROTE DOWN THE
FOLLOWING STATEMENT FROM HIM:

"I WAS TRAVELING EASTBOUND ON HIGHWAY 8 ON A UPHILL GRADE.
THE TRANSMISSION BEGAN TO SLIP AND THE ENGINE RPM'S WENT
UP. I PULLED OVER AND NOTICED SMOKE COMING FROM THE HOOD
AREA. I IMMEDIATELY CALLED ALAMO TO REPORT THIS AND WHILE
ON THE PHONE, THE CAR CAUGHT ON FIRE. THE ENTIRE CAR BURSTED
INSIDE AND OUT.

DUE TO ALLEGATION, PAR INVESTIGATION INITIATED WITH RAA. THE
DEALER HAS BEEN CONTACTED AND ADVISED OF INVESTIGATION.

**** ANY FURTHER CONTACTS, PLEASE REFER TO PAR ****

CHRISTINE PRICE, BRG, X2774, VME: 38251

1/4/98

CONTACTED MR. [REDACTED] OF ALAMO RENTAL AND ADVISED THAT THE SOURCE AND ORIGIN OF THE FIRE COULD NOT BE DETERMINED. BUICK WILL ASSUME NO RESPONSIBILITY. FORWARDING MATTER TO EGIS. DID PROVIDE INSURANCE CARRIER INFORMATION TO MR. FOUTS UPON HIS REQUEST.

** ANY FURTHER CONTACTS, PLEASE REFER TO EGIS AT 800-888-0164 **

CHRISTINE PRICH, BRG, K2774, VME: 38251

***** REQUEST CODE AND COMMENTS *****

CODE # DESC

CODE COMMENTS

T31 0 GM 1241 INVEST GM PAR INVESTIGATION
PAR INVESTIGATION COMPLETE

T32 0 FIRE DAMAGE/LO ALLEGED THERMAL EVENT
SEE PAR INVESTIGATION

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

173047
OT66464 PAGE #: 1
A51-124

CASE NO: 98-0810819 VIN: 2G1NW12M2T9310539
DATE OPENED: 12/22/1998 MODEL YR: 98
DATE CLOSED: 12/22/1998 SERIES: WC MONTE CARLO
SOURCE: PHONE MILEAGE: 000000
CUSTOMER: ADDRESS: TN
HOME PHONE: MEMPHIS TN 38108
BUS. PHONE: EXT:

***** GENERAL COMMENTS *****

12/22/98*****

CRIS O/C/REG CONCERNS BE DOCUMENTED...NO PREV HISTORY...NO EXT SERV CONTRACT...O/SYS VEH WAS IN GARAGE & ENGINE CAUGHT FIRE & BURNED DOWN GARAGE...O/SYS VEH BELONGS TO GRANDDAUGHTER ELEN BRANLEY & SHE STAYS IN CHICAGO...O/SYS ELEN PURCHASED VEH FROM HIGGINS CHEV IN CHICAGO...O/SYS WANTS CONCERNS DOCUMENTED...CO ACK O/CONCERNS...CO APOLOGIZED TO O/FOR SITUATION...CO ADV O/CONCERNS WILL BE DOCUMENTED...CO ???'S O/EXPECTATIONS FROM CHEV...O/SYS WANTED CHEV TO KNOW WHAT HAPPEN...O/SYS WANTS TO KNOW WHAT CAUSED FIRE...CO ADV O/VEH MUST BE INSPECTED BY CHEV DLR FOR DIAG...O/ACK...CO ADV O/OF FILE# & PURPOSE...O/ACK, & THANKED O/FOR HELP...CO THANKED O/FOR C/...

RACHELLE WILLIAMS/3626

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
ELS	O OTHER	O/SYS	CONCERNS DOCUMENTED FOR CAC INFO

0766964

GM-PAR-FIRE, Rev. 08/20/97 **PRODUCT ALLEGATION RESOLUTION** (page 1 of 2)
PRELIMINARY INSPECTION

FIRE

Division: CHEVROLET Ref# 980610819 Document ID Date Saved: 10/29/96
VIN: 2G1WW12M2T9316338 Customer's Name: ELMA [REDACTED]

Inspected By: JOHN A. FITT Organization: EAA
Phone: 847-698-3411 Inspection Date: 9/30/99 Mileage at Inspection: DUE TO FIRE DAMAGE IT WAS
NOT POSSIBLE TO READ ODOMETER. REPAIR ORDER # 68767 FROM WILLIAM CHEVROLET (COPY
ATTACHED) INDICATES VEHICLE HAD ACCUMULATED 41,961 MILES AS OF 8/21/96.

I INSPECTION SUMMARY

Type: Non Collision X, Collision
Fire Origin: Engine Compartment X, Underdash, Other Interior, Trunk, Unknown, Other specify, Component:

Following the inspection, summarize the observations: At 1000 hours 10/6/98, [REDACTED] parked the vehicle in the garage at the rear of [REDACTED]. He then went into the house and went to sleep. He was awakened by his neighbor's ringing of the door bell at about 1315 hours. The neighbor told him the garage was on fire. He went out back and found the fire department in the process of putting out the fire.

At the time of the fire, the vehicle was uninsured. The garage is insured by Farmers Insurance policy number [REDACTED].

For several weeks prior to the fire, the vehicle was exhibiting operating concerns. The check engine light was on, and the vehicle idle was very unstable.

The finance company First Bank, P.O. Box 6820, Fargo North Dakota, 58125 has a lien on the vehicle. The account number is [REDACTED].

The writer found smoking materials in and around the ashtray. The cigarette lighter is missing. Chicago Police report C-465994 dated 7/25/98 indicates that the vehicle's battery was stolen. A box of spare fuses was found in the glove compartment. An invoice for brake pads dated 5/9/98 was found on the right front floor.

The cause of the fire remains undetermined.

On 9/30/99 Valerie [redacted] advised the writer that she does not want the vehicle returned to her home. The writer advised Mr. [redacted] to contact Rick Lasham at Haggerty Chevrolet 773-757-4000 relative to final disposition of vehicle.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: The writer interviewed multiple persons in regard to this fire. Valerie [redacted] was not informed as to any details of the fire. Valerie [redacted] is the daughter of Elma Beasley who is the owner of the property that burned. She suggested that Elma [redacted] of 1685 Brookings, Memphis, Tennessee, 38108... Telephone [redacted] was aware of fire details. Elma [redacted] in turn stated that she was not aware of fire details; however, her granddaughter Ellen [redacted] was the owner of the vehicle and was familiar with the fire details. Ellen [redacted] of [redacted] Memphis, Tennessee, 38128... Telephone [redacted] stated she was not present at the time of the fire; however, her fiancée, Bernard [redacted] was. Bernard [redacted] lives with Ellen [redacted] at the Drury Way address. Bernard [redacted] related the details of the fire to the writer on 9/30/99.

2. Vehicle modifications or after-market equipment? No. (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):

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

3. Prior collision damage? No. (date, description, etc.)

Repaired by:

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

[redacted] was sleeping in the house when the vehicle caught on fire in the garage.

5. Repairs outside of warranty (what, when, by whom?): Alternator replacement. William Chevrolet, 8/21/98.

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

7. Last maintenance (date, description, by whom?): Owner does not remember.

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

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

If parked, how long was it parked? 3 hours. Was the ignition off or was the engine running? Off Describe drive prior to parking: drive length: h 0 min, distance: miles 50, and type of drive (e.g. city traffic, highway, long grades, etc.). Expressway.

If vehicle is a truck, or a car *trailer*ing cargo at the time of the incident, estimated total weight of cargo and trailer: lb.
Load description: Load location: Height and description of front shape of trailer:

Weather conditions: Approx. ambient temperature: Does not remember. °F, General conditions (dry, rain, wind, etc.): Damp, but not raining.

III B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) Describe: Unknown. No was present at the time of the fire.

Smells? (from where, color, intensity, etc.) Unknown. No one was present at the time of the fire.

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Describe: Unknown. No one was present at the time of the fire.

Any apparent malfunctions? (Y/N) If yes, describe: Unknown. No one was present at the time of the fire.

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

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

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

If any of the above were cycled, describe:

Was anyone smoking? N (Y/N) How long since someone last smoked in the vehicle? No one has ever smoked in the vehicle. Note writer noted smoking materials in and around the vicinity.

III C DURING THE FIRE

Time and distance between first indication of a problem and start of fire. Unknown. No one present at the time of the fire.

Time between start of fire and other significant events. Describe: Unknown. No one was present at the time of the fire.

Time (24 hr) when fire was over or put out. 1350L

Describe initial location, color and intensity of smoke and flames. Unknown. No one was present at the time of the fire.

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Describe: Unknown. No one was present at the time of the fire.

Any malfunctions? (Y/N) If yes, describe: Unknown. No one was present at the time of the fire.

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

Other? (Y/N) Describe: N/A. No one was present at the time of the fire.

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

Any other comments that have not been covered? No.

IV VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior:

Front Burned.

Right side Burned and damaged.

Rear Burned.

Trunk area Burned.

Decklid outer panel Burned.

Decklid inner panel Unknown. Keys in open trunk were not available.

Option label Unknown. Could not open driver's door.

VIN Burned.

Left side Burned.

Hood outer panel Burned.

Hood inner panel Burned.

Roof Burned.

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

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

Comments:

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s) All interior panels are burned.

Instrument panel & odometer, Overall, Ignition key and steering, Left, Right, Console, Ashtray All of these components are burned.

Floor: Left, Right, Rear Burned.

Seats: LF, RF, Rear Seats Burned.

List all driver electrical controls which are in the "On" position (include ignition): Due to fire damage it was not possible to evaluate these components.

Position of windows (if glass is missing, do further inspection): All glass is broken and burned out.

Comments:

C. Underhood:

Engine compartment Burned.

Radiator, front & rear Burned.

Coolant recovery bottle Burned.

Engine coolant lines/hoses, connections Burned.

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

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

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

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

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

Master cylinder and brake fluid reservoir Burned.

Brake lines and hoses Burned.

ABS/TCS Modulator Burned.

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

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

Other:

Comments:

D. Fluids (comments only):

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

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

Engine oil: Gritty-Burned-down three quarts.

Transmission fluid: Full. dark...Smells burned.

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

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

E. Underbody:

Underbody & exhaust (include hangers): Good condition.

Catalytic converter (any discoloration or swelling): No.

Scrapes or impact damage on the following:

Fuel tank No.

Fuel filler line No.

Tires/Wheels No. Left rear tire and wheel is missing.

Comments:

F. Electrical:

Generator & attached wiring Burned.

Battery & attached cables Burned.

Cooling fans Burned.

Fuses (Identify all open or not proper size): Number 28 15 amp City Lights fuse open. All other fuses are in serviceable condition and properly ranged.

Relay centers Burned.

Wiring insulation at fuse blocks Under hood burned. Interior fuse panel is in good condition.

Fusible links (Identify all open): All burned.

Spark plug wiring and boot condition: Burned.

Modules: ABS/TCS, BCM, other: Burned.

Comments:

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: Pinned up catalytic converter. Writer did not see any evidence of an overheated catalytic converter.

Photograph and comment on the item/area which is the apparent origin of the fire: Origin of the fire is undetermined.

Anything on vehicle which is after-market: N/A.

Anything on vehicle which is a modification: N/A.

Anything on vehicle which is unusual, or out-of-place, etc.: N/A.

Other relevant information:

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: None. clothing, cassette tapes, cosmetics and a child-restraint seat.

V SITE INSPECTION (if applicable)

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

Comments: Inspected scene of the fire 9/28/99. Photographs were taken of boarded up garage at 8340 S. Bishop in Chicago, Illinois. Writer removed plywood boards from front of garage to expose a burned up 1996 Chevrolet.

Additional photographs were taken of the burned vehicle and fire damaged garage. Arrangements were made to have the vehicle towed to Haggerty Chevrolet.

Attachments: Chicago Illinois Police Department fire incident report, Chicago Illinois Fire Department NIFRS report, William Chevrolet repair order # 68767.

FIELD PHOTOGRAPHIC NOTES

Division: CHEVROLET

Roll # 980818519

Document ID

Date Saved: 7/26/96

VIN: 2G1WW12M2T9310538

Claimant's Name: ELMA

Inspector JOHN A. FITT Number of Rolls 2

Roll Number 1

Neg. # Description

- 0 BLANK.
- 1. BLANK.
- 2. WEST SIDE OF GARAGE.
- 3. SOUTH SIDE OF GARAGE.
- 4. SOUTH SIDE OF GARAGE.
- 5. EAST SIDE OF GARAGE.
- 6. WEST SIDE OF GARAGE WITH PART OF BOARD UP REMOVED.
- 7. INTERIOR OF GARAGE.
- 8. BURNED GARAGE DOOR.
- 9. BURNED GARAGE DOOR.
- 10. INTERIOR OF GARAGE.
- 11. INTERIOR OF GARAGE.
- 12. BURNED GARAGE ROOF.
- 13. BURNED GARAGE ROOF.
- 14. TOP OF VEHICLE.
- 15. LEFT FRONT FENDER.
- 16. RIGHT FRONT FENDER.
- 17. BURNED GARAGE DOOR.
- 18. LEFT REAR BRAKE DRUM. NOTE WHEEL IS MISSING.
- 19. BURNED GARAGE WINDOWS.
- 20. ENGINE COMPARTMENT.
- 21. ENGINE COMPARTMENT.
- 22. ENGINE COMPARTMENT.
- 23. BURNED OUT RADIATOR.
- 24. ENGINE COMPARTMENT.
- 25. ENGINE COMPARTMENT.
- 26. ENGINE COMPARTMENT.
- 27. HOOD.
- 28. _____
- 29. _____
- 30. _____
- 31. _____
- 32. _____
- 33. _____
- 34. _____
- 35. _____
- 36. _____
- 37. _____

PHOTO.DOT

Inspector JOHN A. PITT

Roll Number 2

Neg # Description

- 0 BLANK.
1. GAS TANK FILLER NECK.
2. GAS CAP.
3. VIN PLATE.
4. FRONT OF VEHICLE.
5. LEFT SIDE OF VEHICLE.
6. RIGHT SIDE OF VEHICLE. NOTE SIDE SWIPE DAMAGE.
7. REAR OF VEHICLE.
8. RIGHT SIDE OF VEHICLE. NOTE SIDE SWIPE DAMAGE.
9. REAR OF VEHICLE.
10. LEFT SIDE OF VEHICLE.
11. INTERIOR FUSE PANEL.
12. INSTRUMENT PANEL.
13. ASH TRAY. NOTE BURNED MATCHES.
14. FRONT AND REAR SEATS.
15. WINDSHIELD.
16. STEERING WHEEL.
17. INSTRUMENT PANEL.
18. CONVERTOR.
19. CONVERTOR.
20. DAMAGED FUEL LINES. COULD HAVE BEEN CAUSED BY TOW TRUCK.
21. BURNED O2 SENSOR WIRES.
22. ENGINE COMPARTMENT.
23. ALTERNATOR AND ENGINE COMPARTMENT.
24. ENGINE COMPARTMENT.
25. ENGINE COMPARTMENT.
26. ENGINE COMPARTMENT.
27. FUEL LINES ENGINE COMPARTMENT.
28. ENGINE COMPARTMENT.
29. _____
30. _____
31. _____
32. _____
33. _____
34. _____
35. _____
36. _____
37. _____

CHICAGO FIRE INCIDENT REPORTING SYSTEM

Fill in this report
in your own words

A	<input checked="" type="checkbox"/> Fire Alarm <input checked="" type="checkbox"/> Visible Fire <input checked="" type="checkbox"/> Smoke, steam, noise <input checked="" type="checkbox"/> Touch, pressure <input checked="" type="checkbox"/> Odors, smell, gas, etc. <input checked="" type="checkbox"/> Outside of building <input checked="" type="checkbox"/> Other (Specify)		<input checked="" type="checkbox"/> Unusual Noises <input checked="" type="checkbox"/> Locked or trapped <input checked="" type="checkbox"/> Smoke <input checked="" type="checkbox"/> Sulfur <input checked="" type="checkbox"/> Poisonous <input checked="" type="checkbox"/> Other (Specify)		<input checked="" type="checkbox"/> Power Not Shut <input checked="" type="checkbox"/> Acting alone <input checked="" type="checkbox"/> Abnormality <input checked="" type="checkbox"/> Check-out <input checked="" type="checkbox"/> Power Development <input checked="" type="checkbox"/> Waterproof <input checked="" type="checkbox"/> Other (Specify)		<input checked="" type="checkbox"/> Admittance <input checked="" type="checkbox"/> Audit, Police <input checked="" type="checkbox"/> Uncontrolled burning <input checked="" type="checkbox"/> Other (Specify)		<input checked="" type="checkbox"/> Staircase <input checked="" type="checkbox"/> Elevator <input checked="" type="checkbox"/> Alarm <input checked="" type="checkbox"/> Uncontrolled <input checked="" type="checkbox"/> Other			
	ACTION TAKEN <input checked="" type="checkbox"/> Evacuation <input checked="" type="checkbox"/> Fire or Alarm <input checked="" type="checkbox"/> Investigation <input checked="" type="checkbox"/> Other (Specify)		<input checked="" type="checkbox"/> Stair by <input checked="" type="checkbox"/> Damage <input checked="" type="checkbox"/> Assistance		<input checked="" type="checkbox"/> Notified <input checked="" type="checkbox"/> Uncontrolled							
C	FIRE PROPERTY USE (Occupancy)				IGNITION FACTOR							
D	[REDACTED]											
E	11											
F	[REDACTED]											
G	METHOD OF ALARM		NO. ALARMS		NO. FIRE SERVICE PERSONNEL RESPONDED		NO. ENGINES RESPONDED		NO. AERIAL APPARATUS RESPONDED		NO. OTHER VEHICLES RESPONDED	
H	[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
I	NUMBER OF INJURIES				NUMBER OF FATALITIES							
J	COMPLEX				MOBILE PROPERTY TYPE (Complete Line 8)							
K	AREA OF FIRE ORIGIN				EQUIPMENT INVOLVED IN IGNITION (Complete Line 1)							
L	FORM OF HEAT IGNITION		TYPE OF MATERIAL IGNITED		FORM OF MATERIAL, IGNITED							
M	METHOD OF EXTINGUISHMENT		EXTINGUISHED TOTAL DOLLAR LOSS		NFIRS 1 LAYOUT 4		UNCLASSED: No representation is made, intended, or implied as to the validity or accuracy of information herein.					
N	Number of Stories		CONSTRUCTION TYPE									
O	EXTENT OF DAMAGE		METHOD OF PERFORMANCE		EFFICIENCY OF PERFORMANCE							
P	TYPE OF MATERIAL GENERATING MOST SMOKE		AMOUNT OF SMOKE TRACED									
Q	FORM OF MATERIAL GENERATING MOST SMOKE		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
R	[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
S	[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
T	[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

COMPLETE FOR ALL BUILDINGS

COMPLETE FOR ALL FIRES

COMPLETE FOR STRUCTURE FIRES

U INCIDENT INVESTIGATION REPORT
 [Signature] DATE 10-6-78

10-11-80
FEDERAL OFFENSE
CASE NO. 101
CHARGE

DAMAGE TO REAL PROPERTY 50 By Fire

10-11-80
C-6352

APR 1981	DATE RECEIVED	DATE OF OCCURRENCE	DATE OF REPORT
	X	06 OCT 1981	06 OCT 1981
21066 PER 98.1306	DATE RECEIVED	DATE OF OCCURRENCE	DATE OF REPORT
	21066 PER 98.1306	06 OCT 1981	06 OCT 1981

GARAGE

PROPERTY ADDRESS	CITY	STATE	ZIP	PROPERTY TYPE	DATE OF OCCURRENCE	DATE OF REPORT	PROPERTY VALUE	LOSS VALUE	INSURANCE	AGENCY
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

RESTRICTED INFORMATION
HAS BEEN DELETED

PROPERTY ADDRESS	CITY	STATE	ZIP	PROPERTY TYPE	DATE OF OCCURRENCE	DATE OF REPORT	PROPERTY VALUE	LOSS VALUE	INSURANCE	AGENCY
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

DATA ENTERED

PROPERTY ADDRESS	CITY	STATE	ZIP	PROPERTY TYPE	DATE OF OCCURRENCE	DATE OF REPORT	PROPERTY VALUE	LOSS VALUE	INSURANCE	AGENCY
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

PROPERTY ADDRESS	CITY	STATE	ZIP	PROPERTY TYPE	DATE OF OCCURRENCE	DATE OF REPORT	PROPERTY VALUE	LOSS VALUE	INSURANCE	AGENCY
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

9600 NEW YORK LINK LINK

EVENT # 06055

IN SUMMARY: ABOVE MR. SPENCER REPORTED THAT HE DROPPED VICTIM OFF AT WORK AND PACKED FROM
VEHICLE GARAGE AT 10:00 PM. HE WAS AWAKENED BY NOISE FROM FIRE ENGINE #11 FROM 419 9600 NEW YORK. HE NOTICED FD
EMT #3 RETURNING FIRE TO ABOVE GARAGE. HE CALLED THE BARRACUDA CHIEF #21 ON SCENE.

B.F. COOK 4191 10 OCT 1981 DET W LYTTON #1911
10 OCT 1981

ALSO ON SCARF (FD) KNIFE # 121 AND HOOK + LADDER # 50. PLATE CODES 12 - 6H1352
 FINED TO A 1988 PONTIAC AZTECA, 1/2 UNABLE TO READ VIN DUE TO FIRE DAMAGE.
 NO ONE INJURED

13 OFFICER 12 08

THANKS REVIEWED THIS REPORT APPROVED BY SIGNATURE DESIGNED BY SIGNATURE DESIGNED BY SIGNATURE DESIGNED BY SIGNATURE
 DATE MAY 20 2004

FOR USE BY BUREAU OF INVESTIGATIVE SERVICES ONLY

TYPE OF CASE - <input type="checkbox"/> CRIMINAL <input type="checkbox"/> CIVIL <input type="checkbox"/> OTHER	INC. CODE	REPORT METHOD CODE	REPORT ASSIGNED <input type="checkbox"/> FIELD <input type="checkbox"/> BUREAU	FILE NO. 1003	REPORT NUMBER	DATE ASSIGNED 8/19/98	REPORT YEAR NO. 2004	REPORTATIVE FILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CLASSIFIED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
OFFENSE DESCRIBED - CRIMINAL		TITLE <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED	<input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED <input type="checkbox"/> UNRECORDED
REPORT MADE BY <input type="checkbox"/> BUREAU <input type="checkbox"/> FIELD	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY	REPORT MADE BY
NAME OF PROPERTY <input type="checkbox"/> OWNED <input type="checkbox"/> RENTED <input type="checkbox"/> OTHER	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY	NAME OF PROPERTY
PROPERTY TYPE <input type="checkbox"/> RESIDENTIAL <input type="checkbox"/> COMMERCIAL <input type="checkbox"/> INDUSTRIAL	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE
PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS	PROPERTY ADDRESS
CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP	CITY, STATE, ZIP
PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE
PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE	PROPERTY TYPE

APPROVED BY - SIGNATURE _____ DATE MAY 20 2004

APPROVED BY - SIGNATURE _____ DATE MAY 20 2004

60590

68757

WILLIAM CHEVROLET/GEO INC.

ACCOUNTING

4880 South Commercial Ave., Chicago, IL 60617
773-839-8300 FAX 773-839-0989

PAGE 1

SERVICE ADVISOR: 104 AL HORNELSEN

COLOR	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	DATE	RELEASE IN/OUT	TAX
RED	95	CHEVROLET	MONTIE CABL	2G1WV1220T9310538		41961/41961	T1051
DATE					RATE	PAYMENT	BY DATE
01JAN96					0.00		24AUG98
				OPTIONS: DLR:11472			

LINE	OPCODE	TECH	TRIP	A/RS	B/RS	COST	SALE	COMP	LIST	NET	TOTAL
301											
301 REPLACE ALTERNATOR											
1						9430	13202	0	158.42	132.02	132.02

CUSTOMER'S PORTION OF SALES TAX IS DEDUCTIBLE - A PT TO PAY BY
 PHONE: 773-839-8300 FAX: 773-839-0989
 JOB: 2995711 FAX # 1-847-806-169

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460004	1155	0		22500	27757	9430	
32403							

AUG 28 1998

[Handwritten Signature]
 35287

<p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>		<p>STATEMENT OF ENCLOSURES The factory warranty description of the components with respect to the sale of this Enclosure. The Seller hereby warrants that the description of the components is correct for a particular purpose. Other other owners and customers may other parts to be covered for a one (1) year or duration with the sale of the Enclosure.</p>	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>134.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>132.02</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>BULLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SHOP SUPPLIES</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>266.02</td> </tr> <tr> <td>LESS FINANCING</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>11.55</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>277.57</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	134.00	PARTS AMOUNT	132.02	GAS, OIL, LUBE	0.00	BULLET AMOUNT	0.00	SHOP SUPPLIES	0.00	TOTAL CHARGES	266.02	LESS FINANCING	0.00	SALES TAX	11.55	PLEASE PAY THIS AMOUNT	277.57
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PLEASE PAY THIS AMOUNT	277.57																						
<p>COST, SALE, & COMP TOTALS 13430 26602 0</p>																							

ACCOUNTING COPY

Case 980810819

THIS: BASE ACTION: CKEY: 980810819 CAS 10/20/1999 08:15 CABS020M
NEXT: BASE ACTION: IKEY: 980810819 ID: ED6GF
01 TITLE : MR. CUSTOMER INFORMATION TYPE: GC
02 FIRST : ELMA 03 MI: 04 LAST [REDACTED]
05 STREET [REDACTED]
06 CITY : MEMPHIS 07 ST: TN 08 ZIP : 38108
09 HPHONE: [REDACTED] 10 BPHONE:
11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2GNWV1ZM2T9310338 ENG: 3.1L V6MFI PLANT: OSHAWA #1 CN
13 YR/MDL : 1996 WC MONTE CARLO 14 DEL: 04 26 97 15 MILEAGE:
16 DEALER : GWATNEY CHEVROLET-OLDSMOBILE 17 ZNDLR : 17 233
18 CITY : MEMPHIS 19 STATE : TN

CDE # DESC CDE COMMENTS
218 0 OTHER 20 OSTS CONCERNS DOCUMENTED

THIS: CMTS ACTION: IKEY: 980810819 CAS 10/20/1999 08:16 CABS030M
NEXT: CMTS ACTION: IKEY: 980810819 ID: ED6GF

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GC
USER: HAZRW DATE: 12/21/98 TIME: 14:27 COMMENT #: 1

12/22/98****

ORIG O/C/REG CONCERNS BE DOCUMENTED...NO PREV HISTORY...NO EXT SERV
CONTRACT...OSTS VEH WAS IN GARAGE & ENGINE CAUGHT FIRE & BURNED DOWN
GARAGE...OSTS VEH BELONGS TO GRANDDAUGHTER ELEN BRAZLEY & SHE STAYS
IN CHICAGO...OSTS ELLEN PURCHASED VEH FROM HAGERTY CHEV IN CHICAGO...
OSTS WANTS CONCERNS DOCUMENTED...CO ACK O/C CONCERNS...CO APOLOGIZED TO
O/FOR SITUATION...CO ADV O/C CONCERNS WILL BE DOCUMENTED...CO ???S O/
EXPECTATIONS FROM CHEV...OSTS WANTED CHEV TO KNOW WHAT HAPPEN...O/
SIS WANTS TO KNOW WHAT CAUSED FIRE...CO ADV O/VEH MUST BE INSPECTED
BY CHEV DLR FOR DIAG...O/ACK...CO ADV O/C FILES & PURPOSE...O/ACK,
& THANKED O/FOR HELP...CO THANKED O/FOR CL..

RACHELLE WILLIAMS/628

THIS: CMTS ACTION: IKEY: 980810819 CAS 10/20/1999 08:16 CABS030M
NEXT: CMTS ACTION: IKEY: 980810819 ID: ED6GF

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GC
USER: HBRW DATE: 05/06/99 TIME: 15:46 COMMENT #: 2

05-06-99****

SEE RELATED CMTS ON 990248791... RUTHE WALKER X7338

USER: AS368 DATE: 08/08/99 TIME: 14:34 COMMENT #: 3
REF: CASE # 990248791

CRM CALLED CUSTOMER, CUSTOMER STATED THAT THE ATTORNEY IS NO LONGER
INVOLVED IN HER CASE. CRM ADVISED CUSTOMER TO FAX THE LETTER WITH THE
REQUIREMENTS NEED TO PROCEED WITH HER CASE. CRM GAVE CUSTOMER FAX NUMBER
ER AND TO FAX A COPY OF THE LETTER TO MY ATTENTION, DIANE BRAZLEY AUST
IN TX.

THIS: CMTS ACTION: IKEY: 980810819 CAS 10/20/1999 08:16 CABS030M
NEXT: CMTS ACTION: IKEY: 980810819 ID: ED6GF

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GC
USER: AS368 DATE: 08/18/99 TIME: 15:34 COMMENT #: 4

CRM CALLED CUSTOMER, VERIFIED THAT THE FAX HAD BEEN RECEIVED. CRM WENT

THROUGH THE LIST THAT WAS SENT TO HER FROM YVONNE YOUNG, ESIS, CLAIMS ADMINISTRATOR. CUSTOMER STATED THAT MOST OF THE ITEMS WERE NO LONGER IN HER POSSESSION, AND SHE WAS NOT ABLE TO GET THEM FROM HER ATTORNEY. CUSTOMER STATED THAT SHE WANTS TO SPEAK TO SOMEONE AT CRM IN PERSON BECAUSE SHE HAS BEEN WAITING ALMOST A YEAR TO GET A RESOLUTION TO HER PROBLEM. CRM ADVISED CUSTOMER THAT SHE IS ATTEMPTING TO HELP ASSIST HER AND IS ATTEMPTING TO GET A RESOLUTION TO HER PROBLEM. DIANE BRAZLEY AUSTIN TX

THIS: CMTS ACTION: I KEY: 980810819 CAS 10/20/1999 08:16 CABS030M
NEXT: CMTS ACTION: I KEY: 980810819 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GC
USER: AR368 DATE: 09/13/99 TIME: 16:48 COMMENT #: 5

CRM CALLED YVETTE YOUNG, SPOKE WITH MS. YOUNG. MR. YOUNG ADVISED THAT SHE COULD SPEAK WITH MS. BRAZLEY IF SHE WILL SEND HER A LETTER STATING THAT SHE IS NO LONGER REPRESENTED BY A THIRD PARTY.

CRM CALLED CUSTOMER, TOLD HER SHE NEEDS TO FAX, MAIL, OR EMAIL A LETTER TO MR. YOUNG STATING SHE WAS NO LONGER REPRESENTED BY A LAWYER, DIANE BRAZLEY AUSTIN TX

USER: H06GF DATE: 10/06/99 TIME: 08:19 COMMENT #: 6
GENITRITCH 10/6/99

NEED SECOND SET OF PICS...SENDING NEGATIVES TO TAMPA FOR ELMER DEAN TO MAKE A SECOND SET OF PICS****248 696 4810

THIS: CMTS ACTION: I KEY: 980810819 CAS 10/20/1999 08:17 CABS030M
NEXT: CMTS ACTION: I KEY: 980810819 ID: H06GF

GENERAL COMMENTS TOTAL CMTS: 7 TYPE: GC
USER: B22EB DATE: 10/18/99 TIME: 09:37 COMMENT #: 7
10/18/99

AT THE REQUEST OF YVETTE YOUNG AT ESIS, PAR TEAM CONTACTED EAA TO HAVE THEM PERFORM A VEHICLE INSPECTION. PAR TEAM RECEIVED THE INSPECTION REPORT AND FORWARDED THE REPORT TO ESIS AS REQUESTED.

BRIAN BIRKEY PAR TEAM

THIS: APTCCL ACTION: C KEY: 980810819 CAS 10/20/1999 08:17 CABS200M
NEXT: APTCCL ACTION: I KEY: 980810819 ID: H06GF

NAME: ELMA BRAZLEY MEMPHIS, TN YR/MDL: 1996 WC TYPE: GC

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST TYPE : (CASE/INQ) PRODUCT CAMPAIGN :
REQUEST AREA : SERV REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORR REQ # : N
WARRANTY : O (INPUT/UNK) THIRD PARTIES :
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
DEALER AREA : 01
PART DELAY START : PART DELAY END :
TRANSFER TO ID : ASM ASSIGNED :
CASH OPEN DATE : 12 22 98 SCRAP DATE : 12 22 1999
ROUTING CODE : CAC CAS LOC: ADV TRANSMIT : N (Y/N)
CORRES TYPE : TRANSMIT DATE : 00
FOLLOW UP DATE : CORP CASE # :
FILE RETENTION : 00 POSSIBLE SAFETY : Y (Y/N)
LAST ALTERED ID : B22EB LAST ALTERED DATE : 10 18 99
REJECT CLOSE : N (Y/N) REOPEN CASE : N (Y/N)
THIS: THIRD ACTION: C KEY: 980810819 CAS 10/20/1999 08:17 CABS110M
NEXT: THIRD ACTION: I KEY: 980810819 ID: H06GF
NAME: ELMA BRAZLEY MEMPHIS, TN YR/MDL: 1996 WC TYPE: GC

THIRD PARTY INFORMATION

THIRD PARTY TYPE: OWNER

TITLE : MR.

FIRST : ELMA

MI :

LAST : ██████████

STREET : ██████████

CITY : MEMPHIS

STATE : TN

ZIP : 38108

H PHONE : ██████████

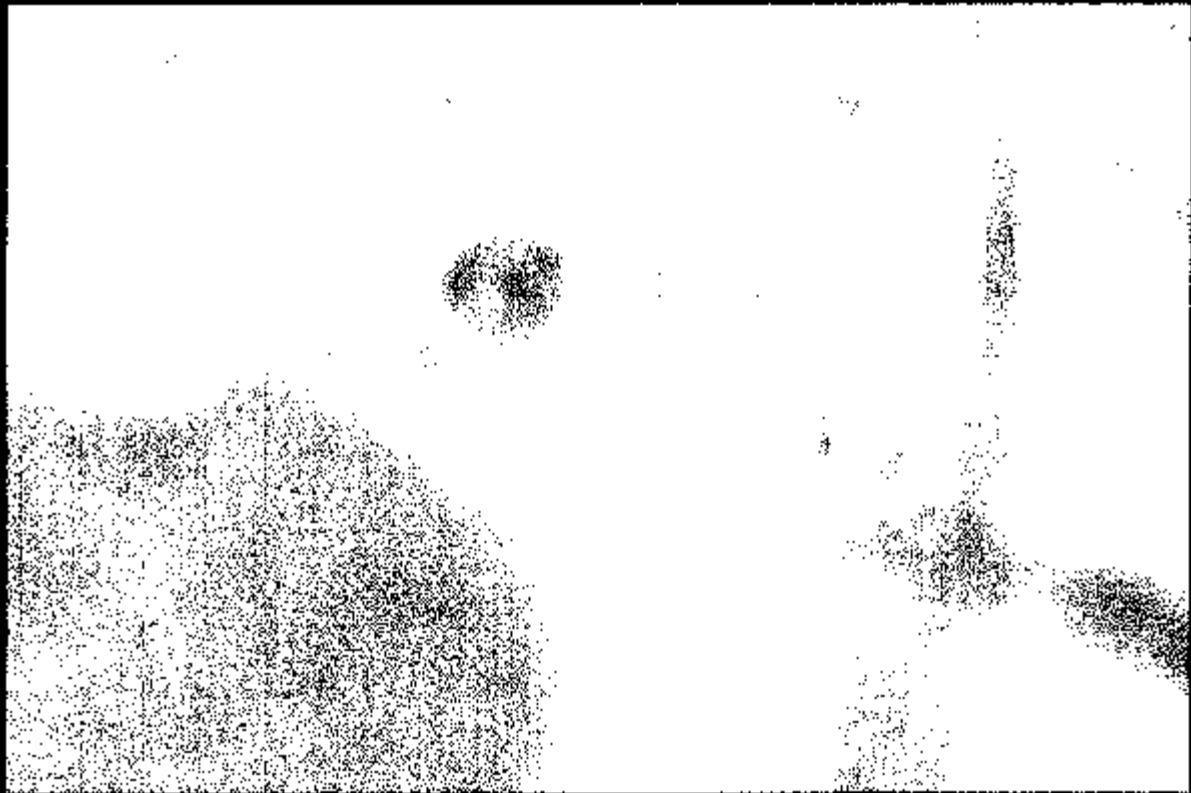
B PHONE :

COMPANY :

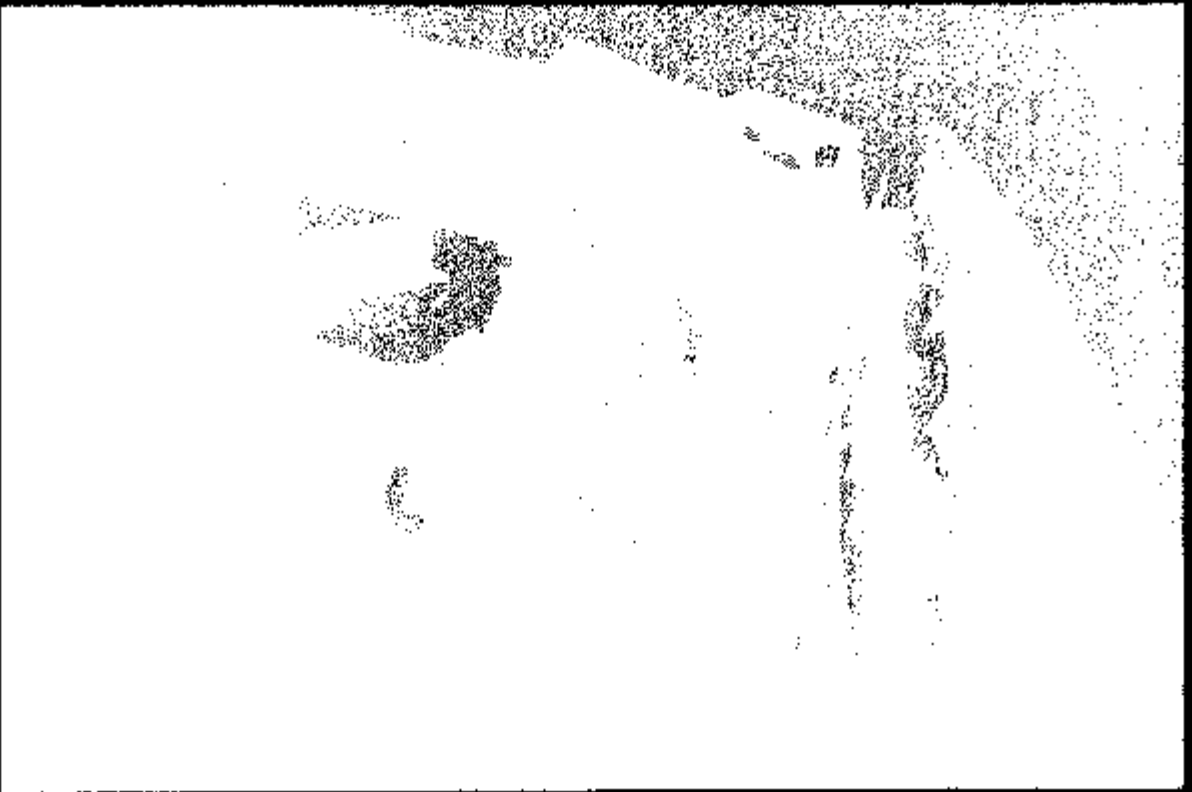
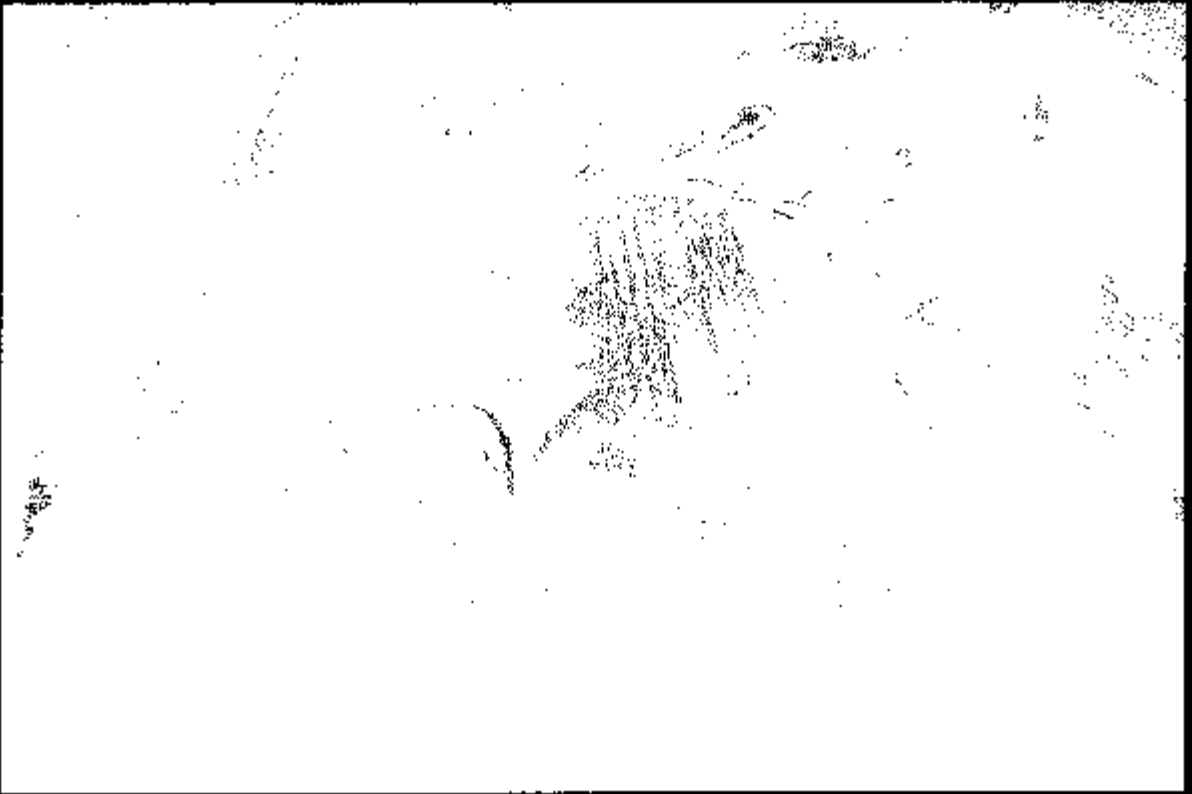
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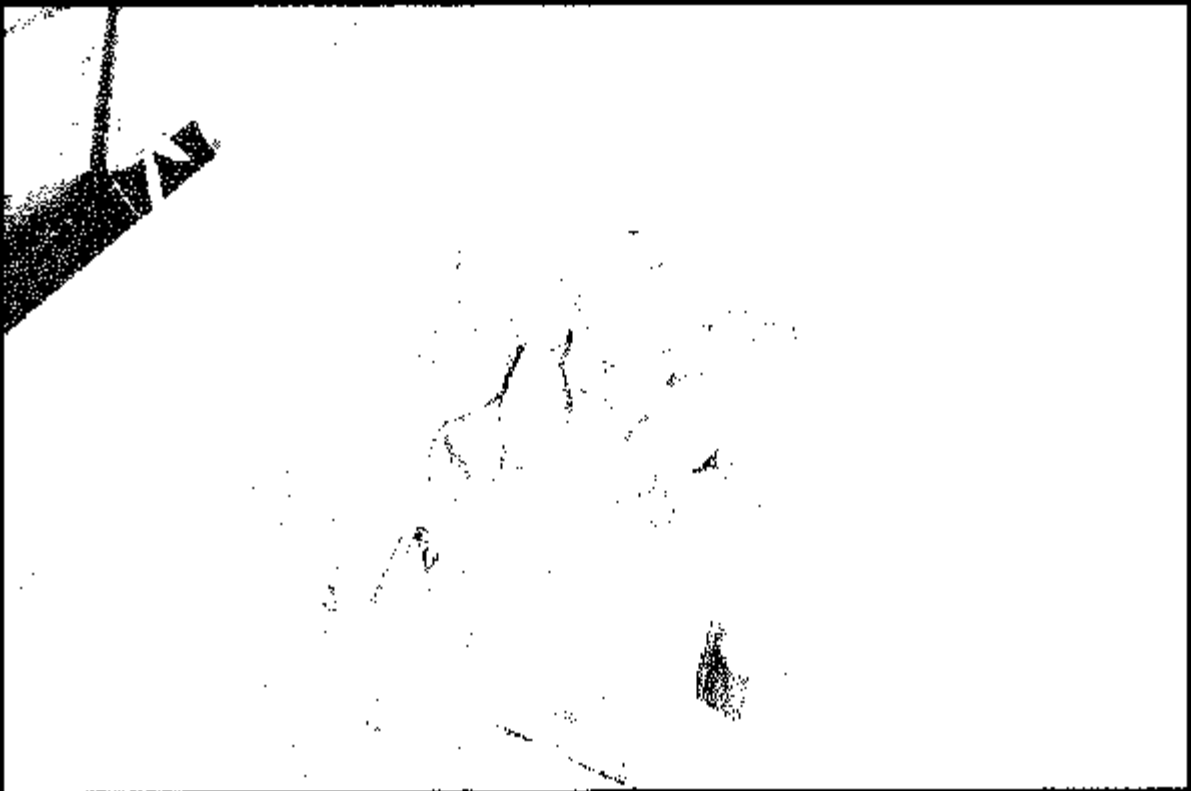
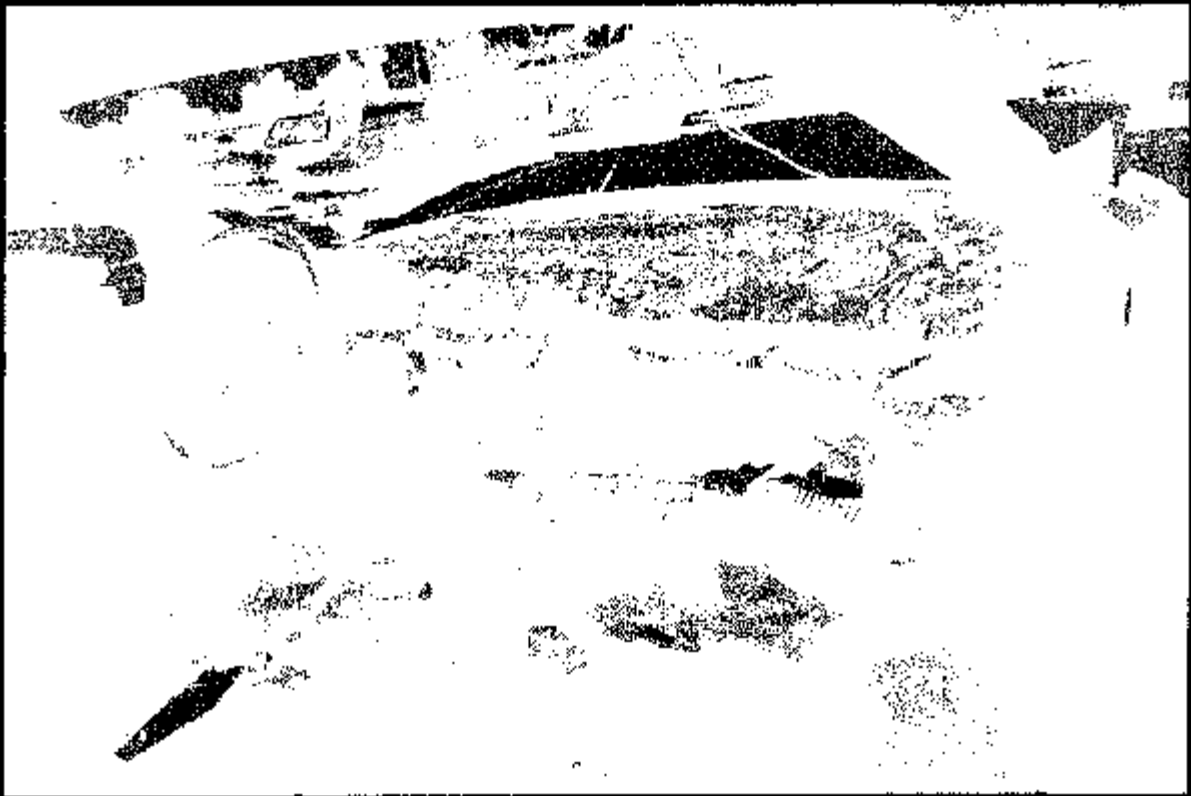
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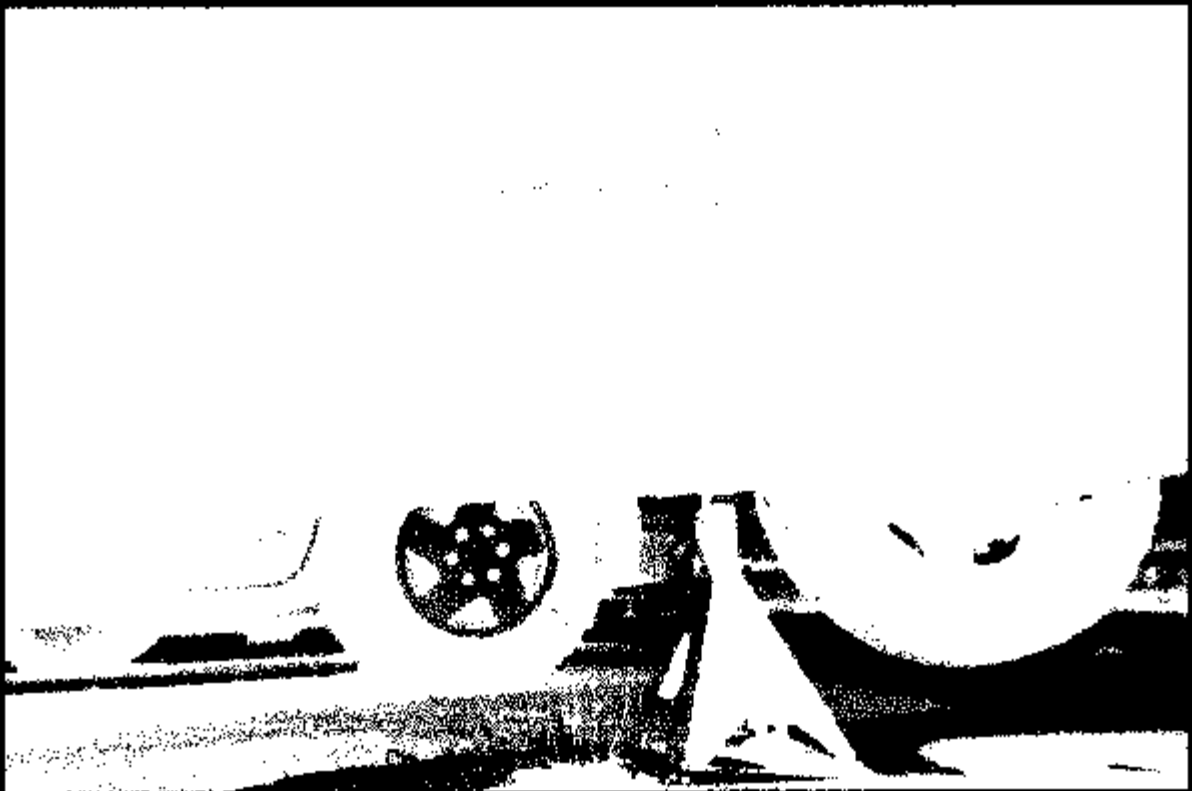
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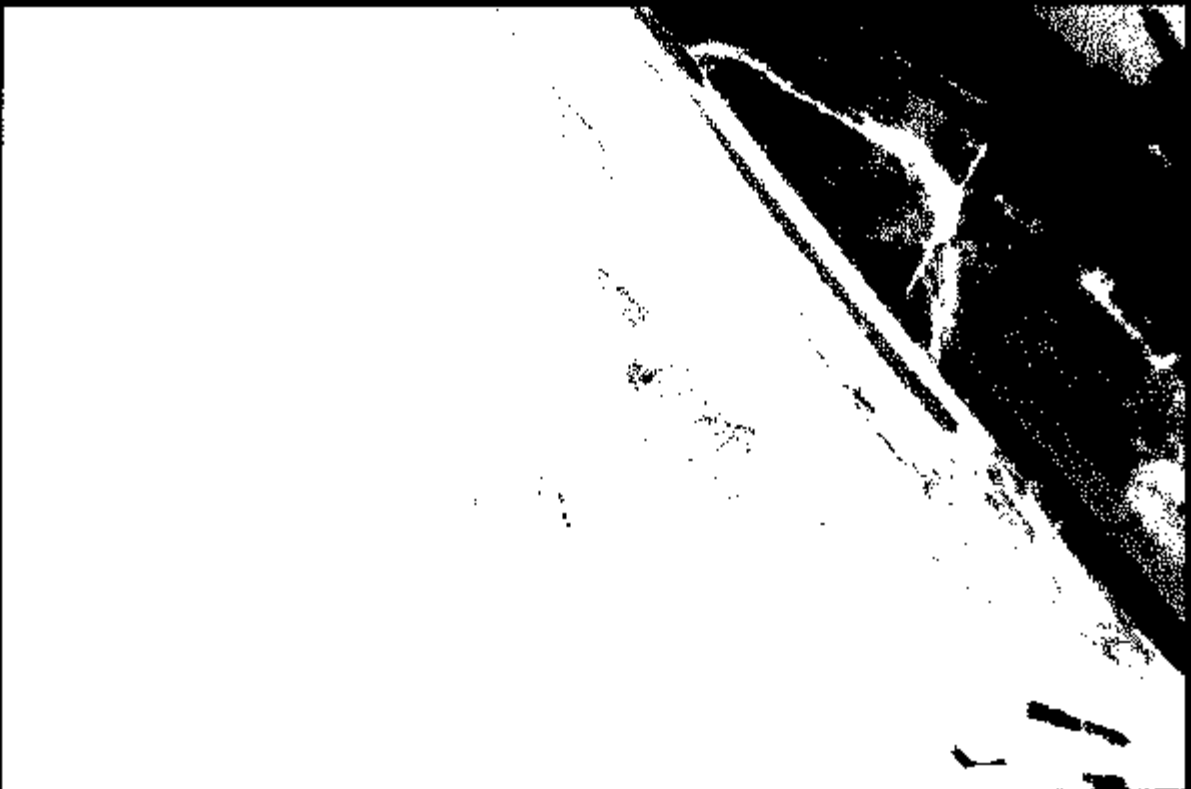


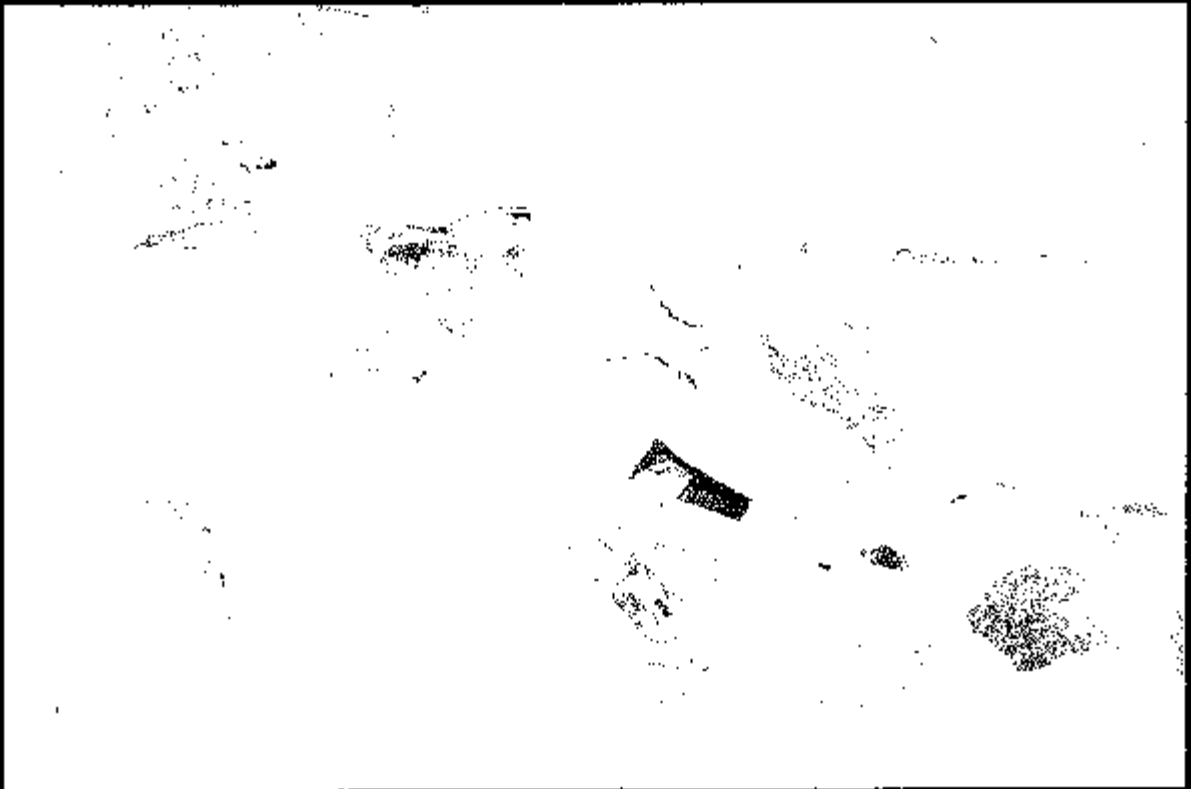


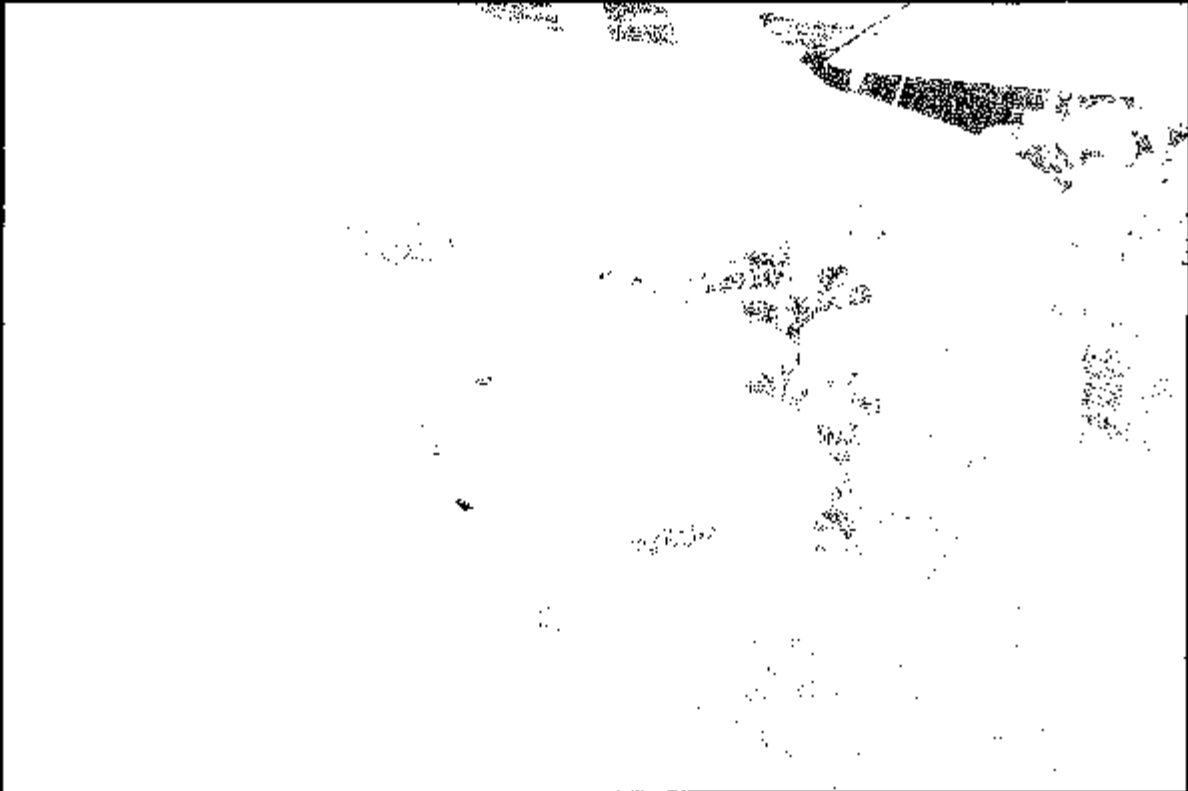


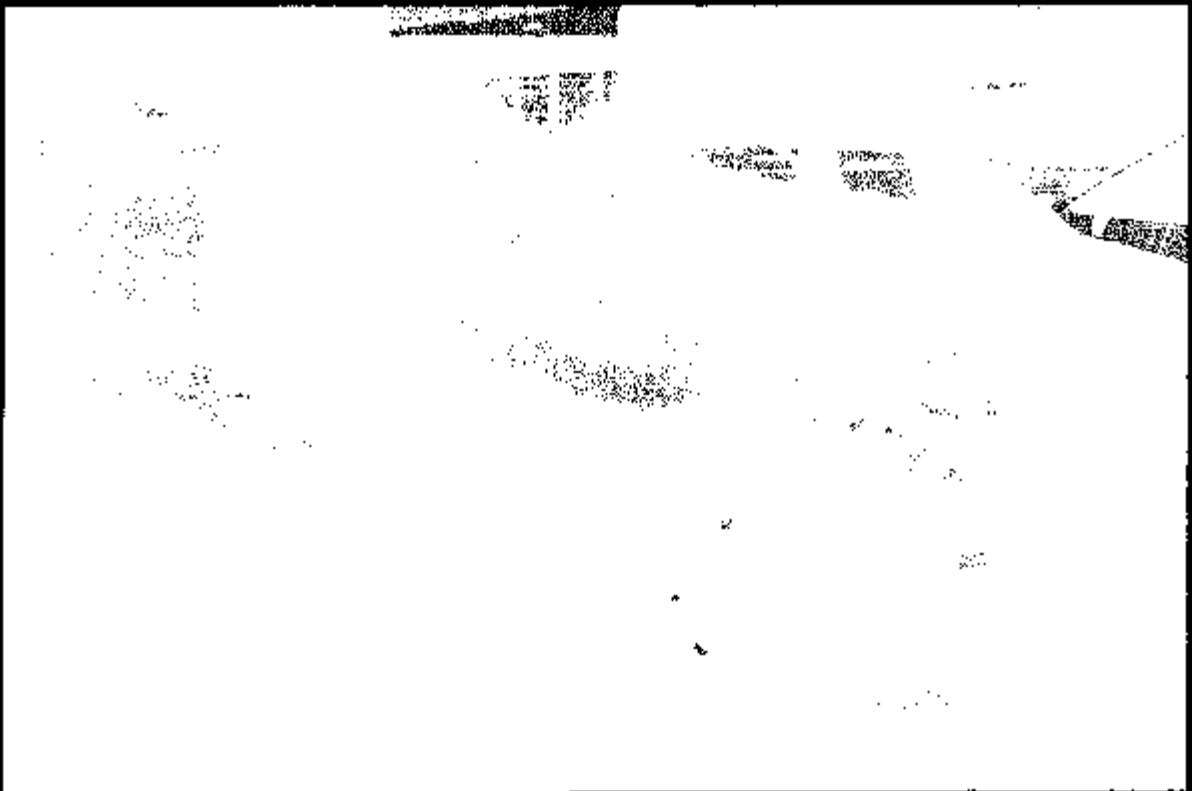
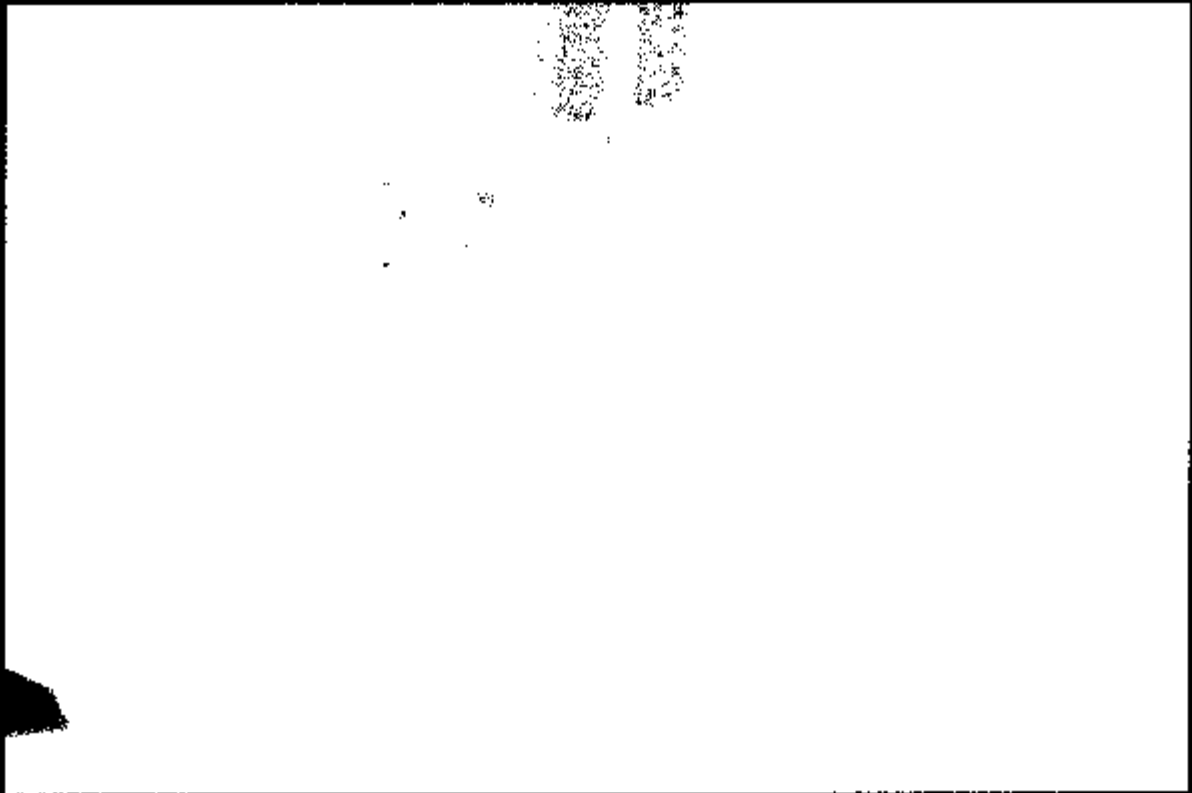




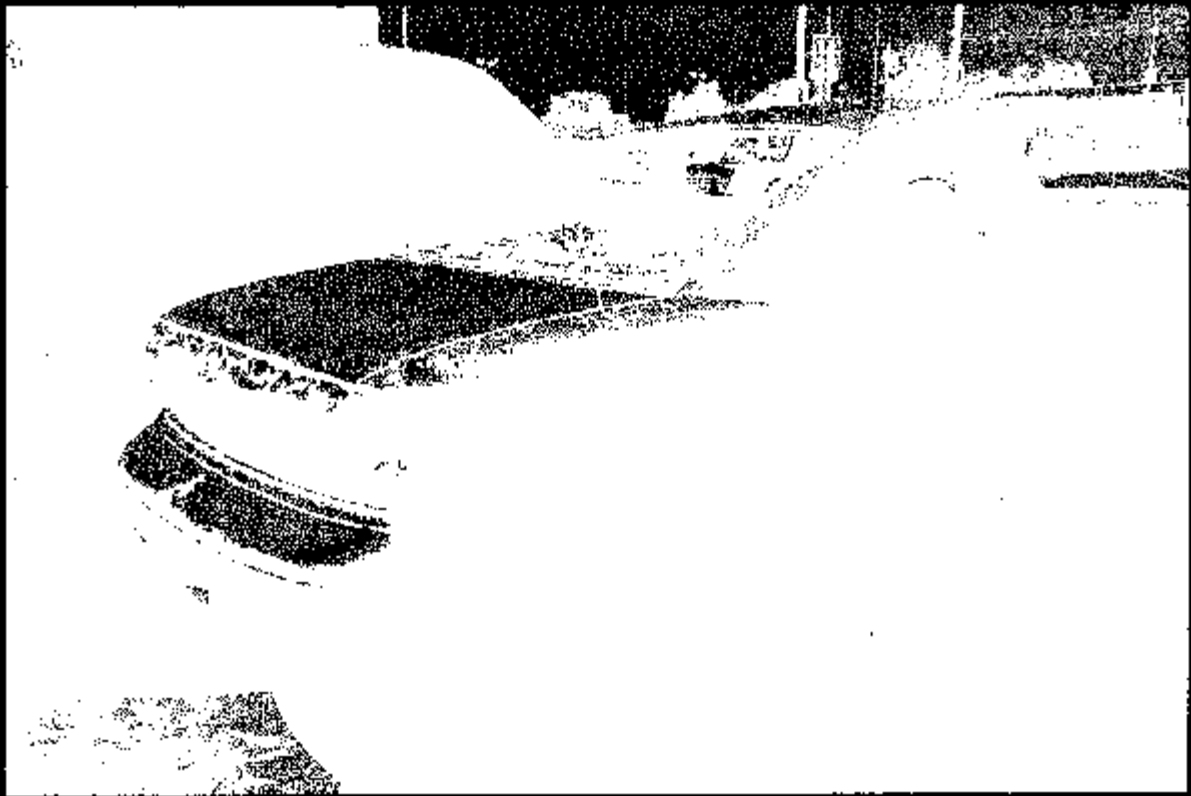


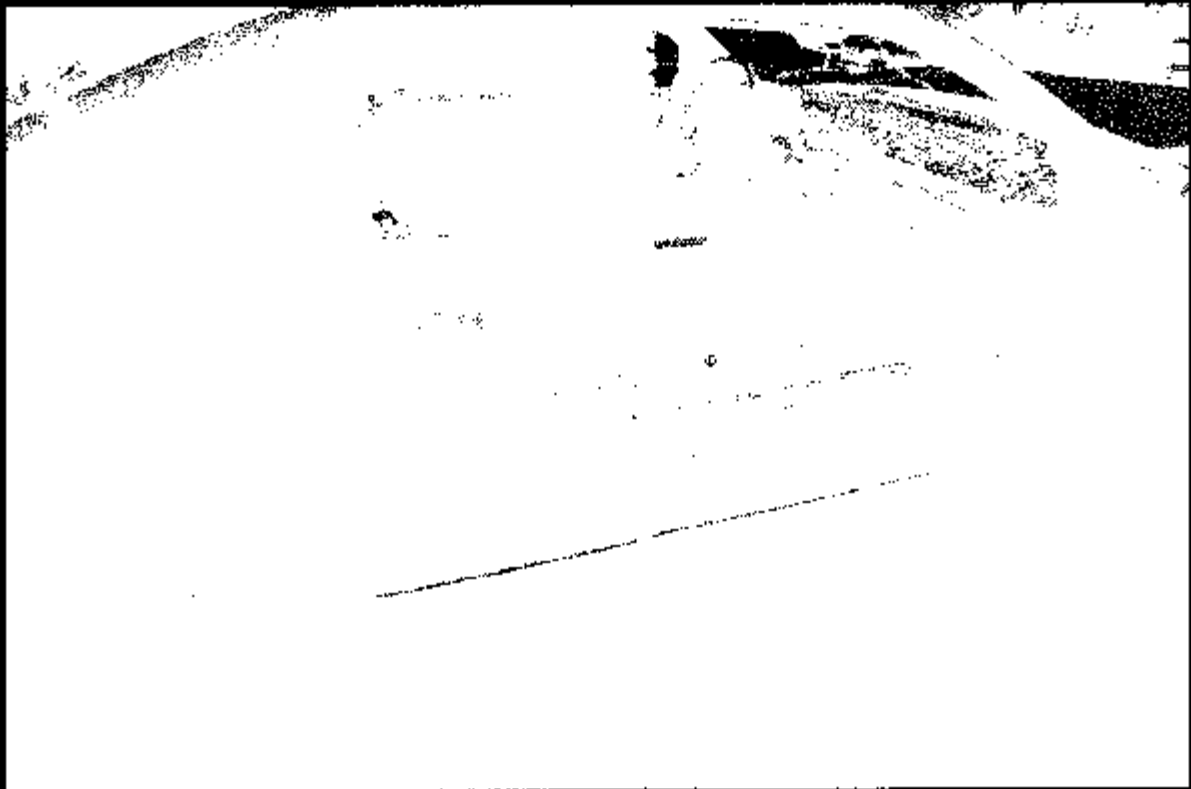
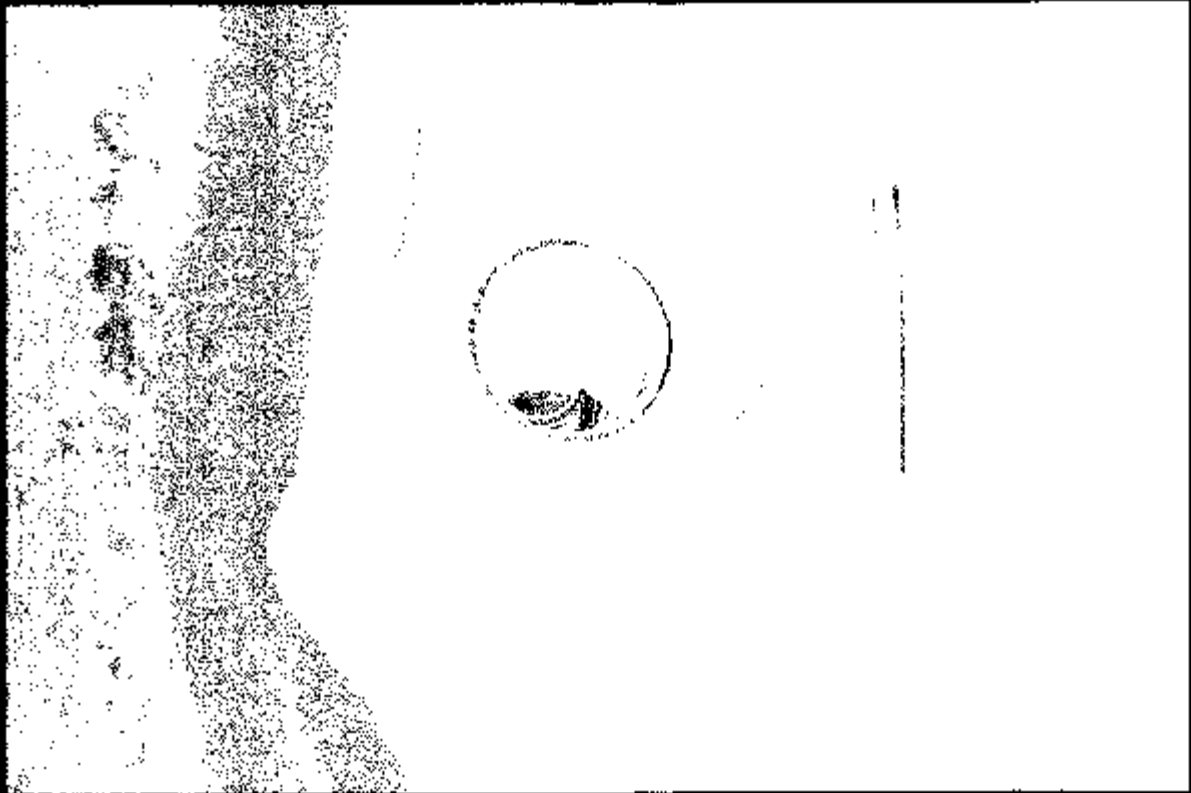


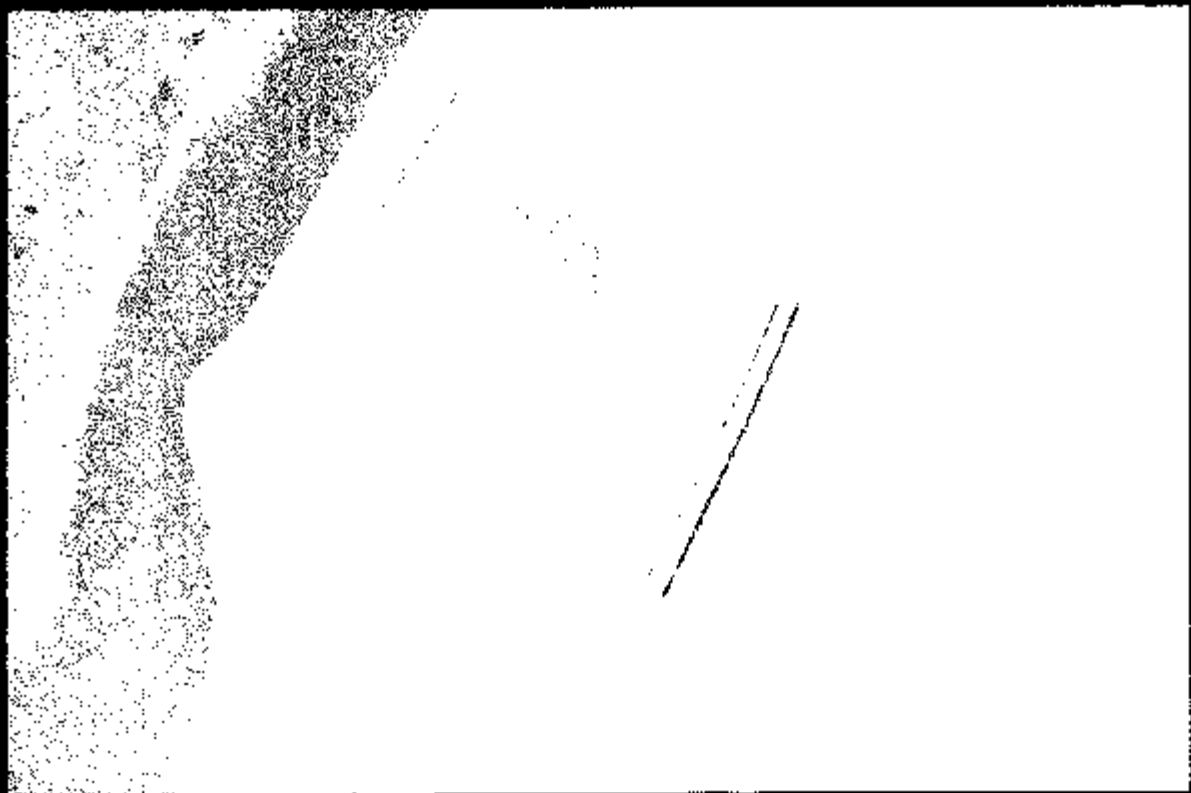
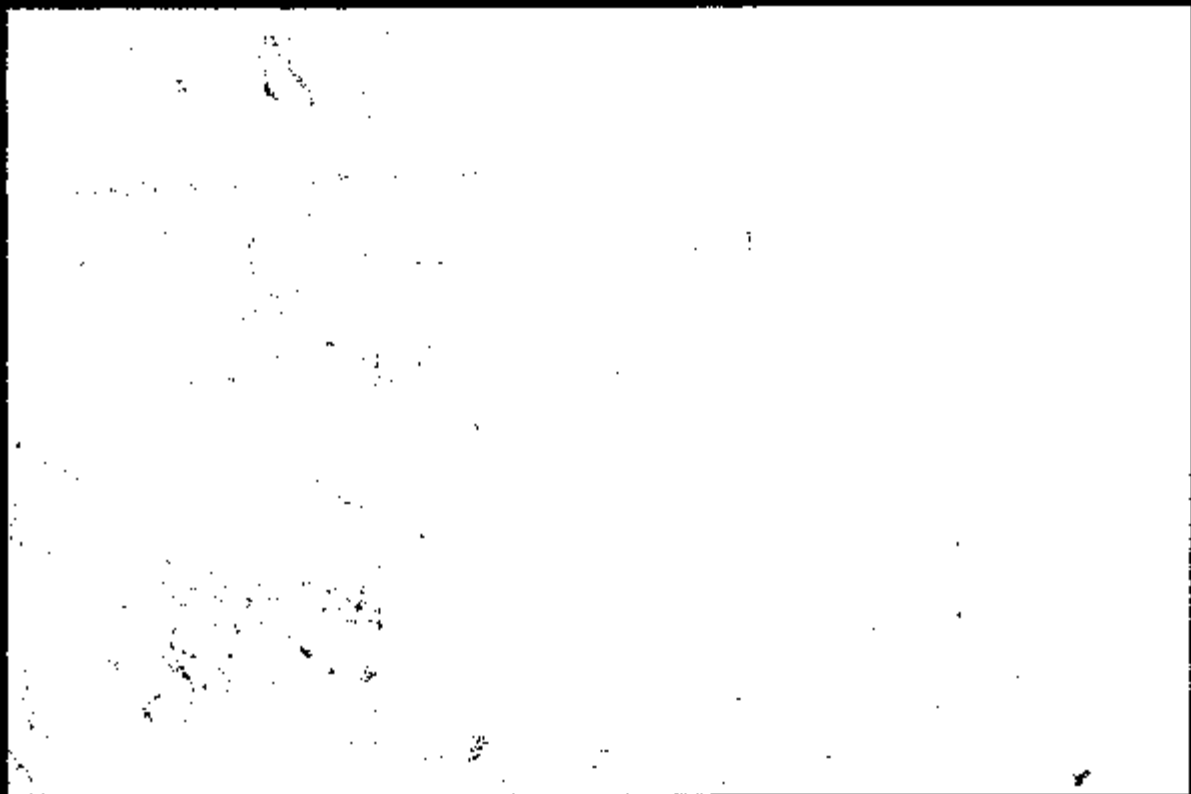




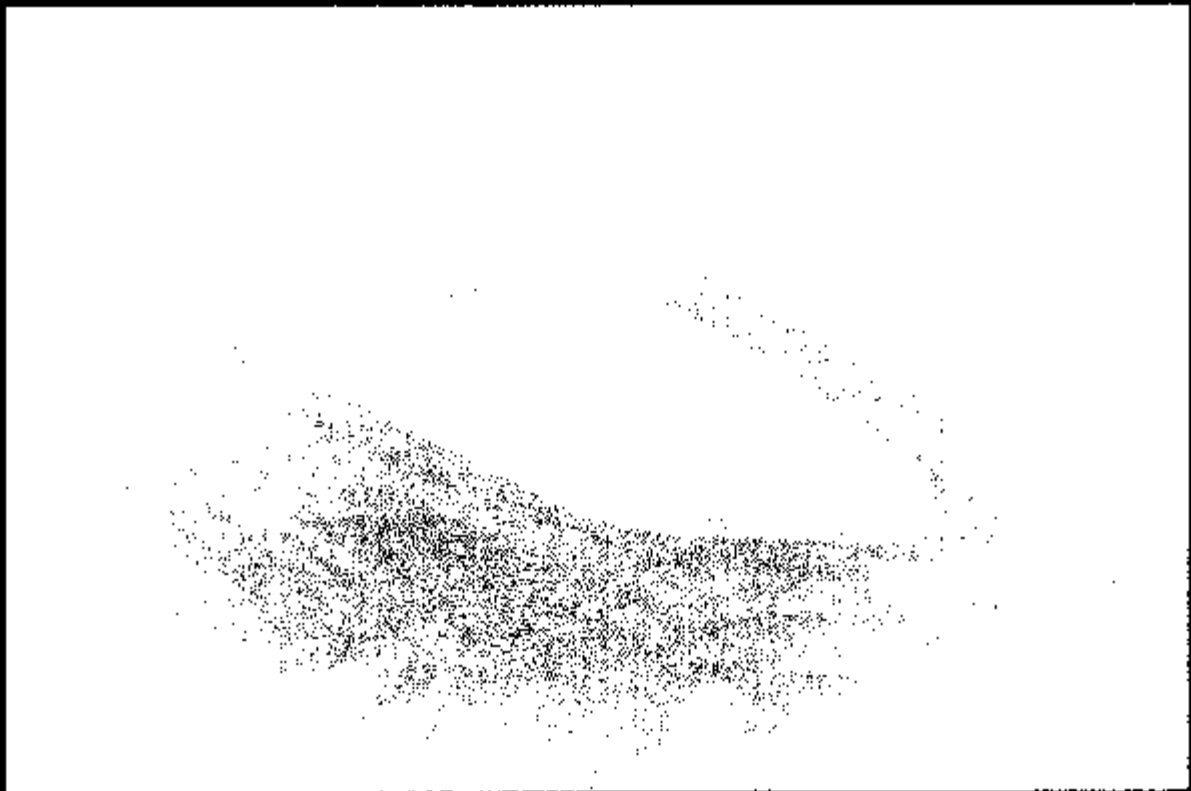
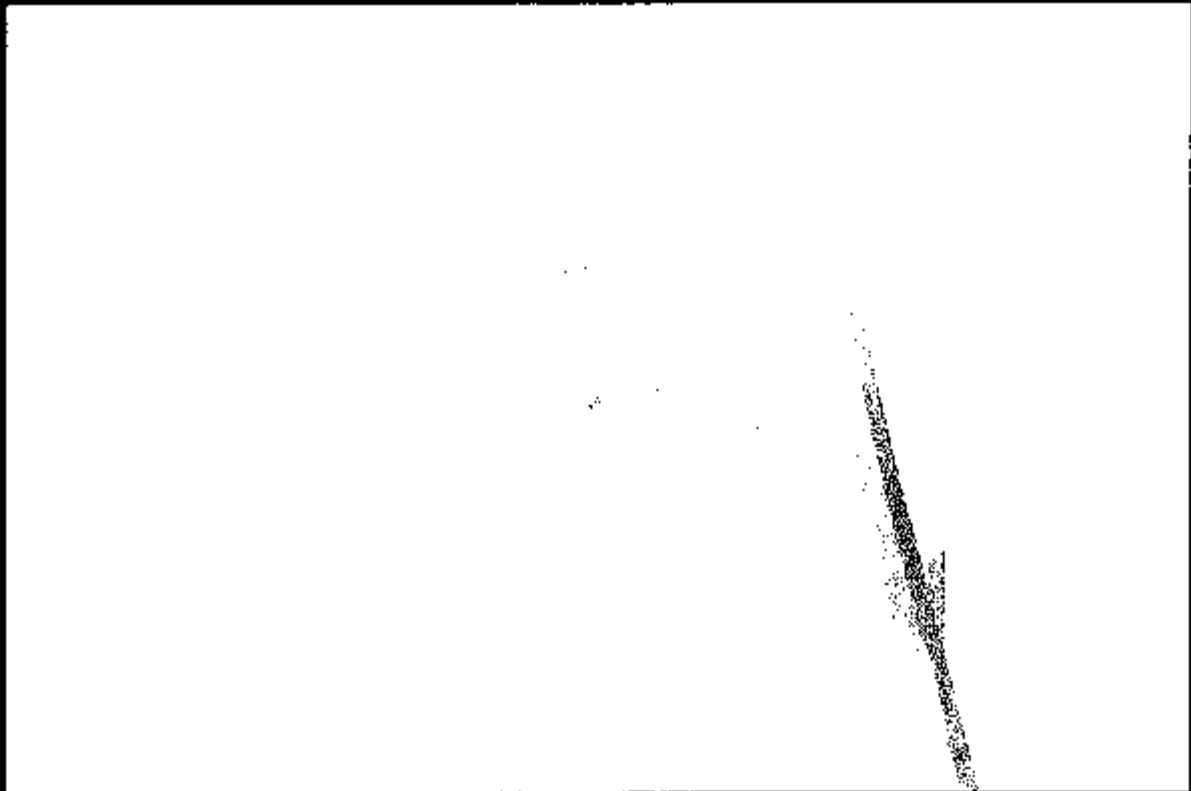


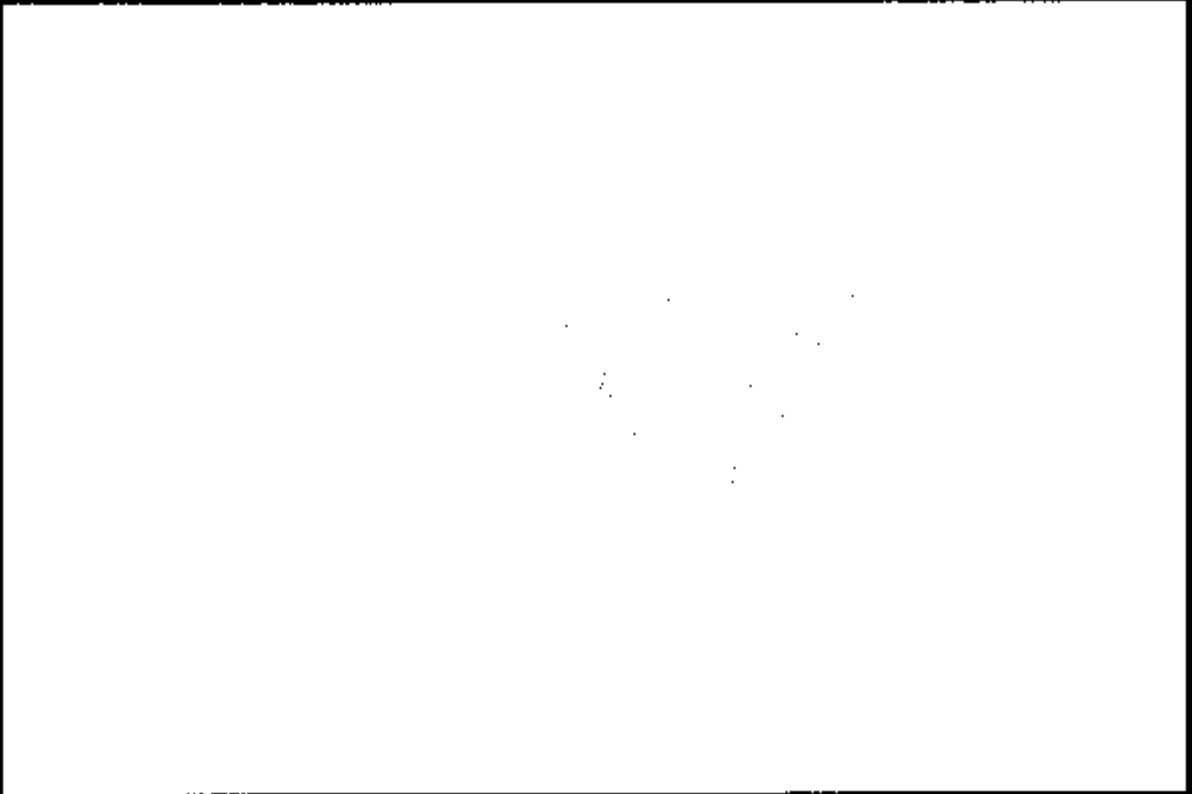


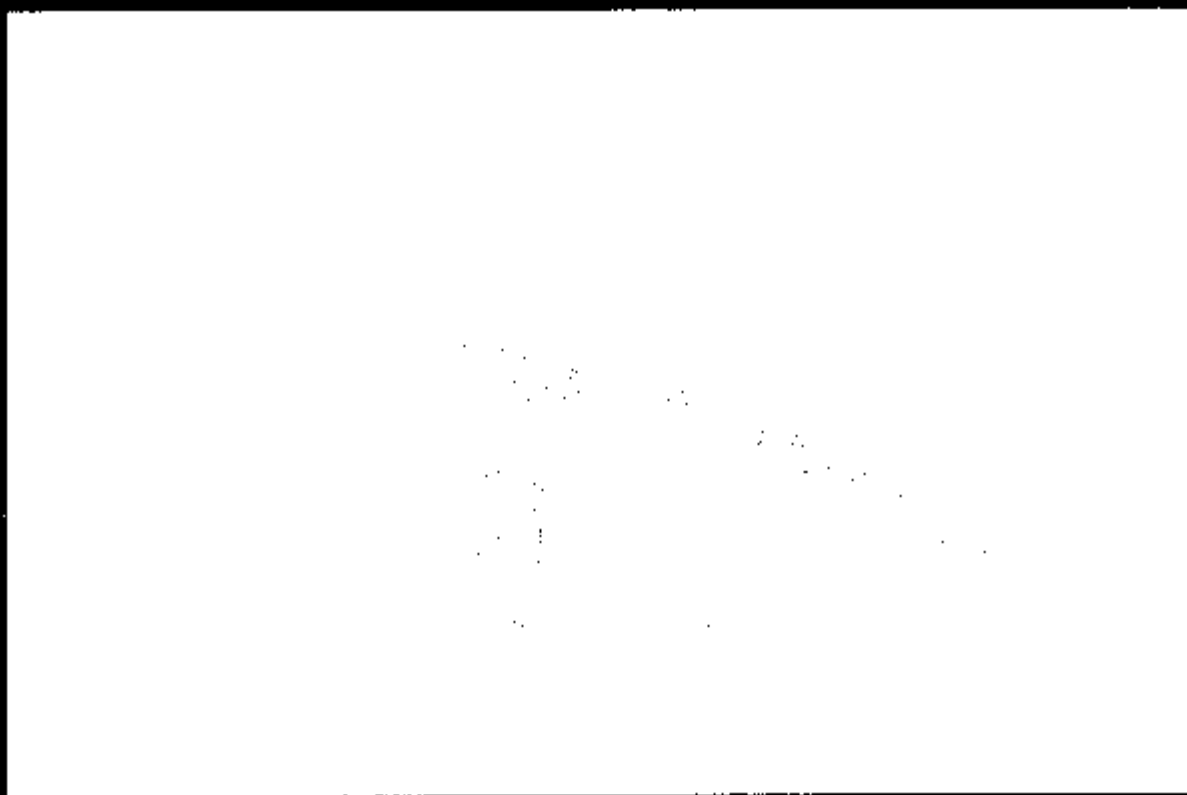
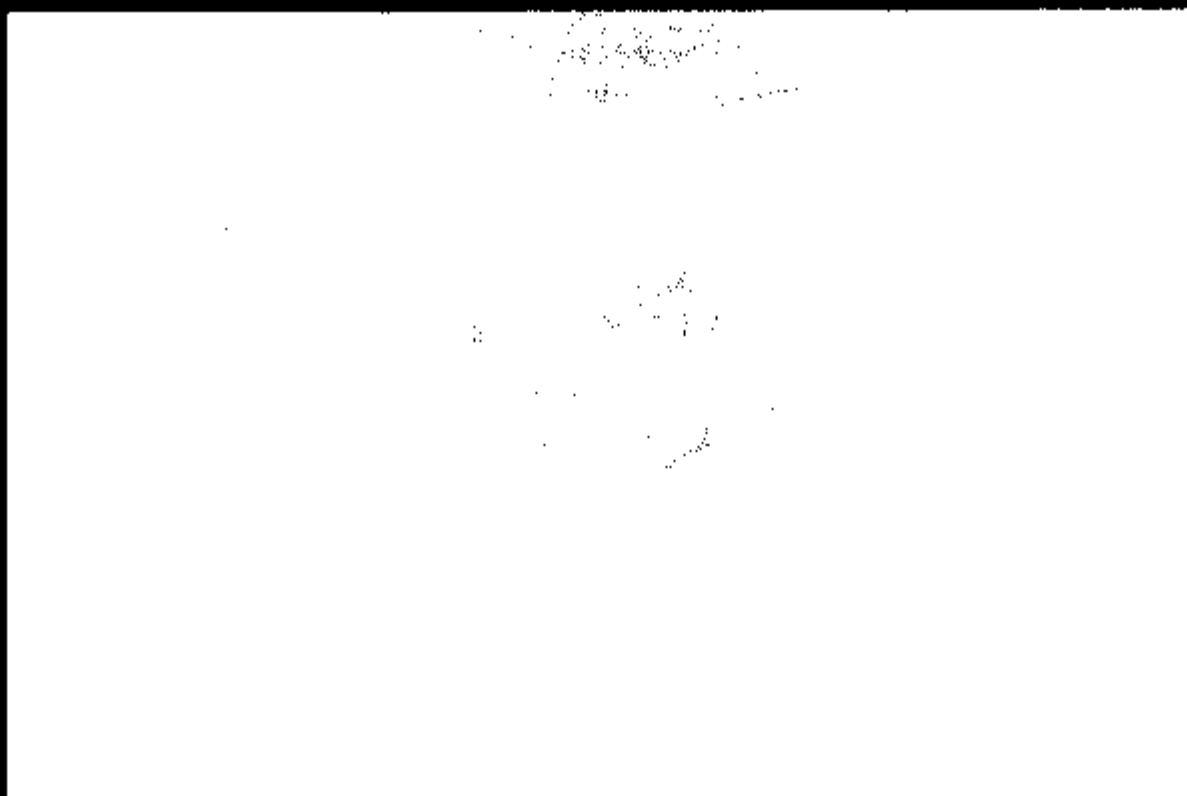


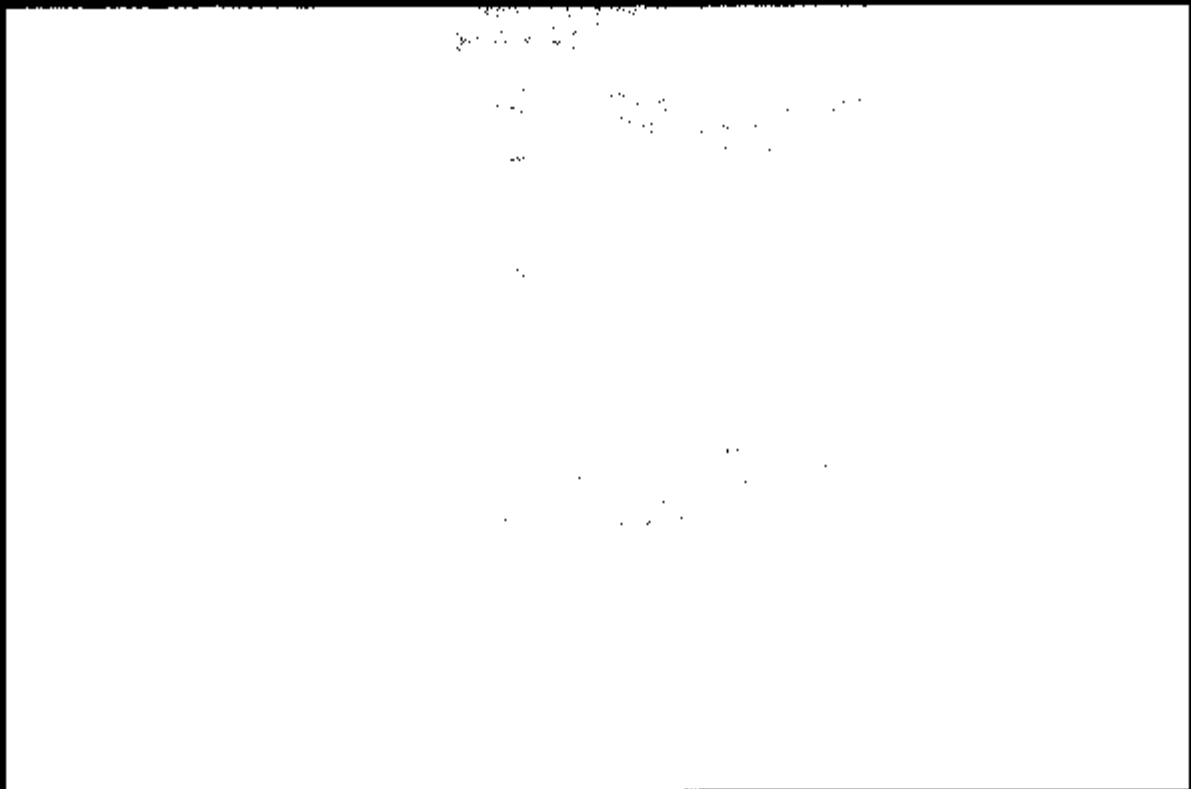
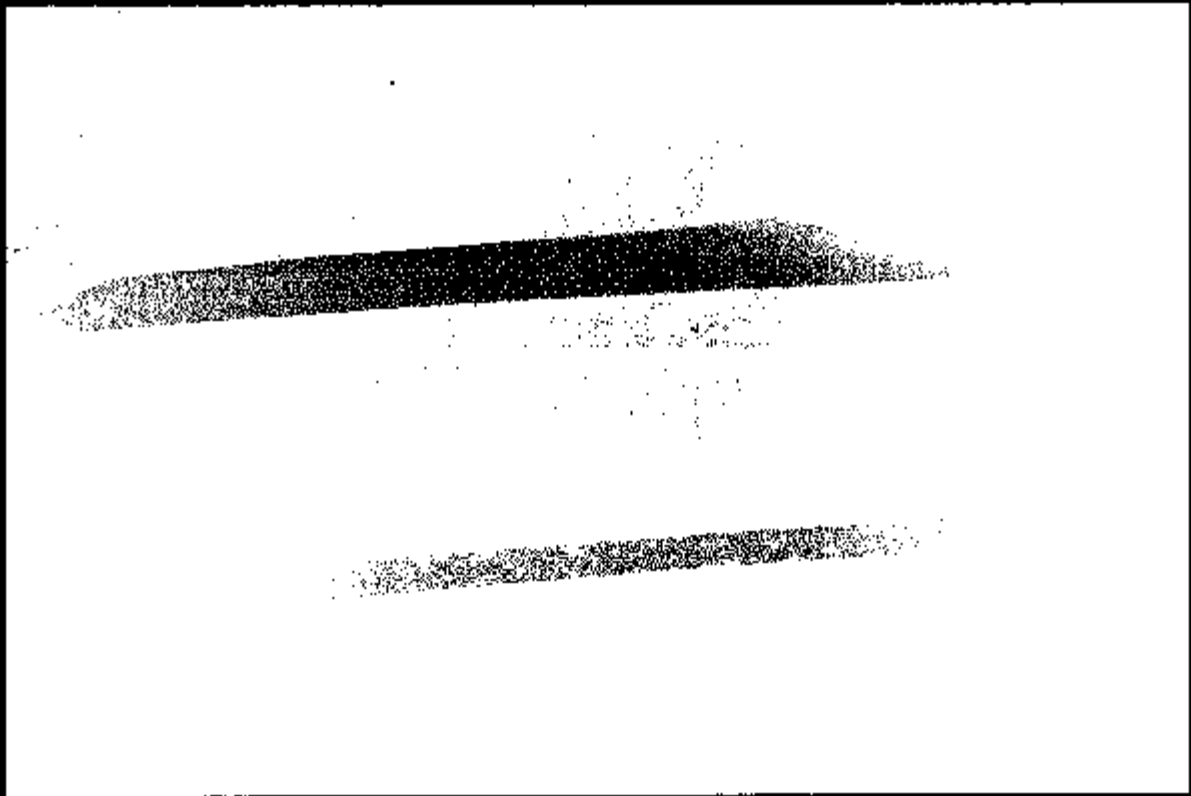


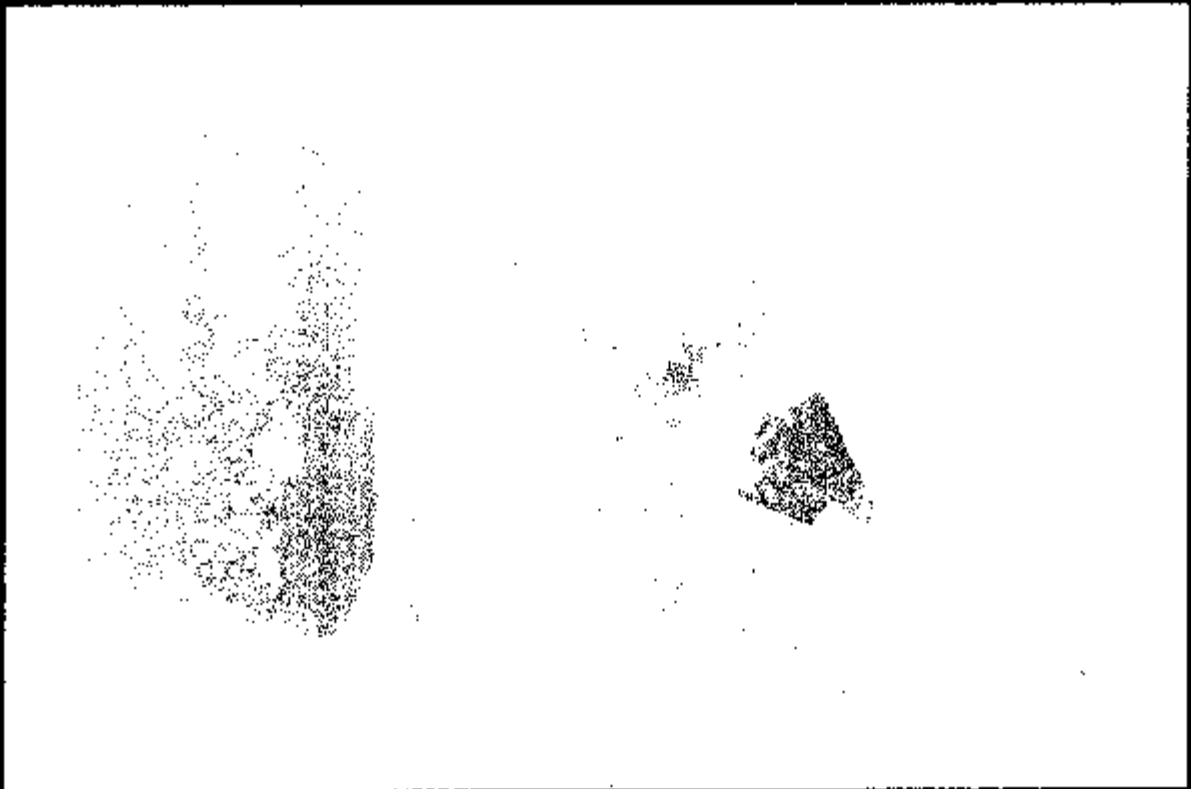
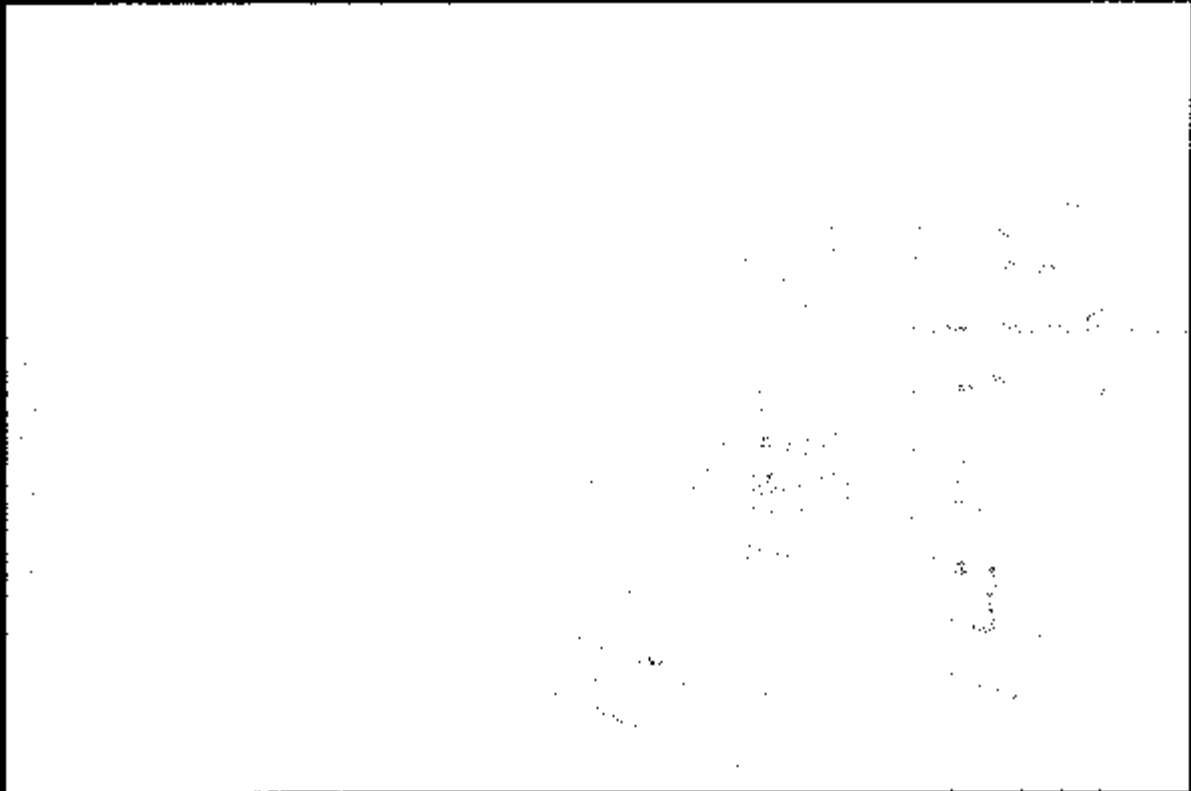


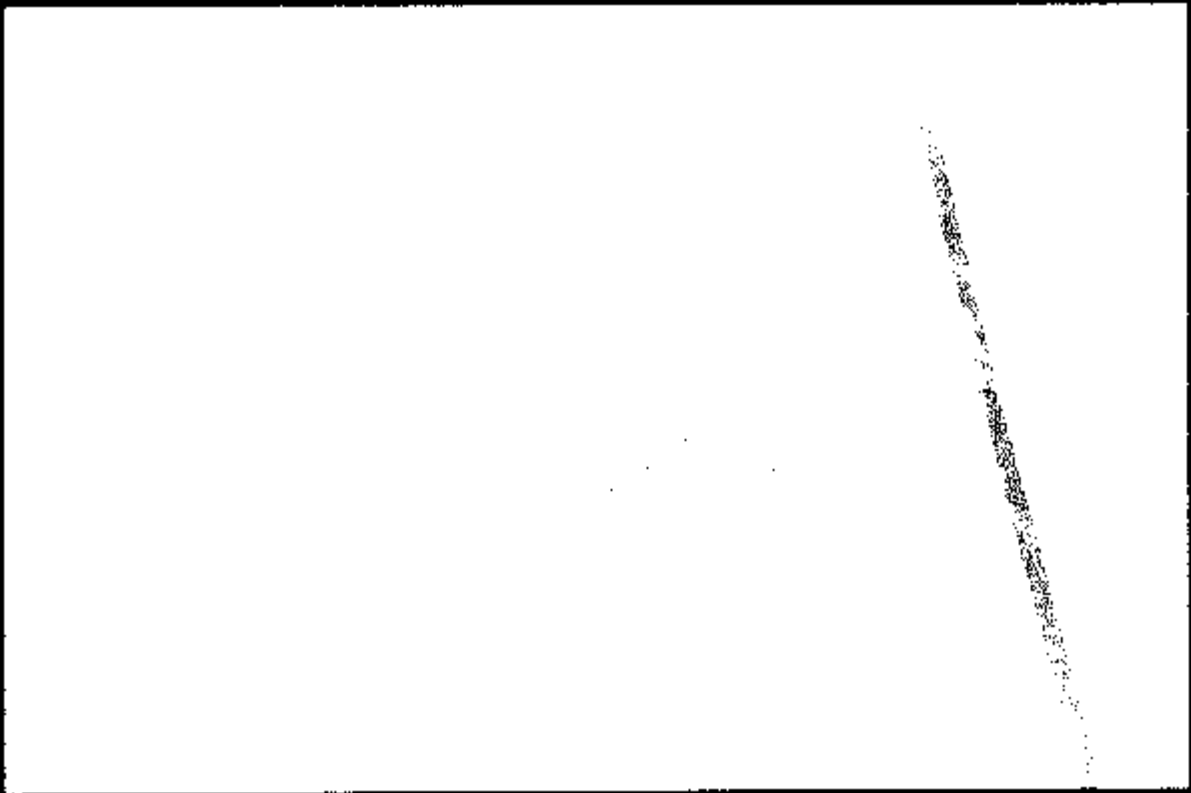
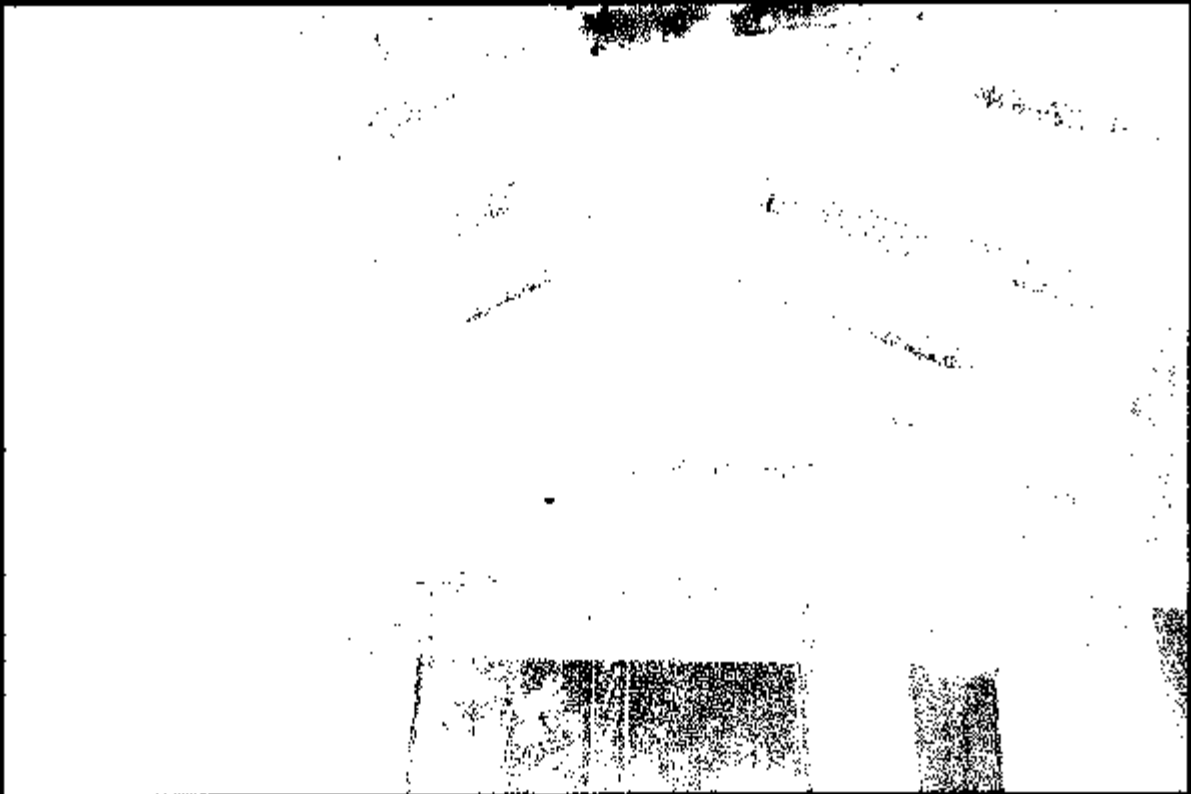


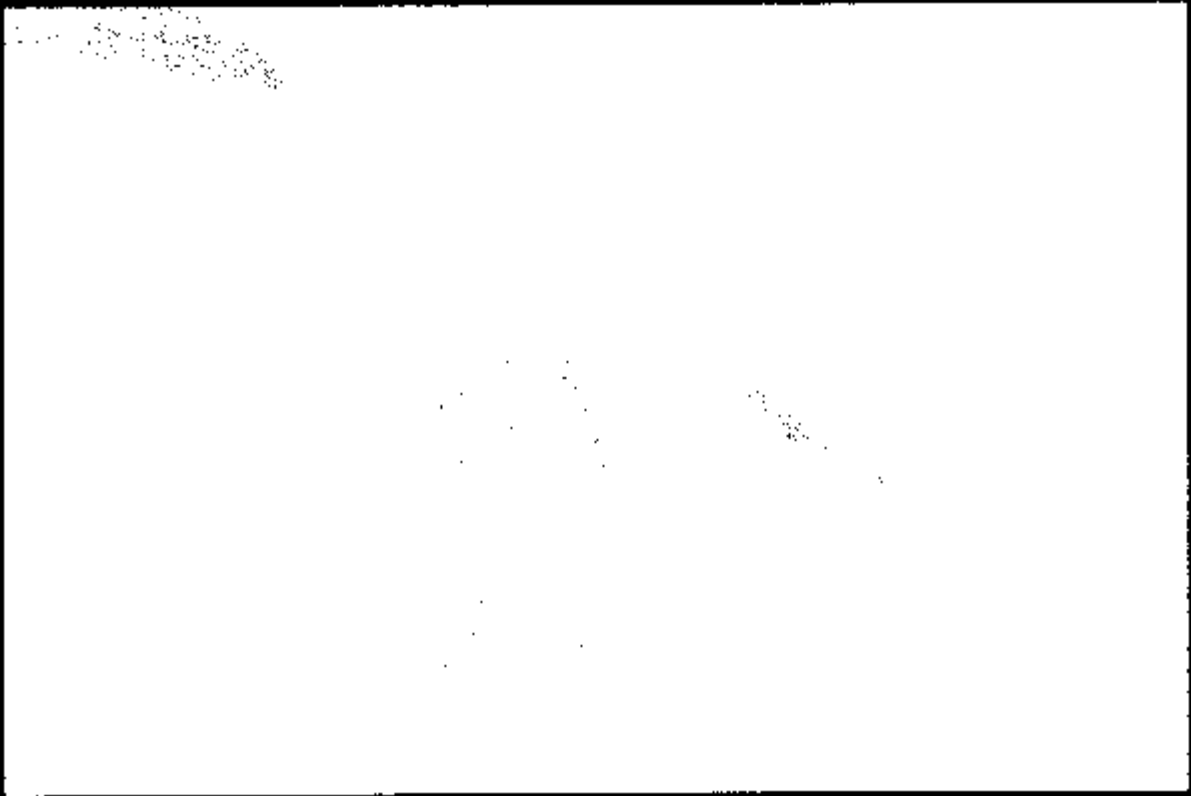




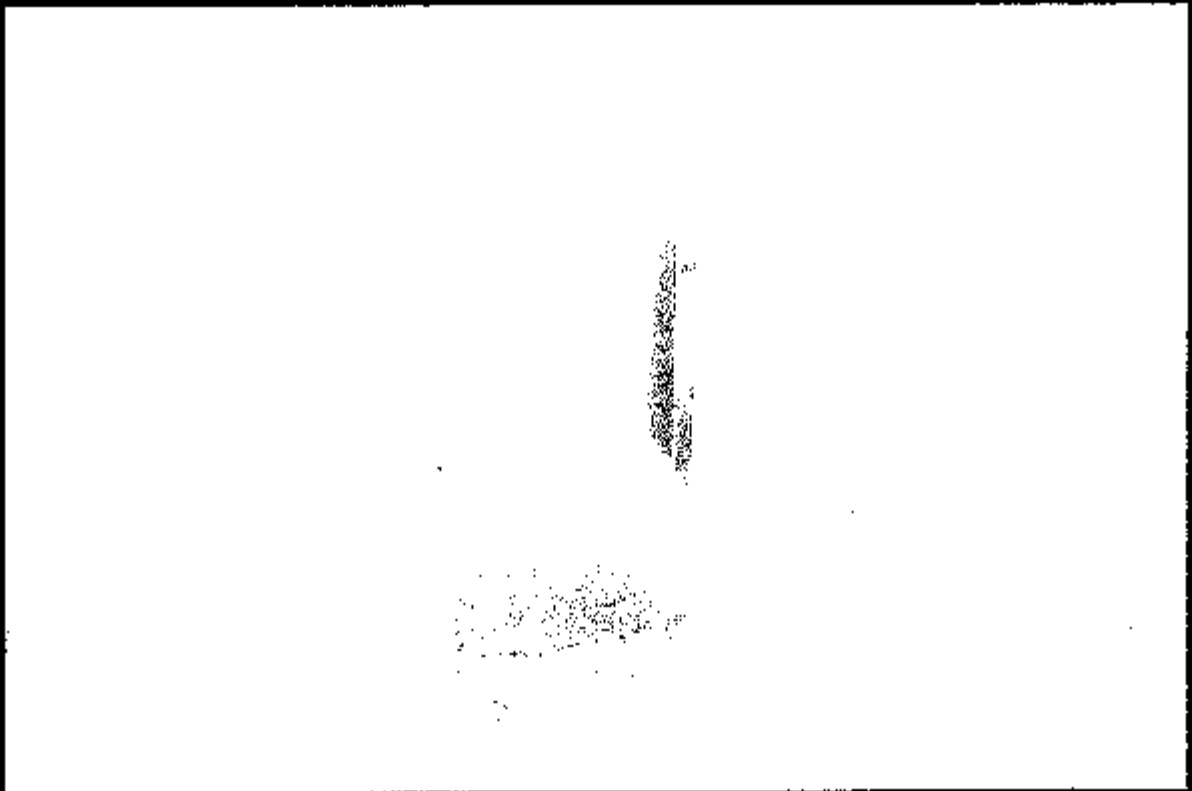
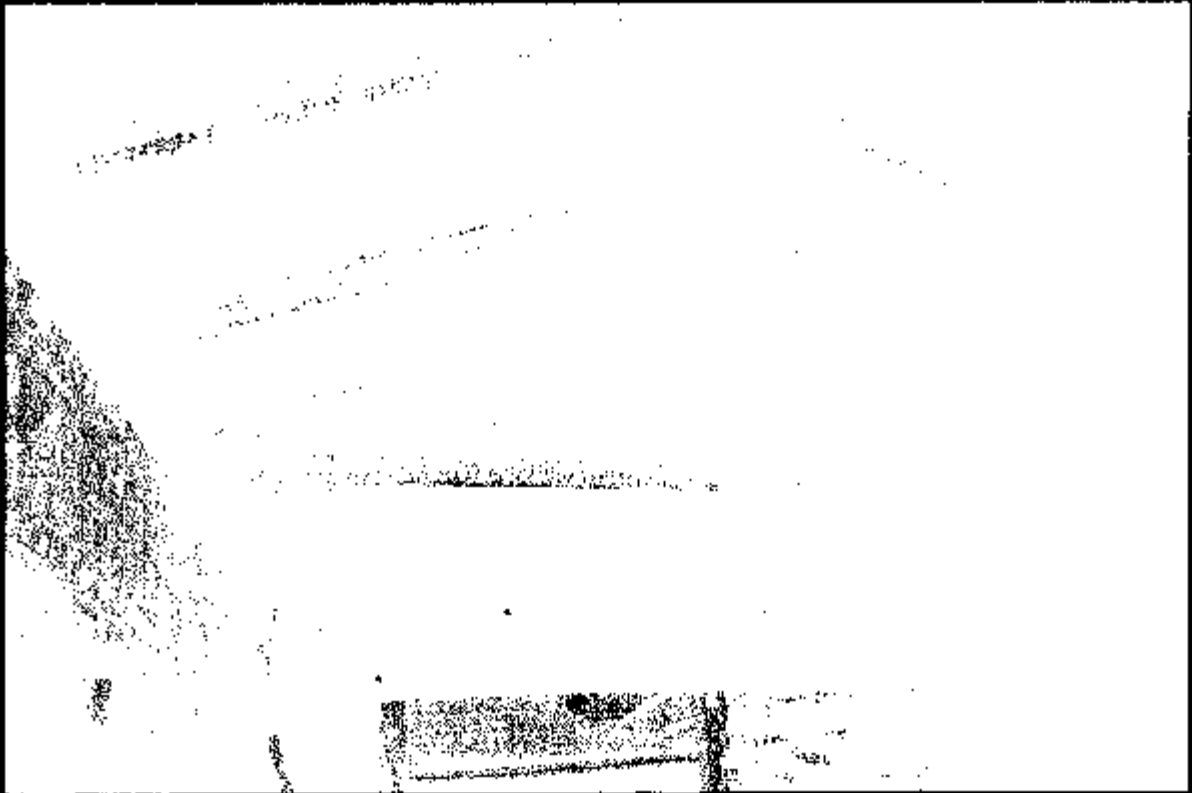


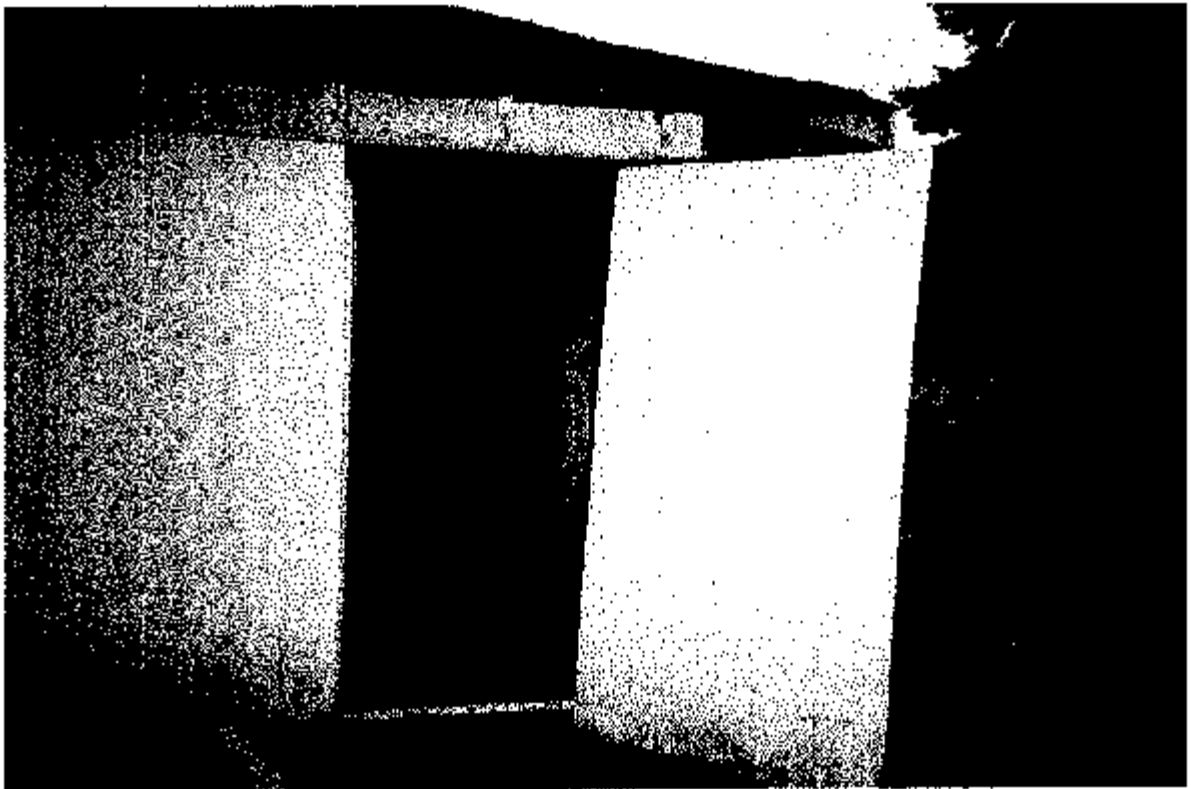
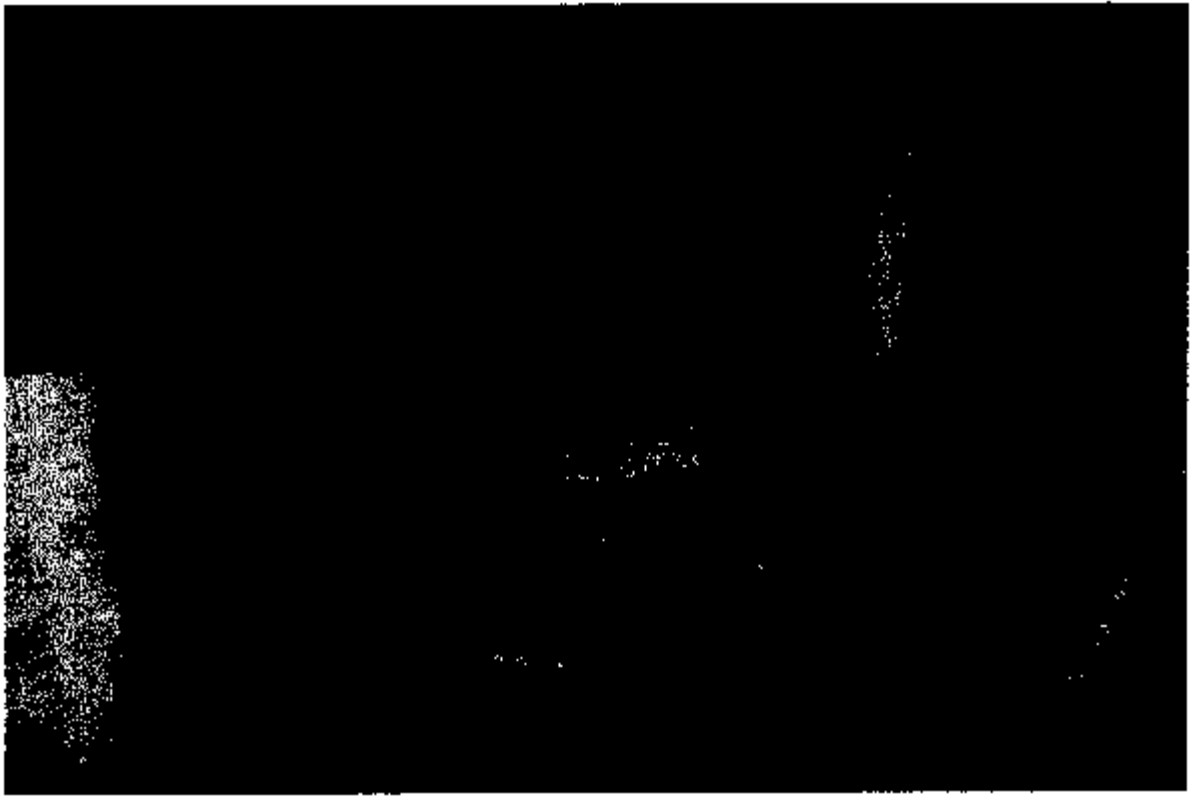


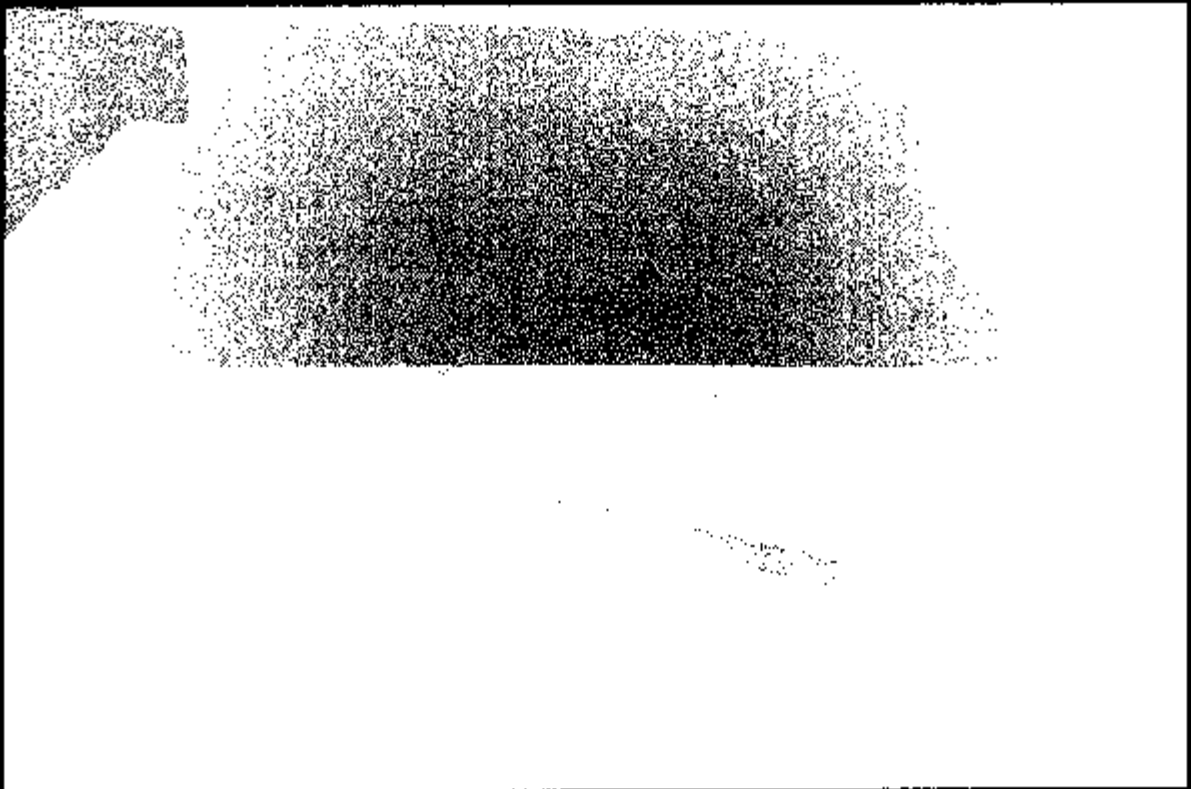


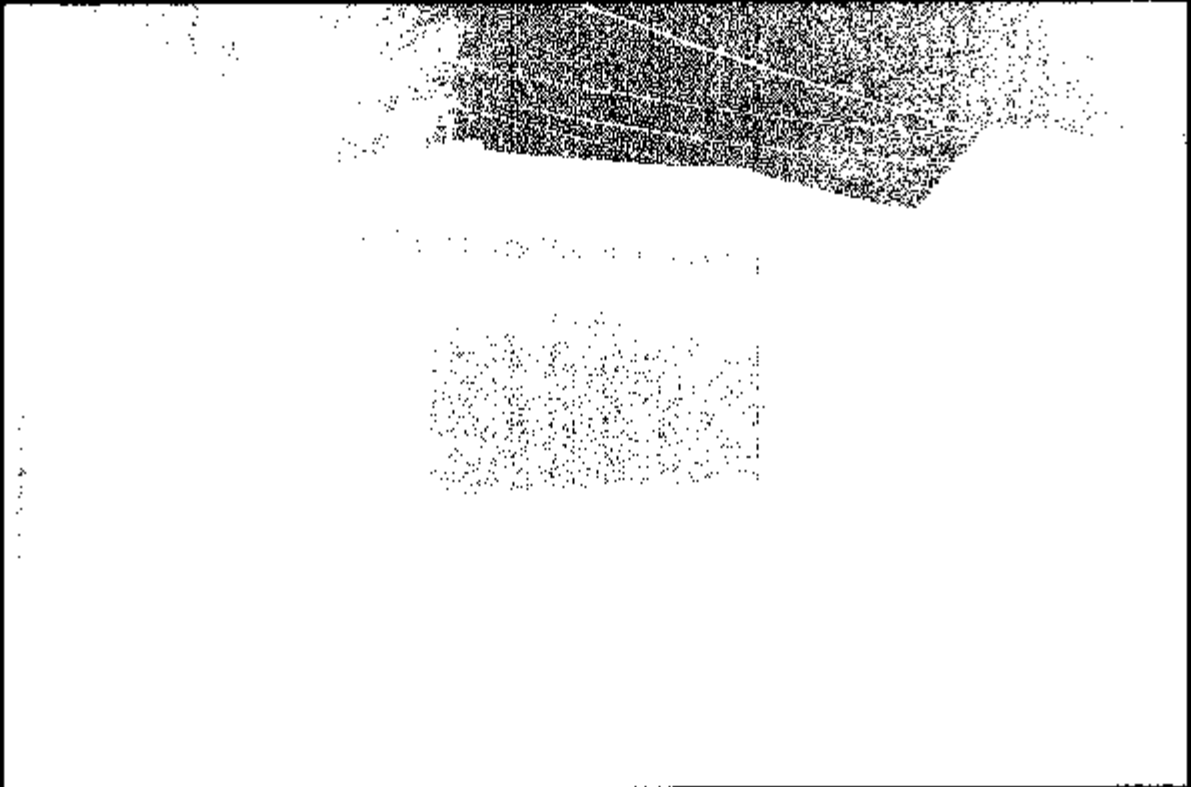
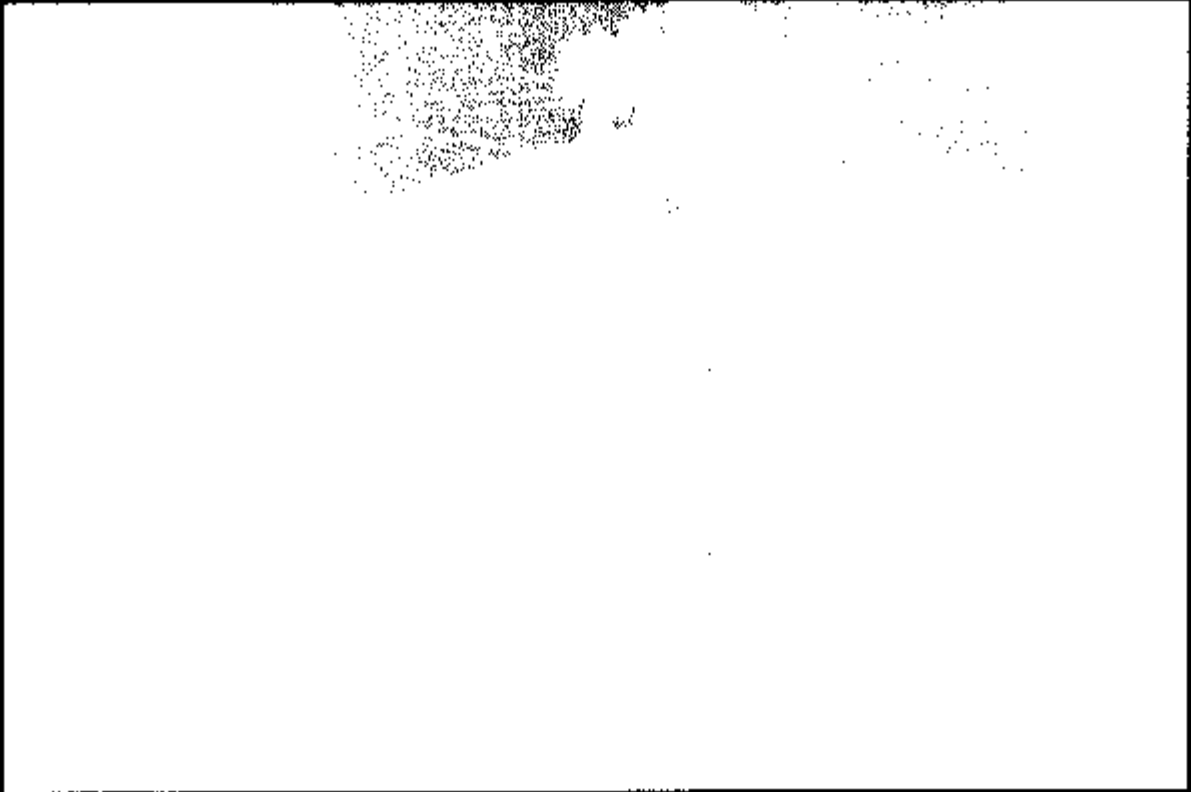


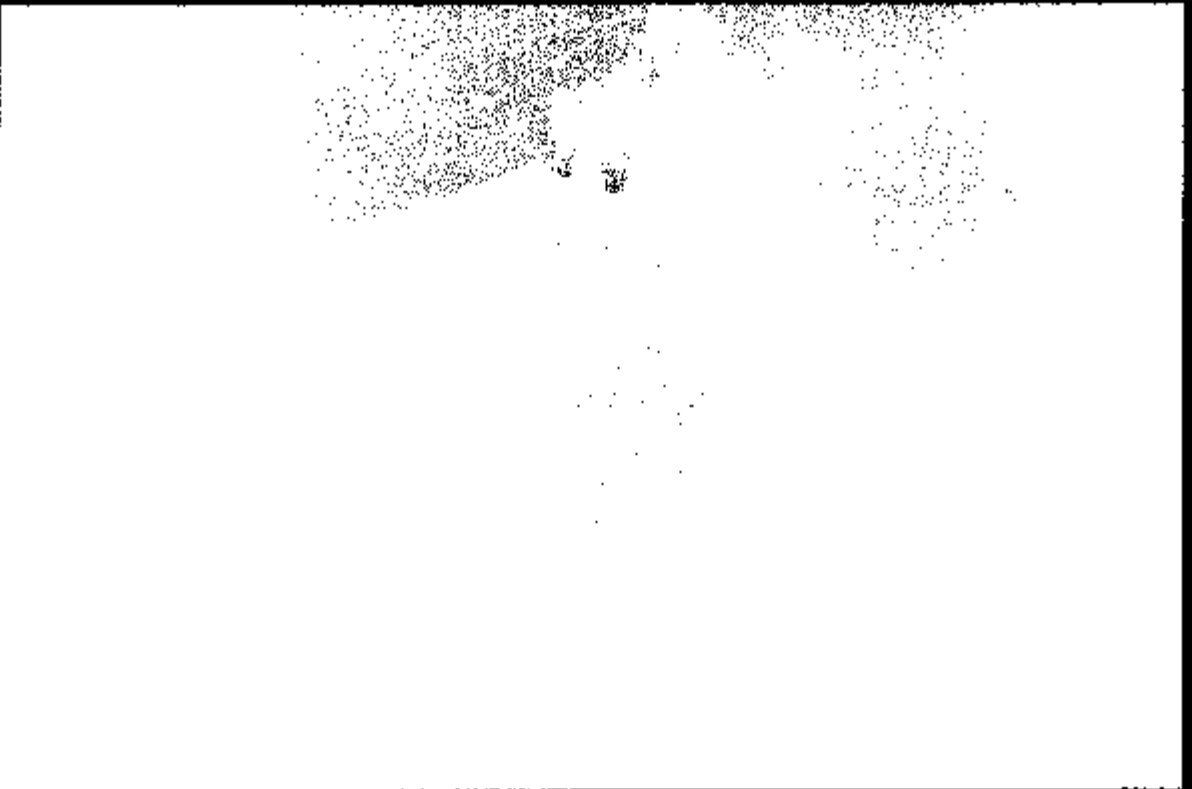
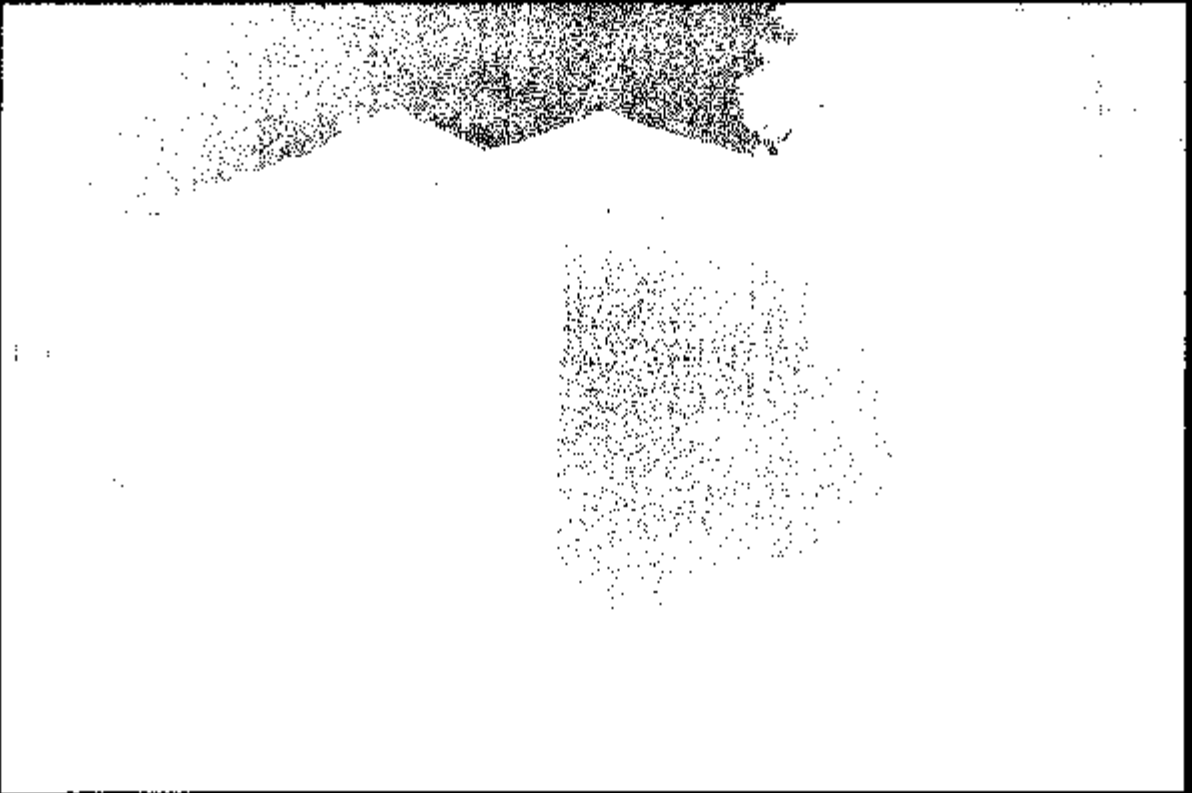


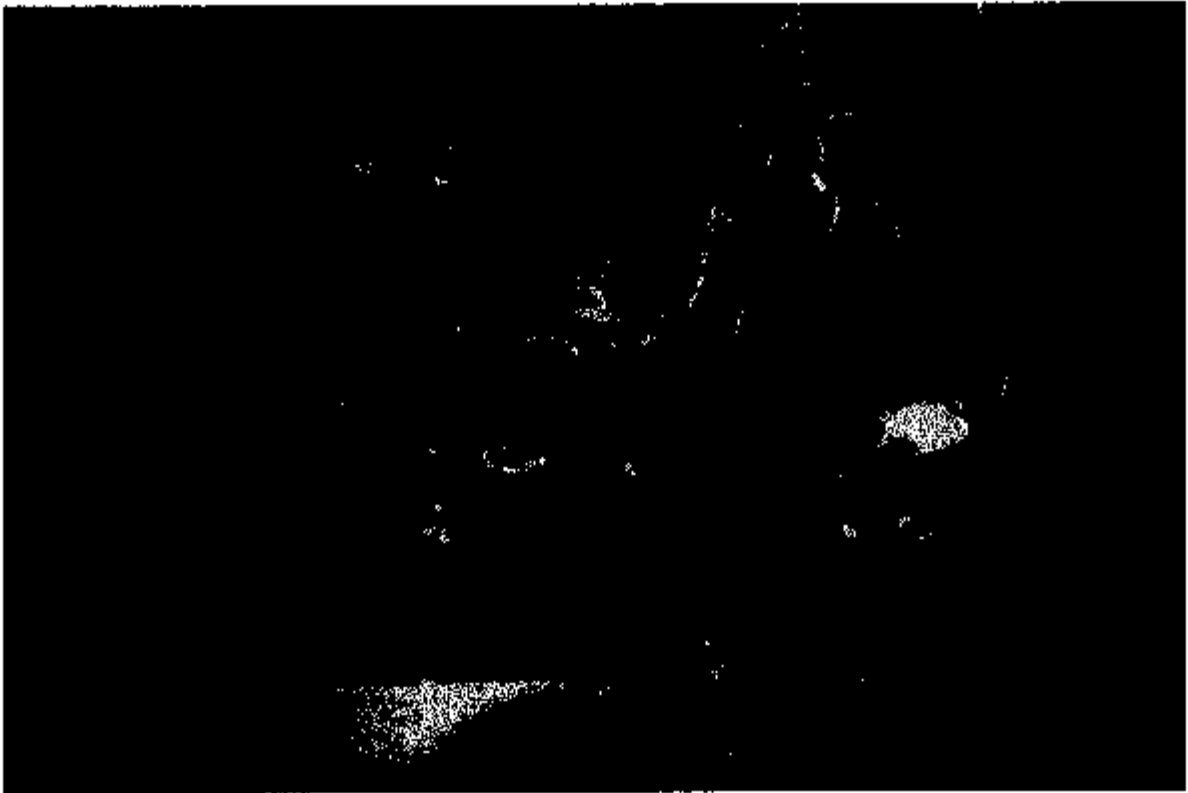












CASE NO: 99-0067800
DATE OPENED: 09/03/1999
DATE CLOSED: / /
SOURCE: PHONE
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 2G4WS5228K1634636
MODEL YR: 99
SERIES: WB CENTURY CUST
MILEAGE: 000800
STATE: MI
DET MI 48221
BUS. PHONE: EXT:

***** GENERAL COMMENTS *****

08 24 99
ORIGINAL OWNER GIVE/YES MILEAGE PER CUST.
O/S VEH CAUGHT FIRE, CUST STATED SHE IS
CO/O. CUST STATED SHE HAS NO CONFIDENCE
IN THE VEH AND DO NOT WANT THE VEH.
CUST IS SEEKING A REPURCHASE.

08 26 99
COST FROM 08 24 99
CUST STATED IF DLR FIX THE VEH
CUST STILL DOES NOT WANT VEH.
CUST STATED SHE FEEL THE VEH
IS DEFECTIVE. CUST STATED ONLY
HAD THE VEH FOR 4 DAYS.
INFORMED CUST THAT A SPECIALIST FROM THE
BUSINESS RESOURCE CENTER WILL CALL BACK WITHIN
WITHIN 2 BUSINESS DAYS.
THANKED CUST FOR CALLING
INGRID YOUNG TROY BCRC 248 952 2713 NO VEH.

09/27/99****

I TRIED CALLING O/ (11:50). FRIEND AT WORK & SAID TO TRY HOME PHONE.
I CALLED HOME PHONE AND THERE WAS NO ANSWERING MACHINE. I WILL HAVE TO
TRY LATER. I DID COMPLAIN VEH IS AT JAMES MARTIN BUICK SERVICE DEP.

JERRY KIELISZKOWSKI- GM PAR TEAM #248-696-4957 DIRECT LINE IS NOT FOR
CUSTOMER USE.

09/30/99****

I TRIED CALLING HOME PHONE # AT 2. NO ANSWERING MACHINE. I WILL SEND LETTER ASKING O/ TO CONTACT ME. IF O/ CALLS, I TAKE CALLS BETWEEN 8 AND 3:30 PM

JERRY KIELISZEWSKI- #248-695-4957 DIRECT LINE IS NOT FOR CUSTOMER USE.
GM PAR TEAM

08/03/99***

SERVICE MANAGER AT JAMES MARTIN, BOB PRATER HAD O/ CALL IN. TIMOTHY BLACK STATES HE HAD MOTHER CO-SIGN FOR HIM AND THIS WAS NOT INDICATED ON COMMENTS. I HAD SENT LETTER TO MORGIE'S ADDRESS. O/ REVIEWED FILE.

O/ STATES HE DROVE VEH FROM FIRE DIRECTLY TO JAMES MARTIN CHEVROLET AND HAS NOT USED SINCE. ODOMETER IS 795 MILES. BOB STATED WE NEED TO GET INVESTIGATION GOING BECAUSE THEY PUT O/ IN RENTAL AT WARRANTY RATES. O/ STATES HE HAD ACCIDENT WITH RENTAL AND HESN'T TALKED TO BOB ABOUT ANOTHER ONE. I TOLD O/ WE CAN'T PROVIDE RENTAL UNTIL CAUSE OF FIRE IS DETERMINED. O/ AUTHORIZED EAA INVESTIGATION AND ADVISED IT MIGHT BE 10 TO 14 BUSINESS DAYS BEFORE REPORT IS RECEIVED FOR PAR REVIEW.

JERRY KIELISZEWSKI- GM PAR TEAM #248-696-4957 DIRECT LINE IS NOT FOR CUSTOMER USE.

9-15-99

CUST CALLED THIS DATE TO SPEAK TO PREVIOUS ADVISOR. CSM CONTACTED PREVIOUS ADVISOR, JERRY STATED IS WAITING FOR INSPECTORS REPORT AND WILL CONTACT OWNER ONCE ALL INFO IS AVAILABLE. CSM ADVISED CUST OF THIS.

LISA BEAKORA TROY BUICK CUST RELATIONS 248-952-6710 VME 6710

09/15/99***

I LEFT SECOND MESSAGE FOR EAA INSPECTOR ERNIE FRASIER. ERNIE HAD LEFT ME VEH STATING HE WANTED TO DISCUSS INVESTIGATION WITH ME. I HAVE HIS REPORT BACK BUT I WANT TO TALK WITH HIM BEFORE READING TO O/. MY CALL TO ERNIE WAS PROMPTED BY O/ REQUESTING UPDATE EARLIER THIS AM.

JERRY KIELISZEWSKI- GM PAR TEAM #248-696-4957

09/16/99***

I SPOKE WITH ERNIE FRASIER ABOUT INSPECTION. THEN I CALLED SVC MGR BOB PRATER AND ASKED HIM TO SEND ME A REPAIR ESTIMATE FOR PAR EVALUATION. BOB ALSO TRANSFERRED ME TO ASK ON SITE TODAY TO GET HIS OPINION. I SPOKE WITH LOU READER, ASK AND HE AGREES WITH EAA INSPECTOR RECOMMENDATIONS. I WILL AWAIT ESTIMATE FROM DEALER TO CONTACT O/.

JERRY KIELISZEWSKI- GM PAR TEAM #248-696-4957

09/22/99***

I CALLED O/ AT HOME AND OFFERED REPURCHASE. O/ ACCEPTED AND ASKED IF SHE HAD CONTINUE PAYING CAR NOTE, 1 PAYMENT MADE TO DATE. I TOLD O/ SHE MUST CONTINUE BUT CAN DISCUSS PAYMENTS MADE WITH REPURCHASING BUREAU. I ALSO EXPLAINED USAGE DEDUCTIONS FOR MILEAGE AT FIRE. AVX

LOW READER NOR OR LESS RECOMMENDED REPURCHASE DUE TO CUSTOMERS'
POOR PERCEPTION OF RELIABILITY FOLLOWING FIRE AS A RULE AND SALESMAN
JOE TIBBITS STATES THEY HAVE BOUGHT SEVEN VEHICLES FROM THEIR
DEALERSHIP. I ASKED JOE TO FAX ME DOCUMENTS NEEDED TO FORWARD CASE
IN TO REPURCHASING DIVISION

JERRY KIELISZEWSKI-ON PAR TEAM #248-696-4957 DIRECT LINE IS NOT FOR
CUSTOMER USE.

9/22/99

JOE TIBBITS, JAMES MARTIN BUICK, WANTED JERRY'S FAX NUMBER. BCRC
PHONED JERRY AND HE WAS M/A. BCRC HAD JOE FAX DOCUMENTS TO LIBRARY

TAX. BCRC CONTACTED JERRY, AND HE WILL PICK UP DOCUMENTS REQUESTED
IN COMMENT #9.
TROY BCRC, SHARON HENRY, 248-952-2744, NO VEH.

9/29/99*****

CO REC'D REB CASE ON 9/27/99 & ASSIGNED TO J, BOIT FOR HANDLING..
T.HUDLESTON..

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
A06	1 FIRE		CUST SEATED VEH CAUGHT ON FIRE STARTED IN ENGINE CUST SEATED VEH CAUGHT A FIRE.
T01	1 PRODUCT ALLEGA		PROPERTY DAMAGE VEH DAMAGED BY FIRE.
T04	0 GENERAL INFORM		***REPURCHASE HANDLING***

CASE NUMBER: 9929109201 VIN: 1G2MKJ52M7W7224154
DATE OPENED: 11/29/99 MODEL YEAR: 98
DATE CLOSED: 12/30/99 SERIES: GRAND PRIX
SOURCE: PHONE MILEAGE: 029725
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] CA95826
HOME PHONE: [REDACTED] CA
BUS. PHONE: [REDACTED]

COMMENTS

COMPLAINT CODE:
T01 PRODUCT ALLEGATION

OPENING COMMENTS:
OPERATIONS MANAGER CALLED SAYING THIS VEHICLE HAS A ENGINE FIRE.

CAUSE CODE: P PRODUCT CONCERN

DEALER CLOSING COMMENTS:

REGION CLOSING COMMENTS:
PAR CRM ADVISED CUSTOMER PONTIAC DIVISION WILL ASSUME RESPONSIBILITY FOR THE VEHICLE.

SERVICING DEALER: 1523048
HEALY & GEORGE BUICK, PONTIAC, GMC
2280 FULTON AVE
SACRAMENTO CA 95825

DELIVERY DATE: 11/15/97 CASE TYPE: X
RESPONSIBLE PARTY: TORRES, MARIBEL CLOSURE CODE: S
HIGH CLOSE DATE: 12/30/99

GENERAL COMMENTS: 12/30/99 03:33P TORRES MARIBEL
PAR CRM RECEIVED ALL DOCUMENTS NECESSARY FOR THE REPURCHASE OF THE VEHICLE. PAR CRM ROUTED FILE TO CRM REPURCHASE TEAM. PAR CRM CLOSING PAR FILE. MARIBEL TORRES/PAR TAMPA.

GENERAL COMMENTS: 12/13/99 02:36P TORRES MARIBEL
PAR CRM RECEIVED THE INSPECTION REPORT AND DETERMINED THAT WILL ACCEPT RESPONSIBILITY FOR THE VEHICLE. PAR CRM CONTACTED THE CUSTOMER TO ADVISED HIM THAT GM IS ASSUMING RESPONSIBILITY FOR DAMAGES. PAR CRM TRIED TO CONTACT AVE MR. GEORGE HEALY WITH NO SUCCESS. PAR CRM LEFT A MESSAGE FOR HIM TO CALL ME BACK. MARIBEL TORRES/PAR TAMPA.

GENERAL COMMENTS: 12/03/99 02:55P TORRES MARIBEL
PAR CRM CONTACTED THE CUSTOMER AND SHE STATED THAT THE VEHICLE GOT CAUGHT
ON FIRE WHILE THEY WERE DRIVING. CUSTOMER STATED THAT THEY PULLED OVER IN A
PRIVATE PROPERTY AND WHEN HER HUSBAND OPENED THE HOOD FLAMES WERE COMING
OUT OF THE ENGINE. CUSTOMER STATED THAT THE FIRE DEPARTMENT WAS CALLED.
CUSTOMER STATED THAT WHEN THEY PURCHASED THE VEHICLE THEY PUT A SECURITY
SYSTEM ON THE VEHICLE. CUSTOMER STATED THAT THE SECURITY SYSTEM WAS
INSTALLED BY THE DEALERSHIP, BRALBY & GRAHAM BUICK. PAR CRM REQUEST AN
INSPECTION OF THE VEHICLE. VEHICLE IS LOCATED AT: BRALBY & GRAHAM BUICK
2200 FULTON AVENUE
SACRAMENTO, CA 95825
CONTACT PERSON MR. DAN NELSON, TEL: (916) 981-2990 EXT 4223. PAR/TAMPA.

GENERAL COMMENTS: 12/03/99 01:57P TORRES MARIBEL
PAR CRM CONTACTED THE DEALER AND SPOKE TO THE OPERATIONS MANAGER
MR. DAN NELSON, AND HE STATED THAT THEY REPURCHASED THE VEHICLE
IN AN AUCTION AND SOLD IT TO MR. PAUL AMBROSE ON APRIL OF 1999.
MR. NELSON STATED THAT AS FAR AS HE KNOWS THE VEHICLE DOES NOT HAVE
AN AFTER MARKET PRODUCT INSTALLED. PAR CRM ADVISED MR. NELSON I TRIED
TO CONTACT THE CUSTOMER FOR MORE DETAILS WITH NO SUCCESS. PAR CRM ADVISED
MR. NELSON I WILL KEEP TRYING TO CONTACT THE CUSTOMER FOR MORE INFORMATION.
MARIBEL TORRES/PAR TAMPA.

GENERAL COMMENTS: 12/03/99 12:25P TORRES MARIBEL
PAR CRM TRIED TO CONTACT THE CUSTOMER WITH NO SUCCESS. PAR CRM LEFT A
MESSAGE IN HIS ANSWERING MACHINE FOR HIM TO CALL ME BACK. PAR CRM
TRIED TO CONTACT MR. DAN NELSON, MANAGER WITH NO SUCCESS. PAR CRM LEFT
A MESSAGE FOR HIM TO CALL ME BACK. MARIBEL TORRES/PAR TAMPA.

GENERAL COMMENTS: 12/03/99 08:37A KERSEY ANGELA
FORWARDING FILE TO TAMPA PAR CRM, MARIBEL TORRES EXT. 58249, FOR
REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

GENERAL COMMENTS: 12/02/99 02:52P KLOTE NANCY
CRM RECEIVED CALL FROM DAN NELSON-DEALER- HE IS PERSON CALLING IN FILE.
PLEASE CALL DAN NELSON 916-481-2200 OR VOICE MAIL 916-981-2990 X 4223.
NANCY KLOTE/TAMPA PAR

GENERAL COMMENTS: 11/29/99 03:02P WILLIAMSON BLAKE
CONTINUED FROM PREVIOUS PAGE
12. WHERE DID OWNER HAVE MAINTENANCE PERFORMED? CUSTOMER BOUGHT CAR FROM
DEALER LISTED ABOVE. NO SERVICE PERFORMED AT THIS DEALER UNTIL NOW.
13. INSURANCE YES FARMER INSURANCE SEBASTOPOL, CA (707) 823-5378 AGENT:
DAVID LINDSAY
14. OWNER'S DESCRIPTION OF WHAT HAPPENED? CUSTOMER STATES HE WAS DRIVING TO
TARGET AND CAR WAS MISSING, ENGINE LIGHT CAME ON, CUSTOMER PULLED VEHICLE
INTO TARGET PARKING LOT, SMOKE WAS COMING OUT OF ENGINE, CUSTOMER LIFTED
HOOD AND A FIRE STARTED IMMEDIATELY IN THE REAR OF ENGINE, CUSTOMER PUT
FIRE OUT AND FIRE STARTED AGAIN WITH AN ELECTRICAL ARCH ACCORDING TO
CUSTOMER. CUSTOMER THEN CALLED FIRE DEPT & ROADSIDE ASSIST. 699095845

GENERAL COMMENTS: 11/29/99 02:54P WILLIAMSON BLAKE
1. INCIDENT DATE 11-27-99. TIME 1:00PM
2. LOCATION OF INCIDENT: PARKING LOT AT TARGET ON KIMFINDL STREET.
3. WEO WAS DRIVING AT THE TIME: PAUL AMBROSE AGE 67 DISABILITIES; CUSTOMER
STATES HE IS ON DISABILITY BUT WORKS.
4. ROAD SURFACE: PAVEMENT CONDITION: OVERCAST NO PRECIPITATION

PONTIAC / GMC
GM RESTRICTED

PAGE: 3

255604

6. NUMBER OF PEOPLE IN VEHICLE: 0 BODILY INJURIES: NO
7. WERE OTHER VEHICLES INVOLVED? NO
8. PROPERTY DAMAGE? NO
9. COMPONENTS ALLEGED DEFECTIVE? ENGINE
10. PRESENT LOCATION OF VEHICLE: BRADLEY AND GRAHAM PONTIAC
11. POLICE REPORT MADE? NO FIRE DEPARTMENT CONTACTED

CRM FAXED FILE TO EAA ON 4-4-00 AT 13:46PM JOB NUMBER 197.
TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CRM RECEIVED A CALL FROM THE EAA INSPECTOR ON 4-5-00 AND WAS ADVISED
THAT THE VEHICLE WILL BE INSPECTED ON 4-6-00 AND THE INSPECTOR WILL
CALL BACK TO DISCUSS THE INSPECTION ON THE EVENING OF 4-6-00.
TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

EAA INSPECTOR CALLED PAR TO REQUEST PERMISSION TO REMOVE THE
INSTRUMENT PANEL OF VEHICLE.
CRM ADVISED THE CUSTOMER MUST BE CONTACTED TO ACQUIRE PERMISSION.
EAA INSPECTOR ADVISED CUSTOMER WILL BE CONTACTED.
GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

EAA CALLED PAR TO ADVISE INSPECTION HAS BEEN PERFORMED.
GIOVANNI DEPALMA/TAMPA PAR/EXT 58312

CRM RECEIVED INSPECTION BACK FROM EAA AND REVIEWED THE FILE WITH
TECH. ADVISOR, GIOVANNI DEPALMA.
UNDETERMINED THERMAL EVENT.
TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

CRM CONTACTED THE CUSTOMER ON 4-12-00 AT 1:50PM AND ADVISED THE
CUSTOMER THAT GM DECLINES RESPONSIBILITY AND ADVISED THE CUSTOMER
TO PURSUE THE INCIDENT THROUGH HER INSURANCE CARRIER. CRM ADVISED
THE CUSTOMER THAT WILL BE SENDING A DECLINE LETTER IN THE MAIL.
ALSO. TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

SUMMARY

CRM RECEIVED AND REVIEWED PAR FILE.
CRM REVIEWED PAR FILE WITH CUSTOMER AND CUST. AUTHORIZED INSPECTION.
CRM ADVISED DEALERSHIP EAA WILL INSPECT THE VEHICLE.
EAA PERFORMED INSPECTION
CRM RECEIVED AND REVIEWED EAA INSPECTION.
CRM ADVISED THE CUSTOMER THAT GM DECLINES RESPONSIBILITY.
CRM SENDING A DECLINE LETTER.
CRM FORWARDING FILE TO BSIS.
CRM CLOSING FILE.
TAMMY HOLCOMB/TAMPA/PAR EXT. 58334

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
A06	0	FIRE	THERMAL EVENT PAR CLOSED FILE
T01	0	PRODUCT ALLEGA	PRODUCT CONCERN PAR CLOSED FILE

CASE NUMBER: 00-0083078 VIN: 2G1ML52MKN9129031
 DATE OPENED: 02/25/00 MODEL YEAR: 98
 DATE CLOSED: SERIES: WL LUMINA
 SOURCE: PHONE MILEAGE: 21500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] NY 13324
 HOME PHONE: [REDACTED] STATE: NY
 BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUST MOTHER (RELAYS) HAS CALLED IN FOR CUST (WHO WAS AT WORK). ON 3 SEPARATE OCCASIONS 01/03, 02/07, & 02/18, THE CUST VEH HAS, MORE OR LESS CAUGHT FIRE. MORE SPECIFICALLY THE VEH DID NOT BURN, BUT QUITS WORKING. UPON INSPECTION IT IS FOUND THE HOSES AND TUBES HAVE ALL MELTED AND BURNED. THIS IN TURN CAUSES THE POWER STEERING TO GO MAKING THE VEH INOPERABLE. THE DLRSHP HAS REPAIRED THE VEH BY REPLACING THE HOSES (01/03) AND THE 2ND INCIDENT REPROGRAMMING A CHIP IN VEH(02/07). BOTH DAYS CUST WAS GIVEN A RENTAL THE 1ST FOR 6DAYS THE 2ND FOR 3DAYS. THE VEH IS AGAIN AT THE DLRSHP FOR SAME CONCERN. CUST'S MOTHER STATES THIS IS UNSAFE AND THAT THE DLRSHP IS FAILING TO FIND OUT WHAT THE PROBLEM IS. CUST IS ASKING ABOUT THE LEMON LAW IN HER STATE. CRM ADVISED THE SAME OWNERS MANUAL WHERE SHE FOUND THIS #, THERE WILL BE INFO ON WHERE TO FIND ABOUT THE LAWS FOR HER STATE OR SHE MAY TRY THE PUBLIC LIBRARY. CRM CONTACTED DLRSHP BUT THE SVC MGR WAS NOT AVAILABLE CRM DID SPEAK W/AN ADVISOR WHO STATES THEY ARE ATTEMPTING TO FIND THE

SOURCE AND THE GENERAL MGR AND SVC MGR HAVE MADE THIS PRIORITY TO FIND THE PROBLEM. CRM WENT BACK TO GIVE INFO TO CUST, BUT SHE HAD DISCONNECTED. IF CUST CALLS BACK PLS RELAY INFO AND GIVE HER THE FILE # THANKS
 JULIE DAY/AUSTIN, TX

CUST SIB: WAS HOLDING FOR JULIE WAS DISCONNECTED. CRM REVIEWED CMTS. I RELAYED INFO. AND FILE# TO CUST. AND TOLD CUST I WOULD SEND PREVIOUS CRM A MESSAGE THAT SHE CALLED BACK. CUST AND CRM THANKED ONE ANOTHER.
 CRM LILY KRETSCHEMAR/AUSTIN

 PREVIOUS CRM JULIE DAY WILL BE MEMORANDUM.

CUSTOMER STATES THAT THE VEHICLE SHE PURCHASED HAS BEEN IN THE SHOP TH REE TIMES FOR CATCHING ON FIRE - THE LAST TIME SHE LOST THE POWER STEE RING

CUSTOMER STATES THAT SHE HAS A 13MO OLD IN THE VEHICLE
 CUSTOMER STATES THAT THE SVC DEPT REPAIRED THE HOSE BUT COULD NOT TELL IF IT WOULD HAPPEN AGAIN AND IT DID

CUSTOMER STATES THAT SHE IS VERY DISSATISFIED WITH THE VEHICLE
 CUSTOMER STATES THAT SHE WOULD LIKE INFORMATION ABOUT LEMON LAW OR ARB ITRATION

CRM ADVISED THAT I CAN NOT GIVE THAT INFORMATION OUT - SHE WOULD HAVE TO RESEARCH THAT ON HER OWN

307198

CUSTOMER STATES THAT IT WILL HAPPEN AGAIN
CUSTOMER STATES THAT SHE PAID CASH FOR THE VEHICLE AND SOMETHING NEEDS
TO BE DONE
CUSTOMER STATES THAT THE GENERAL MANAGER HAS THE SVC MGR WORKING <<<

<<< ON THE VEHICLE
CUSTOMER STATES THAT SHE THINKS THE PROBLEM IS ELECTRICAL BUT CAN NOT
PROVE IT
CUSTOMER SEEKS NEW OR DIFFERENT VEHICLE
CUSTOMER STATES THAT SHE DOES NOT FEEL SAFE IN THE VEHICLE AND IS CERT
AIN THE CONDITION WILL OCCUR AGAIN
CUSTOMER STATES THAT THE DLR SHOULD NOT SELL THE VEHICLES IF THEY DO N
OT KNOW HOW TO FIX THEM
CUSTOMER STATES THAT SHE HAS THE MELTED PART AND TOOK PICTURES OF THE
DAMAGE
CUSTOMER STATES THAT THE SVC DEPT STATED THEY WILL KEEP THE VEHICLE FO
R A WHILE AND RUN IT FOR SEVERAL HUNDRED MILES TO MAKE SURE NOTHING EL
SE WILL HAPPEN BUT THEN THERE GOES SEVERAL HUNDRED MILES ON HER WARRANT
Y
CRM ADVISED THAT THE TIME IN THE SHOP WILL BE ADDED TO THE <<<

<<< WARRANTY PERIOD
CUSTOMER IS VERY UPSET ABOUT THE SAFETY OF HER YOUNG CHILD
THE FIRST PROBLEM OCCURRED ON 1-3-00 , THEN SHE TOOK IT BACK FOR RELAT
ED ELECTRICAL PROBLEMS ON 2-7-00 AND THEN THE POWER STEERING FLUID BEG
AN TO SPRAY EVERYWHERE ON 2-18-00
CRM ADVISED THAT I WILL CONTACT THE DLR TO VERIFY THE INFORMATION AND
THEN CONTACT THE AVM FOR A DECISION ON HER REQUEST FOR REPURCHASE
CRM ADVISED THAT I WOULD CALL HER AS SOON AS I HAVE A RESPONSE FROM TH
E AVM
CRM/CUSTOMER THANKED
JAMIE REYNA/AUSTIN TX

CRM TRIED TO CONTACT SERVICE MANAGER BUT HE WAS ON A TEST DRIVE AND WI
LL BE BACK IN ABOUT 10 OR 15 MIN
CRM WILL TRY LATER
JAMIE REYNA/AUSTIN TX

CRM LEFT MESSAGE FOR AVM SIGMUND KIRCHHOFF AT 914055-8402
CRM WILL CONTACT CUSTOMER WHEN A RESPONSE IS RECEIVED
JAMIE REYNA/AUSTIN TX

CRM WILL CONTACT CUSTOMER ONCE A RESPONSE IS RECEIVED FROM AVM
JAMIE REYNA/AUSTIN TX

CRM RECEIVED MESSAGE FROM AVM
MESSAGE STATES 1-800-321-0164 (8402)
SPOKE WITH SVC MGR PETER ABOUT VEH IN SHOP FOR POWER STEERING
REPURCHASE NOT IN ORDER
CRM WILL CONTACT CUSTOMER AND ADVISE THAT REQUEST FOR REPURCHASE IS DE
NIED PER THE AVM AND DLR WILL CONTINUE TO WORK UNDER THE TERMS OF THE
WARRANTY
CRM WAS ADVISED THAT IF THE CUSTOMER IS STILL NOT SATISFIED - TO CLOSE
THE FILE AND SEND A LETTER REFERRING TO THE BBB
CRM WILL DO SO
JAMIE REYNA/AUSTIN TX

CRM CALLED CUSTOMER AND ADVISED
CUSTOMER WAS UPSET AND STATED THAT THE ANSWER MAY CHANGE WITH A LATER
CUSTOMER ASKED WHAT WILL HAPPEN WHEN THE WARRANTY EXPIRES
CUSTOMER STATED THAT SHE IS PUTTING THE LIFE OF HER INFANT AND HER OWN
AT RISK BY DRIVING THIS VEHICLE AND SHE IS STUCK IN THE SITUATION BECA
USE THE DLR CAN FIGURE OUT THE PROBLEM
CUSTOMER STATED THAT SHE IS STUCK WITH A LEMON AND SHE WILL INVESTIGATE
IT HERSELF WHICH IS DISCOURAGING
CUSTOMER STATED THAT IT WILL TAKE FOR HER TO DIE BEFORE GM WILL DO SOM
ETHING ABOUT THIS
CRM AGAIN APOLOGIZED, ADVISED AND REFERRED CUSTOMER TO INFORMATION IN
OWNERS MANUAL REGARDING THE REB
CRM/CUSTOMER THANKED
CRM WILL SEND FULFILLMENT AND CLOSE FILE
JAMIE REYNA/AUSTIN TX

CRM SENT CORRESPONDENCE LETTER REFERENCE NUMBER 059312
CRM WILL CLOSE FILE
JAMIE REYNA/AUSTIN TX

LETTER 059312 APPROVED.
VICTORIA ASFOUR/OUTBOUND APPROVER/AUSTIN

LETTER 059312 APPROVED.
VICTORIA ASFOUR/OUTBOUND APPROVER/AUSTIN

CUST STATES THAT PREVIOUS PROBLEM WITH VEHICLE OCCURRED AGAIN; TOTAL
ELECTRICAL FAILURE. CUST IS INSISTENT ON REPURCHASE OR EVEN TRADE.
CRM ADVISED THAT IT WAS NOT IN MY POWER FOR EITHER OF THOSE OPTIONS,
BUT THAT SHE SHOULD SEEK AVM INPUT. CRM DID ADVISE THAT, PER FILE,
THAT AVM WAS WILLING ONLY TO REPAIR VEHICLE UNDER WARRANTY, BUT THAT
SHE WAS FREE TO ATTEMPT TO MEET WITH AVM. CUST IS CONCERNED FOR
PERSONAL SAFETY WITH THIS VEHICLE.

HANS WORTHY/AUSTIN

***** REQUEST CODE AND COMMENTS *****

CDR # DESC	CDR COMMENTS
A09 0	H0SES ARE MELTING AND VEH STOPS RUNNING AVM DENIED REPURCHASE
NO1 0	CRM SENT REB CORRESPONDENCE LETTER TOTAL SYSTEM FAILURE

CASE NUMBER: 00-0134594 VIN: 2G1WL52H9T9238348
DATE OPENED: 03/27/00 MODEL YEAR: 98
DATE CLOSED: 04/28/00 SERIES: WL LUNCINA
SOURCE: PHONE MILEAGE: 20432
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NY
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUST STATES VEH HAD THERMAL EVENT...CUST STATES THAT WAS DRIVING AND
MOTOR STALLED THEN CUST GOT OUT OF VEH & SAW SMOKE COMING FROM FRONT
OF VEH...
SUSAN PRICE...AUSTIN

DATE OF INCIDENT: 3-21-00
TIME OF INCIDENT: 2:00 PM
LOCATION OF INCIDENT: ROUTE 98 AT FREEDOM RD, NEW YORK
PRESENT LOCATION OF VEH: MARTIN BRDS. (DRL IN ARCADE, NY)
AFTER MARKET: NO
REPAIR OUT OF WARR: STILL IN
WHO WAS DRIVING: ROBERT [REDACTED]-OWNER
DISS: NO
ROAD CONDITION: WET, SPRINKLING
OF PEOPLE IN VEH: 2

INJURIES: NO
HOSPITAL STAY: NO
OTHER VEH INVOLVED: NONE
PROPERTY DAMAGE: NO
ALLEGED COMPONENTS DEFECTIVE: MOTOR STALLED
POLICE REPORT: YES
INSURANCE CO: MIGHT INSURANCE CO. IN ARCADE, NY

TO PREVIOUS CRM, PAR HAS REVIEWED THIS FILE AND THE NOTES ARE
NOT CLEAR ENOUGH TO DETERMINED IF THIS IS A PAR FILE.

IF THERE WAS JUST SMOKE COMING FROM THE VEHICLE, THE FILE IS
A CAC CONCERN.

IF THERE WERE FLAMES COMING FROM THE VEHICLE, THEN IT IS A PAR
FILE...IF THERE WERE FLAMES, PLEASE ROUTE FILE BACK TO PAR BY
CHANGING THE CAC ADV TO CAC 1241 ON THE AFTERCALL SCREEN.

THANKS. ANTELA KERSEY/TAMPA PAR.

SRV MGR CALLED TO CHECK IF THE INVESTIGATION HAS BEEN STARTED. CRM ASK
ED IF THERE WERE ACTUAL FLAMES OR SMOKE. SRV MGR SAID THERE HAD BEEN A
FIRE. SRV MGR WOULD LIKE TO RECEIVE A COPY OF THE INVESTIGATION AFTER
PAR HAS COMPLETED THE INVESTIGATION. CRM WILL UPDATE PAR CODE TO 1241
. JANICE GANGER/PORTLAND

8
FILE ASSIGNED TO TAMPA PAR CRM, LATASHA HAWKINS FOR REVIEW AND FOLLOWUP.

CRM REVIEWED FILE.
CRM CONTACTED CUST.
CRM OBTAINED ADDITIONAL 1241 INFORMATION.
CUST AUTHORIZED INSPECTION.

LATASHA HAWKINS/PAR 58042

CRM CONTACTED DEALER.
CRM SPOKE WITH ROY.
ROY STATED THAT CUST STATED THAT SERVICE ENGINE SOON LIGHT WAS ON.
ROY STATED THAT BATTERY VOLTAGE LOW.
ROY STATED THAT HE COULD NOT SCAN VEH TO OBTAIN ANY CODES (IF ANY)
CRM ADVISED ROY THAT INSPECTOR WILL BE SENT OUT.
CRM FAXING INSPECTION REQUEST TO EAA.

LATASHA HAWKINS/PAR 58042

JOE FROM THE DEALERSHIP CALL IN TO GET AN UPDATE ON THE FILE PAR CRM
ADVISE THAT THERE IS NO UPDATE AT THIS TIME THAT MS. HAWKINS IS ASSIGN
TO THIS CASE AND SHE IS WAITING ON THE RESULTS FROM THE INSPECTION.
JOE STATED HE WOULD CONTACT MS. HAWKINS AT A LATER TIME.
ERICKA KIRTON/PAR/58057

CRM RCVD INSPECTION REPORT...AND THE FINDINGS DO NOT SUPPORT
GM RESPONSIBILITY.

CRM PHONED CUST TO ADVISE GM NOT ASSUMING RESPONSIBILITY.
CRM CLOSING FILE & SENDING LETTER TO CUST.

*****BUSINESS SUMMARY*****

1. CRM REVIEWED FILE.
2. CRM CONTACTED CUST.
3. CRM FAXED INSPECTION REPORT TO EAA.
4. CRM RCVD INSPECTION REPORT...GM NOT ASSUMING RESPONSIBILITY.
5. CRM PHONED CUST TO ADVISE.
6. CRM CLOSING FILE.

LATASHA HAWKINS/PAR 58042

***** REQUEST CODE AND COMMENTS *****

CDR # DESC	CDR COMMENTS
A06 0	VEH HAD THERMAL EVENT GM NOT ASSUMING RESPONSIBILITY
T01 0	VEH HAD FIRE GM NOT ASSUMING RESPONSIBILITY

CASE NUMBER: 99-0588894 VIN: 2G1ML52M2W9272703
DATE OPENED: 12/06/99 MODEL YEAR: 98
DATE CLOSED: 07/21/00 SERIES: WL LUMINA
SOURCE: PHONE MILEAGE: 34000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

***** GENERAL COMMENTS *****

CUSTOMER STATES THAT VEHICLE CAUGHT FIRE YESTERDAY WHILE PARKED IN DRIVE WAY. CUSTOMER STATES FIRE DEPARTMENT ADVISED BELIEVES COOLANT FAN CAUSED THE FIRE. CUSTOMER WANTS AN INVESTIGATION AND TO KNOW IF WILL BE REIMBURSED FOR RENTAL VEHICLE WHILE CAUSE OF FIRE IS BEING INVESTIGATED CRM FILED P.A.R. REPORT AND ADVISED THAT EVEN IF IS REIMBURSED MUST PAY TO RENT VEHICLE FIRST.:

1. 11-29-99, 9AM
2. 708 STONE WALL TERRACE RICHMOND TX. (JUST OUTSIDE OF HOUSTON).
3. SANDRA [REDACTED] (WIFE) HAD DRIVEN VEHICLE LAST BUT VEHICLE WAS PARKED WHEN THERMAL EVENT HAPPENED.
4. DRY
5. 0, NO INJURIES
- 6.
7. NO
- 8

CONT.

9. VEHICLE WAS DAMAGED DASH AND FRONT END HAS BEEN MELTED AND WARPED. NOT SURE YET HOW MUCH DAMAGE IN DOLLARS.
10. COOLANT FAN IS SUSPECTED BY FIRE DEPARTMENT.
11. MIKE HALL CHEVROLET.
12. NO. HOWEVER FIRE DEPARTMENT MADE A REPORT.
13. MIKE HALL CHEVROLET.
14. YES.
15. SINCE PARK, ON HIGHWAY 90A STAFFORD TX. AGENT IS BETTY MOORE.
16. OWNER STATES HIS WIFE DROVE TO A RELATIVES HOUSE AND PARKED VEHICLE. STATES A NEIGHBOR KNOCKED ON DOOR AT RELATIVES HOUSE TO INFORM HIS WIFE THAT VEHICLE WAS ON FIRE AND THAT NEIGHBOR HAD SMELLED SMOKE LIKE THERE WAS A BARBQUE GOING ON WHICH IS WHY NEIGHBOR CAME OVER AND SAW VEHICLE ON FIRE.
17. NO OTHER INFO TO ADD. THOMAS MANCHESTER/TAMPA

CUSTOMER STATES HE'S WANTING TO KNOW THE STATUS OF HIS FILE. CRM ADVISE.

FORWARDING FILE TO TAMPA PAR CRM, JIM JEFFREY'S EXT. 58496, FOR REVIEW AND FOLLOWUP. ANGELA KIRSHY/TAMPA PAR.

CUSTOMER STATED SHE DROVE HER VEHICLE TO HER SONS HOUSE AND LEFT IT IN THE DRIVEWAY. SOMEONE KNOCKED AT THEIR DOOR TO ADVISED THEM THEIR VEHICLE WAS ON FIRE. CUSTOMER STATED THEY WERE NOT ABLE TO OPEN THE HOOD. CUSTOMER STATED THE INSURANCE COMPANY STATED IT WOULD COST

\$2000 TO REPAIR. CUSTOMER STATED THE THEY ARE THE 2ND OWNERS, THEY PURCHASED THE VEHICLE IN AUGUST WITH 23,641 MILES. CUSTOMER STATED THE INCIDENT OCCURRED ON 11/30/99 AT 8:30 AM. CUSTOMER IS NOT SURE WHERE THE VEHICLE IS. CUSTOMER WILL FIND OUT WHERE THE VEHICLE IS AND CALL ME BACK. PAR CRM ADVISED THE CUSTOMER THE PROCESS OF THE INSPECTION.

JIM JEFFRIS/TAMPA PAR

LEFT MESSAGE FOR THE DEALER TO CALL ME. VEHICLE IS SUPPOSE TO BE LOCATED AT DEALERSHIP.

JIM JEFFRIS/TAMPA PAR

CRM REC'D CALL FROM CUST'S WIFE, SANDRA [REDACTED], WHO WANTED TO CHECK IF THERE ARE ANY OPEN CAMPAIGNS ON THIS VEH. CUST'S WIFE STATES THEY ARE 2ND OWNER ON VEH. CRM ADVISED CUST THAT THERE ARE NO OPEN CAMPAIGNS FOR THIS VEH. CUST'S WIFE THANKED CRM FOR INFORMATION.
SHARON INGL/TAMPA

CUSTOMER ADVISED ME THEY MOVE THE VEHICLE BACK TO MIKE HALL CHEVROLET.
JIM JEFFRIS/TAMPA PAR

PAR CRM RECEIVED INSPECTION REPORT FROM EAA. PAR CRM CALLED CUSTOMER, CUSTOMER STATED HE WILL RECEIVE A CHECK FROM THE INSURANCE COMPANY TODAY. PAR CRM ADVISED THE CUSTOMER I WILL CLOSE HIS FILE DUE TO SUBROGATION.
JIM JEFFRIS/TAMPA PAR

PAR CRM CALLED CUSTOMER ON 12/27/99, CUSTOMER ADVISED ME THAT THE INSURANCE COMPANY HAS PAID THE VEHICLE OFF. PAR CRM ADVISED THE CUSTOMER THE FILE IS A SUBROGATION FILE AND I'LL BE CLOSING THE FILE AND FORWARD IT TO EGIS.

PAR CRM RECEIVED AND REVIEWED PAR FILE.

PAR CRM CONTACTED DEALER AND AVM AND REVIEWED FILE.TC

PAR CRM CONTACTED CUSTOMER AND REVIEWED FILE.

PAR CRM REQUESTED EAA INSPECTION.

PAR CRM CONTACTED CUSTOMER AND ADVISED -GM POSITION.

PAR CRM FORWARDING FILE TO EGIS AND GM/SAFETY AND CLOSING FILE.

JIM JEFFRIS/TAMPA PAR

INDEX DOCUMENT FILE #000119011

JIM JEFFRIS/TAMPA PAR

***** REQUEST CODE AND COMMENTS *****

CR# # DESC	CR# COMMENTS
A06 0	THERMAL EVENT ROOFED FILE TO PAR
T01 0	ALLIGNS COOLANT FAN CAUSED FIRE FILLED OUT PAR 1241 SHEET.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

FAX COVER LETTER

Date: 12/27/99

To: MSX
Fax: 313-381-2617

From: Jim Jeffis, Product Allegation Resolution
Phone: 800-231-1841 ext. 58496
Fax: 813-635-4071

Pages including
this cover page: 37

File Number: 990388894
Customer Name: Jerry [REDACTED]
V.I.N.: 2G1WL52M2W9272783

Comments: For your Records.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 27, 1999

[REDACTED]

RE: File No. 990588894
Vehicle Identification Number: 2G1WL52M2W9272703

Dear Mrs. [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1998 Chevrolet Lumina.

Chevrolet Division is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

If you have any questions or concerns, you may contact ESIS at the address listed below.

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

Respectfully,

James H. Jeffris
Customer Relationship Manager
Product Allegation Resolution Team
General Motors Corporation

GENERAL MOTORS CORPORATIONDIVISION: CHEVROLET

ZONE: _____

DATE: 12/28/99RE: Claimant: Jerry [REDACTED]Date of Incident: 11/20/99CAC File No.: 99058894

GM Central Claims
Renaissance Center
P.O. Box 02489
Detroit, MI 48202

Gentlemen:

Attached is a FAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. The attached report is for your information and record.
2. We believe this claim may deserve further investigation by you.
3. Other:

We have classified the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

General Motors
Product Allegation Resolution Team
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610
Attn: Jim Jeffris
Customer Relationship Manager

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,

James H. Jeffris
General Motors Corporation
Customer Relationship Manager
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Enclosures:

- CAC Case Comments
- EAA Reps Notes
- Pictures
- Estimates
- Police Report
- BO's
- Demo Tape
- Other: Warranty History, 1241

GENERAL MOTORS CORPORATION

DIVISION: CHEVROLET

ZONE: _____

DATE: 12/21/99

RE: Claimant: Jerry [REDACTED]

Date of Incident: 11/30/99

CAC File No.: 99088894

ESIS UNIT
Renaissance Center
Mail Code: 482-C28-D71
P.O. Box 02489
Detroit, MI 48202

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

1. The attached report is for your information and record.
2. We believe this claim may deserve further investigation by you.
3. Other:

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

General Motors
Product Allegation Resolution Team
701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610
Attn: Jim Jeffris
Customer Relationship Manager

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,

James H. Jeffris
General Motors Corporation
Customer Relationship Manager
701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610

Enclosures:

- CAC Case Comments
- EAA Reps Notes
- Pictures
- Estimates
- Police Report
- RO's
- Demo Tape
- Other: Campaign, 1241, Letter

THIS: BASE ACTION: C KEY: 990588894

CAS 12/28/1999 16:11 CABS020M

NEXT: BASE ACTION: I KEY: 990588894

ID: T2425

01 TITLE : MR CUSTOMER INFORMATION

TYPE: 10

02 FIRST : JERRY 03 MI: 04 LAST :

05 STREET : [REDACTED] IN DEMEADOWS PLACE

06 CITY : 07 ST: TX 08 ZIP : 77477

09 H PHONE: 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 VIN : 2G1WL52M2W9272703 ENG: 3.1L V6 MFI PLANT: OSHANA #1 ON

13 YR/MDL : 1998 WL LUMINA 14 DEL : 03 30 98 15 MILEAGE: 034000

16 DEALER : MIKE HALL CHEVROLET, INC. 17 ZN/DLR : 30 238

18 CITY : HOUSTON 19 STATE : TX

CDE # DESC CDE COMMENTS

A06 0 FIRE 20 THERMAL EVENT

T01 0 PRODUCT ALLEGAT 21 ALLEGES COOLANT FAN CAUSED FIRE

22

23

24

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSDESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*10067 THIS IS A 1241 CASE - REFER TO 1241 PROCEDURE. *

THIS: CMTS ACTION: I KEY: 990588894

CAS 12/06/1999 16:35 CABS030M

NEXT: CMTS ACTION: I KEY: 990588894

ID: T2425

GENERAL COMMENTS

TOTAL CMTS: 6 TYPE: GO

USER: T5160 DATE: 12/01/99 TIME: 10:25 COMMENT #: 1

CUSTOMER STATES THAT VEHICLE CAUGHT FIRE YESTERDAY WHILE PARKED IN DRIVE WAY. CUSTOMER STATES FIRE DEPARTMENT ADVISED BELIEVES COOLANT FAN CAUSED THE FIRE. CUSTOMER SEEKS AN INVESTIGATION AND TO KNOW IF WILL BE REIMBURSED FOR RENTAL VEHICLE WHILE CAUSE OF FIRE IS BEING INVESTIGATED. CRM FILED P.A.R. REPORT AND ADVISED THAT EVEN IF IS REIMBURSED MUST GO TO RENT VEHICLE FIRST.:

1. 11-29-99, 9AM
2. 708 STONE WALL TERRACE RICHMOND TX. (JUST OUTSIDE OF HOUSTON).
3. SANSRA WADE (WIFE) HAD DRIVEN VEHICLE LAST BUT VEHICLE WAS PARKED WHEN THERMAL EVENT HAPPENED.
4. DRY
5. 0, NO INJURIES
- 6.
7. NO
- 8

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DIRLOC
 PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990588894

CAS 12/06/1999 16:35 CABS03UM

NEXT: CMTS ACTION: I KEY: 990588894

ID: T2425

GENERAL COMMENTS

TOTAL CMTS: 6 TYPE: GO

USER: T5160 DATE: 12/01/99 TIME: 10:32

COMMENT #: 2

8. VEHICLE WAS DAMAGED DASH AND FRONT END HAS BEEN MAELTED AND WARPED.
NOT SURE YET HOW MUCH DAMAGE IN DOLLARS.

9. COOLANT FAN IS SUSPECTED BY FIRE DEPARTMENT.

10. MIKE HALL CHEVROLET.

11. NO. HOWEVER FIRE DEPARTMENT MADE A REPORT.

12. MIKE HALL CHEVROLET.

13. YES.

STATE FARM, ON HIGHWAY 90A STAFFORD TX. AGENT IS BETTY MOORE.

14. OWNER STATES HIS WIFE DROVE TO A RELATIVES HOUSE AND PARKED VEHICL

E. STATES A NEIGHBOR KNOCKED ON DOOR AT RELATIVES HOUSE TO INFORM HIS

WIFE THAT VEHICLE WAS ON FIRE AND THAT NEIGHBOR HAD SMELLED SMOKE LIKE

THERE WAS A BARBEQUE GOING ON WHICH IS WHY NEIGHBOR CAME OVER AND SAW

VEHICLE ON FIRE.

15. NO OTHER INFO TO ADD.

THOMAS MANCHESTER/TAMPA

MORE: Y

PF13 BASE	PF14 CMTS	PF15 APTCL	PF16 CLOSE	PF17 CSESC	PF18 DLRLC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990588894

CAS 12/06/1999 16:35 CABS030M

NEXT: CMTS ACTION: I KEY: 990588894

ID: T2425

GENERAL COMMENTS

TOTAL CMTS: 6

TYPE: GO

USER: T0731 DATE: 12/06/99 TIME: 09:35

COMMENT #: 3

IT STATES HE'S WANTING TO KNOW THE STATUS OF HIS FILE. CRM ADVISE.

USER: T6780 DATE: 12/06/99 TIME: 09:43

COMMENT #: 4

FORWARDING FILE TO TAMPA PAR CRM, JIM JEFFRIS EXT. 58496, FOR REVIEW AND FOLLOWUP. ANGELA KERSEY/TAMPA PAR.

MORE: Y

PF13 BASE

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990588894
NEXT: CMTS ACTION: I KEY: 990588894

CAS 12/06/1999 16:35 CABS030M
ID: T2425

GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO

USER: T2425 DATE: 12/06/99 TIME: 15:58 COMMENT #: 5

CUSTOMER STATED SHE DROVE HER VEHICLE TO HER SONS HOUSE AND LEFT IT IN THE DRIVEWAY. SOMEONE NOCKED AT THEIR DOOR TO ADVISED THEM THEIR VEHICLE WAS ON FIRE. CUSTOMER STATED THEY WERE NOT ABLE TO OPEN THE HOOD. CUSTOMER STATED THE INSURANCE COMPANY STATED IT WOULD COST \$2000 TO REPAIR. CUSTOMER STATED THE THEY ARE THE 2ND OWNERS, THEY PURCHASED THE VEHICLE IN AUGUST WITH 23,641 MILES. CUSTOMER STATED THE INCIDENT OCCURRED ON 11/30/99 AT 8:30 AM. CUSTOMER IS NOT SURE WHERE THE VEHICLE IS. CUSTOMER WILL FIND OUT WHERE THE VEHICLE IS AND CALL ME BACK. PAR CRM ADVISED THE CUSTOMER THE PROCESS OF THE INSPECTION.

JIM JEFFRIES/TAMPA PAR

MORE: Y

PF13 BASE PF14 CMTS PF15 AETRCL PF16 CLOSE PF17 CSESCN PF18 DLALOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990588894
NEXT: CMTS ACTION: I KEY: 990588894

CAS 12/28/1999 15:48 CAB5030M
ID: T2425

GENERAL COMMENTS TOTAL CMTS: 10 TYPE: 10

USER: T2425 DATE: 12/06/99 TIME: 16:26 COMMENT #: 6

MESSAGE FOR THE DEALER TO CALL ME. VEHICLE IS SUPPOSE TO BE
LOCATED AT DEALERSHIP.
JIM JEFFRIS/TAMPA PAR

USER: T1004 DATE: 12/08/99 TIME: 12:56 COMMENT #: 7

CRM REC'D CALL FROM CUST'S WIFE, SANDRA WADE, WHO WANTED TO CHECK IF
THERE ARE ANY OPEN CAMPAIGNS ON THIS VEH. CUST'S WIFE STATES THEY ARE
2ND OWNER ON VEH. CRM ADVISED CUST THAT THERE ARE NO OPEN CAMPAIGNS
FOR THIS VEH. CUST'S WIFE THANKED CRM FOR INFORMATION.
SHARON IKEI/TAMPA

USER: T2425 DATE: 12/09/99 TIME: 15:33 COMMENT #: 8

CUSTOMER ADVISED ME THEY MOVE THE VEHICLE BACK TO MIKE HALL CHEVROLET.
JIM JEFFRIS/TAMPA PAR

MORE: Y

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

THIS: CMTS ACTION: I KEY: 990588894

CAS 12/28/1999 10:04 CABS030M

NEXT: CMTS ACTION: I KEY: 990588894

ID: T2425

GENERAL COMMENTS

TOTAL CMTS: 10

TYPE: GO

USER: T2425 DATE: 12/27/99 TIME: 14:36

COMMENT #: 9

CRM RECEIVED INSPECTION REPORT FROM EAA. PAR CRM CALLED CUSTOMER, CUSTOMER STATED HE WILL RECEIVE A CHECK FROM THE INSURANCE COMPANY TODAY. PAR CRM ADVISED THE CUSTOMER I WILL CLOSE HIS FILE DUE TO SUBROGATION. JIM JEFFRIS/TAMPA PAR

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990588894
NEXT: CMTS ACTION: I KEY: 990588894

CAS 12/28/1999 10:04 CABS030M
ID: T2425

GENERAL COMMENTS TOTAL CMTS: 10 TYPE: GO
COMMENT #: 10

USER: T2425 DATE: 12/28/99 TIME: 10:03

CRM CALLED CUSTOMER ON 12/27/99, CUSTOMER ADVISED ME THAT THE INSURANCE COMPANY HAS PAID THE VEHICLE OFF. PAR CRM ADVISED THE CUSTOMER THE FILE IS A SUBROGATION FILE AND I'LL BE CLOSING THE FILE AND FORWARD IT TO ESIS.

PAR CRM RECEIVED AND REVIEWED PAR FILE.
PAR CRM CONTACTED DEALER AND AVM AND REVIEWED FILE.TC
PAR CRM CONTACTED CUSTOMER AND REVIEWED FILE.
PAR CRM REQUESTED EAA INSPECTION.
PAR CRM CONTACTED CUSTOMER AND ADVISED -GM POSITION.
PAR CRM FORWARDING FILE TO ESIS AND GM/SAFETY AND CLOSING FILE.
JIM JEFFRIS/TAMPA PAR

MORE: N

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CESECN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*I0005 BOTTOM OF DATA DISPLAYED *

THIS: 12411 ACTION: C KEY: 990588894

CAS 12/28/1999 10:34 CALG110M

NEXT: 12412 ACTION: KEY: 990588894

ID: T2425

GM1241 PAGE 1

INCIDENT DATE: 11 / 30 / 99 TIME: 09 : 00 (24 HR CLOCK)

ER TITLE : MR
 FIRST : JERRY MI : LAST: [REDACTED]
 STREET : [REDACTED] PLACE
 CITY : [REDACTED] ZIP : 77477
 H PHONE : [REDACTED] PHONE:
 COMPANY:

DRIVER TITLE : SAME
 FIRST : MI : LAST:
 STREET :
 CITY : ST: ZIP :
 H PHONE : AGE: B PHONE:

CLAIMANT TITLE: SAME
 FIRST : MI : LAST:
 STREET :
 CITY : ST: ZIP :
 H PHONE : AGE: B PHONE:

PF13 BASE PF14 CNTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
 PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

THIS: 12412 ACTION: C KEY: 990588894

CAS 12/28/1999 10:34 CALG12UM

NEXT: 12413 ACTION: KEY: 990588894

ID: T2425

NAME: JERRY STAFFORD, TX

YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 2

ONLY INJURIES : N (Y/N) NUMBER OF PEOPLE :
 WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
 DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY ATTN: (Y/N)
 WHERE CAN VEHICLE BE SEEN: MIKE HALL CHEVROLET

VIN : 2G1WL52MZW9272703

DEL DTE: 033098

YR/MDL: 1998 WL

MILEAGE: 34000

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: ..

CUSTOMER STATED SHE DROVE HER VEHICLE TO HER SONS HOUSE AND LEFT IT IN
 THE DRIVEWAY. SOMEONE NOCKED AT THEIR DOOR TO ADVISED THEM THEIR
 VEHICLE WAS ON FIRE. CUSTOMER STATED THEY WERE NOT ABLE TO OPEN THE
 HOOD.

NATURE OF WEATHER:

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MEDARS PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

THIS: 12413 ACTION: C KEY: 990588894
NEXT: 12414 ACTION: KEY: 990588894
NAME: JERRY STAFFORD, TX

CAS 12/28/1999 10:34 CALG130M
ID: T2425
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 3

COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: FAN MOTOR

WHO MADE ALLEGATION OF DEFECT: JERRY WADE, OWNER

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : NA

TOWING CO ADDRESS: NA

TOW DRIVER NAME : NA

WAS VEHICLE A TRUCK: N (Y/N)

GROSS PAY LOAD :

LOCATION OF LOAD :

DESC OF LOAD :

DID YOU SPEAK TO DRIVER: Y (Y/N)

IF "N" GIVE SOURCE OF DRIVER DESC:

VEHICLE SPEED EST : 1

SOURCE OF EST : DRIVER

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

THIS: 12414 ACTION: C KEY: 990588894

CAS 12/28/1999 10:34 CALW140M

NEXT: 12415 ACTION: KEY: 990588894

ID: T2425

NAME: JERRY STAFFORD, TX

YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 4

REPORT MADE: N (Y/N) REPORT ATTACHED: (Y/N)
IF NOT ATTACHED, GIVE STATION/OFFICER MAKING REPORT:

ANY WITNESSES : N (Y/N) NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: SON'S HOUSE

KIND OF ROAD: C KIND OF SHOULDER: C (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)

ROAD CONDITION: D SHOULDER CONDITION: D (WET/DRY/ICY/OTHER)

VISION OBSTRUCTIONS : NONE

POSTED SPEED : (MPH)

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

THIS: 12415 ACTION: C KEY: 990588894
NEXT: 12416 ACTION: KEY: 990588894
NAME: JERRY STAFFORD, TX

CAS 12/28/1999 10:34 CALG150M
ID: T2425
YR/MDL: 1998 WL TYPE: 10

GNC1241 PAGE 5 (VEHICLE)

: 2G1WL52M2W9272703
YR/MDL: 1998 WL
TRANS :
LICENSE # :
INSPEC STICK #:
SPECIAL EQUIP/FEATURES:

NEW/USED/DEMO: U
AXLE:
STATE:
STATION # :

DEL DATE: 03 30 98
MILEAGE : 34000
ENGINE :
EXP DATE:

NATURE AND EXTENT OF DAMAGES: THERMAL EVENT

EST COST OF REPAIR: 10000
CAMP PERFORMED: (Y/N)

PRODUCT CAMP : none
IF "Y" DESC:

TIRE SIZE AND BRAND:

CONDITION OF TIRE: LF: RF: RR: LR: (GOOD/POOR/FLAT)

TRUCK/SPARE:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL

*E0910 MUST ENTER PRODUCT CAMPAIGN CODE OR 'NONE' *

THIS: 12416 ACTION: C KEY: 990588894

CAS 12/28/1999 10:54 CALG160M

NEXT: 12417 ACTION: KEY: 990588894

ID: T2425

NAME: JERRY STAFFORD, TX

YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

PHOTOS TAKEN: Y (Y/N) NUMBER: 21 BY WHOM: JERRY HANCOCK

ADDRESS :

VEHICLE INSPECTED: Y (Y/N) NAME : JERRY HANCOCK

NAME OF INS. REP AT INVESTIGATION: BETTY MOORE

SELLING DEALER :

ADDRESS :

SERVICING DEALER : MIKE HALL

ADDRESS :

REPAIR ORDER FOUND IN VEHICLE HISTORY: Y (Y/N) HOW MANY : 8

IF "N" EXPLAIN :

ALLEGED DEFECTIVE PART(S) REMOVED : N (Y/N)

PARTS NAME :

CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: SUBROGATION FILE, 12/27/99

PF13 BASE	PF14 CNTS	PF15 AFTRCL	PF16 CLOSE	PF17 THIRD	PF18 BREACH
PF19 CONTROL	PF20 MEDARB	PF21 12411	PF22 1241X1	PF23 CORRSEL	PF24 CAL

THIS: 12417 ACTION: C KEY: 990588894

CAS 12/28/1999 10:34 CALG1/UM

NEXT: 12418 ACTION: KEY: 990588894

ID: T2425

NAME: JERRY STAFFORD, TX

YR/MDL: 1998 WL TYPE: 10

GMI241 PAGE 7 (PROPERTY DAMAGE)

TYPE OF DAMAGE: V (VEHICLE/PROPERTY OTHER THAN VEHICLE)

OWNER NAME FIRST : MI: LAST:

ADDRESS :

DRIVER NAME FIRST: MI: LAST:

ADDRESS :

VEHICLE

MAKE, MODEL & YEAR: CHEVROLET, LUMINA 1998

ESTIMATE OF SPEED: 1 (MPH) BY WHOM: DRIVER, VEHICLE WAS PARKED

EXTENT OF DAMAGE : TOTALED VEHICLE

PROPERTY

KIND :

EXTENT OF DAMAGE :

ADDITIONAL COMMENTS:

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 THIRD	PF18 BREACH
PF19 CONTROL	PF20 MEDARS	PF21 12411	PF22 1241X1	PF23 CORRSEL	PF24 CAL

THIS: 124110 ACTION: C KEY: 990588894
NEXT: 1241A ACTION: KEY: 990588894
NAME: JERRY STAFFORD, TX

CAS 12/28/1999 10:34 CALG19UM
ID: T2425
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 10 (RECAP)

DIAGNOSIS NOTIFIED OF INCIDENT

HOW: PHONE

WHEN : 12/01/99

BY WHOM: JERRY

EN ASSIGNED : 00

ASSIGNMENT

INVESTIGATOR FIRST NAME: JERRY

MI: LAST NAME: HANCOCK

ASSIGNMENT DATE : 120799

DUE DATE : 122399

INVESTIGATION DATE : 121399

RECEIVED DATE : 122799

INFO FROM FURTHER INVESTIGATION:

INSURANCE CO CODE: INSMI001

DATE SENT: 122899

RGN APPROVED BY :

DATE:

CO APPROVED BY :

DATE:

PF13 BASE PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 THIRD PF18 BREACH

PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORSEL PF24 CAL

*E0582 SENT DATE REQUIRED *

DIV. #644 990598894

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

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

Name: [REDACTED]

0406

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

None, date installed, and by whom (name, phone) _No items have been installed

2. Any prior collision damage? (when, where, extent, repaired by, etc.) No collision damage and no record of any.

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

Cooling System (Y79) No _____; Repairs (None, Partial, Identified) _N_ Repaired by: (GM, Non-GM, Other) _____

Name _____

Describe _____

A/C System (Y78) _No _____; Repairs (None, Partial, Identified) _None_ Repaired by: (GM, Non-GM, Other) Name _____

Describe _____

Steering System (Y76) No _____; Repairs (None, Partial, Identified) none _____ Repaired by (GM, Non-GM, Other) Name _____

Describe _____

Transmission (Y74) No _____; Repairs (None, Partial, Identified) _None_ Repaired by (GM, Non-GM, Other) Name _____

Describe _____

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Division Ref# 99058894

VOL# Ref# 11

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

Electrical Systems (Y/N) yes; Repairs (None, Satisfied, Dissatisfied) 1 Repaired by (GM, Non-GM, Owner/Other) GM

Describe Radio Knob and a Antenna had on

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

Describe

Exhaust System (Y/N) No; Repairs (None, Satisfied, Dissatisfied) None Repaired by (GM, Non-GM, Owner/Other) None

Describe

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

Describe

Brake/ABS/TC System (Y/N) No; Repairs (None, Satisfied, Dissatisfied) None Repaired by: (GM, Non-GM, Owner/Other) None

Describe

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

Describe

Other (Y/N) No; Repairs (None, Satisfied, Dissatisfied) None Repaired by (GM, Non-GM, Owner/Other) None

Describe

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other) Owner 2 oil changes another dealer 600 more miles

Maintenance records? (Y/N) X Date/Description of last maintenance/repair (by whom?) No other maint. has been done.

Dir Ref# 99058894

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

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

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

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

If vehicle is a truck, or a car towing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
load description Does not apply

_____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) Female, age 40 140 pounds no disabilities

If vehicle's ignition was "Off" prior to fire, for how long was it "Off"? 10 min. _____ Were all doors locked? (Y/N)
No _____

Drive length (if vehicle was parked prior to fire, describe last drive): Hrs. _____ Min. 30 _____ Distance traveled 15 miles

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

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

Exact incident location 796 Shaw Will Richmond, Texas 77049 Date of incident 11-01-99 _____

Weather conditions and visibility Clear _____

Air temp. temperature 75 _____ °F. Any physical visual obstructions? None

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Page 3 of 6

Division Ref# 99058894

VDML Ref# P1

***** IIA INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) *****

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

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Describe: Does not apply

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

Shoulder condition: Wet, Dry, Icy or Other? D If other, specify Does not apply

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) Does not apply

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) No Describe

Electrical systems operation: (normal, other) normal

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

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

Steering operation: (normal, other) Normal

Powertrain: (any engine misf, sluggish, surge, stall, loss of power or speed, etc.) None

Any unusual noises (lung, pop, tick, grinding, metallic, con, etc.)? From where? None

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

Describe any unusual odors. From where? None

Any smoke? (from where, color, intensity, etc.) Does not remember color coming from front of hood

Was anyone smoking? (Y/N) No

How long since someone last smoked in the ...

Div Ref # 990588894

Any flames? (from where, color, intensity, etc.) under vehicle left side _____

Any steam or smoke? (from where, color, intensity, etc.) Smoke but can not remember color _____

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) _____ Lower Windows? (Y/N) _____ Raise
Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____
Open Hood? (Y/N) _____ Open Trunk? (Y/N) _____ Other? (Y/N) Y Describe Vehicle was parked in front of private
home _____

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***** THIS INTERVIEW - AT RECEIVING & DURING THE FIRE (Continued) *****

Any other comments or observations that have not been covered? Mrs. Wade had left home and had traveled to Richwood,
Texas which is a distance of about 15 Miles to pick up her daughter and then go to work in Sugarland, Texas when she awoke she
got out of the car and went into the house and had been in the house for about 10 min. when a neighbor came to the door and told
her the car appeared to be on fire. She then called the fire Dept. The Fire report is
attached _____

***** 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
process.

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

- Left & right side exterior _____ Completed
- Front & rear exterior _____ Completed
- Hood, inner & outer panels _____ Completed
- Trunk area and Decklid, inner & outer panels _____ Completed
- Roof _____ Completed
- Door interior panels _____ Completed

Div Ref # 990588894

Left & right instrument panel & odometer Completed

Ashtray(s) area Completed

Left & right front seat and carpet Completed

Underbody & exhaust (include hangers) Does not apply

Option code label Completed

Engine compartment Completed

Radiator, front & rear Completed

Coolant recovery bottle Completed

Transmission cooler lines/connections Does not apply

Engine compartment engine coolant lines/bores, connections/clamps Completed

Engine compartment heater lines/bores, connections/clamps (exclude those to throttle body)

All fuel lines/bores, filter, connections/clamps Fuel lines and bores not affected

THI, injector rail, or carburetor & fuel line connection No damage

Engine compartment fuel lines/bores, connections & o-rings No Damage

Power steering lines/bores, connections/clamps No Damage

Generator & attached wiring No Damage

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Division Ref#

VDML Ref# PI

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

Battery & attached cables Main battery cables still attached other cables to fan motors burned through.

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

Div Ref # 990588894

Engine oil pan _____ No Damage

Engine compartment hinge tongue rods _____ No damage

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

Any item which is alleged to be the cause/cause _____ Fire motor on the left side was referred to by the Fire Dept. _____ After checking the vehicle the cause is unknown but could have was the fire motor due to the amount of damage to it.

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 (gummy?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant _____ Radiator has no coolant in it, however the coolant reservoir is full

Engine oil : Oil level is to full mark and is clean

Transmission fluid _____ Fluid is very clean and appears to be full

Power steering fluid Normal and no damage to the lines or pump

Brake fluid At full mark and clean . No damage to the master cyl

List all driver electrical controls which are in the "On" position (include ignition) The cruise control is in the on position.

Fuses (Identify all open or not proper etc) _____ All fuses are good and the wiring to the fuse blocks are not burned

Wiring insulation at fuse blocks _____ Are all in good condition.

Fusible links (Identify all open) All are good.

Spark plug wires and boot condition No Damage

Div Ref# 99058891

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

Location of fuel filler cap (or evidence of remains) Does not apply there is no damage

Catalytic converter (any discoloration or swelling?) No Damage in this area

Position of windows (if glass missing, do further inspection) No Damage to windows and all windows are closed

C. Photograph any damage to claimant's vehicle relative to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available) No est. has been made at this time I feel that there is approx. 3000 dollars damage.

GM-PAR-Plate, Rev. 04/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Page 1 of

Division: CHEVROLET	Roll# 990585864	VIN: 2G1TWL62M2N9272709
Claimant's Name (LAST, First) _____		

Inspected By: JERRY L. HANCOCK

Organization: E.A.A.

Phone: (281) 341_7128 x_____

Inspection Date: 12/_/13/ 88

Mileage at Inspection: 30162

Roll Number # 1 _____

All pictures numbered on the face of the picture.

Neg.# Description: Pictures taken of above fire investigationTwo copies of each picture.

- 0
1. Picture # 1 File number and s.s.
2. Picture # 2 door Label
3. Picture # 3 complete front view of the vehicle
4. Picture # 4 complete left side view of the vehicle
5. Picture # 5 complete rear end of the vehicle
6. Picture # 6 complete right side of the vehicle
7. Picture # 7 front of vehicle showing outside damage area.
8. Picture # 8 Under the hood of vehicle.
9. Picture # 9 complete picture of the hood latch area. Shows cable burned into.
10. Picture # 10 Complete shot of the engine compartment from the right side of the vehicle
11. Picture # 11 shows alternator and right side of engine with no damage.
12. Picture # 12 second picture of engine area showing air cleaner and some wiring.
13. Picture # 13 Looking down from right side at the left cooling fan motor.
14. Picture # 14 Close up of left cooling fan
15. Picture # 15 shows damage to air intake and upper radiator hose and wiring to cruise control.
16. Picture # 16 shows damage to wiring harness going from battery. To fan motor below upper radiator hose.
17. Picture # 17 shows trunk area. It does not show inside but there was no damage.
18. Picture # 18 Looking down at top of air conditioning dryer.
19. Picture # 19 taken from the back seat looking at dash area.
20. Picture # 20 shot of speedometer area.
21. Picture # 21 Close up of Speedometer.
- 22.
- 23.
- 24.

Div Ref # 99059894

GM VIN WARRANTY HISTORY INQUIRY PAGE 1 OF 1
(UPDATED THRU 19991210)

174

VEHICLE-ID-NUMBER DESCRIPTION .COM DEL-DEP DEL-DATE DEL-COON PDJ-RELG
781WLSM7W9272703 LORREN SEDAN/LS M 1304521 19980310 6 PAID

PROD-DTE: 19980324 DELMAR-DATE: WARELE-DTE:
INV-DTE: N/A DELMAR-COON: WARELE-TYF:
INV-DEP: 1304521 SEIF-TO-DEP: 1345016

C	CYCLE									AUTH	AUTH
F	MOOR	NO.	ROSNRY	NO NO.	DOC-NO.	IN	LABOR	COOMETER		ID	CODE
01	1330238	987	19980313	247741	230086	02	NO749	24037			
02	1330238	987	19980313	247741	230087	01	NO260	24037			
03	1330231	975	19980320	028423	180003	01	NO905	22721			
04	1330231	966	19980401	027386	180038	01	NO071	21750			
05	1330231	965	19980318	037063	150007	01	NO115	21350			
06	1330231	962	19980318	013881	160003	02	NO070	2080			
07	1330231	961	19980318	017881	289004	01	NO767	2080			
08	1330231	941	19980316	A72703	272703	01	NO000	0			

NO MORE CLAIMS FOR THIS VIN

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION

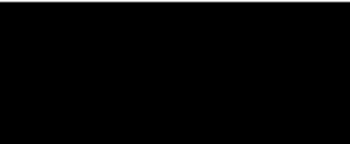
NPO DESCRIPTIONS	NPO DESCRIPTIONS
W BODY	4 DOOR
SEDM	CHEVROLET
V6 ENGINE	102 3.1 LITER V6 MFI
FEDERAL EMISSIONS	ME0 AUTO TRANS W/OVERDRIVE
AUTO TRANS	M13 4T60-E AUTO ELEC TRANS
U06 INSTRUMENT CLUSTER	FLEET PROCESSING OPTION
A05 IMPACT RESTRAINT DR/PAS	ANTILOCK BRAKE
C50 STAND AIR CONDITIONING	GOLD KEY INELIGIBLE
D38 DR REMOTE PANS MANUAL	U06 TIED ANTERIA
U10 RADIO 2001-AM/FM, CAS	POWER WINDOW
CASINE CONTROL	

END OF OPTIONS

Div R-9 #990588194

FUNCTION..... TH
VEHID..... ?H0272703

VEHID H0272703



SERIAL NO. 201NL68P2H0272703
CUSTOMER 74196
DELV. DATE 06AUG99
IN SERVICE 30MARG
MAR.EXP.DATE STKR 8480
LICENSE NO.
9L6PN 2033

08 CHEVROLET LUMINA 30193

Command? (Enter, *, N, VEH, CUST, ?)?

RO NO: 997387 OPENED: 30NOV99 CLOSED: 02DEC99 MILEAGE: 801665

SA...	TECH.	TYPE.	OPCODE.....	OR-RO..	DESCRIPTION.....
6655	0000	0880	250		BODY REPAIRS
6655	0000	0880	200		PAINT REPAIRS
6655		0880	9000		SUBLET REPAIRS
6655		0880	9000		SUBLET REPAIRS

Press return to continue, 9 to list the story for this RO, or E to exit: ?

*R.O. Written
when Veh. was pulled
in to MARK Hall Chev.*

Div. Rpt # 99058844

Richmond Fire Department Incident Report

112 Jackson St. ** Richmond, Texas 77469 ** Phone No. (713) 232-6871

Incident No. 99: 2429 Tape No.: N/A Day: Tuesday Date: Nov 30, 1999Time of Alarm: 8:52 am Time on Scene: 9:05 am Time Dismissed: 9:47 amType of Alarm: Regular District: FAC Mutual Aid: NoneIncident Type: 404 : Vehicle FireIncident Location: 706 StonewallOccupant) Last [REDACTED] First: Dallas M.I.: [REDACTED]Address: [REDACTED] Phone: [REDACTED]Owner) Last [REDACTED] First: Sandre M.I.: [REDACTED]Address: [REDACTED] Phone: [REDACTED]Reporter) Last [REDACTED] First: [REDACTED] M.I.: [REDACTED]Address: [REDACTED] Phone: [REDACTED]C.) Last [REDACTED] St: [REDACTED] M.I.: [REDACTED]Address: 7 [REDACTED] Phone: [REDACTED]Dispatch Info: Car fire 706 Stonewall in TaraObservations on Arrival: Flames coming from engine area of vehicleUnits Responded: ENGINE-8 Shift: AVehicle) Year: 98A Make: Chevy Model: LuminaColor & Style: White 2-Door Idc.: B24-EB2 V.I.N.: 2G1WL52N2W9272702Structure Type (Use & Construction): N/AAttack Lines: Fire Exting./Water Hose Supply Lines: N/AArea of Origin: Engine AreaSource of Ignition) Equipment: Unknown Form of Heat: UnknownEquipment) Year: Unkn Make: Unkn Model: Unkn Serial #: UNKNMaterial Ignited) Type: Unknown Form: UnknownHow Fire Started: UnknownCasualties) Incident Related Injuries?: No Incident Related Deaths?: No

(78) (78) (78) (78) (78) (78) (78) (78) (78) (78)

Div Ref# 99058894

** PAGE TWO **		Incident No.: 2429	Day: Tuesday	Date: Nov 30, 1999
Value) Bldg.: N/A		Cont.: \$11,900.00		Equip.: N/A
Net. Loss) Bldg.: N/A		Cont.: \$2,500.00		Equip.: N/A
Insurance Agent: Elizabeth "Betty" Moore			Phone: 261242-2440	

ON DUTY PERSONNEL

- | | | | | |
|---------------|-----------------|--------------|-------------|-------------|
| 1: Torres, V. | 2: Durciaga, R. | 3: Cantu, A. | 4: Noto, S. | 5: Haas, R. |
| 6: | 7: | 8: | 9: | 10: |
| 11: | 12: | 13: | 14: | 15: |

MEMBERS RESPONDED

- | | | | | |
|---------------|-----------------|--------------|---------------|-------------|
| 1: Torres, V. | 2: Durciaga, R. | 3: Cantu, A. | 4: Noto, S. | 5: Haas, R. |
| 6: Spears, B. | 7: Beatty, J. | 8: Haas, R. | 9: Covall, O. | 10: |
| 11: | 12: | 13: | 14: | 15: |
| 16: | 17: | 18: | 19: | 20: |
| 21: | 22: | 23: | 24: | 25: |
| 26: | 27: | 28: | 29: | 30: |
| 31: | 32: | 33: | 34: | 35: |

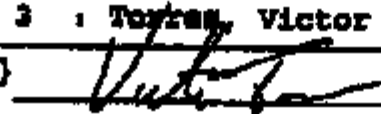
STORY OF INCIDENT

Firefighter Bobby Spears was the first to arrive on location. On his arrival, he saw flames coming out of the engine area of the vehicle. He grabbed his fire extinguisher and applied it to the engine area of the vehicle. Next he used water from a water hose and attempted to cool the engine area. He was unable to get the hood open on the vehicle so he was not sure if the fire was out. On our arrival, we saw smoke coming from the engine area of the vehicle. We opened the hood to the vehicle and used the water hose to cool down the engine area. The fire was out and we gathered information. The occupants of the vehicle stated that they had just used the vehicle. The vehicle ran fine and did not indicate that it was having a problem. The occupant parked the car and went inside the house. The next thing that happen was that the next door neighbor was knocking on the door telling them the car was on fire. The owner of the car made location and we spoke to him. The owner stated that they had just purchased the car, they had a check up done on the car and that it was running fine. We told him we did not know how the fire started but the fire did start in the engine area. He thanked us for coming out and stated he would let his insurance handle it. We returned to the station.

Person in Charge: 3 : Torres, Victor

Rank: Captain

Signature) _____



DATE TIME TO/FROM MODE MIN/SEC PDR JOB STATUS
 07 12/05 16:42 81208643055 SC-5 00'58" 007 205 OK

Facsimile Cover Sheet

EAA Contact: Kathy Smith
Phone/Fax: 248-842-3232 / 248-842-4558 Fax
Subject: EAA Assignment
File #: 8906004
Claimant: Jerry [REDACTED]
Vehicle (Model-Year): 1998 Lumina
Vehicle Location: Mike Hall Chevrolet
 8100 S. Hwy 6
 Houston TX 77063
Contact's (name/Phone): James Jurach, Manager 281-591-0900
PAR Team Contact: Jim Jeffrie
Division: GM PAR Investigations
Address: 2791 E. Hillborough Ave.
 Suite 2300
 Tampa, Florida 33610
Phone/Fax: 800-231-1841 Press 1 / 813-635-4071 Fax
 1,4 then Ext. 58496
Str / EDRU Cartridge: Mass Overlap 2.0v 7.0v CDD Cable & VHS
Date: 12/07/99
Pages including this cover page: 17

The information contained in this facsimile is confidential and may also be exempt information. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, and return the original message to us at the address above via the U. S. Postal Service. Thank You.

Please Use Form:

- Acceleration/Inertia
- Brake/ABS/TC System(s)
- Steering/Suspension/Tires & Wheels
- Side Impact
- Power Sliding Door
- Fire (Collision)

- Fire (Non-collision)
- Hood/Hood Latch
- Restraint-SIR/Seatbelts
- Seats
- Transmission/Transaxle
- Other

Special Instructions:

- Do not interview Owner
- Interview Owner
- Remove & Return Part
- Contact PAR Team Member
 - Before After Inspection
- Other

EAA Internal Use Only

Q001 _____

of Pages (including cover sheet)

To: SA:
 From: Kathy Smith

Phone:
 Date Faxed to SA:

Fax:
 Due Date: |

SA/SA Use Only

Case Acceptance/Investigation: YES NO
 Please acknowledge acceptance of this case promptly by phone or fax.

Report Mailed USPS Priority: Date mailed:
 Please report completion date by phone or fax.

GM RESTRICTED

320466

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

RECEIVED PRA FROM PAR.

EXECUTIVE SUMMARY:

DECISION MAKER: DEANNA HOLDEN, PAR

TRANSACTION: STRAIGHT

REASON: THERMAL EVENT

DEALER CONTACT: MARC MARTIN; 0; 330646813

2000-06-26

CALLED AND LEFT VM WITH CUSTOMER ADVISING HIM THAT I WOULD BE HANDLING HIS REPURCHASE.

ASKED HIM TO CALL BACK.; 0; 330878623

2000-06-29

CALLED AND SPOKE WITH MARC MARTINE AND HE SAID BOB MCMAHON WILL BE HANDLING THE

PAPERWORK.; 0; 331137686

2000-06-29

BOB MCMAHON CALLED BACK AND STATED PAPERWORK SHOULD BE SENT TO THE DEALER.; 0; 331138252

2000-07-03

PER AUBREY WASHINGTON, MAKE CHECK OUT TO AVIS

RECEIVED OFFER ON 6/30 FROM CUSTOMER, RECEIVED BACK FROM SUPERVISOR 7/5; 0; 331680310

2000-07-05

REPURCHASE SUMMARY:

GM SUPERVISOR AUBREY WASHINGTON AUTHORIZED A VOLUNTARY STRAIGHT REPURCHASE DUE TO THERMAL EVENT. MSRP \$20,100.00

PURCHASE PRICE.....\$17,976.96

LESS USAGE.....\$ 3,652.91

PLUS DLR ADMIN FEE.....\$ 100.00

TOTAL BUICK COST.....\$14,424.05

FAXED TO MEL/MAILED TO KVDC; 0; 331680409

GM RESTRICTED

320466

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

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

GM RESTRICTED

320466

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

SOURCE: FAR
 REQUEST TYPE: Non-Mandated
 REPURCHASE REASON: TERMINAL EVENT
 TRANSACTION: Straight Repurchase

DEALER SAC:
 DEALER NAME: CLAIR BUICK INC
 DEALER ADDRESS: , ,
 CONTACT: MARC MARTI, AVIS
 PHONE NUMBER: 617-469-1020
 PRODUCT CODE:
 FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE: Y
 BIC WARRANTY DATE:
 NADA:
 SALES TAX:

ENGINE TYPE:
 MILEAGE @ BUY-BACK:
 MSRP:
 DEPRECIATION: NA
 UPGRADE: NA
 AFTERMARKET: NA
 LEASE TERM: NA
 DAMAGE: NA
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:
 NAME:
 INTEREST PAID:
 DEALER BOYCOT:

ACCOUNT BALANCE:
 LEGAL: N
 LEGAL TYPE: N
 LEMON LAW: N
 VEHICLE DESTINATION:
 LIEN PAYOFF: N
 TITLE BRAND: N

DEALER ADMINISTRATION: N
 RELEASE: N
 REPLACEMENT VIN:

GM RESTRICTED

320466

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

NUMBER OF INJURIES: 0
COMMENTS:

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

*****AIR INFORMATION*****

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

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

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

GM

Business Insurance Center

Fax

From: **Betty Kennedy**

To: **MBX**

Date: **7/5/00**

Fax: **313-381-2617**

Phone: **800-231-1841 extension 58179**

Pages:

Re: **File # C00716082**

Urgent For Review Please Contact Please Reply Please Recycle

Completed

Please bring to above mentioned file number.

Repurchase Approval/Check Approval Form

Original VIN	2G4WB52M8X1500581	Vehicle is going to:	Is Vehicle Drivable?	Issue 1099?
BAC Vehicle Approval Code	111571	<input type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name		<input checked="" type="checkbox"/> Scrap/Donation/ERP	Dealer Admin Fee Applies	Issue Returns?
Dealer Name	Crest Buick	<input type="checkbox"/> Re-Bid	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Dealer Contact/Title	Frank DeCostanzo/Sales Mgr	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	781-935-1111	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	781-935-3509	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999 Buick	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Century	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	4 Dr Sedan	<input checked="" type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	1/12/1999	Retrieve Sales Tax?	Lien Payoff Required?	Title Brand?
Buyback Mileage	22,288	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Prerequisite of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	3.1	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	4309	If no, where GM Dealership? Please enter BAC		
UCC Code(s)	A06	Dealership Name:		
MSRP	\$20,100.00	Contact Name:		
NADA (Trade In Value)	\$15,075.00	Address:		
Case Number	C00716082	City St ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN		Special Instructions?		
Repurchase Source	PAR-Denman Holden	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Thermal event in electrical system.

Check Information

	Customer		Lienholder		Plaintiff's Attorney
Check Amt:	\$14,324.92	Check Amt:		Check Amt:	
Check Made Payable to:	Arvin & Crest Buick	Check Made Payable to:		Check Made Payable to:	
Address:	979 McClellan Highway	Address:		Address:	
City St ZIP:	East Boston, MA 02128	City St ZIP:		City St ZIP:	
Phone #:	516-222-3087	Attention:		Attention:	
Fax #:		Phone #:		Phone #:	
		Fax #:		Fax #:	
		Account #:		Fed Tax ID:	
				Firm Name:	

BAC Case Specialist's Signature: <i>Betty Kennedy</i>	Printed Name: Betty Kennedy	Ext: 58179	Date: 7/5/00
Authorized GM Signature: <i>A.M. Washburne</i>	Authorized GM Printed Name: A.M. Washburne		Date: 7.5.2000

MAKE COPY FOR YOUR FILE

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your dealer's Business Resource Center (BRC) to initiate the Process

Handwritten: NEWBY 6/23/00

- BUICK
- OLDSMOBILE
- CHEVROLET
- PONTIAC-GMC

Handwritten: MKG VTD

DATE: 6-22-00

DEALER NAME & CITY: [Redacted]

DEALER CONTACT: Mary Martine / 516-222-3037

CUSTOMER NAME: [Redacted]

CUSTOMER DAY PHONE NO.: [Redacted]

CAC CASE NO. (if available): [Redacted]

Handwritten: C00716082

VEHICLE INFORMATION:

OLD VIN:

2	G	4	W	3	5	2	M	8	X	1	5	0	0	5	8
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

CURRENT MILEAGE: 22888

NEW VIN:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Handwritten: file under Joe Camorlingo

TRANSACTION TYPE: Trade Repurchase Straight Repurchase Lease Repurchase

Reason for Repurchase: thermal event - damages to electrical under hood beyond repair. Repurchase per Fleet Manager Art Wisbiski

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees + Negative Equity + over Allowance

- No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: see below

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: N/A

Damage to Vehicle beyond normal wear and tear: N/A

Special Instructions: Repurchase amount \$14,224.02.

Recommended Disposition of Repurchased Vehicle:

Donate Auction NAO Recovery Scrap Other Explain: _____

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: Deanna Holden 58335 6/22/00

(Print Name)

VIN

Model/Color

Date

Jun-19-00 10:20A

P.03

CERTIFICATE OF TITLE

7317028 X1500661

THE COMMONWEALTH OF MASSACHUSETTS

TITLE NUMBER AS488422	VEHICLE IDENTIFICATION NUMBER 284W02EMX1500661	DATE OF SALE 02/05/1999
MAKE MODEL YEAR 1999	MAKE MODEL YEAR BUIC CENTUR	VEHICLE TYPE CUSTOM
VEHICLE TYPE SEDAN	REGISTRATION N	
CYL. MAKE SWS. 06 55 4	PURCHASE DATE 01/14/1999	PREV. TITLE STATE



FIRST LIENHOLDER
HARRIS TRUST SAVINGS BK TRUSTE
276 MCCLELLAN HWY
E BOSTON, MA 02128

SECOND LIENHOLDER

THE LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED.

[Signature]

REGISTRATION OF MOTOR VEHICLES IS SUBJECT TO THE PAYMENT OF A REGISTRATION FEE FOR THE MOTOR VEHICLE AND TO THE PAYMENT OF SALES TAX ON THE FULL SALE PRICE OF THE VEHICLE.

REG. NO. **D 4076462**

RICHARD D. LYONS
REGISTRAR

J. Lyons

TO 913133912617 P. 05/18

JUL 05 2008 15:58 FR

BRG REPURCHASE WORKSHEET

File Number
C00716042

Customer Name
[REDACTED]

Worksheet filled out by:
Betsy Kennedy

Old Vehicle VIN:
2G-FW32M3X1500801

New Vehicle VIN:

Date:
02/2/09

				Lease Term MO __ MI __		Lease Usage Mo __ MI __		
1	Replacement Vehicle Costs	\$0.00	1	Base Price	\$17,976.98	1	Dealer Buyout Price	
2	Conversion Cost		2	Conversion Price		2		
3			3			3	Payments (opt)	
4	Tax/Reg./Lic./Title (opt)		4	Tax/Reg./Lic./Title (opt)		4	Pre-Payment(s) (Pre-rate)	
5	Accessory/Item		5	Accessory/Item		5	Cap Cost Reduction	
6	Other		6	Other		6		
7			7	Incentives (deduct)		7	Tax/Reg./Lic./Title (opt)	
8	Total Replacement Price	\$0.00	8	Total Purchase Price	\$17,976.98	8	Other	
9			9			9	Total Additions	\$0.00
10	Usage/Depreciation	\$0.00	10	Usage/Depreciation	\$3,652.91	10	Usage/Depreciation	
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	N/A
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$3,652.91	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$0.00
17			17			17		
18			18			18		
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Repurchase Amount	\$14,324.05	20	Total Repurchase Amount	\$0.00
21			21			21		
22			22			22	Total Refund to Customer	\$0.00
23			23			23		
24			24			24		
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$15,075.00	25	Estimated Auction Price	
26	Projected Loss	\$0.00	26	Projected Loss	\$750.95	26	Projected Loss	\$0.00

PAYMENT METHOD

	Payment(s)	Amount	Contact(s)	BAC Code	Address(es)
A	Credit to Dealership				151864
B	Check to Customer			Dealer Name	Great Back
C	Check to Lessor/Holder & Customer				500 Washington Street
D	Check to Lessor/Holder				Woburn, MA 01801
E	Check to Attorney (1998 Invt)				
F	Check to Other				

JUN 30 2000 09:21 FR



BUICK

June 29, 2000



SETTLEMENT OFFER

Subject: Repurchase of 2G0W822M1K1500001

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 1999 Century and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Buick customer. Buick will repurchase your vehicle for \$14,334.01. This offer is entered in, by using the following figures:

Purchase Price	\$17,976.01
Less taxes	\$ 3,642.01
TOTAL BUICK REPURCHASE PRICE	\$14,334.01

Please return this document to fax number (813) 635-4861 by July 3, 2000. The conditions of the repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase used only for this correction, if needed (supplied by Buick)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Buick)
- ⇒ actual mileage does not exceed 23,000 miles at the time the transaction is completed
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be prepared and forwarded to your Buick. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 251-1861 extension 38179 if you have any questions or concerns.

Sincerely,
Betty Kennedy
Betty Kennedy
Business Manager Center

General Motors will repurchase the above referenced vehicle in exchange for FV Holding Corp's release of liability stemming from warranty, express or implied, covering this vehicle. File Number: C00716082

[Signature]
FV Holding Corporation

6/29/00
DATE

Buick Division
General Motors Corporation, MEK International, 1464 John A. Popalis Drive, Lincoln Park, MI 48146

RELEASE AGREEMENT

The undersigned, (owner) **RV Holding Corporation (Releaser)**, and **Buick Motor Division, General Motors Corporation (Buick)** wish to resolve a dispute involving a 1999, Century, VIN 2G4WU2260X1180001 owned by the releaser. Therefore, in sole consideration of Buick's payment to the lienholder (or releaser) of \$14,324.03, and the lienholder paying off the lien and providing a refund of the difference back to the releaser. The Releaser, for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Buick and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, accusations, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Buick and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser agrees to transfer title and possession of subject vehicle to Buick free and unburdened by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Buick, and that the payment is intended to resolve this matter without litigation.

Releaser also agrees that the payment represents the sole and total consideration for this Release Agreement and that Buick has not made any promise or representation to Releaser other than those contained in this Release Agreement.

Releaser has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this _____ Day of _____, 2000

Releaser _____
RV Holding Corporation

6/18/2000 6:31 PM

BUYBACK CALCULATION FOR DESTROYED UNIT

MVA: 731702-6
VIN: 2G4WS52M8X1500581
YR/MODEL: 1999 Buick Century

Buyback Tier: 1
Use Code: 11

Purchase Date: 1/22/99
Destroyed Date: 2/21/00

Mileage:	22,268		
Damage Allowance at:	2/21/00	=	450
Mileage Allowance at:	2/21/00	=	40,000

*Bob McManis
telephone =
516-222-
3378*

Regular Buyback Calculation

17,976.63	Capital Cost
<u>(3,652.61)</u>	Depreciation (.2052 * Capital Cost)
14,324.02	Subtotal
-	Mileage Charge
-	Damage, MET Charges
<u>14,324.02</u>	Buyback Amount

Calc. #1

1999 CENTURY CUSTOM SEDAN
 81U BORDAUX RED PEARL
 148 MEDIUM GRAY CLOTH 5545 SPLIT
 Stock No: 55889AF5
 VIN 2G4WS52MB X1500591

BUICK MOTOR DIVISION
 General Motors Corporation
 200 RENAISSANCE CENTER
 DETROIT MI 48243-1203
 Vehicle Invoice 4AD22518991

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET	
4WS55 CENTURY CUSTOM SEDAN	615,775.00	516,803.63	Invoice	1/8/99
A01 SEAT - 6-WAY POWER, DRIVER SIDE	305.00	250.10	Shipped	1/8/99
BQ2 FLT-AVIS RAC	0	0	Exp MT	1/17/99
K34 CRUISE CONTROL - ELECTRONIC	225.00	184.50	Int Cam	1/28/99
L82 ENGINE- 3.1 LITER 3100 SFI V6	0	0	Pro Eff.	10/27/98
NG1 NORTHEAST STATES EMISSIONS	0	0	Keys	P212 C833
R8E PROCESS CODE- DAILY RENT A CAR	0	0	WFP-S QTR OPT-1	
UN8 RADIO- POWER-LOAD CASSETTE 6ETR	195.00	159.80	Fan	610
U77 ANTENNA - REAR WINDOW	40.00	22.80	Bank	GMAC - 007
VN9 100% FLEET REPLURCHASE PROGRAM	0	0	Chg-To	54868
V23 FUEL FILL CREDIT	0	-14.00	Ship-To	33043
148 MEDIUM GRAY CLOTH 5545 SPLIT	0	0	AVIS WARRANTY DEP	
81U BORDAUX RED PEARL	0	0	EAST BOSTON MA	
			Salp Wt	3271
			HP	29.0
			GVW:	0
			GVWP:	0
			GVWR:	0
			NTR	
			Dist PO Number	
			603632201	
			Den	
			Memo	977.00

Total Model and Options	\$19,540.00	\$17,416.93	ACT	231	\$17,976.83
Destination Charge	590.00	590.00			
		.00			
		.00			
Total	\$20,100.00	\$17,976.93	PAY	310	\$17,976.83

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

CARTRUCK CITY/AVIS/MI

REMIT TO GMAC - 007
 VIN 2G4WS52MBX1500591
 \$17,976.83 Inv: 4AD22518991
 Due 6/25/99 Dealer 54868
 Funding: ASP1

GM Vehicle Inquiry System Summary

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

Help

VIN:	2G4WS52M8X1500581
-------------	-------------------

VEHICLE INFORMATION

Merchandising Model:	4WS69 - 1999 CENTURY CUSTOM SEDAN	Warranty Start Date:	01/12/1999
Delivering Dealer:	CAR/TRUCK CITY/AVE PO BOX 235 WESTBURY, NY 11590-0235	Selling Source:	11 - BUICK
		Site Code:	54959
		Business Associate Code:	111571
Service Contract:	No	Branded Title:	No
		Warranty Block:	No
		PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Initial Customer Mailing	Campaign Status
99033	ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID FI	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	01/12/1999	6 miles	1/12/2002	36006 miles
72/100 SHEET METAL RUST-THROUGH	01/12/1999	6 miles	1/12/2005	100006 miles
36/36 CORROSION	01/12/1999	6 miles	1/12/2002	36006 miles
96/80 PCM/CC EMISSIONS	01/12/1999	6 miles	1/12/2007	80006 miles
36/36 FEDERAL EMISSIONS	01/12/1999	6 miles	1/12/2002	36006 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/01/2000	047270	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE.	24641 miles
12/07/1999	044794	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE.	22185 miles
09/23/1999	038530	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE.	19973 miles
09/20/1999	038149	#	V0348 - 1999 BK "W" CAR - ANTILOCK BRAKE MOTOR SHORTS	15743 miles
07/30/1999	034826	#	C6695 - FT ST FLDG ARMREST	12560 miles
06/28/1999	338684	#	C3211 - L/F WIN MLD R&R/RPL	10012 miles

GM

Business Assistance Center

Fax

From: Betty Kennedy	To: MSX
Date: 7/5/00	Fax: 313-381-2617
Phone: 800-231-1841 extension 55179	Pages:
Re: File # C00716082	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Comments

Please refer to above mentioned file number.

Repurchase Approval/Check Approval Form

Original VIN	2G4WB52MEK1500581	Vehicle is going to:	Is Vehicle Drivable?	Issue 1999?
BAC Business Associate Code	111571	<input type="checkbox"/> Auction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name		<input checked="" type="checkbox"/> Scrap/Donation/ERP	Dealer Admins Fee Applies	Issue Released?
Dealer Name	Cost Buick	<input type="checkbox"/> Re-Bill	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Dealer Contact/Title	Frank DeCostanzo/Sales Mgr	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	781-935-1111	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	781-935-3509	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999 Buick	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Century	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	4 Dr Sedan	<input checked="" type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	1/12/1999	Retrieve Sales Tax?	Lien Payoff Required?	TMS Brand?
Buyback Mileage	22,248	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Presumption of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liters)	3.1	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	4X09	If no, where GM Dealership? Please enter BAC		
UCC Code(s)	A06	Dealership Name:		
MSRP	\$20,100.00	Contact Name:		
NADA (Trade In Value)	\$15,075.00	Address:		
Case Number	C00716082	City St ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN		Special Instructions?		
Repurchase Source	PAR-Dealers Holden	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Thermal event in electrical system.

Check Information

	Customer	Lender	Plaintiff's Attorney
Check Amt:	\$14,254.00	Check Amt:	Check Amt:
Check Made Payable to:	Avin & Cost Buick	Check Made Payable to:	Check Made Payable to:
Address:	373 McChesley Highway	Address:	Address:
City St ZIP:	East Boston, MA 02128	City St ZIP:	City St ZIP:
Phone #:	516-222-3037	Attention:	Attention:
Fax #:		Phone #:	Phone #:
		Fax #:	Fax #:
		Account #:	Fed Tax ID:
			First Name:

BRC Case Specialist's Signature

Printed Name: Betty Kennedy

Ext: 58179

Date: 7/15/00

Authorized GM Signature

Authorized GM Printed Name: A.M. Washington

Date: 7-8-2000

MAKE COPY FOR YOUR FILE

Rev 3/21/00

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

Information on this form must be communicated to your dealer's Business Resource Center (BRC) to initiate the Process

*Keener
6/29/00*

- BUICK
- CADILLAC
- CHEVROLET
- OLDSMOBILE
- PONTIAC-GMC

*mix
vno*

DATE: 6-22-00

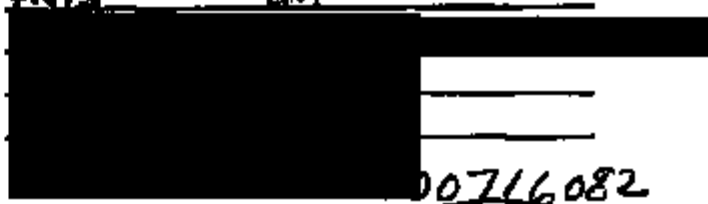
DEALER NAME & CITY: Avia Inc

DEALER CONTACT: _____

CUSTOMER NAME: _____

CUSTOMER DAY PHONE NO.: _____

CAO CASE NO. (if available): _____



00716082

VEHICLE INFORMATION:

OLD VIN: 2G4WS52M8X1500581

CURRENT MILEAGE: 22000

NEW VIN: _____

*file under
Joe Camorlengo*

TRANSACTION TYPE: Trade Repurchase Straight Repurchase Lease Repurchase

Reason for Repurchase: thermal event - damages to electrical under hood beyond repair. Repurchase per Fleet Manager Art Wisbiski

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes & Fees + Negative Equity + over Allowance

- No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: see below

Upgrade/Downgrade: N/A

Aftersales Items: N/A

Lease Termination: N/A

Damage to Vehicle beyond normal wear and tear: N/A

Special Instructions: Repurchase amount \$14,224.02.

Recommended Disposition of Repurchased Vehicle:

Donate Auction NAO Recovery Scrap Other Explain: _____

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: Deanna Holden 58335

6/22/00

(Print Name)

V/E

Model/Make/Box

Date

Jun-19-00 10:20A

P.03

CERTIFICATE OF TITLE

7317026 X1500681

THE COMMONWEALTH OF MASSACHUSETTS

PLATE NUMBER AR488422	VEHICLE IDENTIFICATION NUMBER 2G4MB22N8X1500681	DATE OF BIRTH 02/05/1997
YEAR 1999	MAKE CENTUR	MODEL NO. CUSTOM
TYPE BUIC	MODEL NO. CUSTOM	BODY STYLE SEDAN
REGISTRATION DATE 01/14/1999	REGISTRATION DATE 01/14/1999	REGISTRATION DATE 01/14/1999

NAME AND ADDRESS OF VEHICLE OWNER



FIRST LIENHOLDER
HARRIS TRUST SAVINGS BK TRUSTE
275 MCCLELLAN HWY
E BOSTON, MA 02128

SECOND LIENHOLDER

THE LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED BY THIS CERTIFICATE IS HEREBY RELEASED

REGISTRATION FEE & SALES TAX PAID BY DEBITOR *6/15/00* *[Signature]*

REGISTRATION FEE & SALES TAX PAID BY DEBITOR *6/15/00* *[Signature]*

REGISTRATION FEE & SALES TAX PAID BY DEBITOR *6/15/00* *[Signature]*

RICHARD D. LYONS
REGISTRAR

J. Lyons

TO 913130812617 P. 05/10

JUL 06 2008 15:58 FR

BRG REPURCHASE WORKSHEET

File Number
C00710002

Customer Name
[REDACTED]

Worksheet filled out by:
Betsy Kennedy

Old Vehicle VIN:
2G4MS5224PK1500481

New Vehicle VIN:

Date:
02/27/08

				Lease Term: MO	MI	Lease Usage Mo	MI	
1	Replacement Vehicle Costs	\$0.00	1	Base Price	\$17,878.08	1	Dealer Buyout Price	
2	Conversion Cost		2	Conversion Price		2		
3			3			3	Payments (opt)	
4	Tax/Reg./Lic./Title (opt)		4	Tax/Reg./Lic./Title (opt)		4	Pre-Payment(s) (Pro-raise)	
5	Aftersales Items		5	Aftersales Items		5	Cap Cost Reduction	
6	Other		6	Other		6		
7			7	Incentives (deduct)		7	Tax/Reg./Lic./Title (opt)	
8	Total Replacement Price	\$0.00	8	Total Purchase Price	\$17,878.08	8	Other	
9			9			9	Total Additions	\$0.00
10	Usage/Depreciation	\$0.00	10	Usage/Depreciation	\$3,682.91	10	Usage/Depreciation	
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	N/A
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$3,682.91	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$0.00
17			17			17		
18			18			18		
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Repurchase Amount	\$14,824.05	20	Total Repurchase Amount	\$0.00
21			21			21		
22			22			22	Total Refund to Customer	\$0.00
23			23			23		
24			24			24		
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$15,076.00	25	Estimated Auction Price	
26	Projected Loss	\$0.00	26	Projected Loss	\$790.95	26	Projected Loss	\$0.00

PAYMENT METHOD

	Payment(s)	Amount	Contact(s)	BAC Code	Address(s)
A	Credit to Dealership			151904	
B	Check to Customer			Dealer Name	Crest Bank
C	Check to Lienholder & Customer				300 Washington Street
D	Check to Lienholder				Woburn, MA 01801
E	Check to Attorney (1099 info)				
F	Check to Other				



BUICK

June 29, 2000



RETIEMENT OFFER

Subject: Repurchase of 2G4W02242X150001

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 1999 Century and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Buick customer. Buick will repurchase your vehicle for \$14,884.00. This offer is arrived at, by using the following figures:

Purchase Price	\$17,976.00
Less usage	\$ 3,652.01
TOTAL BUICK REPURCHASE PRICE	\$14,884.00

Please return this document to fax number (813) 495-4861 by July 3, 2000. The conditions of the repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impact its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Buick)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Buick)
- ⇒ actual mileage does not exceed 23,000 miles at the time the transaction is completed.
- ⇒ the attached release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Great Buick. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1241 extension 38179 if you have any questions or concerns.

Sincerely,
Betsy Kennedy
Betsy Kennedy
Business Relations Center

General Motors will repurchase the above referenced vehicle in exchange for FV Holding Corp's release of liability stemming from warranty, express or implied, covering this vehicle. File Number: C00716082

[Signature]
FV Holding Corporation
6/29/00
DATE

Buick Division
General Motors Corporation, MEK International, 1464 John A. Popala Drive, Lincoln Park, MI 48146

RELEASE AGREEMENT

The undersigned, (owner)KV Holding Corporation (Releaser), and Buick Motor Division, General Motors Corporation (Buick) wish to resolve a dispute involving a 1999, Century, VIN JG4WU82300000001 owned by the releaser. Therefore, in sole consideration of Buick's payment to the lienholder (or releaser) of \$14,324.03, and the lienholder paying off the lien and providing a refund of the difference back to the releaser. The Releaser, for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Buick and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Buick and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser agrees to transfer title and possession of subject vehicle to Buick unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Buick, and that the payment is intended to resolve this matter without litigation.

Releaser also agrees that the payment represents the sole and total consideration for this Release Agreement and that Buick has not made any promise or representation to Releaser other than those contained in this Release Agreement.

Releaser has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this _____ Day of _____, 2000

Releaser _____
KV Holding Corporation

8/18/2000 8:31 PM

BUYBACK CALCULATION FOR DESTROYED UNIT

MVA: 751708-6
VIN: 2G4W558M8X1800561
YR/MODEL: 1999 Buick Century

Buyback Tier: -1
Use Code: 11

Purchase Date: 1/22/99
Destroyed Date: 2/21/00

Mileage: 22,200
Damage Allowance at 2/21/00 = 450
Mileage Allowance at 2/21/00 = 40,000

*Bob McManis
tel: home =
516-222-
3378*

Regular Buyback Calculation

17,976.88 Capital Cost
(3,652.81) Depreciation (.2032 * Capital Cost)
14,324.07 Subtotal
Mileage Charge
Damage, MET Charges
14,324.07 Buyback Amount

Calc. #1

1999 CENTURY CUSTOM SEDAN
 #1U BORDEAUX RED PEARL
 148 MEDIUM GRAY CLOTH 65/45 SPLIT
 Car No: 65888A/F3 Stock No:
 VIN 2G4 W352 M8 X1600591

AVG

BUICK MOTOR DIVISION
 General Motors Corporation
 200 RENAISSANCE CENTER
 DETROIT MI 48243-1203
 Vehicle Invoice 4AD22518991

MODEL & FACTORY OPTIONS

	MSRP	INV AMT
4N389 CENTURY CUSTOM SEDAN	\$18,775.00	\$16,803.83
AG1 SEAT - 6-WAY POWER, DRIVER SIDE	305.00	250.10
802 FLT-AVIS RAC	0	0
IC4 CRUISE CONTROL - ELECTRONIC	225.00	184.50
L12 ENGINE- 3.1 LITER 3100 SFI V6	0	0
N91 NORTHEAST STATES EMISSIONS	9	0
R8E PROCESS CODE- DAILY RENT A CAR	0	0
LN8 RADIO- POWER-LOAD CASSETTE METR	185.00	159.90
U77 ANTENNA - REAR WINDOW	40.00	32.00
V89 100% FLEET REPURCHASE PROGRAM	0	0
Y23 FUEL FILL CREDIT	0	-14.00
148 MEDIUM GRAY CLOTH 65/45 SPLIT	0	0
#1U BORDEAUX RED PEARL	0	0

FLEET	
Invoice	1/8/99
Shipped	1/8/99
Exp IT	1/17/99
Int Com	1/25/99
Fin Eff.	10/27/98
Keys	F212 C820
WFF-S CTR OPT-1	
Fan	810
Bank	GMAC - 007
Chg-To	54959
Ship-To	33043
AVIS WARRANTY DEP	
EAST BOSTON MA	
Ship Wt	3271
HP	29.8
GMW:	0
GMFP:	0
GMWR:	0
NTR	
Cust PO Number	
602632201	
Den	
Memo	977.00

Total Model and Options	\$18,540.00	\$17,416.93	ACT	231	\$17,976.93
Destination Charge	\$60.00	\$60.00			
		.00			
		.00			
Total	\$20,100.00	\$17,976.93	PAY	310	\$17,976.93

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

CAR/TRUCK CITY/AVIS/RN

REMIT TO GMAC - 607
 VIN 2G4W352M8X1600591
 \$17,976.93 Inv: 4AD22518991
 Due 6/1/2000 Dealer 54959
 Funding: ASP1

GM Vehicle Inquiry System Summary

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[Warranty Block](#) - [Branded Title](#)

Web

VIN:	2G4WS52M8X1500581
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VEHICLE INFORMATION

Merchandising Model:	4WS69 - 1999 CENTURY CUSTOM SEDAN	Warranty Start Date:	01/12/1999
Delivering Dealer:	CAR/TRUCK CITY/AVIS PO BOX 235 WESTBURY, NY 11590-0235	Selling Source:	11 - BUICK
		Site Code:	54959
		Business Associate Code:	111571
Service Contract:	No	Branded Title:	No
		Warranty Block:	No
		PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Initial Customer Mailing	Campaign Status
<u>99033</u>	ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID PI	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	01/12/1999	6 miles	1/12/2002	36006 miles
72/100 SHEET METAL RUST-THROUGH	01/12/1999	6 miles	1/12/2003	100006 miles
36/36 CORROSION	01/12/1999	6 miles	1/12/2002	36006 miles
96/80 PCM/CC EMISSIONS	01/12/1999	6 miles	1/12/2007	80006 miles
36/36 FEDERAL EMISSIONS	01/12/1999	6 miles	1/12/2002	36006 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/01/2000	047270	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE	24641 miles
12/07/1999	044794	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE	22186 miles
09/23/1999	038530	#	B7821 - FRONT DOOR WINDOW FRAME - R&R OR REPLACE	15975 miles
09/20/1999	038149	#	V0348 - 1999 BK "W" CAR - ANTILOCK BRAKE MOTOR SHORTS	15742 miles
07/30/1999	034826	#	C6695 - FT ST FLDG ARMSTR	12560 miles
06/28/1999	338684	#	C3211 - L/R WIN MLD R&R/RPL	10012 miles

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

320894

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

CRM received file and left a message for Kim [REDACTED] CRM talked to [REDACTED] Service Manager at Bring Buick-Pontiac-GMC who wanted to know how he was to be paid for the towing and storage. CRM talked to Latasha Hawkins, PAR and she stated she would pay the dealership towing and storage bill. Linda O'Dell x58385 BRC Repurchase/Tampa; 0; 331506238
2000-07-17

CRM left another message for Kim [REDACTED] to please fax copy of registration. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 332698428
2000-07-19

CRM talked to Kim [REDACTED] who stated she will contact her corporate office about getting a copy of the current registration faxed to me. Linda O'Dell x58385 BRC Repurchase/Tampa; 0; 332880590
2000-07-21

CRM received copy of registration and faxed settlement offer and release to cust at corporate office. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 333052239
2000-07-21

CRM routed file to SME for approval. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 333052306
2000-07-21

CRM requested a current registration be faxed from Enterprise corporate. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 333056274
2000-07-27

CRM received copy of registration renewal notice from [REDACTED] and GM supervisor, Aubery Washington approved this as title and expired registration were in the file and Enterprise stated that was all they had. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 333579162
2000-07-27

CRM received approved file from GM supervisor, faxed to MSX and sent file to KVDC. Linda O'Dell x58385 BRC Repurchase/Tampa.; 0; 333582996
2000-07-28

EXECUTIVE SUMMARY

Decision maker: PAR, Latasha Hawkins
Reason for repurchase: Thermal event - engine area.
Type of repurchase: Straight repurchase
Dealer contact: Ron Blaylock, Sales Manager
Base price.....\$17,238.33
Doc./lic./state& local taxes...\$ 311.55
Less usage.....\$ 4,482.00
Total cost to Buick \$13,067.88 MSRP \$19,870.00
Disposition: Scrap/Donate
Linda O'Dell x58385 BRC Repurchase/Tampa; 0; 333669411
2000-08-03

File never arrived at KVDC so CRM reprinted file and resent to KVDC. Linda O'Dell x58385 BRC Repurchase/Tampa; 0; 334197972
2000-08-09

CRM left message for Kim Mattendorf at [REDACTED] to let me know if repurchase check arrived. Linda O'Dell x58385 BRC Repurchase/Tampa; O; 334716526
2000-08-11

Cust received repurchase check in her office 8-10-00. Linda O'Dell x58385 BRC
Repurchase/Tampa; O; 334854529

*****P&R INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
P&R STATUS:

GM RESTRICTED

320894

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

SOURCE: PAR TRANSACTION: Straight Repurchase
 REQUEST TYPE: Non-legal/General
 REPO/CHASSI REASON: Thermal event - Engine area

DEALER BAC:
 DEALER NAME: EWING BUICK/PONTIAC/GMC TRUCK
 DEALER ADDRESS: , ,
 CONTACT: Sales MGR, BOB BLAYLOCK
 PHONE NUMBER: 972-964-7400 FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 ENGINE TYPE: TRIM:
 TRANSMISSION:
 MILEAGE @ BUY-BACK: VEHICLE DRIVEABLE: N
 MSRP: BRC WARRANTY DATE:
 SALES TAX:

DEPRECIATION: \$4,482.00
 UPGRADE: N/A
 AFTERMARKET: None
 LEASE TERM: N/A
 DAMAGE: N/A
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL: N

LEGAL TYPE: N
 LEMON LAW: N
 VEHICLE DESTINATION:
 LIEN PAYOFF: N
 TITLE BRAND: N

DEALER ADMINISTRATION: N
 RELEASE: N

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM

Business America Center

Fax

From: Linda O'Dell

To: MBX

Date: July 27, 2000

Fax: 313-381-2617

Phone: 800-231-1841 extension 58385

Pages: 25 including this cover sheet

File # C00004304

Customer: [REDACTED]

Urgent For Review Please Comment Please Reply Please Recycle

Comments

Please include the following documents to the above mentioned file number.

13

DLR ✓
AVM/AR ✓

060804804

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST**

✓	COPY OF TITLE OR REGISTRATION	✓	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
✓	WARRANTY HISTORY	off	ACV ON TRADE-IN DOCUMENTATION (L.A.)
✓	INCENTIVES FROM 8021 IN BARS	off	BBB/LEMON LAW RULING (L.A.)
✓	DESCRIPTIONS OF INCENTIVES 8021 IN BARS	off	RECEIPTS FOR ANY AFTER-MARKET ITEMS (L.A.)
✓	CHECK REQUEST FORM	✓	SIGNED SETTLEMENT OFFER LETTER
off	RVDC SPECIAL INSTRUCTIONS FORM (L.A.)	✓	SIGNED RELEASE AGREEMENT
✓	RVDC CALCULATION WORKSHEET	off	SIGNED DEALER CONFIRMATION LETTER
✓	FRA FORM	off	GM CARD EARNINGS ON BUYBACK FORM (L.A.)
✓	INVOICE ON ORIGINAL VEHICLE	off	STATEMENT OF FINANCE CHARGES FROM BANK
off	INVOICE FOR CONVERSION PACKAGE (L.A.)	off	INVOICE FOR ATTORNEY FEES (L.A.)
	(L.A.) MEANS IF APPLICABLE	off	REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	2G4WS52M8Y1520846
Year-Make and Model:	1999 Buick Century Custom Sedan

LIENHOLDER INFORMATION:

Lienholder Name:	CASH
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip:	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

Additional Information

JUL-27-2008 12:22
07/28/08 TUE 10:44 FAX 2149088077

ENTERPRISE RENT A CAR

MAIL SECTION BELOW FOR CONVENIENT PROCESSING AFTER RENEWAL THIS REGISTRATION WILL EXPIRE THE LAST DAY OF: **JUN/2001**

VEHICLE INFORMATION

VEH. CLASS.	PASS
VEH. IDENT. NO.	104V120M11300848
TRUCK/BOAT STYLE	1999/BUIC/40
VEH. TYPE	SAV
EMPTY WEIGHT	4000
DATE NO.	
TOTAL FEE	\$ 65.00
IF PAID BY	70.00

RENEWAL RECEIPT NAME AND ADDRESS:

VEHICLE OWNER NAME & ADDRESS:

[REDACTED]

LICENSE NO.

2001 1130088080

SEND THIS PART OF FORM PROOF OF INSURANCE & CORRECT FEE TO:

[REDACTED]

656150
AA
09A3

[REDACTED]

FROM MOBILE/VEHICLE AFTER RENEWAL, THE RECEIPT WILL BE FORWARDED TO YOU WITH YOUR NEXT BILLING STATEMENT.



[REDACTED]

TOTAL P. 01
PAGE 01
JUL 28 2008 17:20 FR

JUL 27 2008 13:26
95151 0002 27 TL

JUL 26 2006 17:28 FR 07/19/00 WED 12:10 FAX 214968977 TD 913133612617 P.04/25

TAX COLLECTOR'S RECEIPT FOR TEXAS TITLE APPLICATION/REGISTRATION/MOTOR VEHICLE TAX					
1. DATE OF RECEIPT 021699		2. TAXPAYER ACCOUNT NO. 9621327NA		3. EXPIRES/ISSUE DATE OF 03/01/00	
4. TYPE OF LICENSE PLATING CS06111		5. COUNTY WISE		6. LICENSE NUMBER N530748	
7. REG CLASS 01		8. VEHICLE 3400		9. BODY WEIGHT 3400	
10. BUSINESS CATEGORY NA		11. EMPLOYMENT NA		12. MODEL YEAR 1999	
13. MAKE BUICK		14. MODEL 41		15. VEHICLE IDENTIFICATION NUMBER (VIN) 2G4N552HX1620546	
16. COLOR OF 25		17. BRAND A		18. MANUFACTURER'S MODEL NUMBER HCO	
19. <input type="checkbox"/> LEASE <input type="checkbox"/> RENTAL PRICE 17238.30		20. <input type="checkbox"/> RENTAL PRICE 16450.00		21. <input type="checkbox"/> RENTAL PRICE 6768.30	
22. TAX NA		23. FEE 58.80		24. TITLE APPL. FEE 13.00	
25. TAX & FEE 71.80		26. COUNTY NO. 249		27. COUNTY TS	
28. COUNTY NO. 249		29. COUNTY TS		30. LOCAL FEE \$10.00	
31. TAXPAYER COLLECTOR PAT YOUNGER		32. COUNTY WISE		33. TAXPAYER NAME, ADDR, CITY, STATE, ZIP JAMES HOOO MOTORS INC DECATUR TX 76234	



3. TITLE LICENSE
NONE **GJ6150**

ORIGINAL LIENHOLDER'S COPY 3

TOTAL P. 02
PAGE. 02

JUL 26 2006 18:02

When the vehicle described on this title is sold or transferred, the vehicle description below and the Texas Motor Vehicle Transfer Voluntary Application Form on the reverse side may be voluntarily completed by the registered owner(s), detached, and mailed with a \$5.00 fee to Texas Department of Transportation, Vehicle Titles and Registration Division, P.O. Box 12178, Austin, TX 78711-8178

REGISTRATION NUMBER	SALES TAX	SALES TAX	SALES TAX	SALES TAX	SALES TAX
---------------------	-----------	-----------	-----------	-----------	-----------



1

DETACH HERE

TEXAS CERTIFICATE OF TITLE

ORIGINAL *6/15/00*

2004M532N8X3S20846 1999 BUIC 88070927

24000036215102946 03/11/1999

CCU 4000 298HY

JAMES MOOD MOTORS, INC DECATOR TX

REGISTRATION NUMBER: 25



ACTUAL MILEAGE

THIS TITLE IS VALID FOR THE STATE OF TEXAS

RIGHTS OF SURVIVORSHIP AGREEMENT

Repurchase Approval/Check Approval Form

Original VIN	2G4W852MEX1320846	Vehicle is going to:	Is Vehicle Drivable?	Issue 1999?
BAC Release Approval Code	118631	<input type="checkbox"/> Auction	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Customer Name		<input checked="" type="checkbox"/> Scrap/Dealership/VRP	Dealer Admin Fee Applies	Issue Release?
Dealer Name	Buick Buick-Pontiac-GMC	<input type="checkbox"/> Re-Bill	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Dealer Contact/Title	Ron Blaylock, Sales Manager	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	972-964-7400	<input type="checkbox"/> Voluntary settlement of a state run arbitration or court proceeding		
Dealer Fax	972-398-6527	<input type="checkbox"/> Voluntary settlement of a GM alternative dispute resolution program		
Year - Make	1999 Buick	<input type="checkbox"/> Decision of a state run arbitration or court proceeding		
Model & Trim level	Century Custom	<input type="checkbox"/> Decision of the GM alternative dispute resolution program		
Body Type	4 Dr Sedan	<input checked="" type="checkbox"/> Voluntary mediated customer satisfaction repurchase		
Delivery Date	2/12/1999	Retrieve Sales Tax?	Less Payoff Required?	This Brand?
Buyback Mileage	26,000	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Transmission	Automatic	Vehicle Meets Prerequisite of LEMON LAW <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Engine (in Liter)	3.1	Vehicle located at repurchase Dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Product Code	4X09	If no, where GM Dealership? Please enter BAC		
UCC Code(s)	A08	Dealership Name:		
MSRP	\$19,870.00	Contact Name:		
NADA (Trade In Value)	\$14,900.00	Address:		
Case Number	C00804304	City & ZIP:		
Type of Transaction	R - Repurchase	Phone #:		
Type of Case	General	Fax #:		
Replacement VIN	NONE	Special Instructions?		
Repurchase Source	PAR, Latasha Hawkins	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes please attach form)		

Reason for Repurchase: Thermal event - engine area.

Check Information

	Customer		Lienholder		Paidoff's Attorney
Check Amt:	\$13,087.88	Check Amt:		Check Amt:	
Check Made Payable to:	Enterprise Leasing Company of DFW	Check Made Payable to:		Check Made Payable to:	
Address:	122 Bark Street	Address:		Address:	
City & ZIP:	Scottsdale, Texas 78092	City & ZIP:		City & ZIP:	
Phone #:	817-329-8736	Attention:		Attention:	
Fax #:	817-251-4364	Phone #:		Phone #:	
		Fax #:		Fax #:	
		Account #:		Full Tax ID:	
				Firm Name:	

GM Case Specialist's Signature: *Linda O'Dell* Printed Name: Linda O'Dell Ext: 8896 Date: 7-27-00
 Authorized GM Signature: *[Signature]* Authorized GM Printed Name: *[Signature]* Date: 7-27-2000

File Number
C0884304

BIG REPURCHASE WORKSHEET

Worksheet filled out by:
Linda O'Dell

Old Vehicle VIN:
2G4W952M9K1620848

New Vehicle VIN:

Date:
7/14/00

				Lease Term	MO	MI	Lease Usage	Mo	MI
1	Replacement Vehicle Costs	1	Base Price	\$17,238.88	1		Dealer Buyout Price		
2	Conversion Cost	2	Conversion Price		2				
3		3			3		Payments (op)		
4		4	Doc./Lic./State & Local Taxes	\$311.55	4		Pre-Payment(s) (Pre-ride)		
5	Aftermarket Items	5	Aftermarket Items		5		Cap Cost Reduction		
6	Other	6	Other		6				
7		7	Incentives (deduct)		7		Tax/Reg./Lic./Title (opt)		
8	Total Replacement Price	8	Total Purchase Price	\$17,549.89	8		Other		
9		9			9		Total Additions	\$0.00	
10	Usage/Depreciation	10	Usage/Depreciation	\$4,482.00	10				
11	Damage	11	Damage		11		Usage/Depreciation		
12	Upgrade	12	Over Allowance		12		Damage		
13	Add-Ons	13	Negative Equity		13		Over Allowance		
14	Downgrade (deduct)	14			14		Negative Equity	N/A	
15		15	Total Deductions	\$4,482.00	15		Security Deposit		
16	Total Customer Cost	16			16		Incentive		
17		17			17		Total Deductions	\$0.00	
18		18			18				
19		19			19				
20	Trade Repurchase Amount	20	Total Repurchase Amount	\$13,067.89	20		Total Repurchase Amount	\$0.00	
21		21			21				
22		22			22		Total Refund to Customer	\$0.00	
23		23			23				
24		24			24				
25	Estimated Auction Price	25	Estimated Auction Price		25		Estimated Auction Price		
26	Projected Loss	26	Projected Loss	(\$13,067.89)	26		Projected Loss	\$0.00	

PAYMENT METHOD

Payee(s)	Amount	Contact(s)	BAC Code	Address(s)
A Credit to Dealership				118831
B Check to Customer			Dealer Name	Evng Buick-Pontiac-GMC
C Check to Lienholder & Customer				4404 West Plano Parkway
D Check to Lienholder				Plano, Texas 75093
E Check to Attorney (1089 info)				972-864-7400
F Check to Other				972-366-6527 Fax

TD 5131.33812617 P. 07/25

JUL 28 2000 17:22 FR

PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK
 CADILLAC
 CHEVROLET
 OLDSMOBILE
 PONTIAC-GMC
 DEALER SAC CODE: _____

*MIG
RSIT
W*

DATE: 6/28/00

DEALER NAME & CITY: EWING BUICK/PLANO, TX

DEALER CONTACT/PHONE NO: RON BLAYLOCK-GM 972-864-7400

CUSTOMER NAME: _____

CUSTOMER DAY PHONE NO.: _____

CAC CASE NO. (if available): _____

TAC CASE NO. (if available): _____



VEHICLE INFORMATION:

OLD VIN: 2 G 4 W 8 8 2 M 8 X 1 5 2 0 8 4 8

CURRENT MILEAGE: 28000

NEW VIN: _____

TRANSACTION TYPE: Trade Repurchase Straight Repurchase Lease Repurchase

Specific Product Reason for Repurchase: THERMAL EVENT-ENGINE AREA & CUSTOMER SATISFACTION

*O'Dell
50385
CRM*

Detail your agreement with the customer on the following items:

Usage/Depreciation: \$4,482.00

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: N/A

Vehicle Damage / Special Instructions: NONE

Recommended Disposition of Repurchased Vehicle:

Auction Scrap/Donate/Vehicle Recovery Other Explain: SCRAP

The AVM ~~must~~ advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRG to finalize with customer/dealer)

Taxes & Fees Negative Equity Over Allowance

No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.

Special Lease Rates and Financing will be allowed on replacement vehicle.

Current GM Card points may be applied on replacement vehicle.

GM Card points will never be refunded in cash.

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRG.

Authorization: LATASHA HAWKINS/PAR 68042

6/28/00

Information on this form must be communicated to the Business Resource Center (BRC) to initiate the Process

FAX to 1-813-635-4282



BUICK

SETTLEMENT OFFER

July 21, 2000



Subject: Repurchase of 1999 Buick Century Custom Sedan, VIN 2G4W3521MEX1520846

Dear Ms. [REDACTED]

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Buick customer. Buick will repurchase your vehicle for \$13,067.88. This offer is arrived at by using the following figures:

Purchase price	\$17,238.33
Plus doc./lic./title and local taxes	\$ 311.55
Less usage	\$ 4,482.00
TOTAL BUICK REPURCHASE PRICE	\$13,067.88

Please return this document to fax number (813) 635-4061 by July 28, 2000. The conditions of the repurchase are as follows:

- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Buick)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Buick)
- ⇒ actual mileage does not exceed 28,000 miles at the time the transaction is completed
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to [REDACTED]. Allow 7-10 business days for check processing. I can be reached at [REDACTED] extension 58383 if you have any questions or concerns.

Sincerely,

Linda O'Dell

Linda O'Dell
Business Recruiter Center

General Motors will repurchase the above referenced vehicle in exchange for Enterprise Leasing Company of DFW's release of liability stemming from warranties, express or implied, covering this vehicle. PIC Number: C00894904.



Buick Division
General Motors Corporation, GM 3131 W. Big Beaver, Suite #100, Troy, MI 48064



BUICK

SETTLEMENT OFFER

July 21, 2000



Subject: Repurchase of 1999 Buick Century Custom Sedan, VIN 2G4W552MXX1520646


Dear Ms. 

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Buick customer. Buick will repurchase your vehicle for \$13,067.99. This offer is arrived at, by using the following figures:

Purchase price	\$17,232.33
Plus doc./lic./state and local taxes	\$ 311.55
Less usage	<u>\$ 4,482.00</u>
TOTAL BUICK REPURCHASE PRICE	\$13,067.99

Please return this document to fax number (813) 635-4061 by July 28, 2000. The conditions of the repurchase are as follows:

- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by Buick)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Buick)
- ⇒ actual mileage does not exceed 26,000 miles at the time the transaction is completed
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to . Allow 7-10 business days for check processing. I can be reached at (800) 251-1841 extension 56385 if you have any questions or concerns.

Sincerely,

Linda O'Dell

Linda O'Dell
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for Enterprise Leasing Company of DFW's release of liability stemming from warranties, express or implied, covering this vehicle. File Number: C00804304.

Signature and Date

Enterprise Leasing Company of DFW

Buick Division

General Motors Corporation, C/O 3331 W. Big Beaver, Suite #109, Troy, MI 48064

RELEASE AGREEMENT

The undersigned, (owner) [REDACTED], (Releaser(s)), and Buick Motor Division, General Motors Corporation (Buick) wish to resolve a dispute involving a 1999 Buick Century Custom Sedan, VIN 2G4W520K1S20046, owned by the releaser(s). Therefore, in sole consideration of Buick's payment to the (releaser(s)) of \$13,067.58, the Releaser(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Buick and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Buick and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser(s) agrees to transfer title and possession of subject vehicle to Buick unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Buick, and that the payment is intended to resolve this matter without litigation.

Releaser(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Buick has not made any promise or representation to Releaser(s) other than those contained in this Release Agreement.

Releaser(s) understand and agree that this release extends to all claims of every nature and kind whatsoever, known or unknown, suspected or unsuspected with respect to the subject vehicle.

Releaser(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this 21 Day of July, 2000

Releaser

[REDACTED SIGNATURE]

RELEASE AGREEMENT

The undersigned, (owner) [REDACTED] (Releasor(s)), and Buick Motor Division, General Motors Corporation (Buick) wish to resolve a dispute involving a 1999 Buick Century Custom Sedan, VIN 2G4W83283K1510846, owned by the releasor(s). Therefore, in sole consideration of Buick's payment to the (releasor(s)), of \$15,967.88, the Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Buick and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Buick and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Buick unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Buick, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Buick has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) understand and agree that this release extends to all claims of every nature and kind whatsoever, known or unknown, suspected or unsuspected with respect to the subject vehicle.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this _____ Day of _____, 2000

Releasor _____
[REDACTED]

THIS: CNTS ACTION: I KEY: 000036396
NEXT: CNTS ACTION: I KEY: 000036396

CRS 07/21/2000 16:05 CAB5030M
ID: T8966

GENERAL COMMENTS

TOTAL CNTS: 5 TYPE: 1C
COMMENT #: 1

REF: T3273 DATE: 05/10/00 TIME: 14:17

ASSIGNED FILE #C00301224. CRM NOTING INFO FROM THAT FILE:

- *INCIDENT DATE.....07/21/00 @11:30AM
- *DRIVER AT TIME OF INCIDENT.....ELISEA SILVA 28 YRS/NO DISABIL
- *NO. PEOPLE IN VEH.....UNK
- *BODILY INJURY?.....NO
- *WERE OTHER VEH INVOLVED?.....NO
- *WHERE CAN VEH BE SEEN?.....UNK
- *WHAT COMPONENT ALLEGED DEFECTIVE?.....UNK
- *POLICE REPORT MADE?.....NO
- *LOCATION OF INCIDENT.....TOLLWAY; NO NAME GIVEN
- *KIND OF ROAD.....ASPHALT CONDITION.....DRY
- *PROPERTY DAMAGE.....NO
- *MAINTENANCE PERFORMED @.....EMIG BUICK
- *INSURANCE INFO.....SELF INSURED

MORE: Y

PF13 BASH PF14 CNTS PF15 APTCL PF16 CLOSE PF17 CSBCH PF18 DLRLC
PF19 CRIS PF20 TLLST PF21 LITLST PF22 ZONEACT PF23 CORRSEL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

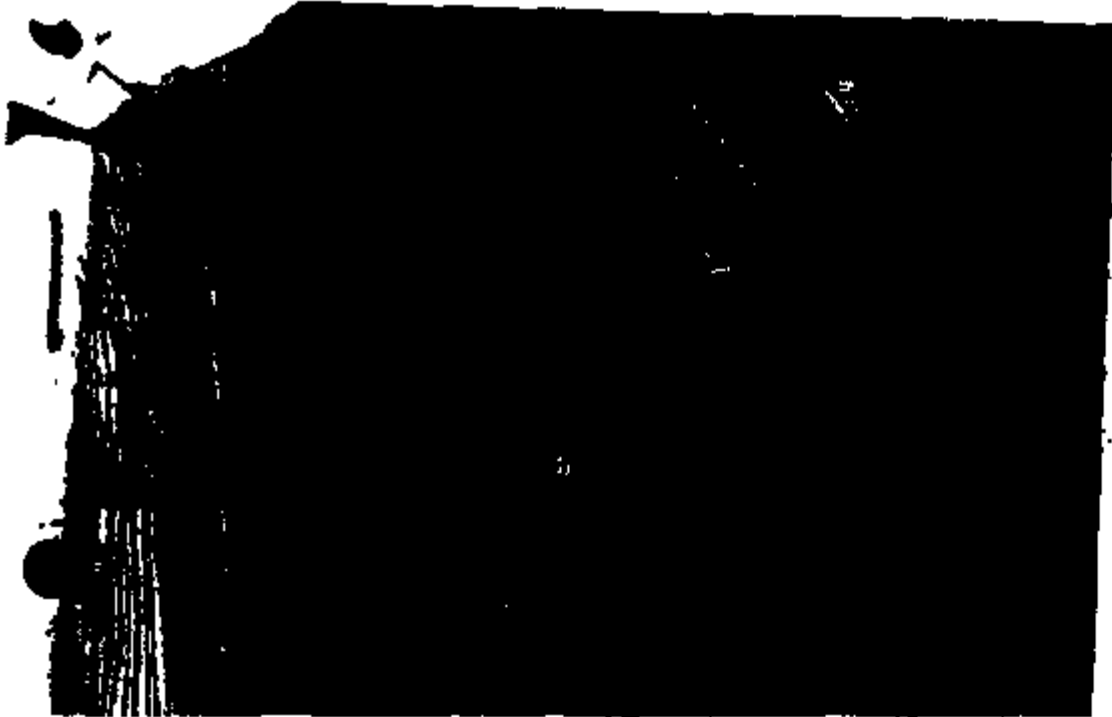
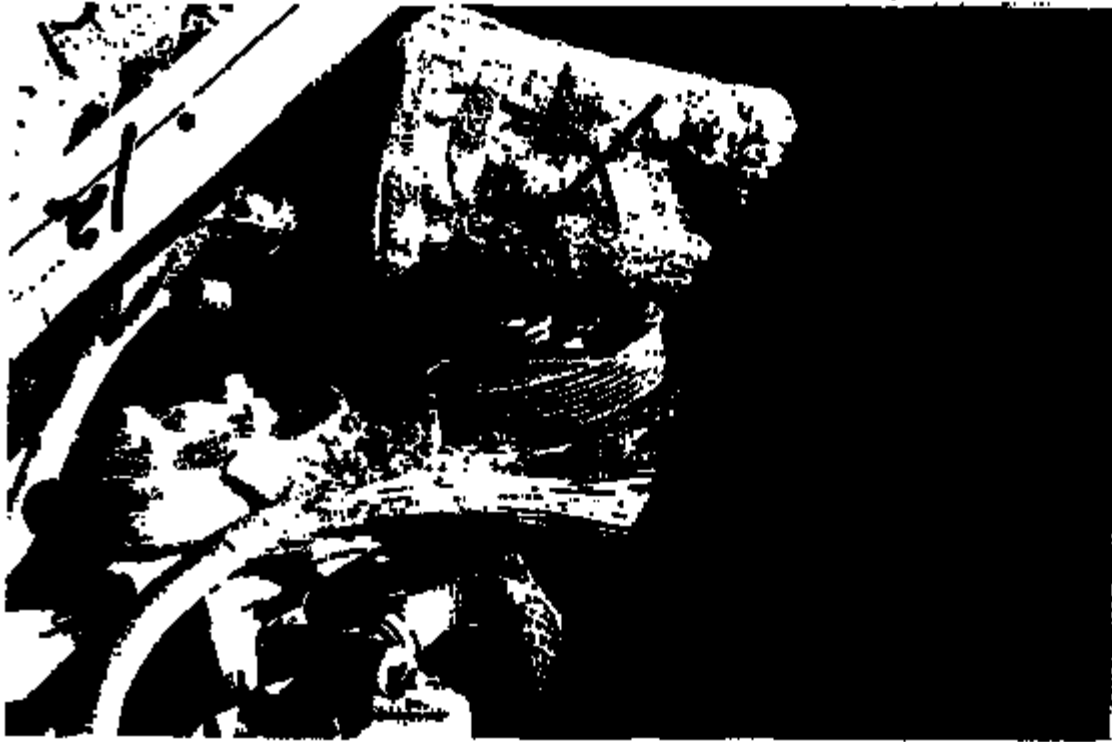


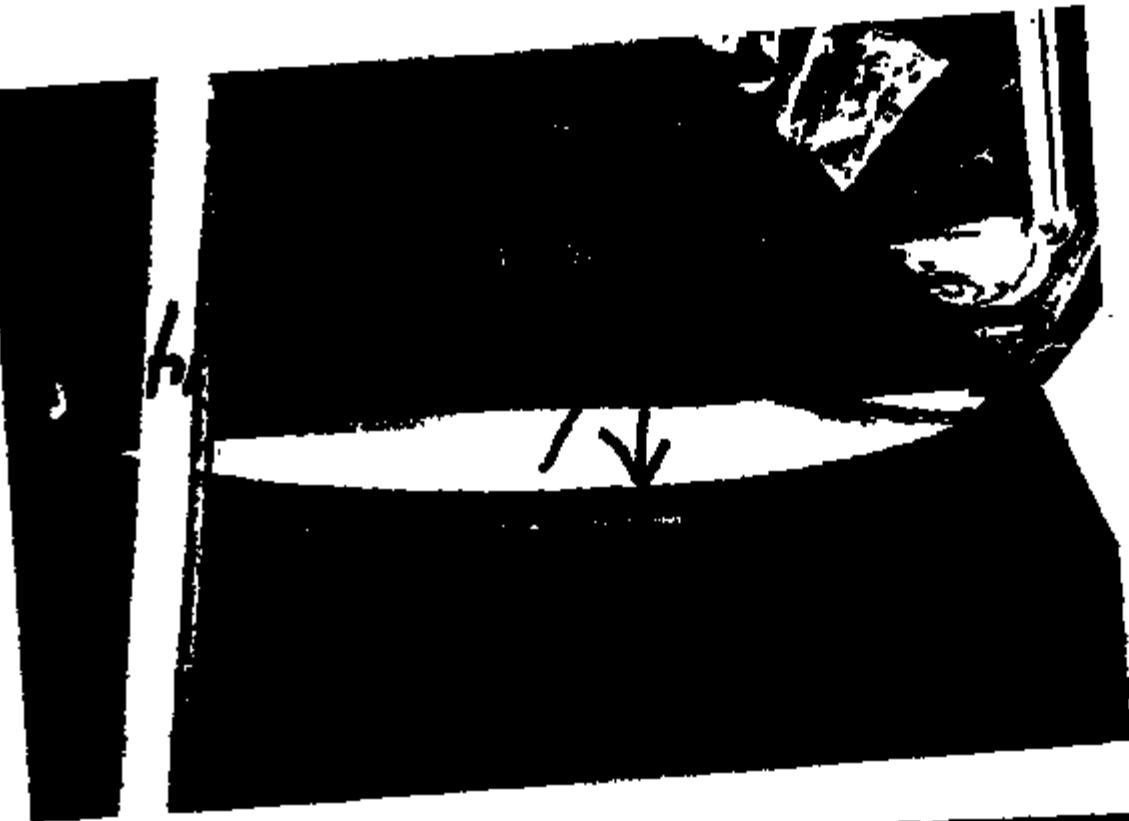




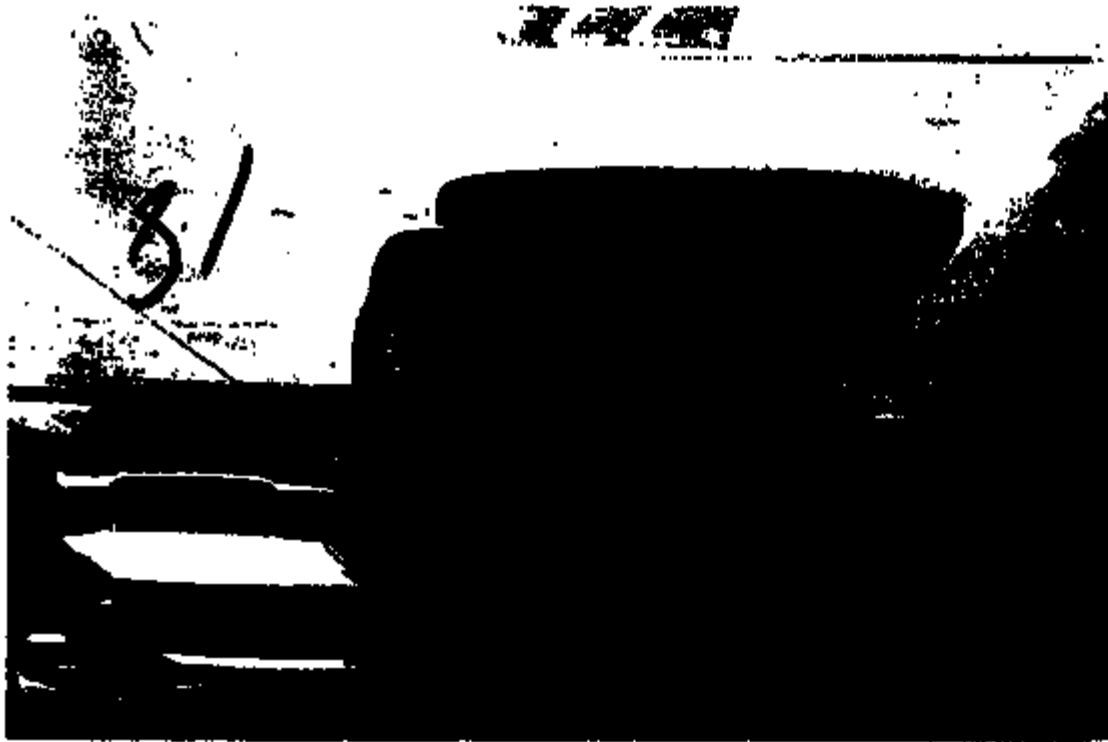
















GM RESTRICTED

337751

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVABLE:
BEC WARRANTY DATE:
MSRP: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LESSON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

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

Crm adv the file is doc'd & will be forwarded to PAR, John will be contacted in approx 48
tumlinson/pdx/cars; 0; 386806147

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

GM RESTRICTED

PRODUCT CODE:
LINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
MADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

GENERAL MOTORS CORPORATION
BUICK DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



SC GREENVILLE

CASE NUMBER: 06320606 VIN: 2G4WB52M7T1466708
DATE OPENED: 2002-02-07 MODEL YEAR: 1996
DATE CLOSED: 2002-02-07 SERIES: REGAL CUSTOM SEDAN
SOURCE: Phone MILEAGE:
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

J01 Engine Other
0 REPAIR ATTEMPT(S) FIRE

How do you tell if my Campaign was performed?

INFORM THE CALLER:

"The recall completion sticker should be found on the radiator core support."

How do you tell if my Campaign was performed?

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

REPORT STATES ENGINE CAUGHT ON FIRE...CUST SEEKS TO KNOW IF IGNITION RECALL ON THIS VEH...CRM ADVISED CUST THAT THERE WAS NO RECALL ON IGNITION SWITCH...
KATHY HODGES/ATX/CARS; 0; 381947703

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
BUYER NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

LEASE ● BUY-BACK: 0
MP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL CASE NUMBER: DATE:
LE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



APPLETON , WI 54914

CASE NUMBER: 06674016 VIN: 2G1WL52M6T1192007
MODEL YEAR: 1996
DATE OPENED: 2002-04-08 SERIES: LUMINA SEDAN
DATE CLOSED: 2002-04-08 MILEAGE: 60000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

J01 Engine Other
0 REPAIR ATTEMPT(S) THERMAL EVENT
S55 Warranty Clarification Customer Satisfaction
0 REPAIR ATTEMPT(S) WARRANTY

What is the warranty start date on my vehicle?

CRM INSTRUCTIONS:

to look in the VIN Profile in Corepoint. If information is not found, CRM to contact Information Station for more assistance.

What is the warranty start date on my vehicle?

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

CUST STATES SHE IS THE SECOND OWNER OF A 1996 CHEVROLET LUMINA WITH 60000 MILES. CUST STATES HER VEH HAS HAD THE CHECK ENGINE LIGHT ON AND TODAY THE ENGINE EXPERIENCED A THERMAL EVENT. CUST STATES SHE DOES NOT KNOW WHERE HER VEH WAS TOWED TO AND SHE WAS TOLD SHE NO LONGER HAS ANY WARRANTY. CUST SEEKS IF THIS IS TRUE. CRM ADVISED CUST THAT HER VEH'S WARRANTY HAS EXPIRED AND THERE IS ONLY A GMPP SMARTCARE ON HER VEH. CUST STATES SHE THINKS SHE SHOULD HAVE A RENTAL VEH. CRM ADVISED CUST A RENTAL WILL NOT BE PROVIDED FROM CHEVROLET DUE TO NO WARRANTY LEFT. CRM ASKED CUST FOR INFORMATION TO CREATE A PAR CASE AND CUST DISCONNECTED CALL.
CLOSING DISSATISFIED
SARA HUFFORD/CAC/ATX; 0; 387147373

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BAC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LEIN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

CHEVROLET CASE 960106640 TYPE: X-1241X
MFG: J. B. A. CHEVROLET
YR/MDL: 1996/LUMINA

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: LINTHICUM HTS STATE: MD ZIP: 21090-0000
VIN: 2G1WN52MOT9120036 DELIVERY DATE: 09/19/1995
RESP DEALER: 00000
MILEAGE: 10802 CORPORATE CASE #:
YEAR/MODEL: 1996/LUMINA

CASE TYPE : X-GM1241 STATUS: C
OPEN DATE : 02/21/1996 ORIG OPEN DATE: 02/21/1996
REOPENED: N
LAST ACTIVITY DATE: 11/29/1996 BY: CHRIS GAPCZYNSKI
CLOSE DATE: 11/29/1996 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
OPEN TAX YEAR

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: MISC-MISCELLANEOUS
SOURCE CODE:
LOCATION: 1241
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: Y
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK: Y

DEALER CONTACTED: N DEALER NUMBER: 14185
CONTACTED DATE: 02/28/1996 NAME: J. B. A. CHEVROLET
DEALER CLOSED : 02/29/1996 CITY: GLEN BURNIE ST: MD

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
J01	0	O/	CLAIMS ENGINE CAUGHT ON FIRE
T09	0	O/	CLAIMS DEFECT CAUSED DAMAGE

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/21/1996 14:01:53
2-21-96 *** O/ (REP FROM LISTED DLR) STS THAT BUSINESS IS ORIG O/ OF V
EH W/O PREV HIST...O/STS THAT VEH WAS STUCK IN SOME SNOW...O/STS THAT
THE PERSON WHO HAD REPTED VEH (NAME UNKNOWN) ATTEMPTED TO GET VEH OUT
OF SNOW...O/STS THAT VEH THEN CAUGHT FIRE...O/STS VEH IS PRESENTLY AT
LISTED DLR FOR INSPECTION..CO DCC W/ SHOP FOREMAN AT LISTED DLR (JEFF)
...JEFF ADV THAT EVERYTHING UNDER HOOD IS DAMAGED...CO ACK...CO TRANSF
ERED C/ TO 1241...DWIGHT BROWN
02/21/96 ***** O/ DISCONNECTED BEFORE CO COULD TRANS...CO C/ O/ B/...
CO COMPLETED 1241 SCREENS....CO ADV O/ APPROX 10-14 BUSINESS DAYS...

STEPHANIE BELL
CHEVROLET 1241

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/04/1996 13:20:29
03/04/96..I RECEIVED CALL FROM S. MC FARLAND AT MID ATLANTIC REGION. S
. MC FARLAND REQ 1241 CASE BE DELETED SO FILE CAN BE PROCESSED UNDER 1
241X GUIDELINES..I REV'D FILE & SUBMITTED FILE FOR DELETION ON THIS DA
TE..

C GLEZMAN
VROLET 1241

COMMENT TYPE: 6-REIMB. PAYME ENTERED DATE/TIME: 03/21/1996 00:00:01
BUYBACK FOR 1241X CASE - FIRE DAMAGED

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/15/1996 16:29:35
7/15/96...I REC/D SCRAP REQUEST...REGION INCLUDED PHOTOS, AND REPAIR
ESTIMATE...I REV/D CASE AND REQUEST IS PENDING SIGNATURE OF L.S.
DICKINSON....
TODD HANEY
LEGAL INVENTORY

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/20/1996 11:18:08
11/20/96...CO REC/D COMPLETED SCRAP FROM REGION..REGION ENCLOSED SCRAP
PING CERTIFICATE, TITLE, AND PHOTOS OF VEH DESTRUCTION ALONG W/ OTHER
DOCS..CO TO FILE DOCS AND LEAVE MSG FOR D. UMBERG TO PLACE CASE IN PRO
CESS.....
TODD HANEY
LEGAL INVENTORY

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 11/29/1996 00:00:01
CSE CONVERTED FROM 1241 TO 1241X FOR FIRE DAMAGE

COMMENT TYPE: 7-REPURCHASE ENTERED DATE/TIME: 11/29/1996 00:00:01
UNIT SUFFERED FIRE DAMAGE - LESS EXPENSIVE TO REPURCH VS
REPAIR. REGION WILL REQUEST SCRAPPING AUTH.

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/29/1996 00:00:01
SEE 1241 CASE
DITTO

GM 1241

GM 1241 Data available for this case.
1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

CASE TYPE: CREATE DATE: 03/05/1996 ASSIGNED DATE: 02/21/1996
RECEIVED DATE: 05/13/1996 DUE DATE: 03/21/1996 RELEASE SIGNED DATE:
DEALER NUMBER: 14185
ALLEGED COMPONENTS DEFECTIVE: ENGINE PARTS, PAINT, PLUGWIRES
ALLEGED DEFECT: DRIVER
DESCRIPTION:
SOURCE: SPOKE W/SERV MGR AT J.B.A. CHEV, DAVE BOGGS
DRIVER INCIDENT CAUSE:
I GOT STUCK IN THE SNOW..I REVED THE ENGINE IN AN ATTEMPT TO GET OUT OF THE
SNOW. THE VEHICLE THEN CAUGHT FIRE.

DRIVER SAME AS OWNER: N TYPE OF LOSS: F
PROPERTY DESCRIPTION:

PURCHASE PRICE: \$15,111.00 CLAIMED AMOUNT: \$15,111.00
REPAIRED AMOUNT: \$15,111.00 REPAIR COST: \$0.00
VEHICLE DISPOSITION:
PAYMENT CREDIT: PAYMENT AMOUNT: \$15,111.00
PAYMENT TO: NATIONAL CAR RENTAL
ZONE PAID:
RELEASE FORM SIGNED: Y
ARTICLES OBTAINED: N
REASON ARTICLES NOT OBTAINED: VEHICLE REPURCHASE
CLAIMANT SAME AS OWNER: N
CLAIMANT NAME: SPARKLE MCFARLAND JOB CODE: CAM
ASM ASSIGNED: CKB GENERAL COMMENTS ONLY:
REMAIN CLAIMANT:
PENDING DECISION DATE:
GM NOT RESPONSIBLE IND: DATE:
INCIDENT DATE: 01/19/1996 TIME: 00:00:01
FURTHER INVESTIGATION NEEDED DATE:
FURTHER INVESTIGATION DATE: 02/29/1996
INVESTIGATOR NAME: WAYNE ARNOLD, EAA
INFORMATION:

NATURE OF DAMAGE:
ENGINE WIRE HARNESS BURNED, SLIGHT PAINT BURN, SPARKPLUG WIRES DISINTEGRATED
FUEL LINES MELTED.

DRIVER AGE: 0 DRIVER SPOKEN TO: N
OCCUPANTS IN VEHICLE: 0 OTHER VEHICLE INVOLVED:
VEHICLE INVOLVED: PERSONAL INJURY:
NATURE OF INJURIES:
FATALITY:
VEHICLE PRINCIPLE USE: BUSINESS
VEHICLE INSPECTED: Y
VEHICLE TYPE: N-NEW AXLE TYPE: TRANSAXLE

PRODUCTION DATE:

TRANSMISSION TYPE: 4T60-E AUTO

Reimbursements

Reimbursement Case 960106640 5004912

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 2G1WN52M0T9120036 MILEAGE: 10800
DESCRIPTION: REPU
MODEL YEAR/CODE: 1996 DOCUMENT NUMBER: 135800
LABOR PAY: \$0.00 PARTS PAY: \$0.00
NET PAY: \$15,111.86 TOTAL PAY: \$15,111.86

CODE: 07
TYPE: H
NAME: NATIONAL CAR RENTAL SYSTEMS
AMOUNT: \$15,111.86 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 05/14/1996
NET PAYMENT AMOUNT: \$0.00
1099: N TIN NUMBER:

Reimbursement History

VIN:
ENTERED DATE: 02/01/1990 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 03/21/1996 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 2G1WN52M0T9120036
ENTERED DATE: 05/13/1996 PAYMENT AMOUNT: 15111.86 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 05/13/1996 PAYMENT AMOUNT: 15111.86 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 05/14/1996 PAYMENT AMOUNT: 15111.86 CHECK NUMBER: C16044652
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 620
ENTERED DATE: 05/20/1996 PAYMENT AMOUNT: 15111.86 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y

PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

Arbitration / Mediation Data available for this case.

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: DRIVER
NAME: MR ROBERT [REDACTED]
COMPANY:
ADDRESS: UNKNOWN

CITY: ALPHARETTA STATE: GA ZIP: 00000-0000
AGE: 000 HOME PHONE: [REDACTED]
BUSINESS PHONE: (000) 000-0000 EXTENSION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

TYPE: CLAIMANT
NAME: MR JAN WRAMER
COMPANY:
ADDRESS: P O BOX 8702

CITY: LINTHICUM HIGHTS STATE: MD ZIP: 21090-0000
AGE: 000 HOME PHONE: (000) 000-0000
BUSINESS PHONE: (410) 859-8860 EXTENSION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

TYPE: OWNER
NAME: MR. JAN [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]

CITY: LINTHICUM HTS STATE: MD ZIP: 21090-0000
AGE: 000 HOME PHONE: (000) 000-0000
BUSINESS PHONE: [REDACTED] EXTENSION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

Injured Party Data available for this case.
Purchase

CREATION DATE: 11/20/1996 DECISION DATE: 05/14/1996
CHECK REQUESTED AMOUNT: \$15,111.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: AUCTION CHECK:
VEHICLE DISPOSED DATE: 10/30/1996 TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: \$0.00
NET LOSS BUYBACK AMOUNT: \$15,111.00
NADA AMOUNT: \$14,835.18 TRANSFER MILES: 010802
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: T09
PROBLEM OCCURANCE NUMBERS: 0 0

DMAC Correspondence

DMAC Correspondence Data available for this case.

● : CHEVROLET CASE 960588064 TYPE: X-1241X
● :
YR/MDL: 1997/LUMINA

Base Case Information

OWNER: MR [REDACTED]
ADDRESS: [REDACTED]

CITY: PHOENIX STATE: AZ ZIP: 85034-0000
VIN: 2G1WLS2M1V9129577 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 800 CORPORATE CASE #:
YEAR/MODEL: 1997/LUMINA

CASE TYPE : X-QM1241 STATUS: C
OPEN DATE : 09/24/1996 ORIG OPEN DATE: 09/24/1996
REOPENED: N
LAST ACTIVITY DATE: 01/31/1997 BY: CHRIS GAPCZYNSKI
CLOSE DATE: 01/31/1997 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
OPEN TAX YEAR

●
CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: MISC-MISCELLANEOUS
SOURCE CODE:
LOCATION: 1241 OWNER DEMAND AMT: \$0.00
WARRANTY: I (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: N CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: I VEHICLE BUYBACK: Y

DEALER CONTACTED: N DEALER NUMBER:
CONTACTED DATE: 01/14/1997 NAME:
DEALER CLOSED : 01/14/1997 CITY: ST:

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
J01	0		T/CLAIMS FIRE ORIGINATED UNDERNEATH HOOD
T09	0		T/CLAIMS DEFECT CAUSED INCIDENT/VEH DAMAGES

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/24/1996 17:08:48
09-24-96...T/ ON BASE C/ ON BEHALF OF CAR RENTAL AGENCY...T/STS THAT
VEH WAS BEING RENTED OUT WHEN O/ CLAIMS TO HAVE BEEN MAKING A LEFT
HAND TURN WHEN SMOKE APPEARED UNDERNEATH HOOD...EVENTUALLY LEADING
TO A FIRE IN THE ENGINE COMPARTMENT..T/STS VEH WAS TOWED INTO LISTED
DLR AROUND 2:00PM ON 9/23...T/STS NO INJURIES...CO ACK..CO ADV FILE
#.ADV THAT A PRODUCT INVESTIGATION SPEC WOULD BE C/ & O/ SHOULD
HERE SOMETHING BY THE END OF THE BUSINESS DAY 9/24..O/ACK..CO THANKED
T/ FOR C/..JAMES STURDIVANT

NOTE: T/ STS IS THE O/..ALSO STS VEH IS A FLEET PROGRAMED VEH...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/25/1996 15:27:22
9/25/96**I ATTEMPTED TO CONTACT T/MR. REED GALE (ALAMO RENT-A-CAR); RE
C'D HIS AIDIX; LEFT MSG; ACK LISTED CONCERN; CMD WOULD LIKE TO DISCUSS
INCIDENT FURTHER, PLS CONTACT CAC @ EARLIEST CONVENIENCE; PROVIDED FIL
E # & CAC 800#.NEXT SPECIALIST: PLS TRANS C/TO MR..THANKS..WILFRED MO
SS 1241..X1596

9/25/96 *** T/C/B/REQ TO SPEAK W/PREV SPEC...CO REV FILE...CO
C/WILFRED AT HIS EXT...CO TRANSFERRED C/TO WILFRED MOSS...RENEE

9/25/96**I RBC'D TRANS C/; SPOKED TO CLAIMANTS (MR REED GALE & MIKE RO
LLINGS) & COMPLETED 1241 SCN'S...I ADV'D CLAIMANTS 10 TO 14 BUS. DAYS
FOR CMD TO COMPLETE 1241 SCN'S..CLAIMANT ACK..WILFRED MOSS 1241

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/27/1996 13:54:22
REGION CONTACTED DLR WHO WAS UNABLE TO DETERMINE CAUSE OF FIRE..REGION
HAS ASSIGNED J.G SMITH, BAR TO INVESTIGATE CASE THIS DATE.
STEVE BRUMM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/02/1996 00:00:01
TO REPURCHASE VEHICLE DUE TO EXTENSIVE FIRE DAMAGE UNDERHOOD
WHICH WILL REQUIRE SCRAPPING OF THE VEHICLE. VEHICLE IS OWNED BY NATIONAL
CAR RENTAL

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/04/1996 07:43:33
12/3/96..CO REC/D SCRAP REQUEST FROM REGION..REGION ENCLOSED COVER LET
TER, AND PHOTOCOPIED PHOTOS OF VEH DESTRUCTION..CO REVIEWED AND APPROV
AL IS PENDING SIGNATURE OF L.S.DICKINSON..
TODD HANEY
LEGAL INVENTORY

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/10/1996 14:13:55
REGION HAS COMPLETED REPURCHASE TRANSACTION..REGION HAS TITLE AND
LIEN SATISFIED IN POSSESSION..REGION HAS AUTH ITS, WARREN, MI TO SECURE
VEHICLE AND SCRAP ...TO COMPLETE REQUISITE PAPERWORK AND RETURN TO REG
ION WHO WILL ASK FOR CLOSE...

STEVE BRUMM
NERN REGION

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/14/1997 09:43:51
1/14/97..CO REC/D COMPLETED SCRAP FROM REGION...CO REC/D...CC OF TITL
E, SCRAP CERTIFICATE, AND PHOTOS OF VEH DESTRUCTION...CO TO FILE DOCS
AND LEFT MSG FOR L. LANDRY TO PLACE CASE IN PROCESS FOR CLOSING...

TODD HANEY
LEGAL INVENTORY

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/17/1997 13:42:48
01-17-97****REC'D REQ FROM S. BRUMM AT REGION REQ DELETION OF 1241...I
SUBMITTED REQ
NICK BOWERS 1241

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 01/31/1997 00:00:01
FIRE-UNDERHOD

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 01/31/1997 00:00:01
SEE 1241 SCREENS
SAME

PRODUCTION DATE:

TRANSMISSION TYPE: AUTO

PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

Arbitration / Mediation Data available for this case.

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MR [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: PHOENIX

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: AZ ZIP: 85034-0000

HOME PHONE: (000) 000-0000

EXTENTION: 241

DATE:

DATE:

Injured Parties

Injured Party Data available for this case.
Purchase

CREATION DATE: 01/14/1997 DECISION DATE: 12/06/1996
CHECK REQUESTED AMOUNT: \$16,530.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: AUCTION CHECK:
VEHICLE DISPOSED DATE: 12/11/1996 TRADE OFF:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: \$0.00
NET LOSS BUYBACK AMOUNT: \$16,530.00
NADA AMOUNT: \$14,450.00 TRANSFER MILES: 000800
CODE: P-PRODUCT LIABILITY
TROUBLE CODES: T09
PROBLEM OCCURANCE NUMBERS: 0 0

DMAC Correspondence

DMAC Correspondence Data available for this case.

CHEVROLET CASE 970275834 TYPR: X-1241X
DE: ED MORSE CHEVROLET
YR/MDL: 1997/MONTE CARLO

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: WEST PALM BEACH STATE: FL ZIP: 33406-0000
VIN: 2G1NW12M8V9160809 DELIVERY DATE: 11/04/1996
RESP DEALER: 00000
MILEAGE: 15109 CORPORATE CASE #:
YEAR/MODEL: 1997/MONTE CARLO

CASE TYPE : X-GM1241 STATUS: C
OPEN DATE : 04/30/1997 ORIG OPEN DATE: 04/30/1997
REOPENED: N
LAST ACTIVITY DATE: 04/17/1998 BY: CHRIS GAPCZYNSKI
CLOSE DATE: 04/17/1998 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
OPEN TAX YEAR

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: MISC-MISCELLANEOUS
SOURCE CODE:
LOCATION: RSL
WARRANTY: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: Y
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00
NO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOPT:
VEHICLE BUYBACK: Y

DEALER CONTACTED: N DEALER NUMBER: 26314
CONTACTED DATE: 09/11/1997 NAME: ED MORSE CHEVROLET
DEALER CLOSED : 04/08/1998 CITY: LAKE PARK ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
J01	0		0/CLAIMS FIRE UNDER THE HOOD
T09	0		0/CLAIMS DEFECT CAUSED DAMAGE

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/30/1997 08:59:33
4/30/97*****

T/C/FROM AVIS RENT-A-CAR STS BRAKES GAVE OUT AND VEH CAUGHT ON FIRE FROM UNDER HOOD WHILE RENTAL CUSTOMER WAS DRIVING ON 4/24/97...T/STS FIRE DEPT WAS C/...T/STS VEH IS NOW AT ED MORSE CHEV...T/ESTABLISHED FILE AND TRANSFERRED C/TO PRODUCT INVESTIGATIONS GROUP...

MATT MCCREARY

04/30/97 ** I SPOKE TO O/ & COMPLETED 1241 SCREENS & ADV 10-14 BUSINESS DAY TIME FRAME...O/ACK...

DOM SCHULTZ P.A.R.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/05/1997 14:05:27
S.E REGION ASSIGNED INSPECTION TO JIM DAUGHERTY - EAA VIA MAIL ON 5/3/97. MAB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/23/1997 13:30:58
6-23-97 *** I REC MESSAGE FROM S. MONTICELLI: JOHNNY BILL FROM FLEET SERV. ENGR. WAS CONTACTED BY AVIS FOR INFO ON THIS CSE... DLR ADV J. BILL CMD INSPECTED THIS VEH... AVIS IS REQUESTING POSITION... U W/ MARK BRODERICK IN THE SOUTHEAST REGION AND LEFT VME REQ CMD HAS POSITION AT THIS TIME TO C/CONTACT CLAIMANT TO PROVIDE CMD POSITION... I REQ M. BRODERICK F/U W/ ME TO ADV CMD POSITION AT THIS TIME... I WILL F/U W/ JOHNNY BILL TO ADV INFO FROM REGION...

TIGE COSMOS, PAR TEAM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/24/1997 08:30:42
6-24-97 *** I REC C/B FROM REGION (M. BRODERICK)... REGION ADV WOULD BE CONTACTING FLEET TO OBTAIN VEH COST INFO AND F/U W/O/TO ADV CMD POSITION...

TIGE COSMOS, PAR TEAM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/10/1997 14:29:18
7-10-97 *** I REC CALL FROM M. BRODERICK FOR 1241 DELETE... I FORWARDED REQ...TIGE COSMOS, PAR TEAM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/16/1997 11:34:12
9/16/97

I REC C/ FROM MARK BRODERICK AT SOUTHEAST REGION. MARK REQ THAT 1241 FILE BE REOPENED AS NEW INFO AVAIL. I REOPENED 1241 AND REJECTED CLOSE TO REOPEN FILE.

JEFF LINDQULST CHEVROLET P.A.R. TEAM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/23/1997 08:20:20
9/23/97

I REC C/ FROM MARK BRODERICK AT SOUTHEAST REGIONAL OFFICE. MARK REQ BE DELETED SO FILE CAN BE CONCLUDED AS A 1241X. I APPROVED

JEFF LINDQULST CHEVROLET P.A.R. TEAM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/15/1997 14:49:12
*****SOUTHEAST REGIONAL OFFICE REPURCHASE FILE*****
*****CONFIDENTIAL INFORMATION FOR INTERNAL USE ONLY |||*****

DOCUMENTS FORWARDED TO CAC-RSL

DOCUMENTS AT REGION

ORIG BUYERS ORDER
 ORIG INVOICE (OPT)
 OTHER RECEIPTS

OTHER REPAIR ORDERS
 COPY OF NADA

SIGNED ACCEPT LTR/BBB LTR
NAME ON TITLE: AVIS RENT-A-CAR
LIENHOLDER NAME: NONE
ADDRESS: NONE

CITY, STATE, ZIP: NONE
CONTACT PERSON/PHONE #: RON WELLE/ 305-637-4856
ACCOUNT #: N/A DLR/CONTACT PERSON/PHONE #: ED MORRIS CHEV/ DENNIS
PAYOFF/PER DIEM/GOOD TIL: NONE SHOEMAKER/ 561-844-5262
DAN BROKSIECK, 8-785-3087*****
VEHICLE WILL BE SCRAPPED...MARK BRODERICK WILL HANDLE THE SCRAPPING
REQUEST WITH CCAC LEGAL DEPT.

THANKS, DAN BROKSIECK, SOUTHEAST REGION.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/22/1997 10:00:20
10-22-97.....I/C/DAN SERO AND LEFT MESSAGE EXPLAINING THAT FILE NEEDS
TO BE TURNED TO AN X FILE AND THAT WILL NEED A RELEASE FORM CLEARING C
ND FROM LIABILITY BEFORE CAN CUT CHECK.....
ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-REIMB. PAYME ENTERED DATE/TIME: 10/23/1997 00:00:01
STRAIGHT REPURCH

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/23/1997 14:16:48
10-23-97

MEMBERSHIP FILE ANN KENDERSKI
CCAC RESALE
DLR USE ONLY 800-CHEV-007 OR 248-696-1684
REGION USE ONLY 8-366-1684

I/REC'D NECESSARY DOCS FROM REGION TO PROCESS REPURCH...I/WILL
PROCESS PAPERWORK AND FORWARD FILE FOR CHECK APPROVAL...IF O/C/B/
PLS ATTEMPT TO REACH ME AT 4928 AND IF N/A PLEASE REFER O/ TO DLR ...

THANKS ANN KENDERSKI CCAC RESALE X4928
10-23-97.....I/FORWARDED FILE TO K DAVIS FOR CHECK APPROVAL
BUT CHECK WILL NOT ARRIVE UNTIL WEEK OF 11-1 DUE TO NEW CHECK
PROCESS....ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/05/1997 16:27:09
11-05-97.....I/C/DLR CONTACT PERSON LISTED IN SERO CMPS AND NO LONGER
WORKS AT DLR AND HAS NOT FOR A WHILE.....I/SPOKE TO A TJ AND A GARY W
HO HAVE NO KNOWLEDGE OF VEH AND THEY RAN VIN AND NOT EVEN AT THEIR DLR
.....I/C/DAN SERO TO CHECK AND SEE WHAT DLR ARE GOING TO USE AND WE
O WILL BE CONTACT TO MAKE SURE PAPERWORK AND CHECK GETS TO CORRECT LO
CATION....
ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/06/1997 15:51:00
11-06-97 **** REGION F/U WITH ED MORSE CHEVROLET IN LAKE PARK FLORIDA
....REGION SPOKE TO RON THE SMGR, RON TRANSFERRED ME TO FRANK IN THE
SHOP.....FRANK FOUND THE VEHICLE IN THE BACK LOT...FRANK
VERIFIED THE VIN....REGION ATTEMPTED TO SPEAK WITH RON TO ADVISED
HIM HE WILL BE THE NEW CONTACT DUE TO DENNIS NO LONGER WORKING AT
THE DLR...RON NOT AVAILABLE...REGION REQUESTED RON C/ IF HE HAS
ANY QUESTIONS ABOUT BEING THE CONTACT FOR BUYBACK VEHICLE....REGION
LEFT A MESSAGE WITH ANNE AT CCAC/RSL.

THANKS ,DAN BROKSIECK, SOUTHEAST REGION.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/07/1997 08:47:44
 07-97.....I/REC'D C/ FROM REGION AND CHANGED DLR ON BASE SCREEN
 AND C/ ROM AND LEFT MESSAGE THAT PAPERWORK ON THE WAY AND FORWARDED FI
 LE TO BETH P FOR MAILING....
 ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/20/1997 13:54:09
 11-20-97.....I/REC'D TITLE AND DLR DOCS AND FORWARDED FILE TO
 DIANE FOR SCAPPING....
 ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/12/1997 15:04:16
 12-12-97.....I/SPOKE TO DAN SERO AND REQ'D THAT SCRAP APPROVAL LETTER
 BE SENT TO LARRY SINCE OUR WORK W/ FILE IS DONE FOR RESALE.....DAN
 STS WILL TRY TO DO....
 ANN KENDERSKI CCAC RESALE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/19/1997 08:16:57
 12/19/97.....CO REC/D SCRAP REQUEST FROM THE REGION, ENCLOSED IS A
 COVER LETTER & PHOTOS INDICATING THE AMOUNT OF DAMAGE....CO
 REVIEWED THE REQ AND APPROVAL IS PENDING THE SIGNATURE OF
 L.S. DICKINSON.

DIANE PETROUS
 CHEVROLET INVENTORY

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/16/1998 08:00:02
 01-16-98...FAXED COPY OF TITLE TO DAN BROKSIECK, SOUTHEAST REGION
 DIANE PETROUS/CCAC RESALE
 01-16-98 ***** REGION

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/28/1998 17:44:56
 01-28-98 ***** REGION CONTACTED THE DLR WHOM ADVISED THEY CANNOT
 FIND THIS UNIT....SMGR THOUGHT CMD TOWED THE VEHICLE AWAY...REGION
 ADVISED DLR REGION WILL REVIEW THE SITUATION WITH TOM MILLER TO SEE
 HOW WE CAN HANDLE THE SITUATION.

THANKS, DAN BROKSIECK, SOUTHEAST REGION.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/17/1998 10:36:24
 ERNIE MILLER @ SERO CALLED ED MORSE CHEV (RON WILKINSON) TO F/U ON
 THIS CASE. MR. WILKINSON WAS NOT AVAIL., RGN LEFT MSG ON HIS VME TO
 CALL RGN TO DISCUSS.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/19/1998 14:42:13
 ERNIE MILLER @ SERO PLACED ANOTHER CALL TO RON WILKINSON @ DLRSHIP TO
 DISCUSS THIS CASE IN AN ATTEMPT TO GET SOME DIRECTION AS TO WHERE THIS
 VEH IS PHYSICALLY LOCATED. MR. WILKINSON HAS NOT RESPONDED TO VME
 WHICH WAS LEFT W/HIM ON 02-17-98. RGN AGAIN LEFT MSG ON VME W/REQUEST
 THAT HE CONTACT RGN.

ERNIE MILLER (8-785-3694)

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/17/1998 08:09:36
 RECEIVED DOCUMENTS FROM ITS CONFIRMING THAT VEH HAS BEEN SCRAPPED
 03-13-98. PHOTOS OF SCRAPPING PROCESS ALSO PROVIDED BY ITS.

ERNIE MILLER (8-785-3694)

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/07/1998 13:55:55
 4-8-98***** BRG IS GOING THROUGH ALL OPEN SCRAP/DONATE REQUESTS...IF T

HIS VEHICLE HAS BEEN SCRAPPED OR DONATED PLEASE FAX ME THE AGREEMENT

AND I WILL CLOSE THE CASE....MY FAX NUMBER IS 248-696-7352....TODD

HOGOBOOM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/08/1998 16:02:55
4-8-98**** REC SCRAPPING INFO...FORWARDED TO 1241 FOR CLOSING...TAH

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 04/17/1998 00:00:01
O/CLAIMS FIRE UNDER HOOD

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 04/17/1998 00:00:01
SEE 1241 CMTS.
SEE 1241 CMTS.

GM 1241

GM 1241 Data available for this case.
1241 A

No GM 1241A Data available for this case.
GM 1241 D

No GM 1241D Data available for this case.
GM 1241 X

CASE TYPE: CREATE DATE: 10/22/1997 ASSIGNED DATE:
RECEIVED DATE: DUE DATE: RELEASE SIGNED DATE:

DEALER NUMBER: 26342

ALLEGED COMPONENTS DEFECTIVE: UNKNOWN FUEL FEED FIRE

ALLEGED DEFECT: CLAIMANT

DESCRIPTION:

SOURCE: CLAIMANT

DRIVER INCIDENT CAUSE:

I WAS DRIVING THE VEH AND THE BRAKES FELT LIKE THEY WERE NOT WORKING. I THEN
NOTICED SMOKE FROM UNDER THE HOOD AND SAW FLAMES. I STOPPED AND C/'D THE FIRE
DEPT. I FEEL A DEFECT CAUSED THIS TO OCCUR.

DRIVER SAME AS OWNER: N TYPE OF LOSS: F

PROPERTY DESCRIPTION:

PURCHASE PRICE: \$15,925.00 CLAIMED AMOUNT: \$14,333.00

D AMOUNT: \$14,333.00 REPAIR COST: \$14,000.00

VEHICLE DISPOSITION:

PAYMENT CREDIT: PAYMENT AMOUNT: \$14,333.00

PAYMENT TO: AVIS

ZONE PAID:

RELEASE FORM SIGNED: Y

ARTICLES OBTAINED: N

REASON ARTICLES NOT OBTAINED: NONE

CLAIMANT SAME AS OWNER: N

CLAIMANT NAME: DAN [REDACTED]

JOB CODE: CAM

ASM ASSIGNED: DE

GENERAL COMMENTS ONLY:

REMAIN CLAIMANT:

PENDING DECISION DATE:

GM NOT RESPONSIBLE END: DATE:

INCIDENT DATE: 04/24/1997 TIME: 00:00:01

FURTHER INVESTIGATION NEEDED DATE:

FURTHER INVESTIGATION DATE: 04/08/1998

INVESTIGATOR NAME: DE

INFORMATION:

NATURE OF DAMAGE:

SEVERE FIRE DAMAGE TO ENGINE COMPARTMENT, HOOD AND FRT FENDERS ALSO HAS
DAMAGED CAUSED BY FIRE...VEHICLE IS TOTALED

DRIVER AGE: 0

DRIVER SPOKEN TO: N

OCCUPANTS IN VEHICLE: 0

OTHER VEHICLE INVOLVED:

DRIVER INVOLVED:

PERSONAL INJURY:

NATURE OF INJURIES:

FATALITY:

VEHICLE PRINCIPLE USE: BUSINESS

VEHICLE INSPECTED: Y

VEHICLE TYPE: N-NEW

AXLE TYPE: F.WHEEL

PRODUCTION DATE:

TRANSMISSION TYPE: 4T60E

Reimbursements

Reimbursement Case 970275834 7017254

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 2G1NW12M8V9160809 MILEAGE: 15109
DESCRIPTION:
MODEL YEAR/CODE: 1997 DOCUMENT NUMBER: 308830
LABOR PAY: \$0.00 PARTS PAY: \$0.00
NET PAY: \$14,333.14 TOTAL PAY: \$14,333.14

CODE: 02
TYPE: H
NAME: [REDACTED]
AMOUNT: \$14,333.14 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 11/05/1997
NET PAYMENT AMOUNT: \$0.00
1099: N TIN NUMBER:

Reimbursement History

VIN:
ENTERED DATE: 02/01/1990 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 10/23/1997 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 2G1NW12M8V9160809
ENTERED DATE: 11/03/1997 PAYMENT AMOUNT: 14333.14 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 11/03/1997 PAYMENT AMOUNT: 14333.14 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:
ENTERED DATE: 11/03/1997 PAYMENT AMOUNT: 14333.14 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 2G1NW12M8V9160809
ENTERED DATE: 11/05/1997 PAYMENT AMOUNT: 14333.14 CHECK NUMBER: 002460496
FAILURE CODE:
EVENT CODE: REPURCHASE IND:

PAYMENT TYPE:
DESCRIPTION:

TOTAL PAYMENT:

801

ENTERED DATE: 11/11/1997 PAYMENT AMOUNT: 14333.14 CHECK NUMBER:

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

Arbitration / Mediation Data available for this case.

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MR. DALE [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: WEST PALM BEACH

AGE: 000

BUSINESS PHONE: [REDACTED] 5

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL ZIP: 33406-0000

HOME PHONE: () -

EXTENSION:

DATE:

DATE:

TYPE: DRIVER

NAME: MR. JAMES [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: PALM SPRINGS

AGE: 000

BUSINESS PHONE: (000) 000-0000

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL ZIP: 33461-0000

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

TYPE: CLAIMANT

NAME: MR. DALE [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: WEST PALM BEACH

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL ZIP: 33406-0000

HOME PHONE: (000) 000-0000

EXTENSION:

DATE:

DATE:

Injured Parties

Injured Party Data available for this case.
Purchase

CREATION DATE: 04/06/1998 DECISION DATE: 01/01/1998
CHECK REQUESTED AMOUNT: \$14,333.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: AUCTION CHECK:
VEHICLE DISPOSED DATE: 03/12/1998 TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: \$0.00
NET LOSS BUYBACK AMOUNT: \$14,333.00
NADA AMOUNT: \$14,500.00 TRANSFER MILES: 015109
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: J01
PROBLEM OCCURANCE NUMBERS: 0 0

DMAC Correspondence

DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Gibsonburg

OH 43431-1203

HOME PHONE:

CASE NUMBER: 1-80598930 VIN: 2G1WL52M2X9268524
MODEL YEAR: 1999
DATE OPENED: 2003-03-12 SERIES: Lumina
DATE CLOSED: 2003-04-16 MILEAGE: 35000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Keller Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: PO Box 106, Gibsonburg, OH, 43431-0106, USA

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

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

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

Intake manifold cracked with coolant leakage; ; 2003-03-12
2003-03-12

Advise dealer of concern; ; 2003-03-12
2003-03-20

F/U; ; 2003-03-25
2003-03-31

F/U; ; 2003-03-31
2003-03-25

See if repaired; ; 2003-03-25
2003-03-31

Creating cust unavail cust; ; 2003-03-31
2003-03-31

Created:CAC_RS0006. SR#1-80598930; ; 2003-03-31
2003-03-31

Cust unavail letter submitted for approval; ; 2003-03-31
2003-03-31

Unable to contact letter final approved; ; 2003-03-31
2003-03-31

Service Request has been Closed Satisfied.; ; 2003-03-31
2003-04-16

SR in Status of Closed has been Re-Opened by GILLILAB; ; 2003-04-16
2003-04-16

comp corr rwd 4-16-03; ; 2003-04-16
2003-04-16

COMPLIMENTARY Scanned: 2003-04-14-07.04.49.000000, MSXDocNum: 0310400227; ; 2003-04-16
03-04-16

Service Request has been Closed Satisfied.; ; 2003-04-16

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

MILEAGE @ BUY-BACK: 0
REP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

13B

**GM621A
EA02-030**

ATTACHMENT "13B"

1241A.

GENERAL MOTORS CORPORATION

257136 PE 83559
M04 042

DIVISION: PONTIAC

ZONE: NEW YORK

DATE: FEBRUARY 23, 1996

ESIS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

RE: Claimant: [REDACTED]

Date of Incident: JANUARY 8, 1996

CAC File No.: 96019511P

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

- 1. The attached report is for your information and record. - NO SEVERE INJURY, SUBROGATION, ETC.
CLAIMANT WILL NOT PRESS CLAIM FURTHER.
- 2. Claimant indicates he will take further action on his claim.
- 3. ESIS Unit involvement is requested in this claim. - SEVERE PERSONAL INJURY, SUBROGATION,
THIRD PARTY PROPERTY DAMAGE, ETC.

Reason for request: _____

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

(1) The undersigned - BOTH BOXES SHOULD BE
CHECKED BY ZONE
and/or

(2) Product Compliance
Pontiac Division, One Pontiac Plaza, Room A317
Pontiac, MI 48340-2952

Further inquiries regarding this claim should be directed to:

(1) the undersigned - NORMALLY BOX 1 IS CHECKED
BY ZONE
or

(2) Product Compliance
Pontiac Division, One Pontiac Plaza, Room A317
Pontiac, MI 48340-2952

Very truly yours,

GENERAL MOTORS CORPORATION

In addition to the GM 1241 (1) and (2) report, the following enclosures are attached (if none, so indicate). None

(When attaching R.O.s or photographs, indicate how many.)

CAC CASE

WARRANTY HISTORY

31 PHOTOGRAPHS

PONTIAC DIVISION

ADDRESS P. O. BOX 0890, PURCHASE, NY 10577-0890

BY: MANAGER ZONE SERVICE (title)

Paul R. [Signature]
(Signature)

- 1. Send to Product Compliance
- 2. Retain in Zone Office

1241A, 1241-1, 1241-2

3 Copy

1 Copy

Attachments

3 Copy

1 Copy

Photographs

2 Set of Prints/Negatives

1 Set of Prints

PONTIAC DIVISION
REPORT OF PRELIMINARY INVESTIGATION

Serious incidents should be immediately reported by telephone to Central Office, Product Compliance.

Date of Incident: JANUARY 8 19 96 Hour: 10:30 AM

I OWNER CLAIMANT

Name of Owner: _____ D.O.B.: _____ Home Phone: _____
Address: _____ Bus. Phone: _____
Name of Driver: VEHICLE WAS PARKED D.O.B.: _____ Home Phone: _____
Address: _____ Bus. Phone: _____
Name of Claimant: SAVE AS OWNER D.O.B.: _____ Home Phone: _____
Address: _____ Bus. Phone: _____

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

II VEHICLE

Make: PONTIAC V.I.N. 1G2MJ2HTF2L7981 Year: 1996 Model: GRAND PRIX SE
Trans: AUTOMATIC Axle: TRAX Engine: 3100 SPI V6 Mileage: 3,881
Date of Del.: 10/19/95 New, Used or Demo: NEW License No.: _____ State: NJ
Dealer: MALIBU PONTIAC Address: NORTH BRUNSWICK, NJ (908) 821-6497
Inspection Sticker No.: TEMP TAG 3892208 Inspection Station No.: NONE Expiration Date: 12/29/96

Principal uses of vehicle: DAILY RENTAL
Special vehicle features or equipment: NONE
Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate):
NO ESTIMATE AVAILABLE, FIRE AND HEAT DAMAGE UNDER HOOD, BODY DAMAGE TO DRIVER'S SIDE

Insurance Company's name and address: PREMIER CAR RENTAL, INC.

Agent's Name: _____ Phone Number: _____
Adjuster's Name: _____ Phone Number: _____
Policy Number: _____ Claim Number: _____

Vehicle subject to any product campaign(s)? Yes No If "yes", identify campaign(s): _____
Was campaign performed? Yes No

III PROPERTY DAMAGE

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

IV BODILY INJURY

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

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

V INVESTIGATION

How, when, and by whom was someone notified of incident? HALDUF PONTIAC NOTIFIED PONTIAC DISTRICT SERVICE MANAGER, REBBIE ROSE, ON 1/12/96Location of incident (Designate exact location) FRANK'S AUTO BODY, PARKED NEXT TO BODY SHOPKind and Condition of road: (or not relevant)

Kind of road:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of road:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	
Kind of shoulder:	<input type="checkbox"/> concrete	<input type="checkbox"/> gravel	<input type="checkbox"/> asphalt	<input type="checkbox"/> crushed rock	<input type="checkbox"/> dirt
Condition of shoulder:	<input type="checkbox"/> wet	<input type="checkbox"/> dry	<input type="checkbox"/> icy	<input type="checkbox"/> other	

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

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

HALDUF PONTIAC, RT 1, NORTH BRUNSWICK, NJWhere can vehicle be seen? HALDUF PONTIAC, NORTH BRUNSWICK, NJDid vehicle turn over? Yes No Vehicle speed estimate MPH BRKEDSource of speed estimate CLAIMANT Posted speed limit 0 MPHBrand and size tires GOODYEAR EAGLE

Condition of tires:	R.F.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat	R.R.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat
	L.F.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat	L.R.	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Poor	<input type="checkbox"/> Flat

Other (track or spare)

Did your search of the vehicle service history produce service repair orders? Yes NoIf "Yes", attach copies of all R.O.s. (indicate how many) If "No", explain NO REPAIRS DONEPolice report attached? Yes No If "No", what station or officer made report? No report filedNames and address of witnesses: (or None) ROCCO AT FRANK'S AUTO BODY, 908 545-8078Were photos taken? Yes No If "Yes", how many: 31 By whom (name and address):JIM WALKER, EAA

If "No", explain:

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

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause. ROCCO FROM FRANK'S AUTO BODY STATED THAT VEHICLES WITHIN THEIR PARKING LOT WERE MOVED SO THAT THE LOT COULD BE SNOW-PLowed. THE VEHICLE INVOLVED WAS PARKED, WITH THE ENGINE IDLING, NEXT TO THE BODY SHOP. SEVERAL MINUTES LATER, SMOKE WAS OBSERVED EMITTING FROM THE ENGINE COMPARTMENT. A WORKER AT THE SHOP OPENED THE PASSENGER SIDE DOOR AND TURNED OFF THE IGNITION. THE FIRE DEPT. WAS CALLED AND UPON ARRIVAL, PULLED THE VEHICLE AWAY FROM THE BODY SHOP WALL WITH CHAINS, CAUSING THE BODY DAMAGE.

Did you personally speak with driver? Yes No If "No", give source of driver's description. ROCCO AT FRANK'S AUTO BODYWas vehicle inspected? Yes No If "Yes", identify all partiesJIM WALKER, EAA INSPECTORWhat vehicle components are allegedly defective? POWER STEERING LINEWho made allegation of defect? THIS INSPECTOR

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian.

Information from further investigation of incident, including examination of vehicle and scene of incident. UPON INSPECTION OF THE EXTERIOR, I OBSERVED HEAT DAMAGE TO THE ENGINE COMPARTMENT HOOD AT THE AREA OF THE WINDSHIELD. THE DRIVER'S SIDE OF THE VEHICLE CONTAINED BODY DAMAGE FROM THE DOOR UP TO AND INCLUDING THE REAR QUARTER PANEL. AN INSPECTION OF THE PASSENGER SIDE REVEALED POSSIBLE DAMAGE TO THE REAR AXLE DUE TO THE FACT THAT THE REAR TIRE WAS TWISTED INWARD. THIS DAMAGE MAY HAVE.....

Date matter was concluded with claimant? 2/23/96How and when was matter left with claimant? CLAIMANT WAS INFORMED BY LETTER THAT MATTER WOULD BE FORWARDED TO ECTS FOR HANDLING.DATE OF INVESTIGATION 1/30/96

BY WHOM SIGNED

2/2/96PRINTED NAME JIM WALKERSIGNED ON FILEDivisional Representative Completing Investigation
General Motors Corporation

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

CLAIMANT: [REDACTED]

INFORMATION FROM FURTHER INVESTIGATION, CONTINUED.....

....OCCURRED WHEN THE VEHICLE WAS PULLED AWAY FROM THE BODY SHOP BY THE FIRE DEPARTMENT. UPON INSPECTION OF THE ENGINE COMPARTMENT, I OBSERVED SMOKE AND HEAT DAMAGE THROUGHOUT, WITH FIRE DAMAGE CONFINED FROM THE CENTER OF THE ENGINE TO THE FIRE WALL. FURTHER INSPECTION OF THE AREA AT THE FIRE WALL, I FOUND THE POWER STEERING LINE DESTROYED BY FIRE. THIS ALSO WAS THE LOWEST POINT OF FIRE DAMAGE WITHIN THE ENGINE COMPARTMENT. ALL FUEL LINES, INJECTORS AND FUEL RAIL WERE EXAMINED AND FOUND TO BE DAMAGED BUT NOT DESTROYED BY THE FIRE AND WERE ELIMINATED AS THE FIRE CAUSE. ALL ELECTRICAL WIRING, COOLANT LINES, BRAKE LINES AND TRANSMISSION LINES WERE ALSO EXAMINED AND ELIMINATED AS THE FIRE CAUSE.

UPON COMPLETION OF THIS INSPECTION, IT WAS DETERMINED THAT THE POINT OF FIRE ORIGIN WAS WITHIN THE ENGINE COMPARTMENT AT THE LOWER PORTION OF THE FIRE WALL. FURTHER INSPECTION REVEALED THAT THE CAUSE OF THIS FIRE WAS THE FAILURE OF THE POWER STEERING LINE LOCATED AT THE FIRE WALL. THE FAILURE OF THIS LINE CAUSED THE FLUID TO SPRAY ON TO THE HOT EXHAUST MANIFOLD AND IGNITE. THE FIRE THEN BURNED UPWARD ALONG THE FIRE WALL TO THE ENGINE. THE INTERIOR OF THE VEHICLE SUSTAINED SLIGHT FIRE AND SMOKE DAMAGE WHICH TRANSMITTED VIA THE FIRE WALL.

02/15/96

PONTIAC CARES

YACT0170

13:21:57

SALES COMMUNICATION SYSTEM

VA2TB273

* CASE COMMENT UPDATE / INQUIRY *

CASE NUMBER: 96019511P

BEACHWOOD

OH 44122

SELECTION

COMMENTS

01/23/96 10:22:32 RECEIVED CALL FROM KATHY KELLY, NEW YORK ZONE 001
 ADVISING SHE RECEIVED CALL FROM KEN BIERMAN SERVICE WRITER 002
 MALOUF PONTIAC, (02028) U.S. HWY. 1 & ADAMS LN, N. BRUNSWICK, NJ 003
 08902 ADVISING VEHICLE WAS TOWED IN BY FRANK'S AUTO BODY ON 1/10/96. 004
 VEHICLE WAS RENTED AND DROPPED OFF BY A CUSTOMER WHO'S OWN VEHICLE 005
 WAS AT THE BODY SHOP FOR REPAIRS. RENTAL VEHICLE WAS BEING MOVED 006
 BY AN EMPLOYEE AND ALLEGELY CAUGHT ON FIRE. VEHICLE WAS PARKED BY 007
 THE BODY SHOP; FIRE DEPARTMENT DECIDED TO MOVE VEHICLE DAMAGED THE 008
 LEFT SIDE OF THE VEHICLE BY DRAGGING IT ACROSS THE DRIVEWAY. WE ARE 009
 CURRENTLY UNWARE OF RENTER'S/DRIVER'S NAME, ADDRESS, TELEPHONE # AND 010
 BODY SHOP'S ADDRESS/TELEPHONE #. FILE HAS ALREADY BEEN ASSIGED TO 011
 JIM WALKER, EAA SERVICE ASSOCIATE BY KATHY KELLY. FILE REGISTERED TO 012
 AS MEANS OF TRACKING PROGRESS OF EAA INVESTIGATION. SJJ/18. 013


PF1=FORWARD PF2=BACKWARD PF3=CASE INQ PF4=DEALER SCAN PF5=LAST LINE
 PF6=RESOLUTION CMTS PF7=CASE RESOLUTION PF8=CASE REG PF9=CUST MENU
 PF10=MAIN MENU PF11=CUST SCAN PF15=L/A MENU



PONTIAC

Zone Office
Pontiac Division
General Motors Corporation
2500 Westchester Avenue
P.O. Box 0890
Purchase, New York 10577-0890

February 23, 1996



Gentlemen:

This will have further reference to an incident involving a 1996 Pontiac Grand Prix SE, VIN 1G2WJ12M1TF217981.

Pontiac Division is represented in matters of this nature by ESIS Unit. All information has been reported to ESIS, for further review. Any questions or concerns you may have should be directed to:

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

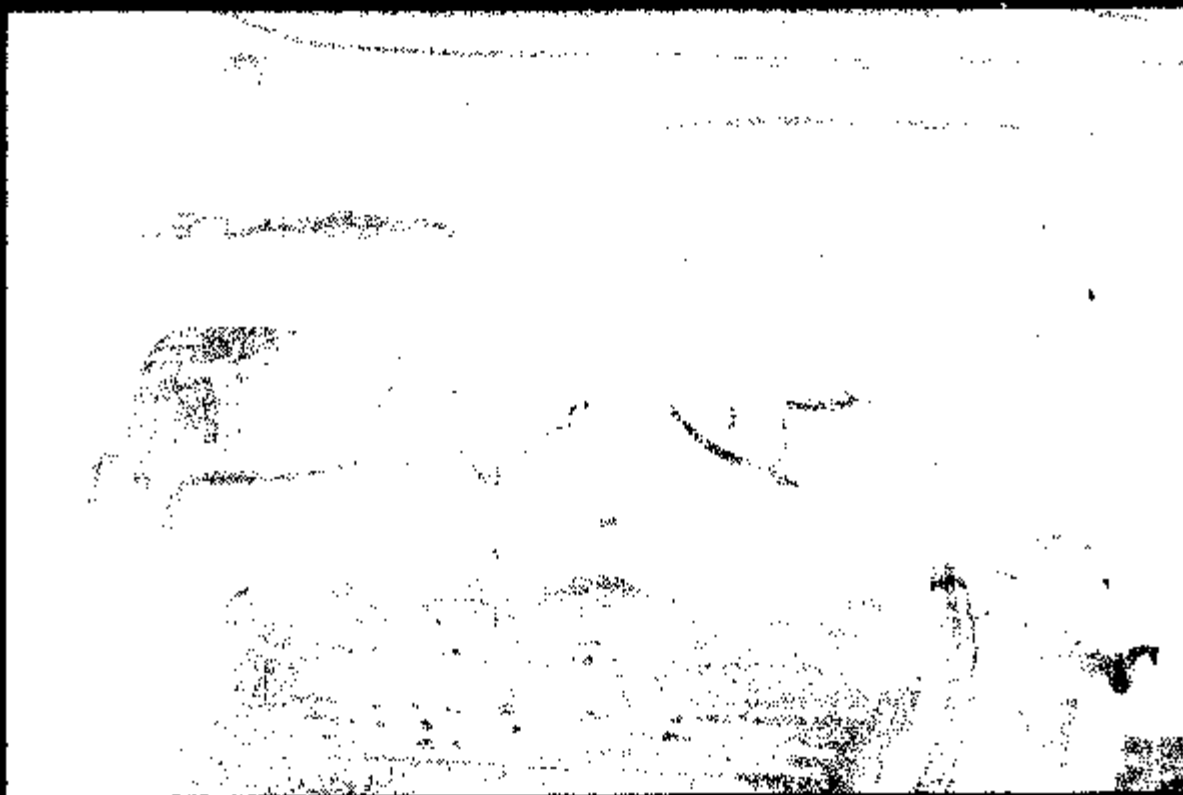
(800) 888-0164

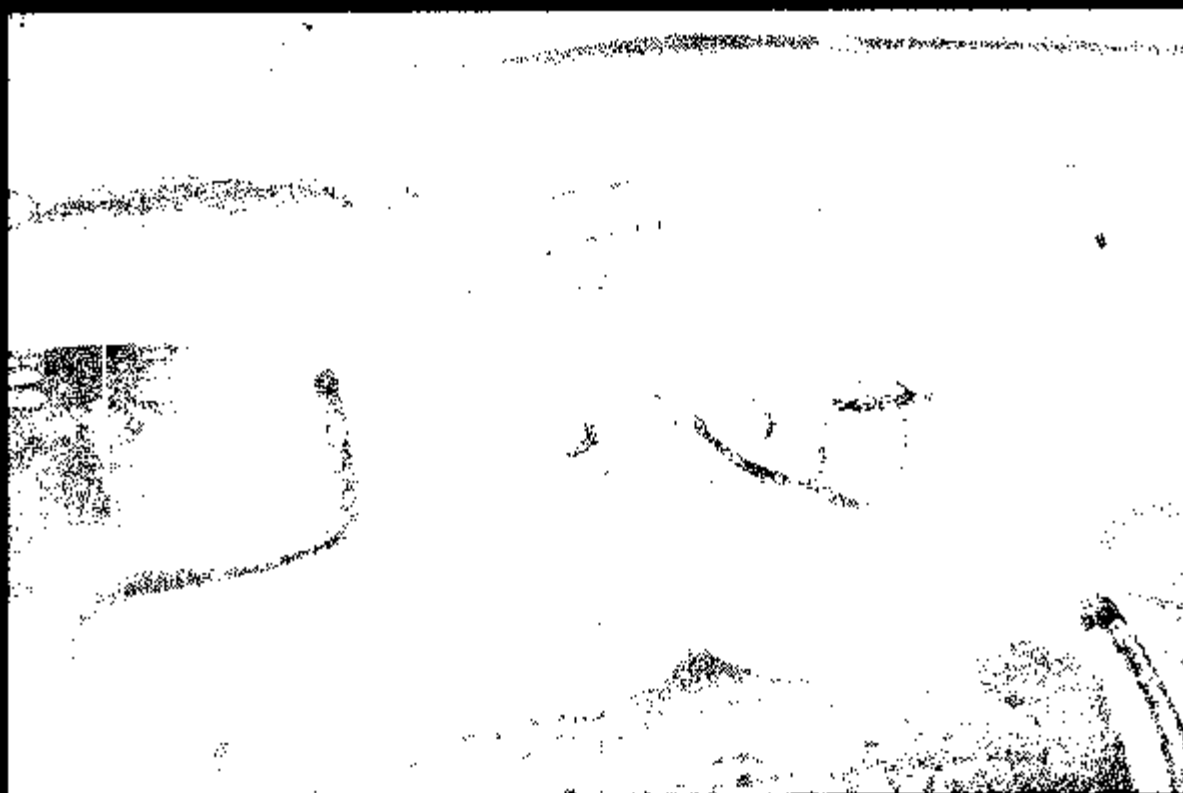
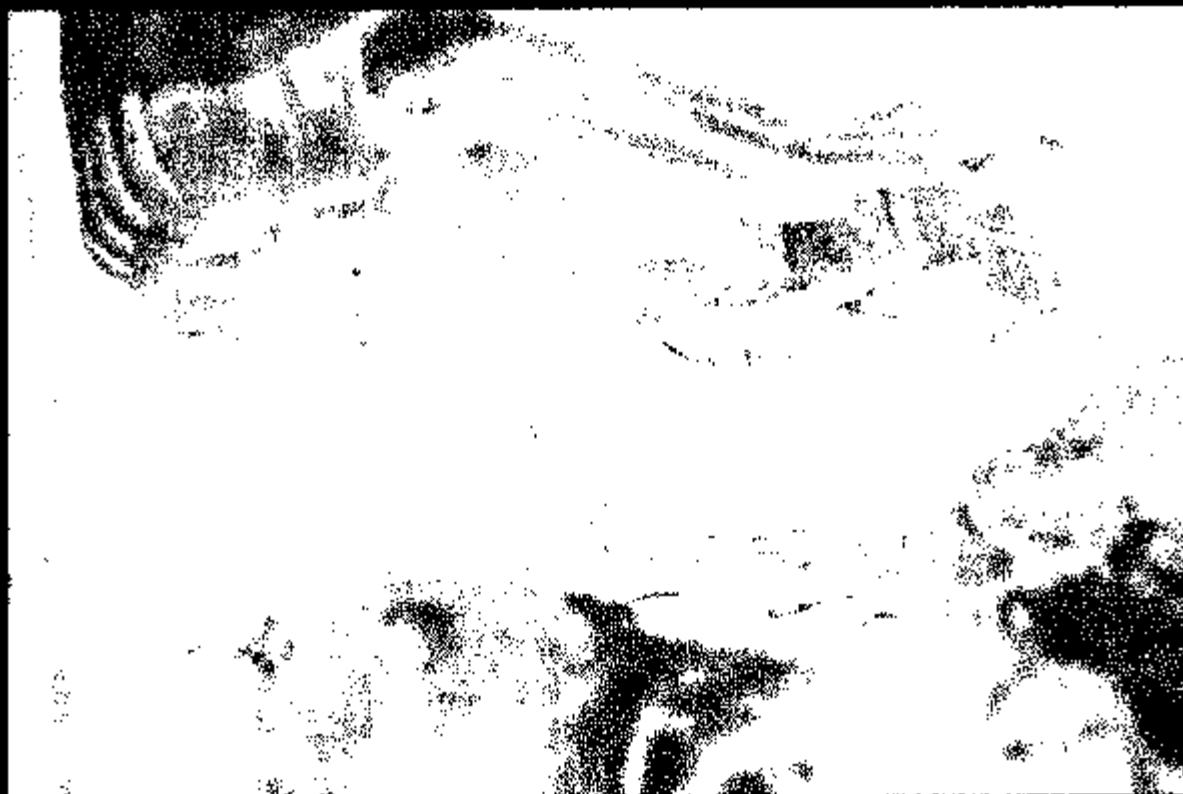
Very truly yours,

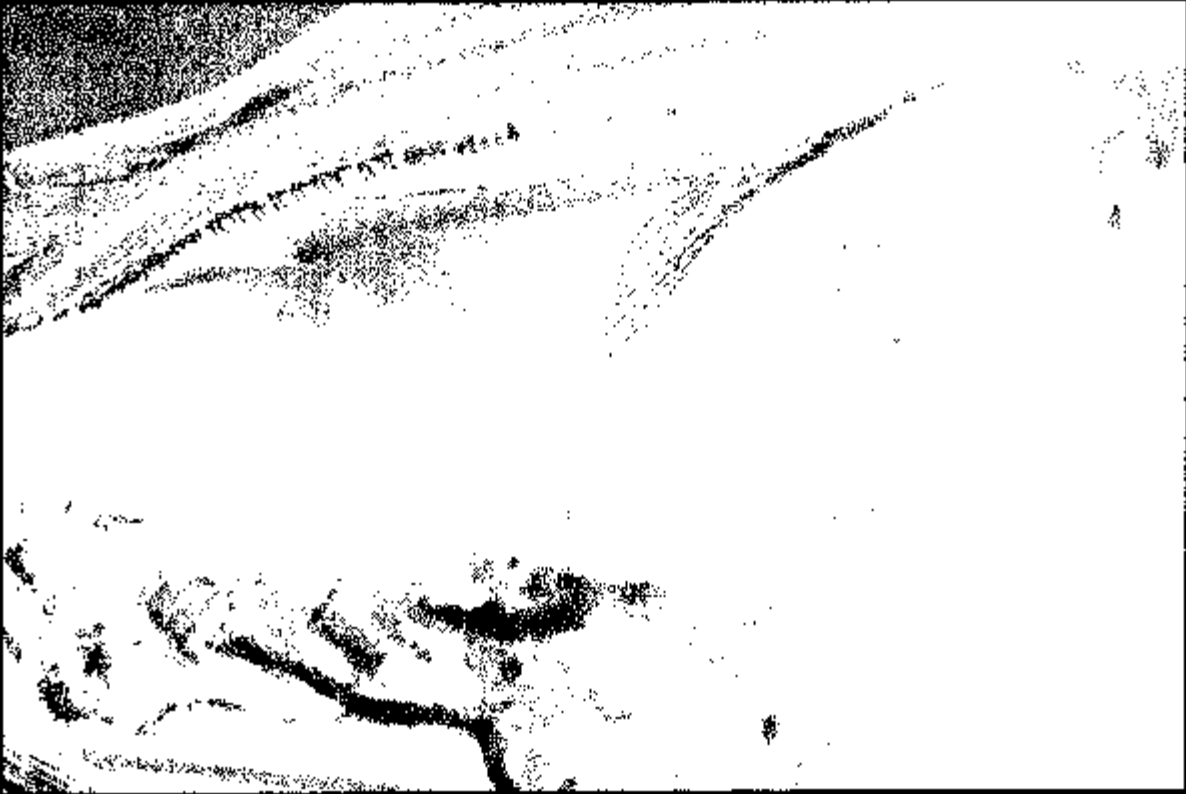
PONTIAC DIVISION
General Motors Corporation

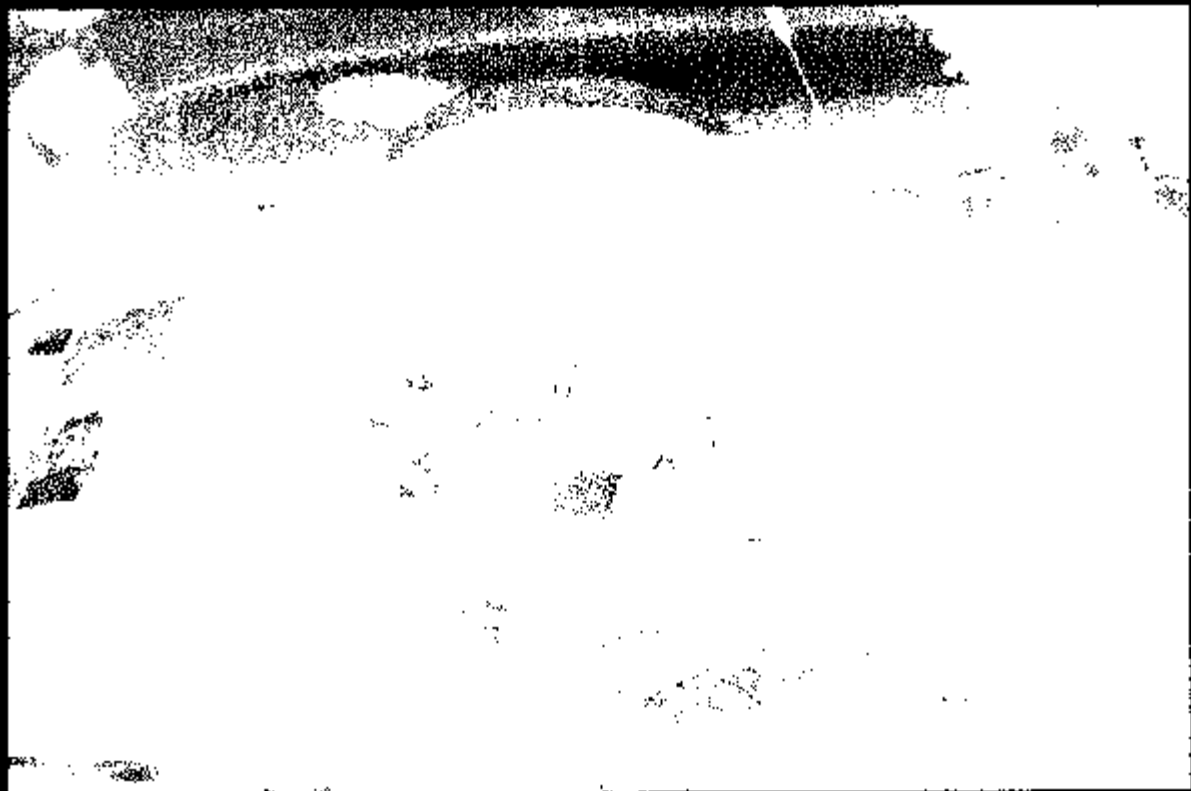
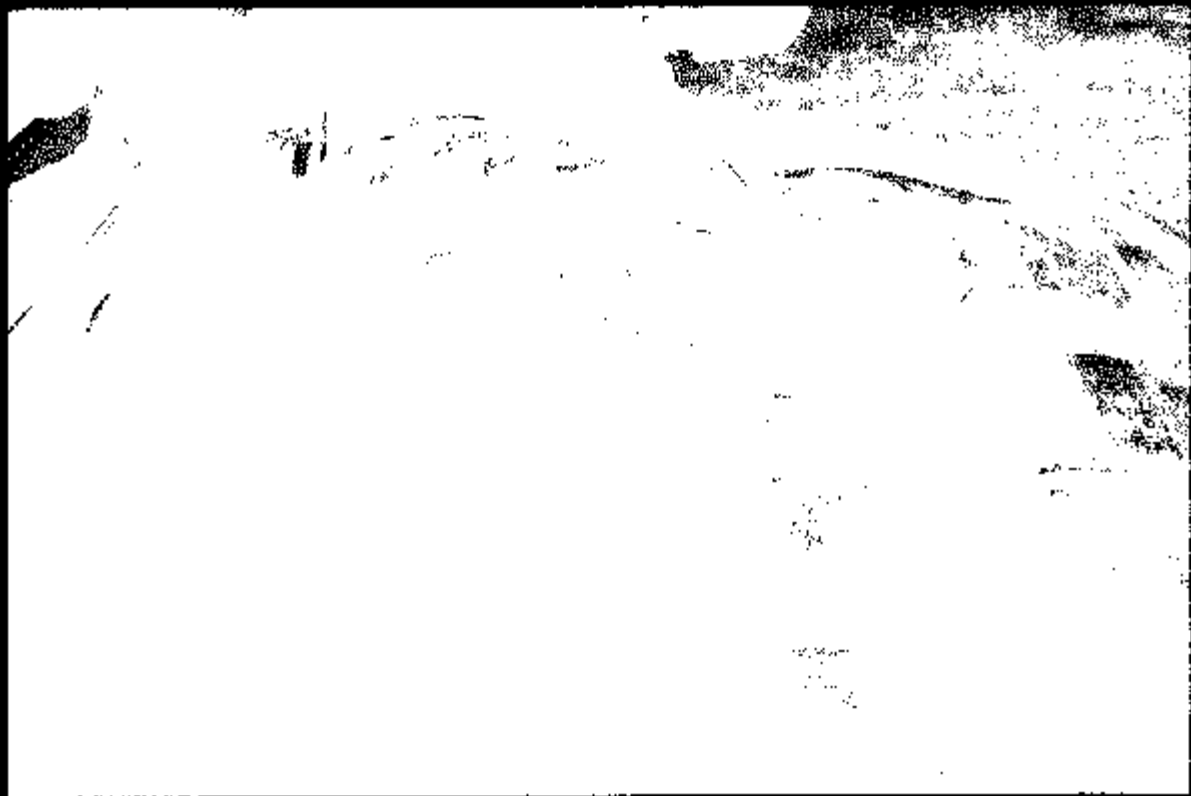
Paul A. Hayslip
Manager Zone Service

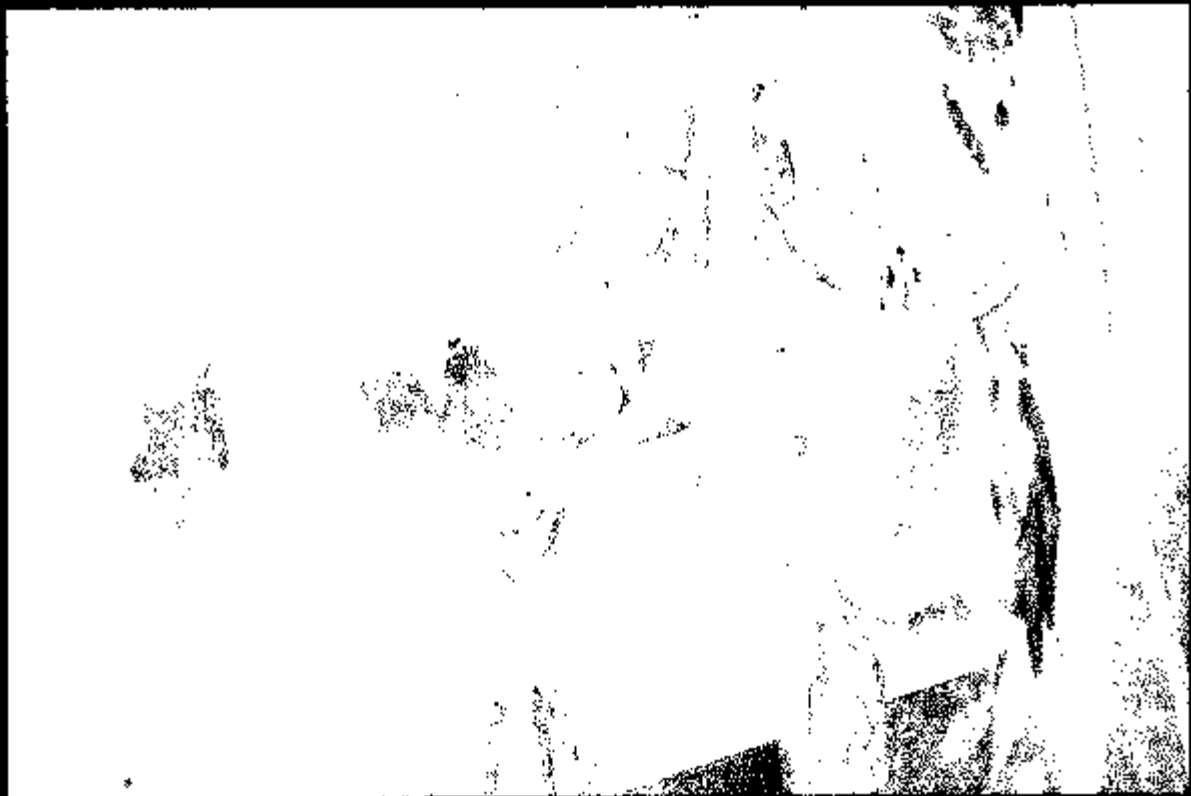


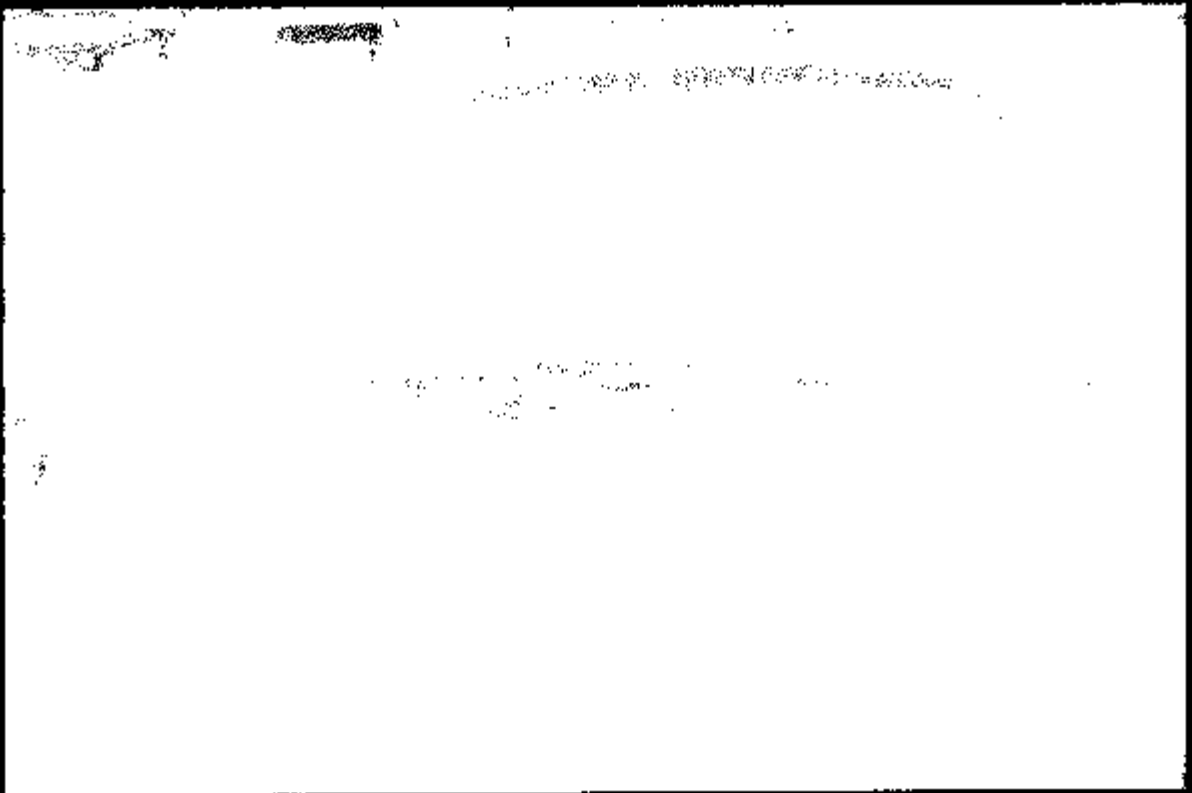


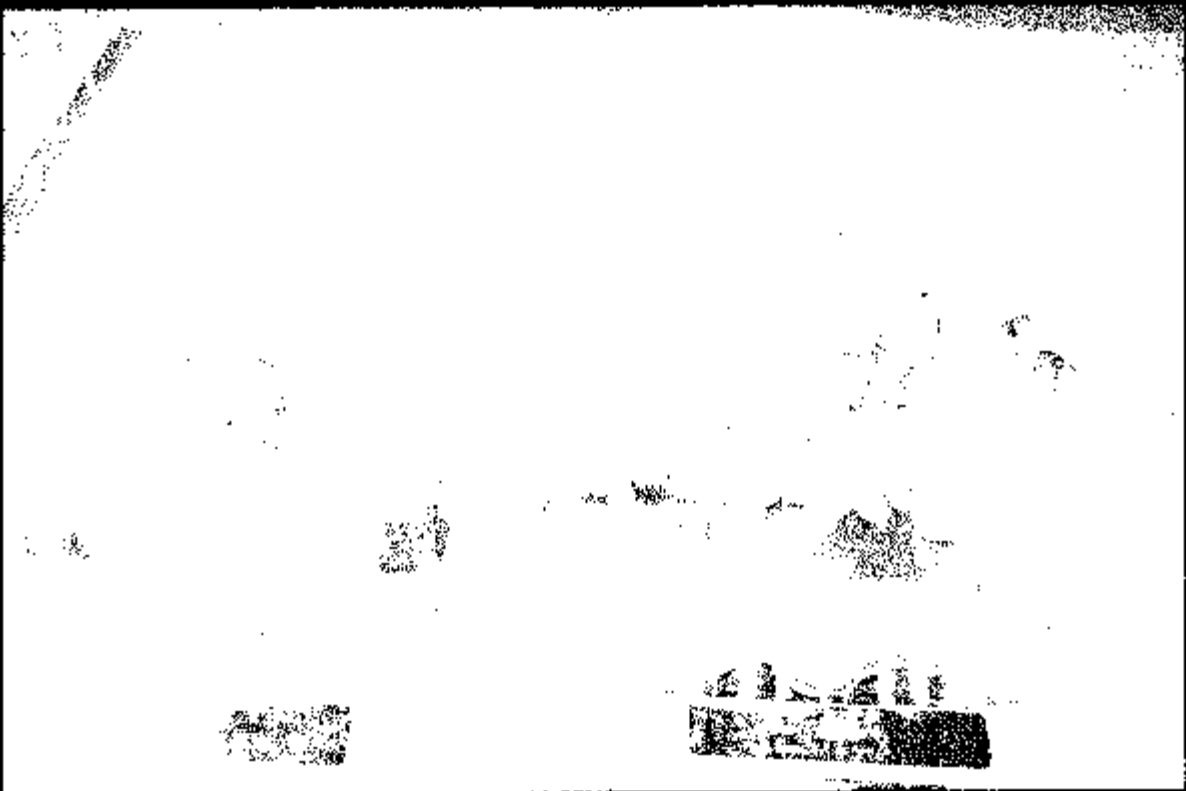
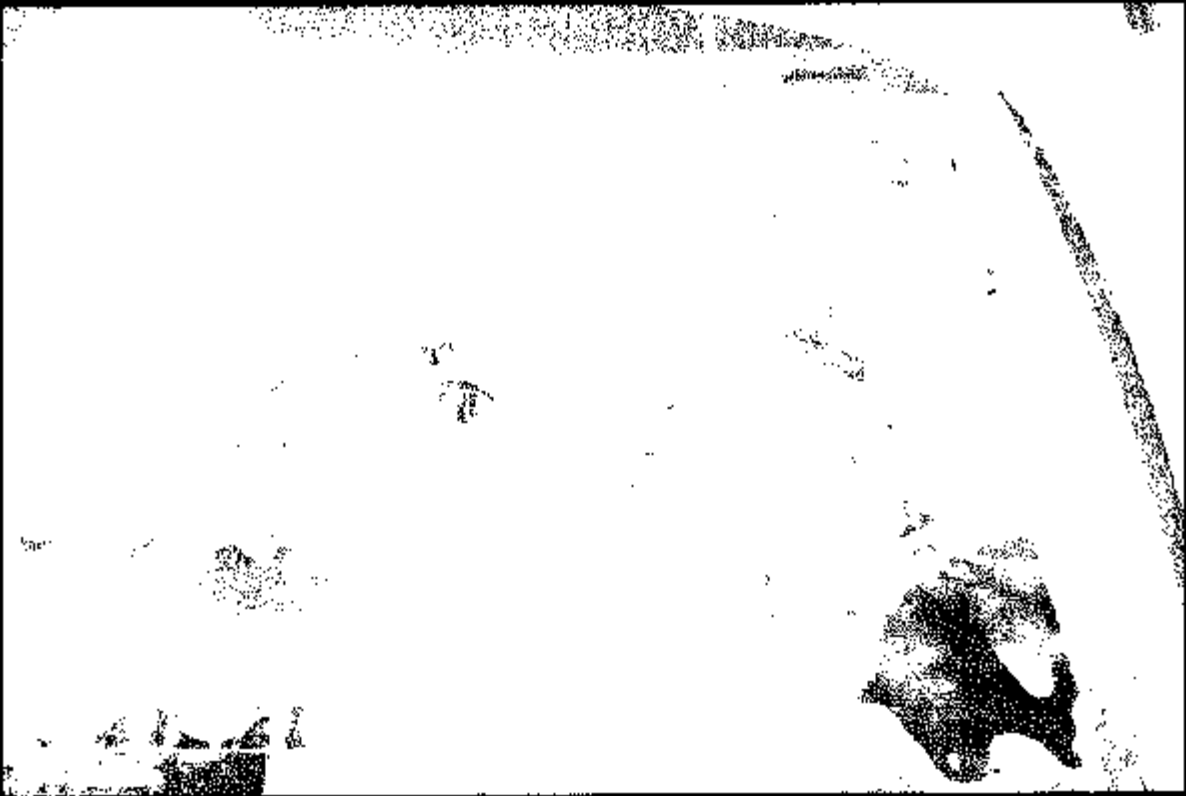


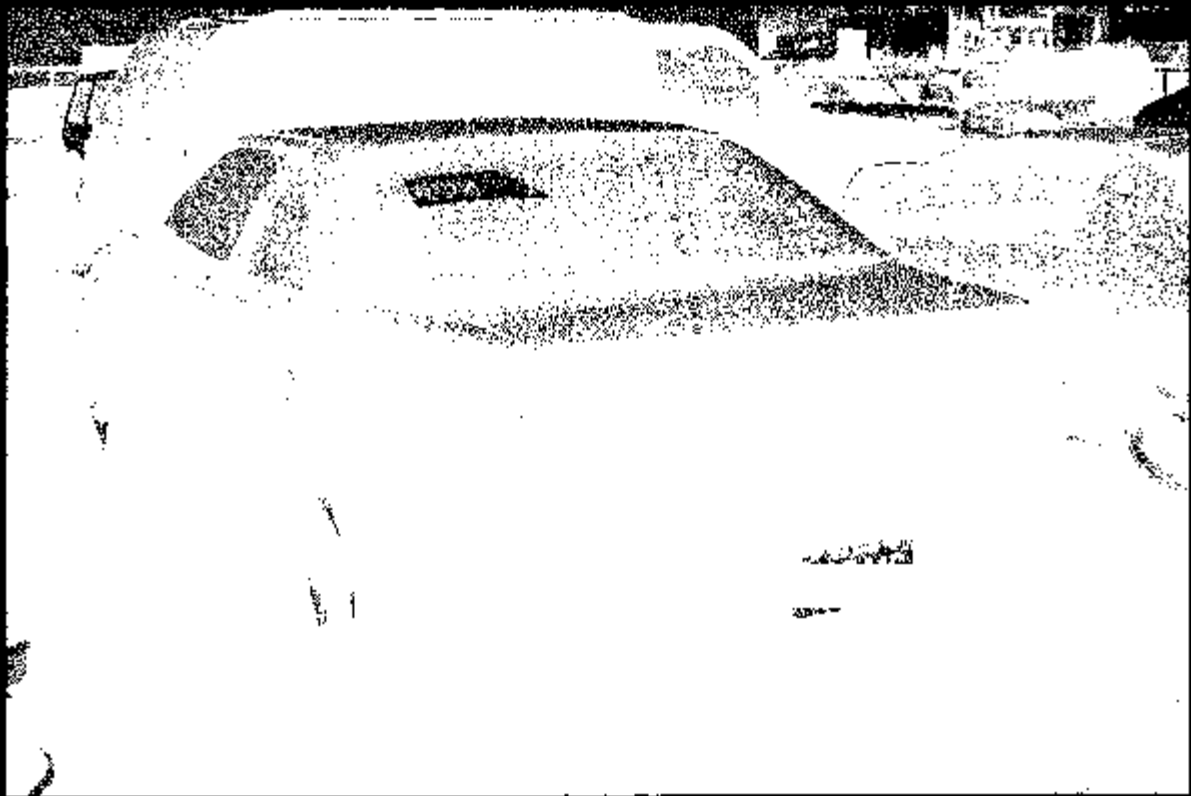


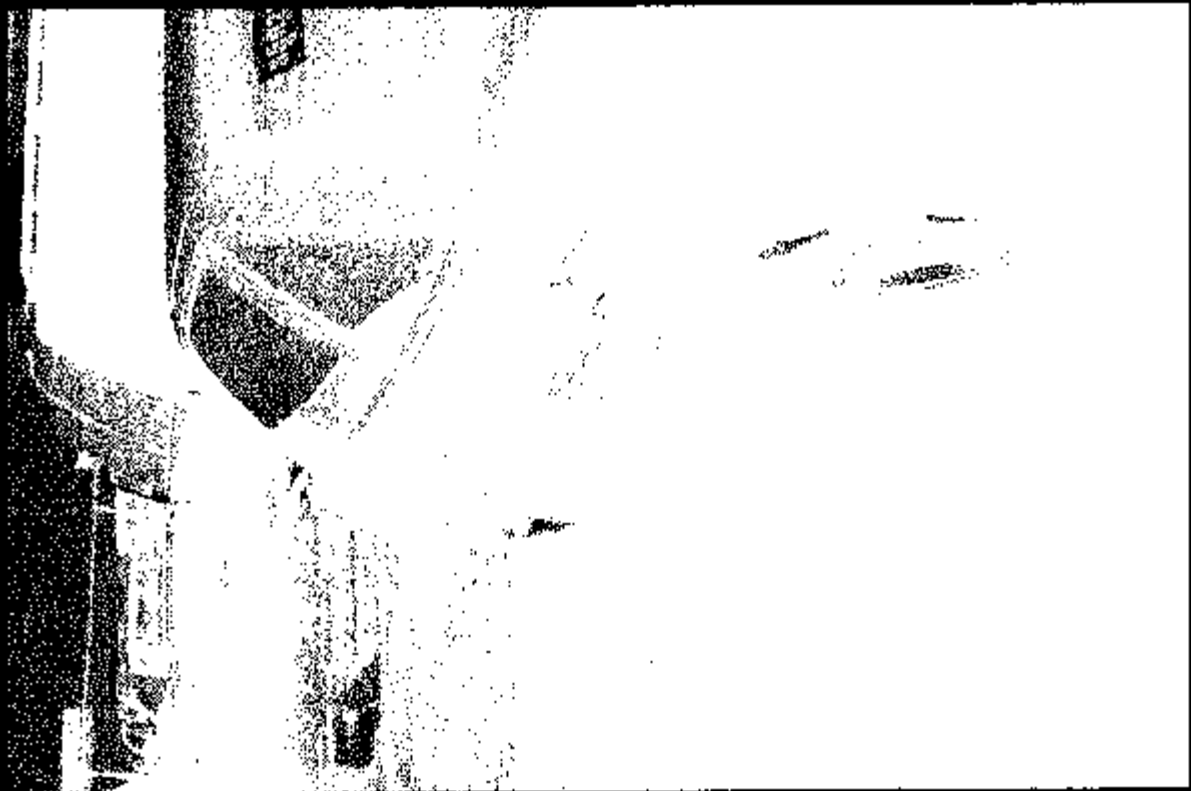
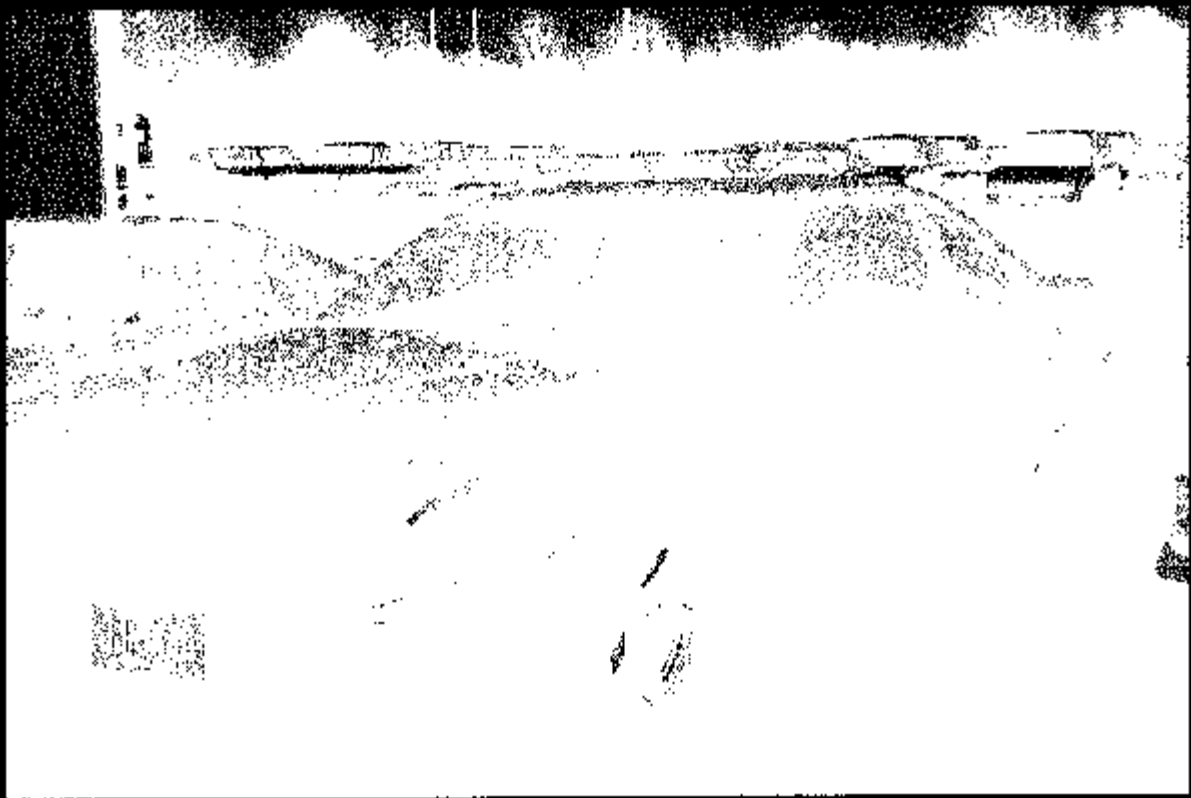


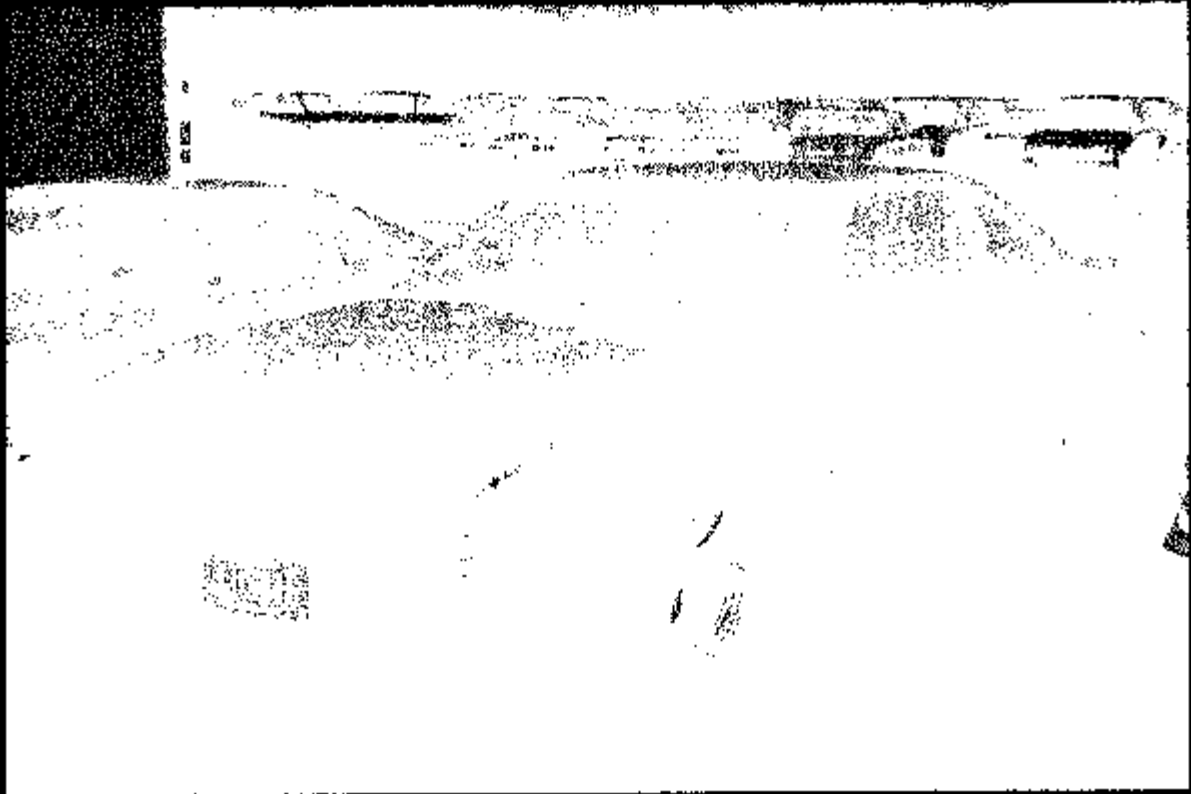


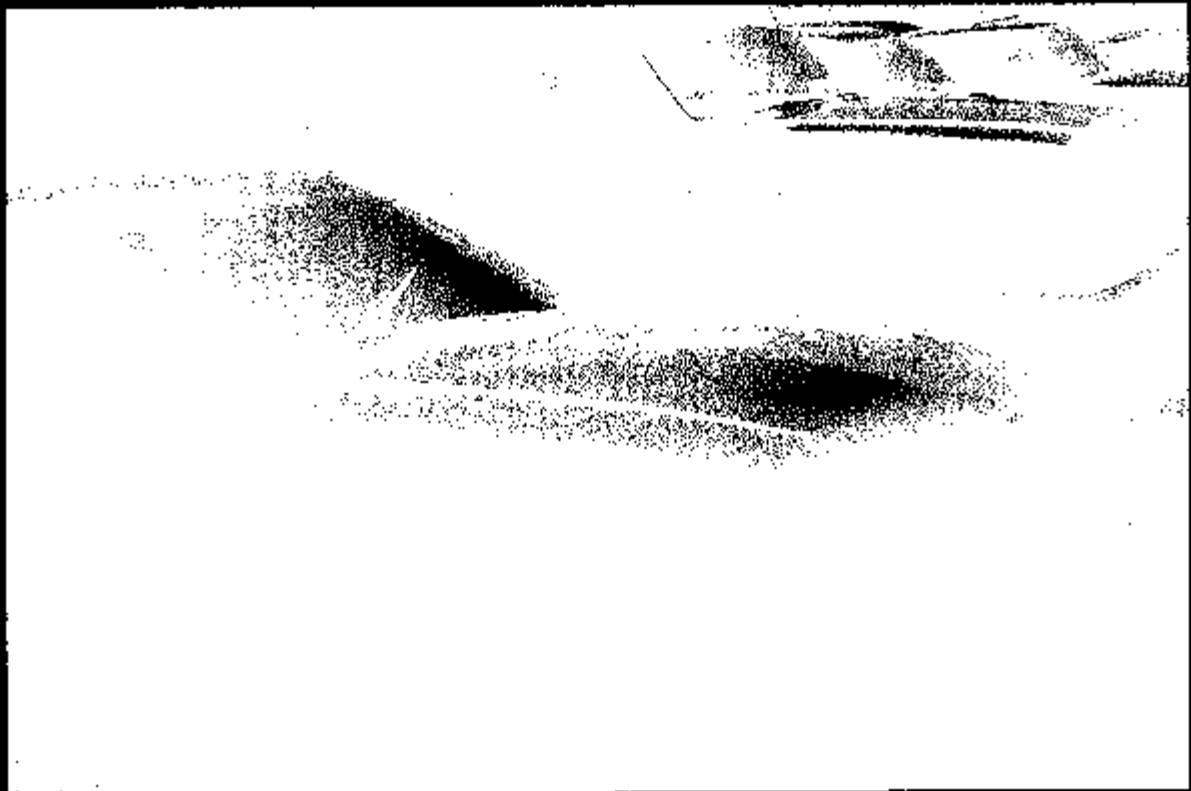














CR25A - GNL241
07/13/96
02:33

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION

REPORT DATE: 07/12/96
PTP76- 001

259819

PI86260

PAGE: 1

A50-124

REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

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

REF # - 960302526

DATE OF INCIDENT: 05/17/96 20:30

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

NAME OF OWNER
STREET: 17
CITY/STATE

AGE: 0

PHONE NO:

NAME OF DRIVER
STREET: 17
CITY/STATE

PHONE NO:

NAME OF CLAIMANT
STREET: 17
CITY/STATE

PHONE NO:

IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO

IF YES, GIVE NAME AND ADDRESS:

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

MAKE: VIN: 2G1WL52N4T9232899 YEAR: 96 MODEL: WL
TRANS: 4T60-E AUTO AXLE: TRANSAXLE ENGINE: 3.1 MPI MILEAGE: 10766

DATE OF DEL: 02/19/96 NEW, USED, OR DEMO: N LICENSE #: NONE PRESENT STATE: IL
DEALER: ADDRESS:
INSP. STICKER NUM: INSP. STATION NO: EXP DATE: 00/00/00

PRINCIPLE USES OF VEHICLE: BUSINESS
SPECIAL VEHICLE FEATURES OR EQP: ENTER, RADIO

IF VEHICLE IS A TRUCK, STATE GROSS PAYLOAD AND LOCATION AND DESCRIPTION OF LOAD AT TIME OF INCIDENT:

NATURE AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS: 1
(ATTACH COPY OF ESTIMATE) TOTALLED DUE TO SEVERE FT END COLLISION, FIRE AND L. SIDE SIDESWIPE DAMAGE

PRODUCT CAMP : NONE
IF "Y" DISC:

CAMP PERFORMED: (Y/N)

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

WAS ANOTHER VEHICLE INVOLVED? YES
MAKE/MODEL OF VEH.: UNKNOWN
OTHER VEHICLE SPEED EST.: 15 MPH BY WHOM: CLAIMANT

NAME OF OWNER: UNKNOWN UNKNOWN

ADDRESS OF OWNER: UNKNOWN

NAME OF DRIVER:
ADDRESS OF DRIVER:

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

CR25A - GM1241
07/13/96
02:33

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION

PAGE: 2
REF # - 960302526

***** IV BODILY INJURY *****
INDICATE FOLLOWING INFORMATION OF INJURIES AND WHETHER THE INJURED PERSON(S)
WERE RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR
(D) OTHER:

(1) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:

(2) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:

(3) NAME: CODE: (A/B/C/D) AGE: 0
ADDRESS:
CITY/STATE:
SEATING POSITION:
INJURY DESC:

WHERE TREATED AND BY WHOM?

***** V INVESTIGATION *****
HOW, WHEN AND BY WHOM WAS THE BOWE NOTIFIED OF INCIDENT? BY PHONE 05/21/96 RIC
H CICHOW

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION): LAKESHORE DRIVE HEADING NORTH
RD NEAR 57 STREET

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

NATURE OF WEATHER: CLEAR

VISION OBSTRUCTIONS: NONE

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

WHERE CAN VEHICLE BE SEEN? CHICAGO AUTO WORKS 1157 WEST MONROE
312/421-1121

DID VEHICLE TURN OVERT YES X NO VEHICLE SPEED ESTIMATE: 30 MPH

SOURCE OF SPEED EST.: CLAIMANT

TIRE SIZE/BRAND: P205/70R15 GOODRICH TOURING T/A POSTED SPEED LIMIT: 45 MPH

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

OTHER (TRUCK OR SPARE): GOOD... (LF TIRE WAS BURNED)

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

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY GO) IF 'NO', EXPLAIN
NO R.O. FOUND IN HIST RELATED TO ALLEGED DEFECT

POLICE REPORT ATTACHED? YES X NO IF 'NO', WHAT STATION OR OFFICER MADE
REPORT? : CHICAGO POLICE
REPORT #: UNKNOWN
NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

NAMES AND ADDRESSES OF WITNESSES:

WERE PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 10 AND BY WHOM?
PHOTOGRAPHER NAME: G. A. KARNES, EAR
ADDRESS: MAPERVILLE, IL

NOTE: FURNISH PHOTOS TO LOCAL INSURANCE COMPANY OFFICE WITH
FORM. FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.

NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NONE

CR29A - GM1241
07/13/96
02:33

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION

PAGE: 3

REF # - 980302526

***** VI DESCRIPTION OF CLAIM *****
DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF
THE INCIDENT'S CAUSE: I WAS DRIVING DOWN THE ROAD..A VEH
MADE A U TURN IN FRONT OF ME...I RAN INTO THE VEH..MY ENGINE CAUGHT FIRE
ON IMPACT....

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

WAS VEHICLE INSPECTED? YES NO IF 'YES', IDENTIFY ALL
PARTIES: G. KARNES, EAA

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE? ENGINE

WHO MADE ALLEGATION OF DEFECT? CLAIMANT
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INCLUDING
EXACT PART(S), PRESENT LOCATION AND WHO IS CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF
VEHICLE AND SCENE OF INCIDENT: MILEAGE UNKNOWN BECAUSE OF DAMAGE.
ACCIDENT SCENE WAS NOT INSPECTED.

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT? LETTER TO O/ ADVISING NO CMD RESPON
S ABILITY....FILE TO E818 FOR INFO ONLY, 7/02/96.

DATE OF INVESTIGATION: 06/06/96 NAME: GILBERT A KARNES

***** XI COMMENTS *****

05/21/96 **** O/ STS THERE WERE INJURIES RESULTING FROM ACCIDENT....O/
STS THE DRIVER OF LISTED VEH IS STILL IN CRITICAL CONDITION....O/ STS
NO INJURIES RELATED TO FIRE IN ENGINE....O/ STS ALL INJURIES RELATED TO
ACCIDENT ITSELF.....

STEPHANIE HELL
CHEVROLET 1241

VEH WAS INSPECTED 6/6/96 AT CHICAGO AUTO WORKS BY G. KARNES, EAA
MR. KARNES PROVIDED THE FOLLOWING INFO.: SEVERE L. FT. COLLISION
CAUSED MASTER CYLINDER TO DISLodge AND SPRAY BRAKE FLUID THROUGHOUT
LEFT SIDE OF ENGINE COMPARTMENT.
INSPECTION INDICATED VERY SEVERE L. FT COLLISION, APPARENTLY LEADING
TO VEH CONDITION DESCRIBED ABOVE. UNDERHOOD FIRE THEN OCCURED, AND
SPREAD TO REAR OF HOOD, L. FENDER AND DRIVER'S SIDE DOOR, L. FT TIRE
AND WRENK, AND L. DRIVER'S SEAT AREA. AS BRAKE FLUID GOT ON HOT ENGINE
COMPONENTS, COMBUSTION OCCURED LEADING TO SUBSEQUENT FIRE DAMAGE AS
DESCRIBED. AIR SYSTEM DEPLOYED AS DESIGNED. VEH WOULD HAVE BEEN TOTALLED

WITHOUT FIRE DAMAGE AND ALL INJURIES WERE REPORTEDLY CAUSED BY COLLISION
AND NOT SUBSEQUENT FIRE.

PI86260

CASE REF. # 960302526

CUSTOMER INFORMATION

TITLE : MR.
FIRST : RICH MI: LAST :
STREET : CITY : ST: IL ZIP :
H PHONE: B PHONE:
COMPANY: YELLOW CAB CO.

VEHICLE-DEALER INFORMATION

VIN : 2G1WL52M4T9232859 DEL DTE: 02 19 96
YR/MDL : 96 WL LUMINA MILEAGE: 010766
DEALER : EN/DLR : 11 000
CITY : STATE :

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST ARMA : MISC REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORR SEQ # : N
WARRANTY : I (IN/OUT/UNK) THIRD PARTIES : 002
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
DLR SERVICE AREA: 00 PART DELAY END :
PART DELAY START: SCRAP DATE :
CASE OPEN DATE : 05 21 96 TRANSMIT DATE :
ROUTING CODE : ZOW CAS LOC: 1241 CORP CASE # :
CORRES TYPE : CENTRAL FILE : N (Y/N)
FILE RETENTION : 00 LAST ALTERED DATE : 07 01 96
LAST ALTERED ID : Z11MV

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : N (Y/N)
CONTACT DATE : 07 01 96 DLR CONCLUSION DATE: 07 01 96
CLOSING DATE : 07 01 96 RESPONSIBLE DLR :
CO REVIEW CLOSE : H388B CO REVIEWED : (Y/N) DATE:
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

CDE # DESC CDE COMMENTS
J01 0 GAS ENGINE GEN 0/ CLAIMS CAUGHT FIRE ON IMPACT
SEE 1241 COMMENTS
T09 0 POSS. GM 1241 0/ CLAIMS DEFECT CAUSED FIRE DAMAGE
*

GENERAL COMMENTS

USER: H386B DATE: 5/21/96 TIME: 11:49

0001/ 1 05/21/96 *** CO REG CONF...CO COMPLETED 1241 SCREENS...CO ADV O/
0001/ 2 APPROX 10-14 BUSINESS DAYS.....
0001/ 3
0001/ 4 STEPHANIE BELL
0001/ 5 CHEVROLET 1241

USER: H33JW DATE: 5/21/96 TIME: 19:53

0002/ 1 *****5-21-96 O/ COORDINATOR FOR YELLOW CAB CO FLEET, C/REQ CMD TO
0002/ 2 INSPECT VEH THAT WAS IN ACCIDENT ON 5-17-96....O/STS JUST CONCERNED
0002/ 3 REQ POSSIBLE FIRE WHILE IN FONTAL COLLISIONS W/ OTHER VEHs IN FLEET
0002/ 4O/STS VEH WAS TRAVELING 40 MPH, WHEN ANOTHER VEH U TURN IN
0002/ 5 FRONT OF VEH CAUSEING ACCIDENT...O/STS ALL ARE IN HOSPITAL DUE TO
0002/ 6 ACCIDENT NOT FIRE....O/STS ENGINE CAUGHT FIRE AT IMPACT, DUE TO FRONT
0002/ 7 SEAT CRUSHED UP TOWARD HOOD LEFT SEAT WERE BURNED, PASSENGERS WERE OUT
0002/ 8 OF VEH BY THEM.....O/STS VEH AT CHICAGO AUTO WORKS, INDEP. # 312-421
0002/ 9 1121....O/STS SEEKS CMD TO INSPECT SO HE CAN BE SURE OF OTHER VEH'S IN
0002/10 FLEET....CO ACK O/'S CONCERN....CO REV'D W/ STEPHANIE BELL, PRODUCT
0002/11 INVESTIGATION....CO CONFERENCED CALL TO 1241.....
0002/12 JEANINNE WIERZICKI

GENERAL MOTORS 1241 VEHICLE INSPECTION REPORT

VEHICLE # 960302526 YR/MODEL 1996 UL VIN ZG1WL52M4T9232859
LUMINA "ENGINE"

ALLEGED DEFECTIVE COMPONENT _____

CUSTOMER NAME VEHICLE HOME/BUSINESS PHONE _____

DEALER CHICAGO AUTO WORKS DLR CODE _____ SERVICE MGR. KEN KOLINEN
(NON-BREV-)

VEHICLE INSPECTION DATE 6-6-96 TIME 12:15 LOCATION CHICAGO AUTO WORKS - CHICAGO, IL

VEHICLE TOWED TO DEALER YES NO LICENSE# NONE CURRENT MILEAGE UNKNOWN ^{OK}
PRESNT (REPORTEDLY 19766)

EXTENT OF DAMAGE DAMAGED DUE TO SEVERE FT. END
COLLISION, FIRE + L. SIDE SIDE SWEEP DAMAGE

ESTIMATED COST OF REPAIR DAMAGED

TIRE SIZE P205/70R15 BRAND B.F. GOODRICH TOURING T/A
GOOD, FAIR, POOR CONDITION: LF: GOOD RF: FLAT LR: GOOD RR: GOOD SPARE: GOOD

HAVE ALLEGED DEFECTIVE PARTS BEEN REMOVED? YES NO ^{DAMAGED}
PARTS: N/A CUSTODIAN: N/A LOCATION: N/A

PICTURES TAKEN: YES ✓ NO _____ TAKEN BY GILBERT A. KARAS - EAA
MUST BE 35MM, PLEASE ATTACH NEGATIVES ✓

WAS ACCIDENT SCENE INSPECTED? YES _____ NO ✓

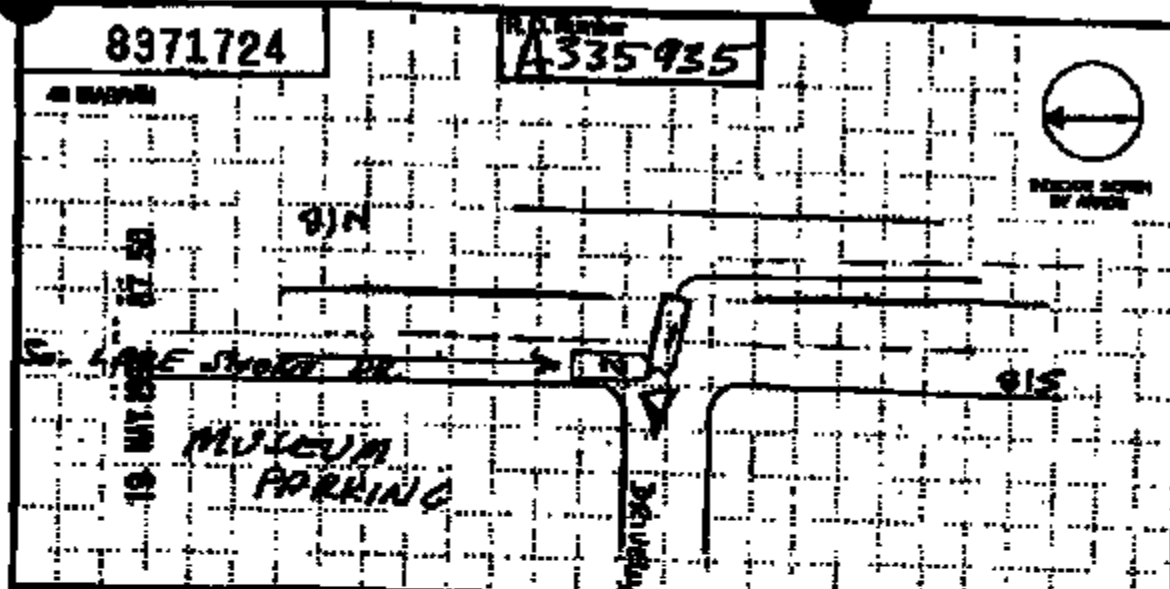
VEHICLE CONDITIONS THAT MAY HAVE AFFECTED INCIDENT SEVERE L. FT. COLLISION
CAUSED MASTER CYLINDER TO DISLODGE, + SPRAY BRAKE FLUID THROUGHOUT
L. SIDE OF ENGINE COMPARTMENT.

INSPECTION RESULTS, PLEASE COMPLETE THOROUGHLY:
INSPECTION INDICATED VERY SEVERE L. FT. COLLISION, APPARENTLY LEADING TO
VEH. CONDITION DESCRIBED ABOVE. UNDERHOOD FIRE OPEN OCCURED, + SPREAD TO
REAR OF HOOD, L. FENDER + DRIVER'S SIDE DOOR, L. FT. FIRE + WHEEL, + L.
DRIVER'S SEAT AREA. AS BRAKE FLUID GOT ON HOT ENGINE COMPONENTS, COA-
BUSTION OCCURED LEADING TO SUBSEQUENT FIRE DAMAGE AS DESCRIBED. STR
SYSTEM DEPLOYED AS DESIGNED. VEH. WOULD HAVE BEEN TOWED WITHOUT FIRE
DAMAGE, + ALL INJURIES WERE REPORTEDLY CAUSED BY COLLISION, + NOT
SUBSEQUENT FIRE.

NOTE: PHOTOS, + IL TRAFFIC CRASH REPORT ENCLOSED.

GILBERT A. KARAS - EAA

UTECAP09209800854448-PI92260



8971724
 335935
 MATCH ACCIDENTS 3421
 DR. #1, ACCORDING TO DR. #2 & RN WITNESSES STATED VEH. #1, WHICH HAD BEEN N/B ON SO. LAKE SHORE DR NEARING 58TH ST ENTRANCE TO THE MUSEUM OF SCIENCE & INDUSTRY, SUDDENLY TURNED LEFT INTO ONCOMING S/O LAKE SHORE TRAFFIC & WAS STRUCK BY VEH. #2 WHICH CAUGHT FIRE.

WITNESS: [REDACTED]

NAME	ADDRESS	CITY	STATE	ZIP	CONTACT NO.

11 COMMERCIAL VEHICLE LICENSE NO.	
MAKE MODEL YEAR	<input type="checkbox"/> Motor <input type="checkbox"/> Bus <input type="checkbox"/> Van
IN STATE LICENSE NO. EXPIRES	<input type="checkbox"/> Yes <input type="checkbox"/> No
INSURANCE INFORMATION POLICY NO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
DAMAGE TO OTHER PROPERTY TO BE REPORTED TO POLICE	<input type="checkbox"/> Yes <input type="checkbox"/> No
CITY OF CHICAGO DISTRICT NO.	CHICAGO

12 COMMERCIAL VEHICLE LICENSE NO.	
MAKE MODEL YEAR	<input type="checkbox"/> Motor <input type="checkbox"/> Bus <input type="checkbox"/> Van
IN STATE LICENSE NO. EXPIRES	<input type="checkbox"/> Yes <input type="checkbox"/> No
INSURANCE INFORMATION POLICY NO.	<input type="checkbox"/> Yes <input type="checkbox"/> No
DAMAGE TO OTHER PROPERTY TO BE REPORTED TO POLICE	<input type="checkbox"/> Yes <input type="checkbox"/> No
CITY OF CHICAGO DISTRICT NO.	CHICAGO

Great Lakes Region
Chevrolet Motor Division
General Motors Corporation
P.O. Box 9008, Naperville, Illinois 60563-7008



July 1, 1996

[REDACTED]
Chicago, IL 60616

RE: Case # 960302526

Dear Mr. [REDACTED]

Chevrolet Motor Division made an inspection of your 1996 Lumina Sedan, identification number: 2G1WL52M4T9232859 relating to the incident of May 17, 1996.

The investigation revealed the cause of the incident was not related to any defective material or workmanship by Chevrolet Motor Division. The investigation report will be forwarded to our insurance carrier for information purposes only. Any further communication regarding this matter should be directed to:

Cigna Insurance Company
GM - ESIS Unit
P. O. Box 02489
Detroit, MI 48202
1-800-888-0164

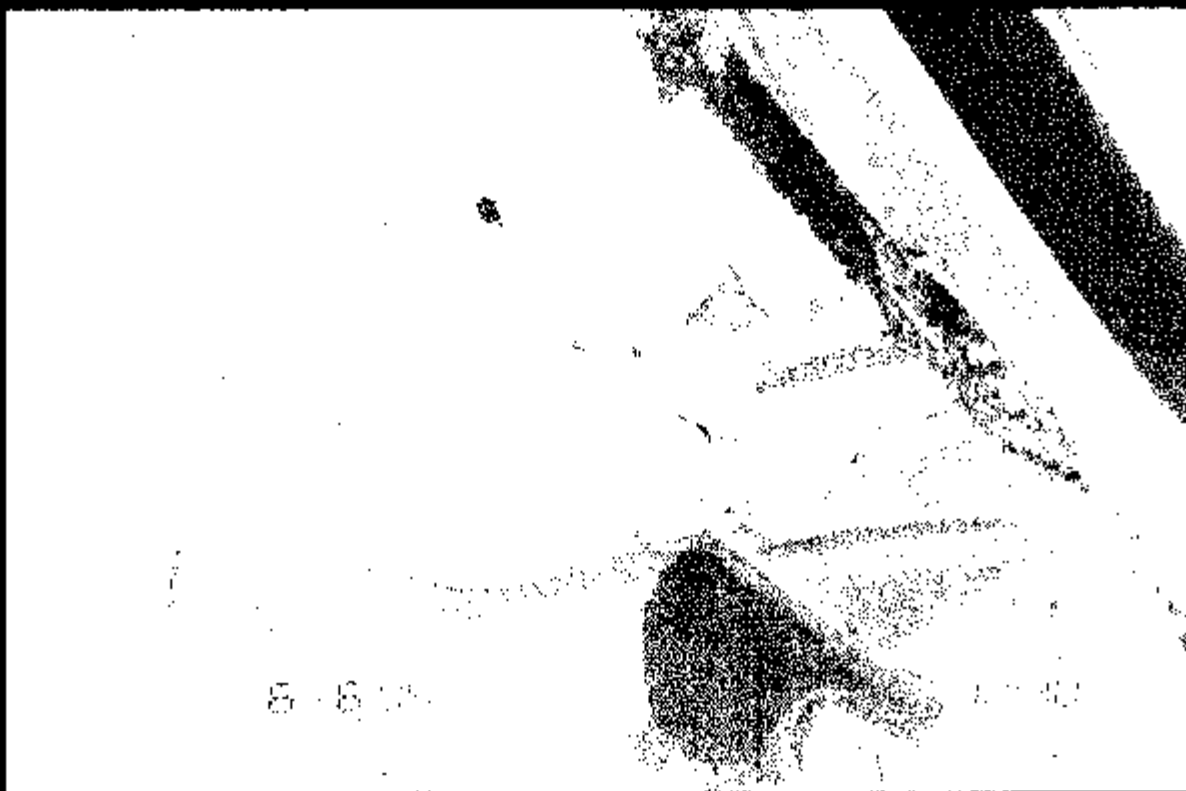
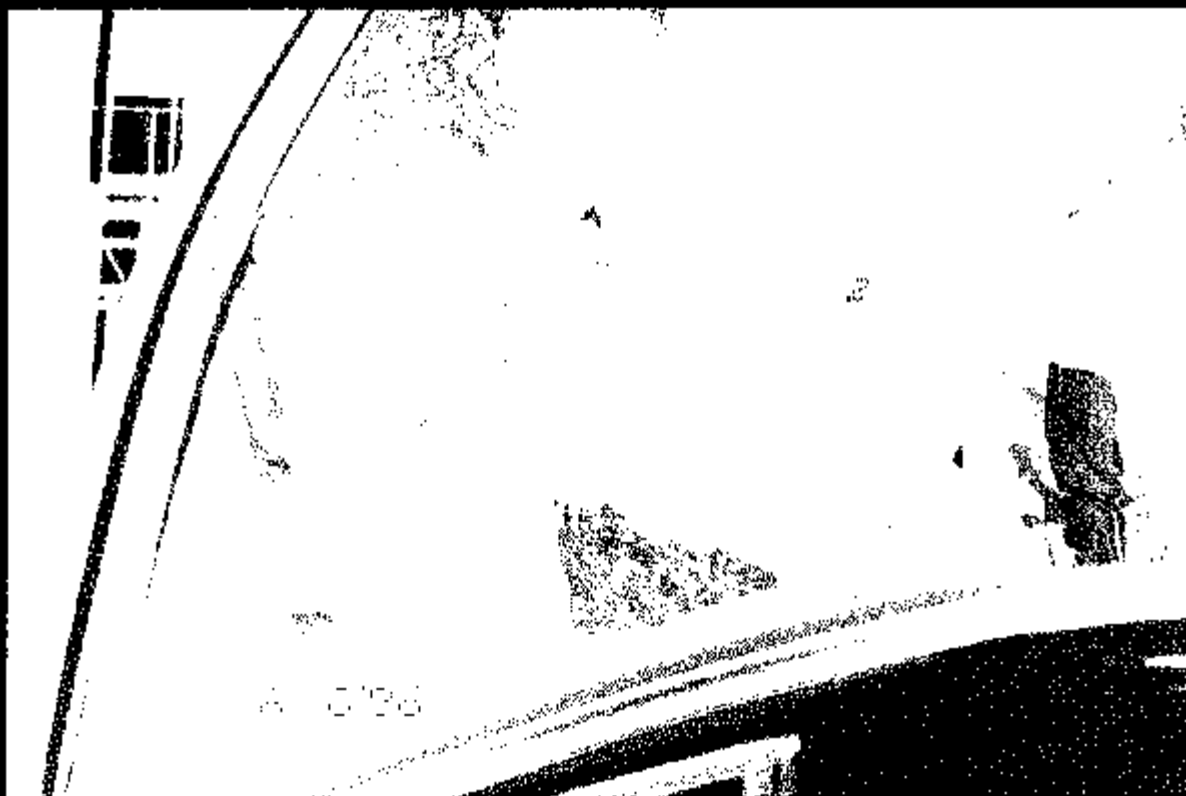
Thank you for giving us this opportunity to review this matter.

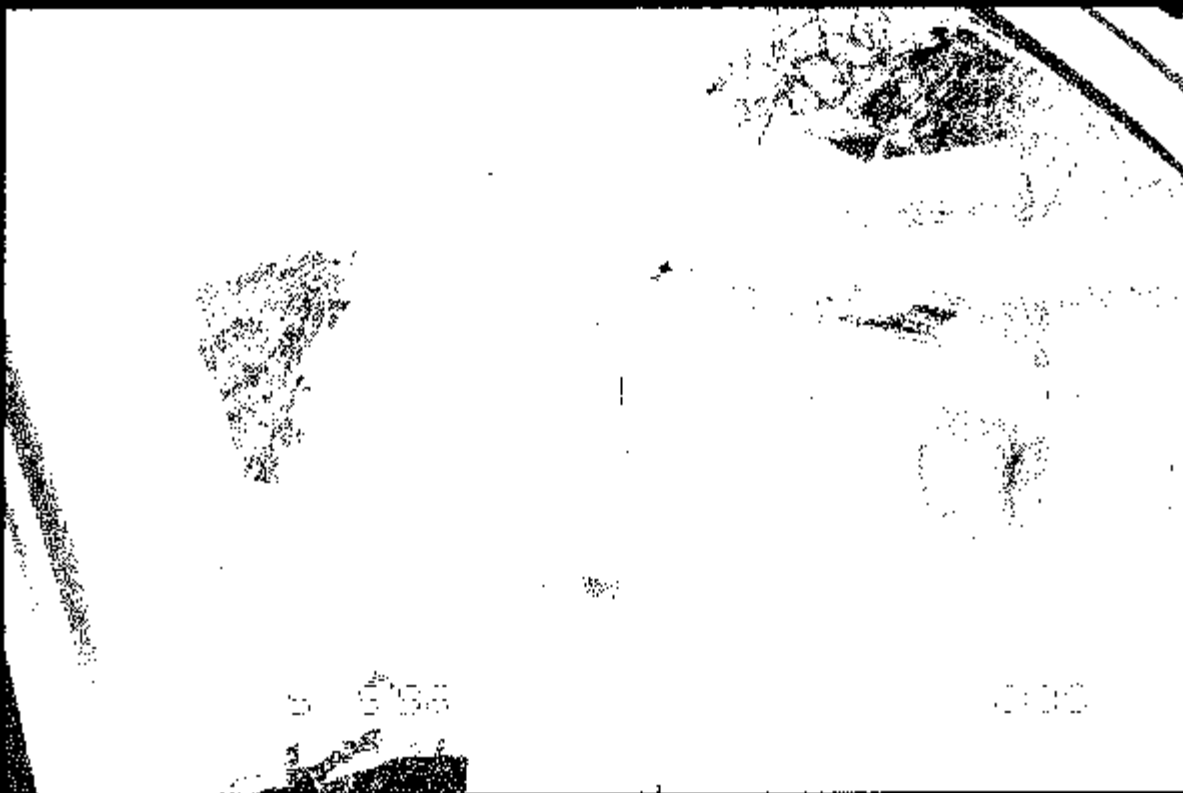
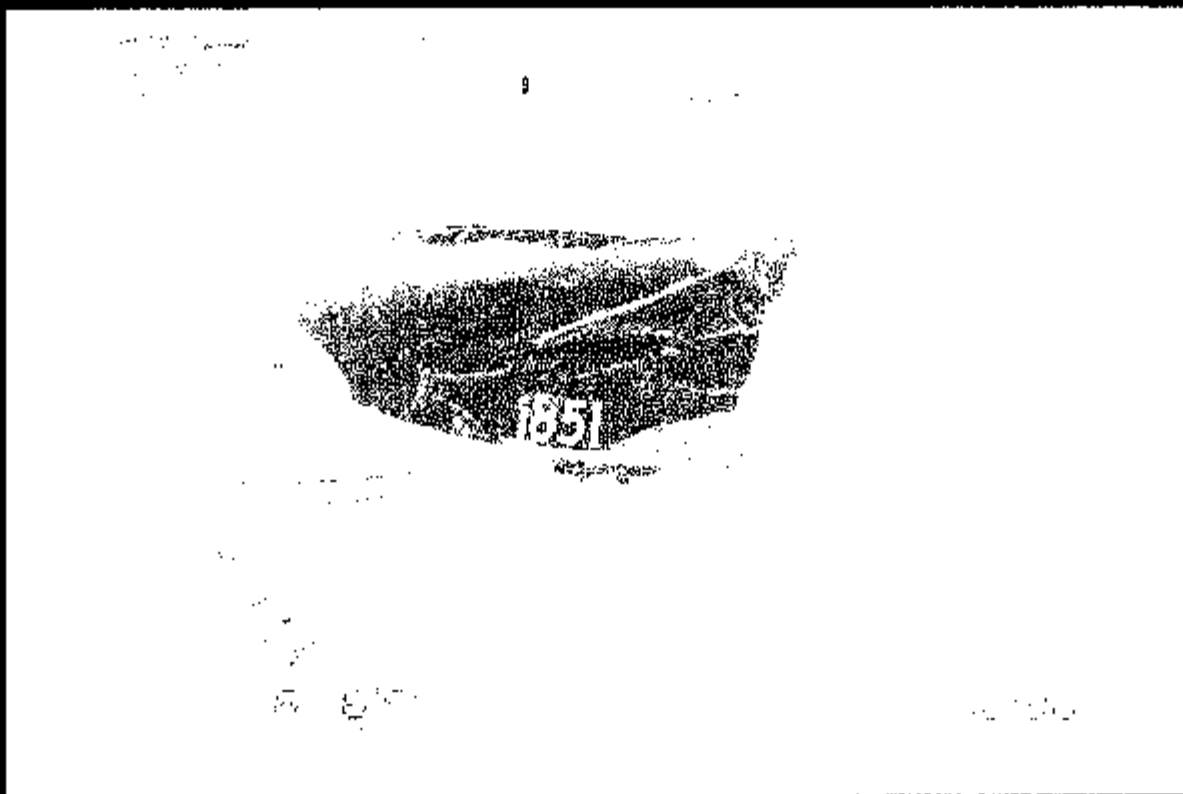
Very truly yours,

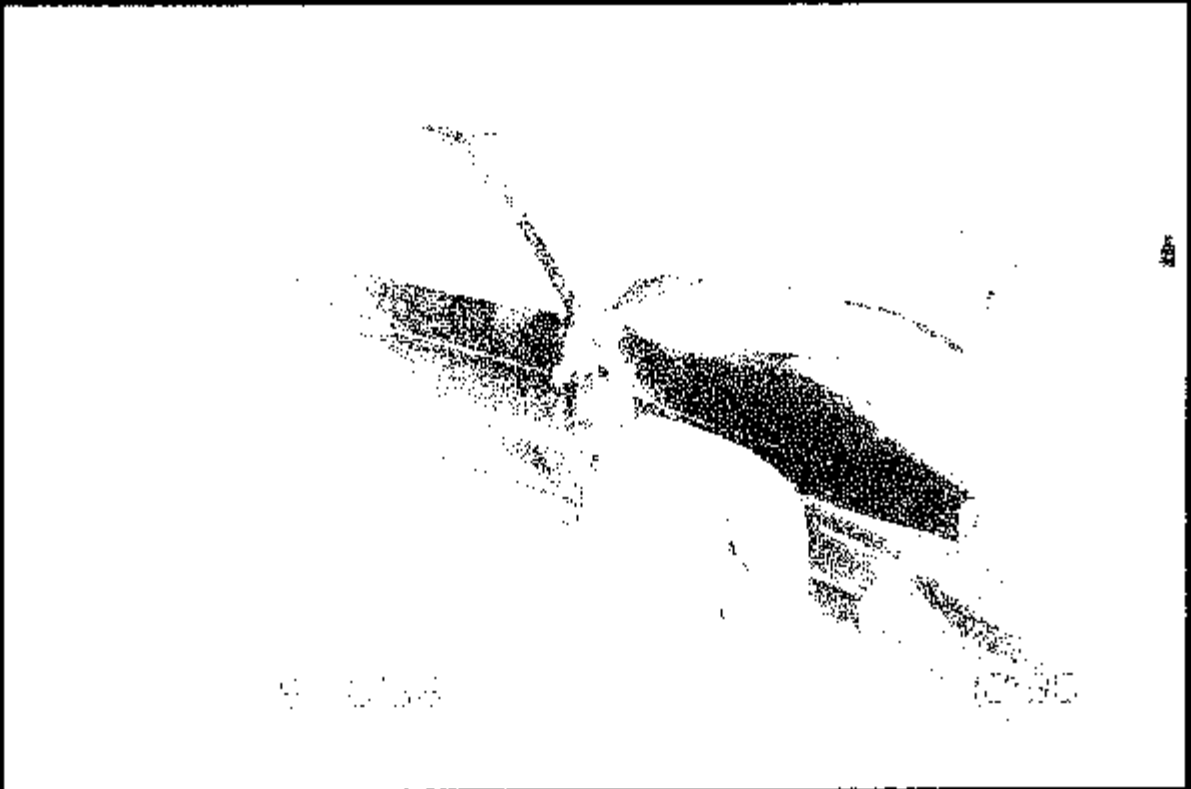
Christine Tuross

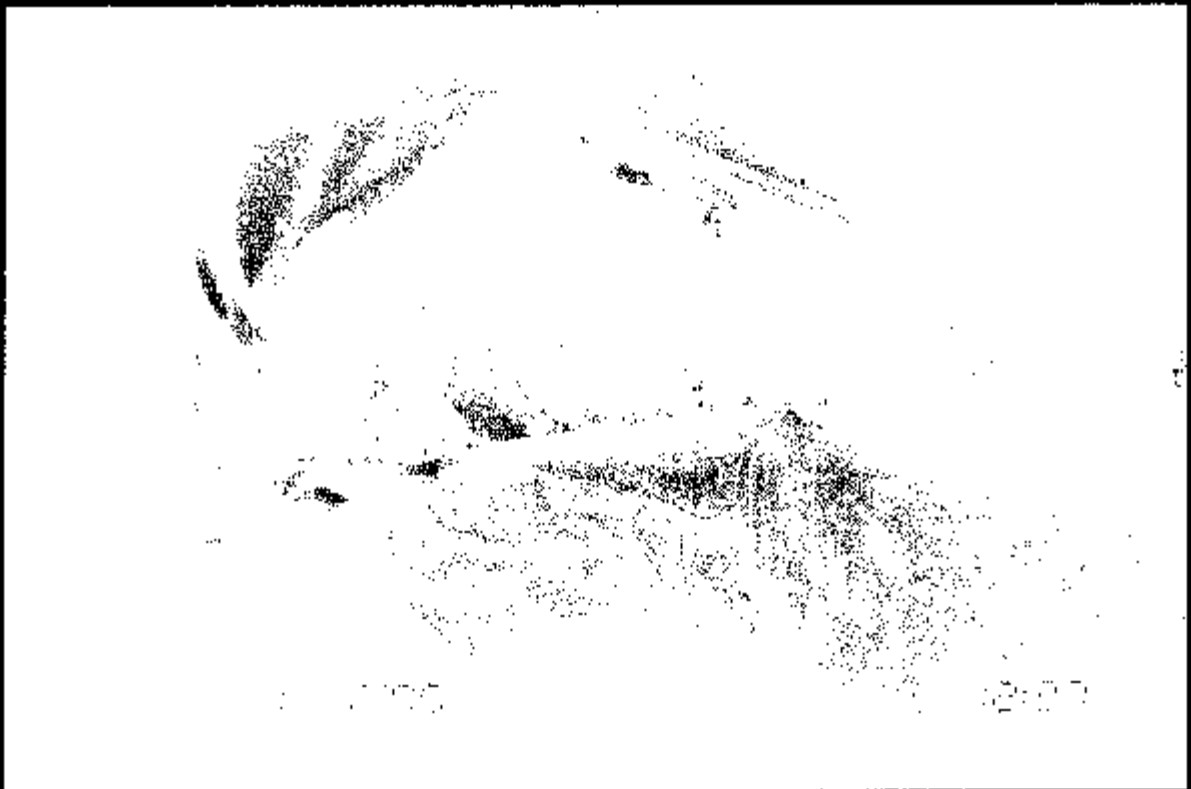
Christine Tuross
Customer Assistance Manager

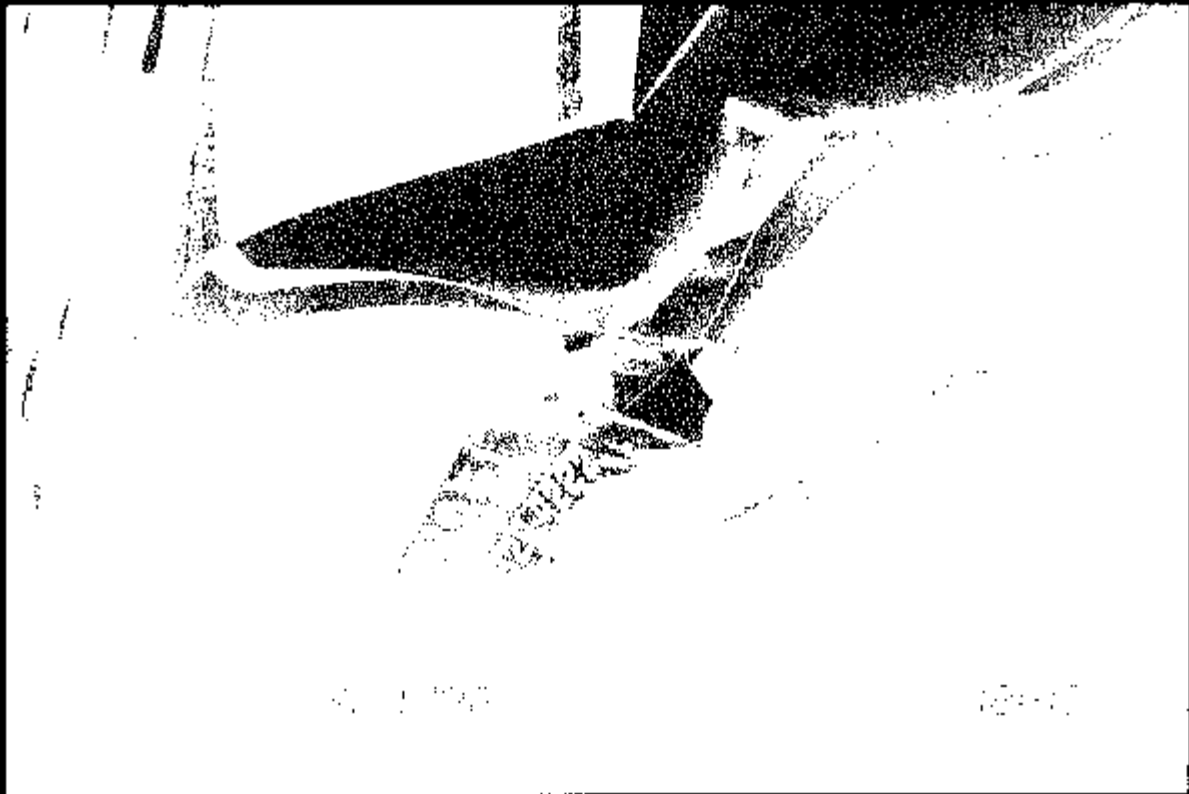
CT/mrv











261329 PI87780
A51-124

1241A

GENERAL MOTORS CORPORATION

DIVISION: PONTIAC
ZONE: DETROIT
DATE: MAY 8, 1956

ESIS UNIT
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

RE: Claimant: MR. [REDACTED] (LAST NAME UNKNOWN)
Date of Incident: NOT AVAILABLE
CAC File No.: 96096396P

Gentlemen:

Form GM 1241 (Pages 1 & 2 is attached, reporting information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

- 1. The attached report is for your information and record. - NO SEVERE INJURY, SUBROGATION, ETC. CLAIMANT WILL NOT PRESS CLAIM FURTHER.
- 2. Claimant indicates he will take further action on his claim.
- 3. ESIS Unit involvement is requested in this claim. - SEVERE PERSONAL INJURY, SUBROGATION, THIRD PARTY PROPERTY DAMAGE, ETC.

Reason for request: _____

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Forward claim acknowledgments to:

Further inquiries regarding this claim should be directed to:

(1) The undersigned - BOTH BOXES SHOULD BE CHECKED BY ZONE
and/or

(1) the undersigned - NORMALLY BOX 1 IS CHECKED BY ZONE
or

(2) Product Compliance
Pontiac Division, One Pontiac Plaza, Room A317
Pontiac, MI 48340-2952

(2) Product Compliance
Pontiac Division, One Pontiac Plaza, Room A317
Pontiac, MI 48340-2952

Very truly yours,

GENERAL MOTORS CORPORATION

In addition to the GM 1241 (1) and (2) report, the following enclosures are attached (if none, so indicate). None

- (When attaching R.O.s or photographs. Indicate how many)
- PHOTOGRAPHS (3 SETS OF 22), _____
- NEGATIVES 22, _____
- REPAIR ORDERS 2, _____
- CLAIMANT LETTER _____

PONTIAC DIVISION
3051 WEST GRAND BLVD. - SUITE 490
ADDRESS DETROIT, MICHIGAN 48202

BY: ASSISTANT ZONE MANAGER - SERVICE (306)
[Signature]
(Signature)

1. Send to Product Compliance
2. Retain in Zone Office

1241A, 1241-1, 1241-2
3 Copy
1 Copy

Attachments
3 Copy
1 Copy

Photographs
2 Set of Prints/Negatives
1 Set of Prints

V INVESTIGATION

When, and by whom was zone notified of incident? ART MORAN SERVICE MANAGEMENT CONTACTED PONTIAC DIVISION
BOYI JOSE OFFICE ON APRIL 19, 1996.

Location of incident (Designate exact location) NOT AVAILABLE

Kind and Condition of road: (for not relevant)

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

Nature of: Vision obstruction (if any, describe)

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

NOT AVAILABLE

Where can vehicle be seen? ART MORAN PONTIAC/S.M.C., SOUTHFIELD, MICHIGAN

Did vehicle turn over? Yes No Vehicle speed estimate MPH N/A

Source of speed estimate NOT AVAILABLE Posted speed limit MPH

Brand and size tires GOODYEAR P225/60R16

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

Other (truck or spare) NOT APPLICABLE

Did your search of the vehicle service history produce service repair orders? Yes No

If "Yes", attach copies of all R.O.s. (indicate how many 2) If "No", explain NOT APPLICABLE

Police report attached? Yes No If "No", what station or officer made report? No report filed

NOTE: ALLEGEDLY A FIRE DEPARTMENT WAS INVOLVED, HOWEVER, LOCATION UNAVAILABLE.

Name and address of witnesses: (or None) NOT AVAILABLE

Were photos taken? Yes No If "Yes", how many: 22 By whom (name and address): W. J. ECARIUS,

E.A. ASSOCIATES, 30700 TELEGRAPH RD. - SUITE 4566, BIRMINGHAM FARMS, MICHIGAN 48028

If "No", explain:

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

VI DESCRIPTION OF CLAIM

Driver's description as to how incident happened and his statement of the cause. ALLEGEDLY DRIVING HOME ROAD AND SAW
SMOKE, PULLED OVER, RAISED HOOD, AND SAW FLAMES. (INFORMATION ON ORIGIN OF ALLEGED FIRE NOT AVAILABLE
DUE TO NOT BEING ABLE TO CONTACT DRIVER OR CLAIMANT.) NUMEROUS ATTEMPTS TO COMMUNICATE WITH THE
CLAIMANT WERE UNSUCCESSFUL.

Did you personally speak with driver? Yes No If "No", give source of driver's description. INTERVIEW WITH ART MORAN

SERVICE MANAGEMENT (NOW BROCKTON, SERVICE MANAGER).

Was vehicle inspected? Yes No If "Yes", identify all parties W. J. ECARIUS, E.A.A., AND ART MORAN SHOP

FOREMAN, BOB MARIAC.

What vehicle components are allegedly defective? NO SPECIFIC ALLEGATIONS MADE

Who made allegation of defect? CLAIMANT WANTED PONTIAC TO REVIEW

If the alleged defective part has been removed from the vehicle, indicate exact parts, present location and who is custodian.

NO PARTS REMOVED BY E.A.A.

Information from further investigation of incident, including examination of vehicle and scene of incident. INSPECTION OF VEHICLE
INDICATED AN ENGINE COMPARTMENT FIRE HAD OCCURRED ON THE L.H. SIDE OF THE VEHICLE. DUE TO THE EXTENT
OF DAMAGE, THE EXACT CAUSE OF THE FIRE COULD NOT BE ASCERTAINED. THERE WAS HEAVY GAUGE WIRE (AFTER
MARKET) THAT WAS WIRED INTO THE FUSIBLE LINK POSITIVE BATTERY CABLE CONDUCTOR. THE FUSE HOLDER WAS
COMPLETELY MELTED.

Date matter was concluded with claimant? MAY 8, 1996

How and when was matter left with claimant? A VOICE MAIL MESSAGE WAS LEFT ON 5/8/96 TO CLAIMANT INDICATING
THAT DUE TO THE EXTENT OF DAMAGE, THE EXACT CAUSE OF THE ALLEGED FIRE COULD NOT BE ASCERTAINED. THAT
THE RESULTS OF THE INSPECTION WOULD BE TURNED OVER TO PONTIAC DIVISION AND E.A.A. A DISPOSITION
LETTER WILL BE SENT.

DATE OF INVESTIGATION 4/19/96 - 4/23/96

BY W. J. ECARIUS

PRINTED NAME W. J. ECARIUS, E.A.A. (ELD) 642-3232

SIGNED

Divisional Representative Completing Investigation
 General Motors Corporation

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

RECEIVED
MAY 16 1996

PONTIAC

Zone Office
Pontiac Division
General Motors Corporation
P.O. Box 33110
Detroit, Michigan 48232

May 14, 1996

[REDACTED]

Southfield, MI 48075

RE: File No.: 96096396P

Dear Mr. [REDACTED]

This will have further reference to your product investigation claim involving a 1996 Pontiac Grand Prix.

We have completed our investigation into this matter, due to the severity of damage, Pontiac Division is unable to determine the cause of the alleged fire. Therefore, we suggest that you contact your insurance carrier, if you have not already done so.

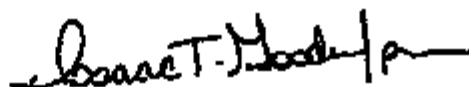
All information has been reported to our insurance administrator, for further review. Any questions or concerns you may have should be directed to:

ESIS Unit
GM Central Claims
P.O. Box 02489
Detroit, MI 48202

Tel: 800/888-0164

Sincerely,

PONTIAC DIVISION
General Motors Corporation



Isaac T. Gooden
Assistant Zone Manager-Service
Detroit Zone

cc: Product Compliance
File





PONTIAC

Zone Office
Pontiac Division
General Motors Corporation
P.O. Box 33110
Detroit, Michigan 48232

April 26, 1996

[Redacted]

Southfield, MI 48075

Dear Mr. [Redacted]


This will have reference to the claim you filed with the Pontiac Customer Assistance Center relative to your 1996 Pontiac Grand Prix. We would like the opportunity to talk with you about your concerns.

Inasmuch as we have been unable to reach you at the phone numbers listed on your claim, we would appreciate your telephoning Mr. Bill Ecarius of Engineering Analysis. Mr. Ecarius is representing Pontiac in this matter. He may be reached at (810) 814-0603. Mr. Ecarius will not be available the week of April 29th. Please contact him anytime after May 6th. If you do not reach him, please leave a phone number on his voice mail where he may return your call.

Thank you for your cooperation in this matter.

Very truly yours,

PONTIAC DIVISION
General Motors Corporation


Patricia A. Murray
Consumer Advisor

cc: B. Ecarius
File no. 96030218P



TECH	FO	
OPERATION		
TIME	OLH	

RRR 62629** #TAG 1238a LIC: MI AWJ46 SVC ADV: 129 RONALD B BROADWATER

[REDACTED]
SOUTHFIELD
MI 48075

96 **VIN: 102WJ12M5 TF217630**
PONTIAC GRAND PRIX COL CD: 96U
SE 2DR CPE TRIM: 64B
LICENSE: MI AWJ46 RED CAR
SVC DLR: 415001 SLN: 597
STOCK NUMBER: 0004046H
IN-SVC: 122695 SOLD: 122295
ODOMETER: LAST: 2941 CURRENT: 7764
AVG PER DAY: 82 PER MONTH: 2460
TOW LN: 51 AMT: 35.00
P.O. / REFERENCE: 123828 DEPT: D

HOME: [REDACTED]
WORK: [REDACTED]

DIST CODE: 102

04/04/96 08:15:27

PREV RO: 62583 ****PROMISED DATE: 04/03/96 TIME: 1800 ****

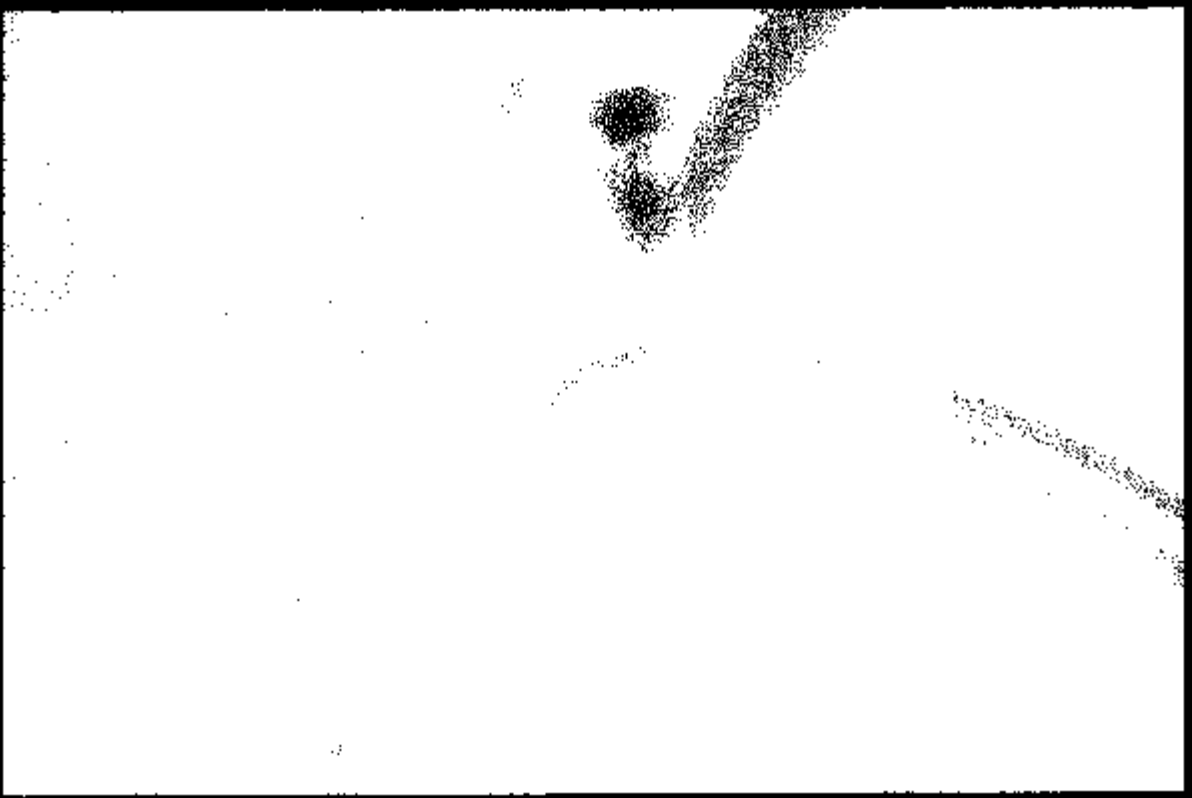
MODEL: WJ37
#TAG 1238* **RO 62629** SVC ADV: 129 VIN: 102WJ12M5 TF217630

W56994 013196 2941 179	04	8.00	LOF SPECIAL
TECH HRS OP CODE DESC	07	39.95	BALANCE WHEE
113 N2290 REPLACE HEADLAMP SWITCH			
147 N0725 REPLACE GEAR SELECTOR B			

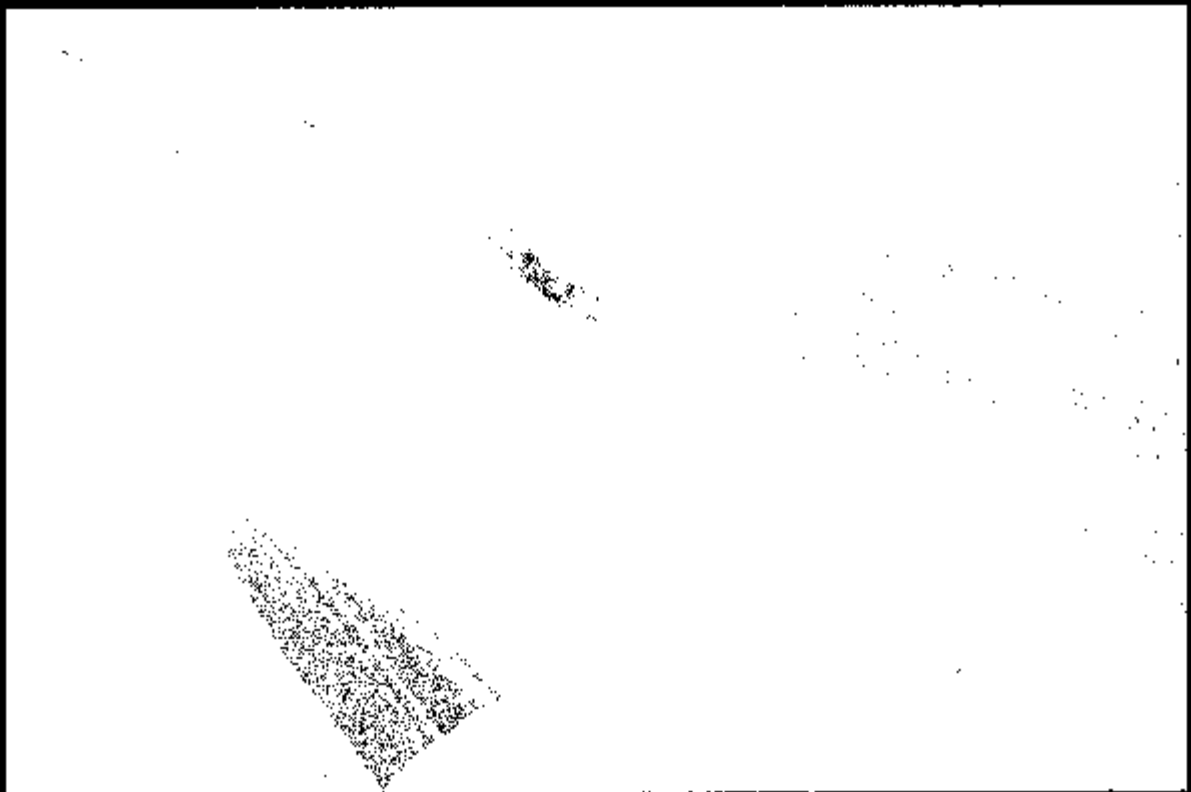
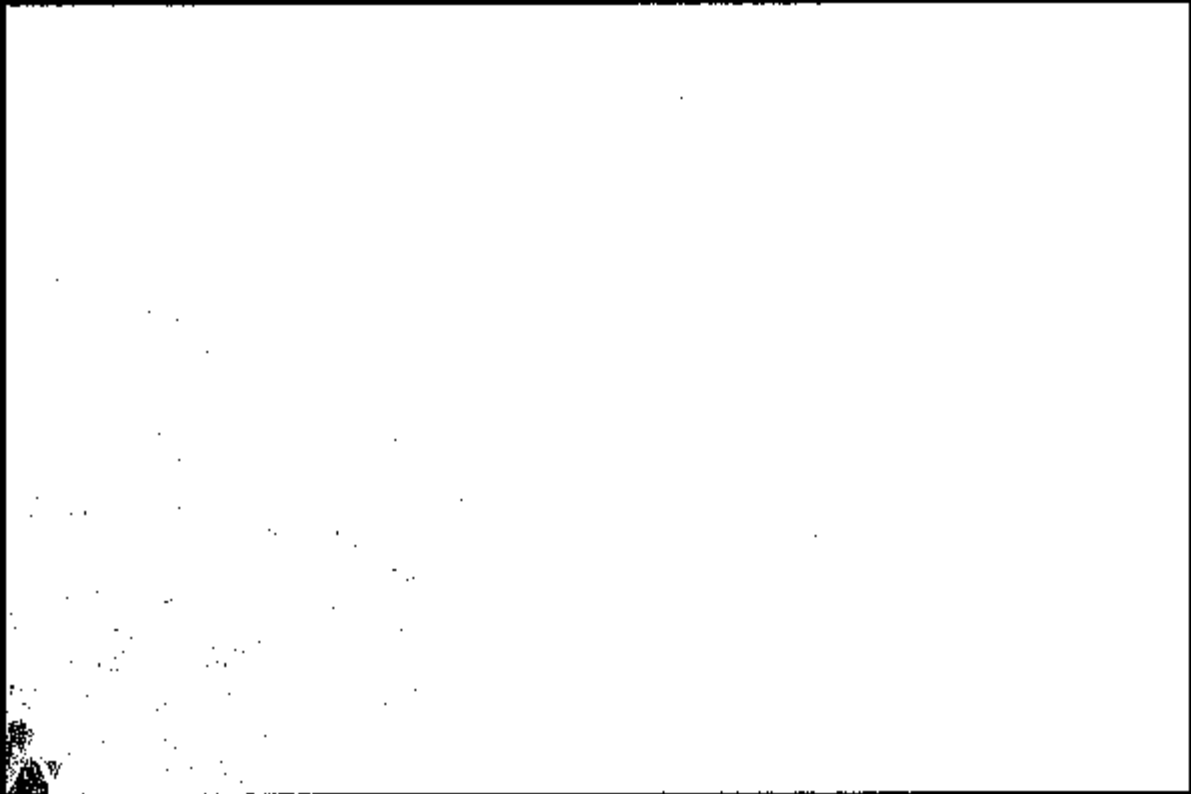
MANUFACTURER'S DEALER CAMPAIGNS APPLICABLE TO YOUR VEHICLE

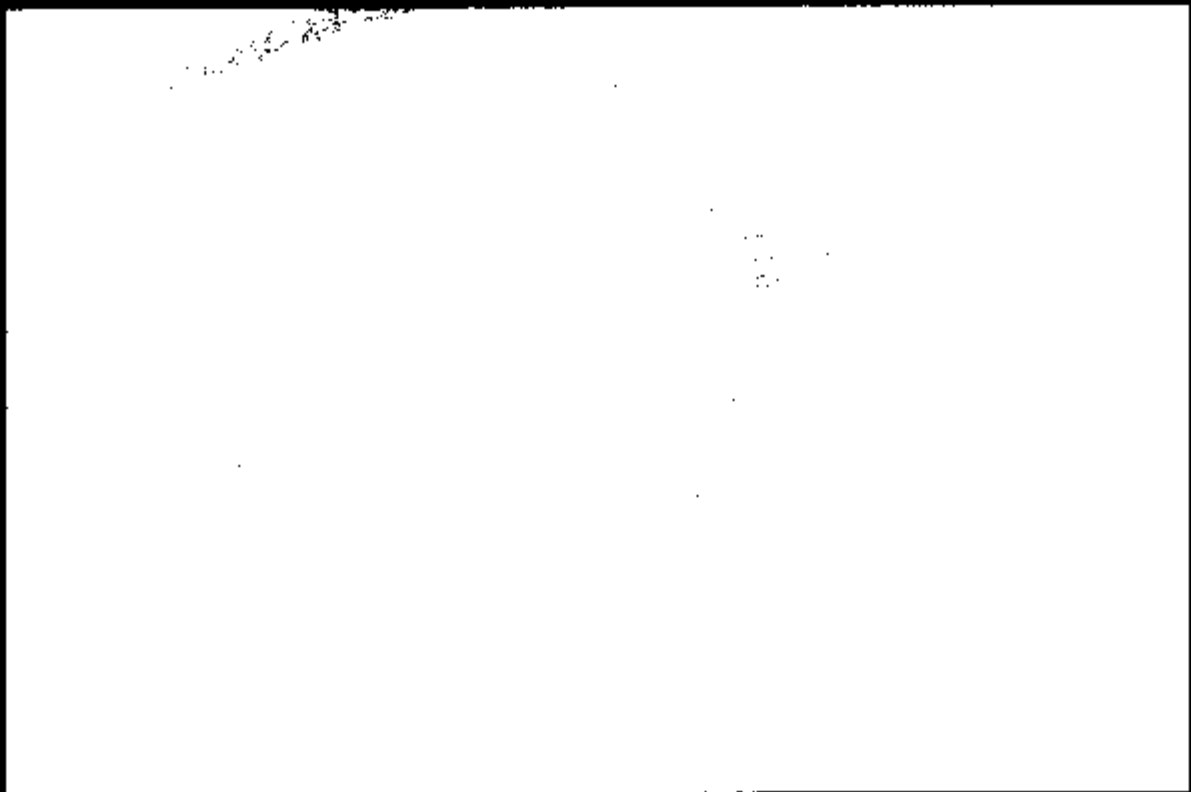
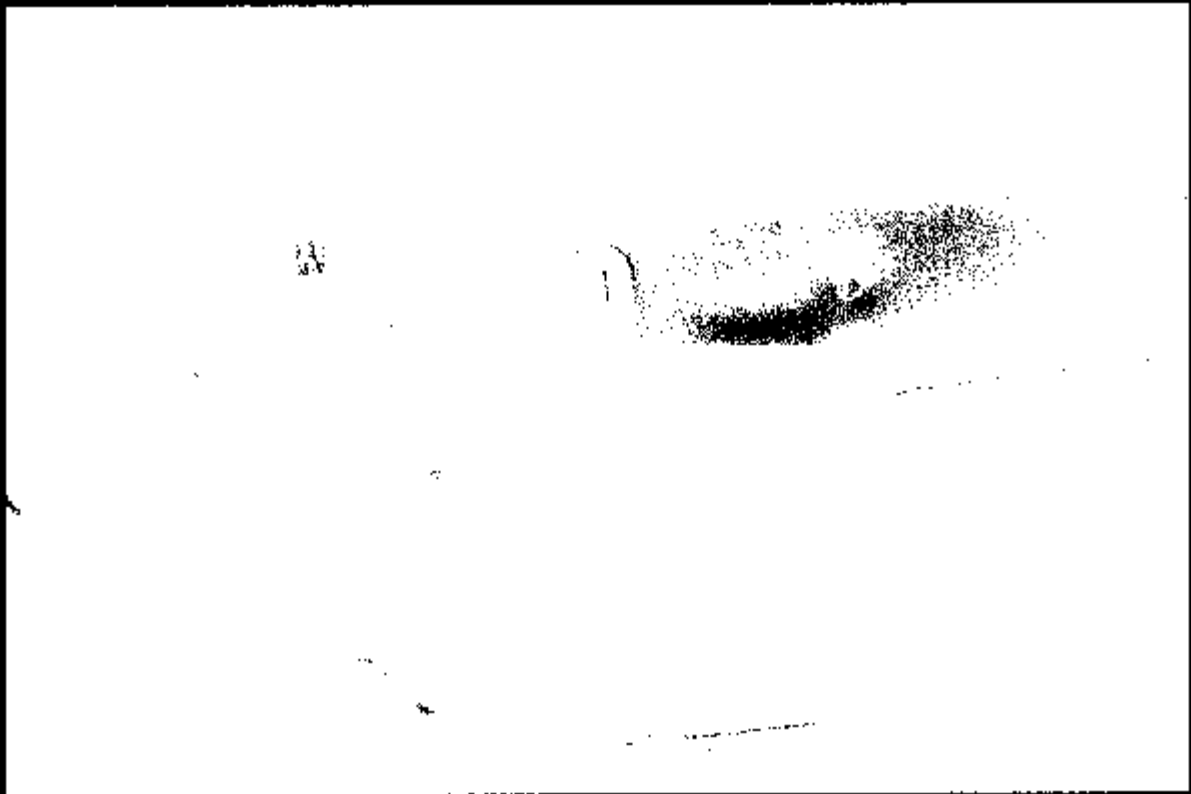
*** REPRINTED 1 TIMES ***

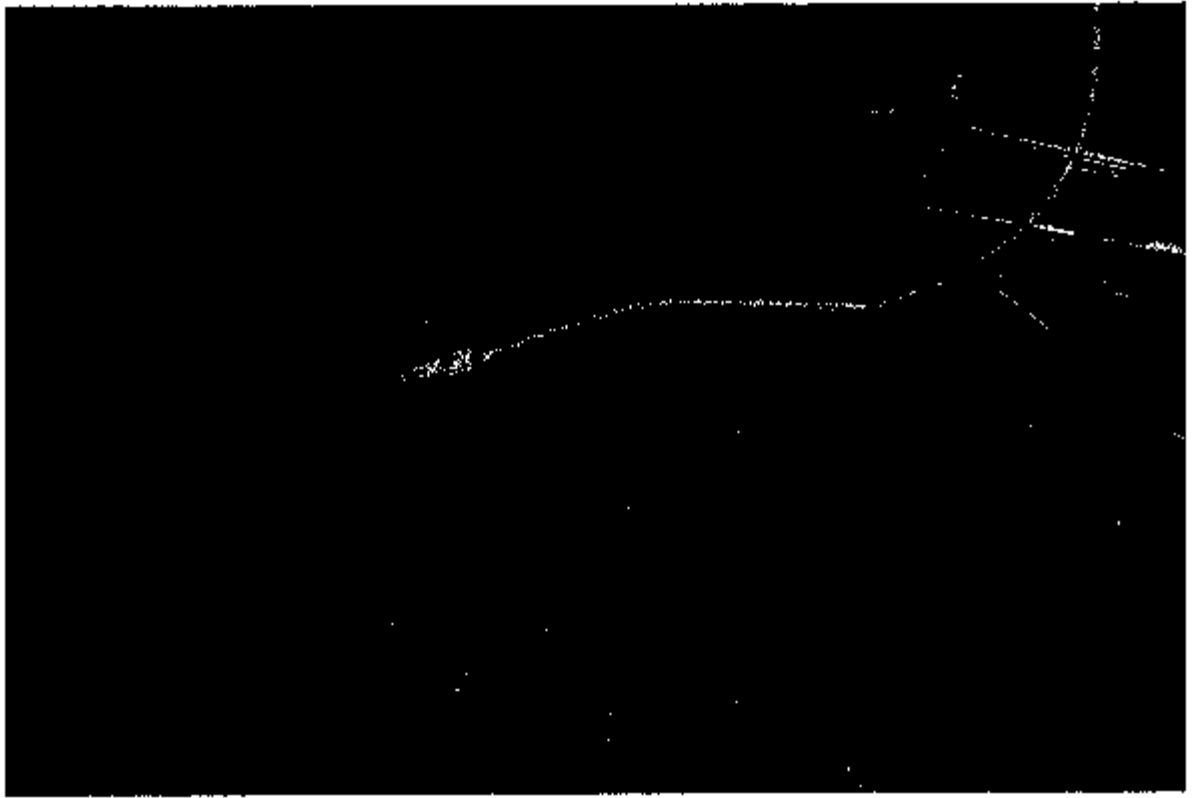












CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

264215

PI 90761

CASE NO: 96-0106640 VIN: 2G1WN52M0T9120036
DATE OPENED: 02/21/1996 MODEL YR: 96
DATE CLOSED: 11/29/1996 SERIES: WL LUMINA
SOURCE: PHONE MILEAGE: 010602
CUSTOMER: [REDACTED] STATE: MD
ADDRESS: [REDACTED] LINTHICUM ETS MD 21090
HOME PHONE: 000 000 0000 BUS. PHONE: [REDACTED] EXT:

***** GENERAL COMMENTS *****

2-21-96 *** O/ (REP FROM LISTED DLR) STS THAT BUSINESS IS ORIG O/ OF V
ER W/O PRV HIST...O/STS THAT VEH WAS STUCK IN SOME SNOW...O/STS THAT
THE PERSON WHO HAD RENTED VEH (NAME UNKNOWN) ATTEMPTED TO GET VEH OUT
OF SNOW...O/STS THAT VEH THEN CANNOT FIRE...O/STS VEH IS PRESENTLY AT
LISTED DLR FOR INSPECTION..CO DCC W/ SHOP FOREMAN AT LISTED DLR (JEFF)
...JEFF ADV THAT EVERYTHING UNDER HOOD IS DAMAGED...CO ACK...CO TRANSF
SEND C/ TO 1241...DWIGHT BROWN

02/21/96 ***** O/ DISCONNECTED BEFORE CO COULD TRANS...CO C/ O/ B/...
CO COMPLETED 1241 SCREENS....CO ADV O/ APPROX 10-14 BUSINESS DAYS...

STEPHANIE BELL
CHEVROLET 1241

03/04/96..I RECEIVED CALL FROM S. MC FARLAND AT MID ATLANTIC REGION. S
. MC FARLAND REQ 1241 CASE BE DELETED SO FILE CAN BE PROCESSED UNDER 1
241R GUIDELINES..I REV'D FILE & SUBMITTED FILE FOR DELETION ON THIS DA
TE..

ERIC GLENNAN
CHEVROLET 1241

7/15/96...I REC/D SCRAP REQUEST...REGION INCLUDED PHOTOS, AND REPAIR
ESTIMATE...I REV/D CASE AND REQUEST IS PENDING SIGNATURE OF L.S.
DICKINSON....
TODD HANEY
LEGAL INVENTORY

11/20/96...CO REC/D COMPLETED SCRAP FROM REGION..REGION ENCLOSED SCRAP
FING CERTIFICATE, TITLE, AND PHOTOS OF VEH DESTRUCTION ALONG W/ OTHER
DOCS..CO TO FILE DOCS AND LEAVE MSG FOR D. UMBERG TO PLACE CASE IN PRO
CESS.....
TODD HANEY
LEGAL INVENTORY

***** REQUEST CODE AND COMMENTS *****

CODE #	DESC	CODE	COMMENTS
J01	O GAS ENGINE GEN O/ CLAIMS ENGINE CAUGHT ON FIRE		SEE 1241 CASE
T09	O POSS. GM 1241 O/ CLAIMS DEFECT CAUSED DAMAGE		

DATA 1241-X
11/29/96
23:18

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
ZONE: WASHINGTON

REPORT DATE: 11/29/96

REF # - 960105640

DATE OF INCIDENT: 01/19/96 15:99

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

NAME OF OWNER:	[REDACTED]	AGE:	0
ADDRESS:	[REDACTED]	PHONE NO:	[REDACTED]
NAME OF DRIVER: ROBERT CAREY		AGE:	0
ADDRESS: UNKNOWN ALPHARETTA GA		PHONE NO:	- -
NAME OF CLAIMANT: ** SAME **		AGE:	0
ADDRESS: P O BOX 8702 LINTHICUM HEIGHTS MD		PHONE NO:	- -

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

VIN: 2G1WN82M0T9L20036 MILEAGE: 10802 DEL DATE:09/19/95 NEW/USED/DEMO:N

TRANS: 4T60-E AUT AXLE: TRANSAXLE

FWOPL

USES:

BUSINESS

DLR #: 14185

DLR NAME: J. B. A. CHEVROLET

CITY: GLEN BURNIE

STATE: MD

NATURE AND EXTENT OF DAMAGES:

ENGINE WIRE HARNESS BURNED, SLIGHT PAINT BLEM, SPARKPLUG WIRES DISINTEGRATED
FUEL LINES MELTED.

ESTIMATED COST OF REPAIRS: \$.00

***** III DESCRIPTION OF CLAIM *****

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

I GOT STUCK IN THE SNOW..I REVED THE ENGINE IN AN ATTEMPT TO GET OUT OF THE
SNOW. THE VEHICLE THEN CAUGHT FIRE.

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

SPOKE W/SERV MGR AT J.B.A. CHEV, DAVE BOGGS

DID YOU PERSONALLY INSPECT THE VEHICLE: X YES NO

WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE: ENGINE PARTS, PAINT, PLUGWIRES

WHO MADE ALLEGATION OF DEFECT: DRIVER

INFO FROM FURTHER INVESTIGATION:

CR26A 1241-X

11/29/96

23:15

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
ZONE: WASHINGTON

REPORT DATE: 11/29/96

REF # - 960106840 - CONTINUED

DATE OF INCIDENT: 01/19/96 15:59

***** IV CLAIM HANDLING *****

TYPE OF LOSS: F (FIRE/VEHICLE/OTHER)

IF "OTHER", THEN DESCRIBE THE PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: \$15,111.86 AMT CLAIMED: \$15,111.86 AMT PAID: \$15,111.86

ARTICLES OBTAINED FROM OWNER: N (Y/N) IF "N", GIVE REASON: VEHICLE REPURC
HASE

ARTICLES DISPOSITION:

PAYMENT/CREDIT AMT: \$15,111.86 TO BE MADE TO: NATIONAL CAR RENTAL

RELEASE FORM TO BE SIGNED BY CLAIMANT: Y (Y/N) IF "N", GIVE REASON:

CLAIM HANDLED TO CONCLUSION BY: SPARKLE MCYARLAND

TITLE: CSM

ASN ASSIGNED: CKB ASSIGN DTE: 02/21/96 DUE DATE: 03/21/96 RCVD DTE: 05/13/96

INVESTIGATION DATE: 02/29/96

INVESTIGATOR: WAYNE ARNOLD, EAA

RGW APPROVED BY: D G USHERS

DATE: 11/20/96

CO APPROVED BY: N.A.BOWERS

DATE: 11/25/96

267034
P183648
J61 124

CR26A 1241-K
01/31/97
23:52

GENERAL MOTORS CORPORATION REPORT DATE: 01/31/97
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
ZONE: PHOENIX

REF # -- 960586064 DATE OF INCIDENT: 09/21/96 16:59

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

NAME OF [REDACTED]	AGE: 0
ADDRESS: [REDACTED]	PHONE NO: [REDACTED]
NAME OF DRIVER:	AGE:
ADDRESS:	PHONE NO: - -
NAME OF CLAIMANT:	AGE:
ADDRESS:	PHONE NO: - -

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

VIN: 2G1WL52N1V9129577 MILEAGE: 800 DEL DATE:00/00/00 NEW/USED/DEMO: N
 TRANS: AUTO AXLE: FRONT
 PEOP: [REDACTED]
 USES:
 RENTAL
 DLR #: 39000 DLR NAME:
 CITY: STATE:
 NATURE AND EXTENT OF DAMAGES:
 VEHICLE CAUGHT FIRE UNDERHOOD AND ENTIRE ENGINE COMPARTMENT WAS CONSUMED BY FIRE.

ESTIMATED COST OF REPAIRS: \$10,000.00

***** III DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND STATEMENT OF THE CAUSE:
 I NOTICED SMOKE COMING FROM UNDER HOOD ..I GOT OUT AND RAISED THE HOOD AND NOTICED FLAME...VEH WAS BURNT LOSS OF POWER STEERING..FIRE DEPT RESPONDED TO PUT OUT THE FIRE....I BELIEVE A CND DEFECT CAUSED THE FIRE...

DID YOU PERSONALLY SPEAK WITH DRIVER: YES X NO IF 'NO', GIVE SOURCE OF INFO:
 CAC INFO TO ORIGINAL 1241 CASE.
 DID YOU PERSONALLY INSPECT THE VEHICLE: X YES NO
 WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE: ALTERNATOR
 WHO MADE ALLEGATION OF DEFECT: CND INVESTIGATOR
 INFO FROM FURTHER INVESTIGATION: EXTENT OF UNDERHOOD FIRE HAS MADE VEHICLE FINANCIALLY IMPRACTICAL TO REPAIR...SMOKE HAS GOTTEN TO INSIDE OF VEHICLE AS WELL AS CONSUMED THE ENGINE COMPARTMENT...

CR26A 1241-X
01/31/97
23:52

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
ZONE: PHOENIX

REPORT DATE: 01/31/97

REF # - 960588064 - CONTINUED

DATE OF INCIDENT: 09/21/96 15:59

***** IV CLAIM HANDLING *****

TYPE OF LOSS: F (FIRE/VEHICLE/OTHER)

IF "OTHER", THEN DESCRIBE THE PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: \$16,530.00 AMT CLAIMED: \$16,530.62 AMT PAID: \$16,530.62

ARTICLES OBTAINED FROM OWNER: X (Y/N) IF "N", GIVE REASON: VEHICLE DAMAGE

D ONLY

ARTICLES DISPOSITION: NONE

PAYMENT/CREDIT AMT: \$16,530.62 TO BE MADE TO: 16530.62

RELEASE FORM TO BE SIGNED BY CLAIMANT: Y (Y/N) IF "N", GIVE REASON:

CLAIM HANDLED TO CONCLUSION BY: STEVE BRUM

TITLE: CA MGR.

ASH ASSIGNED: SFB ASSIGN DTE: 09/27/96 DUE DATE: 10/27/96 RCVD DTE: 10/20/96

INVESTIGATION DATE: 10/02/96 INVESTIGATOR: J.G. SMITH, RAA

RGW APPROVED BY: LANDRY

DATE: 01/21/97

CO APPROVED BY: WILFRED NOSS

DATE: 01/22/97

268043

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

PI94659 PAGE #: 1
J01-124

CASE NO: 960755571
DATE OPENED: 03/28/1997
DATE CLOSED: / /
SOURCE:
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 2G1WL52M0V1130864
MODEL YR:
SERIES:
MILEAGE: 000075
STATE: CT
CT
BUS. PHONE: EXT:

CR26A 1241-X
03/28/97
01:34

PI94689 PAGE: 25
REPORT DATE: 03/28/97

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
HOME: BOSTON

REF # - 960755571

DATE OF INCIDENT: 12/10/96 15:32

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

NAME OF [REDACTED]	AGE: 0
ADDRESS: [REDACTED]	PHONE NO: [REDACTED]
NAME OF DR [REDACTED]	AGE: 23
ADDRESS: [REDACTED]	PHONE NO: - -
NAME OF CLAIMANT: ** SAME **	AGE: 0
ADDRESS: 100CORPORATE DRIVE WINDSOR CT	PHONE NO: - -

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

VIN: 2G1WL52MOV1190854 MILEAGE: 75 DEL DATE:00/00/00 NEW/USED/DEM:D
TRANS: 4T60-E AXLE: TRANSAXLE
FMCPL
USERS:
RENTAL VEHICLE
DLR #: 32512 DLR NAME:
CITY: STATE:
NATURE AND EXTENT OF DAMAGES:
UNDERHOOD FIRE DAMAGE

ESTIMATED COST OF REPAIRS: \$5,469.00

***** III DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND STATEMENT OF THE CAUSE:
I WAS DRIVING HOME FROM WORK ON I-91 FROM WEST SPRINGFIELD AND I SMELLED
SMOKE. I LIFTED THE HOOD AND SAW FLAMES. I CALLED THE FIRE DEPT.

DID YOU PERSONALLY SPEAK WITH DRIVER: YES X NO IF 'NO', GIVE SOURCE OF DESC:
RENTAL CAR COMPANY ADVISED C.O. BY PHONE
DID YOU PERSONALLY INSPECT THE VEHICLE: X YES NO
WHAT COMPONENTS ARE ALLEGEDLY DEFECTIVE: UNKNOWN
WHO MADE ALLEGATION OF DEFECT: OWNER
INFO FROM FURTHER INVESTIGATION: MAJOR FIRE DAMAGE

CR26A 1241-X
03/28/97
01:34

PI24569 PAGE: 26
REPORT DATE: 03/28/97

GENERAL MOTORS CORPORATION
TO: DIVISIONAL GENERAL SERVICE MANAGER
DIVISION: CHEVROLET
ZONE: BOSTON

REF # - 960755571 - CONTINUED DATE OF INCIDENT: 12/10/96 15:32

***** IV CLAIM HANDLING *****

TYPE OF LOSS: F (FIRE/VEHICLE/OTHER)

IF "OTHER", THEN DESCRIBE THE PROPERTY INCLUDING AGE AND CONDITION:

ORIG PURCH PRICE: \$17,500.00 AMT CLAIMED: \$11,562.48 AMT PAID: \$11,562.48
ARTICLES OBTAINED FROM OWNER: N (Y/N) IF "N", GIVE REASON: DEALER TO SCRA
P OLD PARTS

ARTICLES DISPOSITION: UNDERHOOD FIRE DAMAGED PARTS

PAYMENT/CREDIT AMT: \$11,562.48 TO BE MADE TO: DANA AUTOMOTIVE

RELEASE FORM TO BE SIGNED BY CLAIMANT: X (Y/N) IF "N", GIVE REASON:

REGION DID NOT REQUEST ONE

CLAIM HANDLED TO CONCLUSION BY: W. E. WORLEY

TITLE: CAY

ASN ASSIGNED: KJD ASSIGN DTE: 12/17/96 DUE DATE: 01/17/97 RCVD DTE: 01/02/97

INVESTIGATION DATE: 12/20/96 INVESTIGATOR: M.A. GIGANTE - EAA

ROX APPROVED BY: NATE SMITH

DATE: 03/21/97

CO APPROVED BY: W.A. BOWERS

DATE: 03/24/97

94669

CASE REF. # 960755571

CUSTOMER INFORMATION

TITLE : MS.
FIRST : TORI MI: LAST :
STREET :
CITY : WINDSOR ST: CT ZIP : 66095
H PHONE: B PHONE:
COMPANY:

VEHICLE-DEALER INFORMATION

VIN : 2G1ML52H0Y1130864 DEL DTE:
YR/MDL : 97 WL LUMINA MILEAGE: 000075
DEALER : ZN/OLR : 32 000
CITY : STATE :

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : MISC REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORK SEQ # : N
WARRANTY : 1 (IN/OUT/UNK) THIRD PARTIES : 083
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
DLR SERVICE AREA: 00
PART DELAY START: PART DELAY END :
CASE OPEN DATE : 12 12 96 SCRAP DATE :
ROUTING CODE : 20N CAS LOC: 1241
CORRES TYPE : TRANSMIT DATE :
CORP CASE # :
FILE RETENTION : 00 CENTRAL FILE : N (Y/N)
LAST ALTERED ID : H25NB LAST ALTERED DATE : 03 24 97

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : N (Y/N)
CONTACT DATE : 12 20 96 DLR CONCLUSION DATE: 03 21 97
SING DATE : 03 21 97 RESPONSIBLE DLR :
CO REVIEW CLOSE : H25NB CO REVIEWED : Y (Y/N) DATE: 03 24 97
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

CDE # DESC CDE COMMENTS
J01 0 GAS ENGINE GEN 0/CLAIMS ENGINE CAUGHT ON FIRE
SEE 1241
T09 0 POSS. GN 1241 0/ CLAIMS DEFECT CAUSED DAAGE
SEE 1241

GENERAL COMMENTS

USER: H45PF DATE: 12/12/96 TIME: 15:42

0001/ 1
 0001/ 2
 0001/ 3
 0001/ 4
 0001/ 5
 0001/ 6 12-12-96..O/C/CLAIMS VEH CAUGHT FIRE..O/STS COMPANY IS ORIG O/
 0001/ 7 PURCHASED, ACCORDING TO HER RECORDS, 12-03-96..O/STS SHE IS IN CHARGE
 0001/ 8 OF THE VEH IN HER OFFICE..O/STS RENTED VEH ON 12-9-96..O/STS T/(SEE
 0001/ 9 THIRD SCREEN, THE RENTEE..CO NOTES T/'S MOTHER IS ALSO ON THE RENTAL
 0001/10 AGREEMENT & HER NAME IS IN THE THIRD SCREEN TOO, UNDER "OTHER")..O/
 0001/11 STS T/WAS DRIVING HOME FROM WORK AT 2 AM ON 12-10 & SMELLED SMOKE..
 0001/12 O/STS T/PULLED OVER, LIFTED HOOD & SAW SPARK & FLAMES..O/STS THERE
 0001/13 IS A FIRE REPORT..O/STS THE ROADS WERE WET..CO ACK'D..CO CONFERENCED
 0001/14 C/TO 1241..PETER PRISTIC

USER: H25NB DATE: 12/12/96 TIME: 15:57

0002/ 1 12-12-96***I/ REC'D TRANSFER COMPLETED 1241 SCREENS ADV'D 10-14 BUSINE
 0002/ 2 SS DAY X FRAME FOR INVEST
 0002/ 3 NICK BOWERS 1241

USER: H87JM DATE: 12/16/96 TIME: 14:19

0003/ 1 12-16-96*** T/(CATHY) FROM [REDACTED] C/B/.... T/ STS O/ C/ A FEW
 0003/ 2 DAYS AGO ABOUT CONCERN.... T/ STS JUST WANTED TO KNOW IF CONCERN
 0003/ 3 WAS DOC'D AT CMD B/C O/ DID NOT HAVE RECORDS FROM C/... CO ACK &
 0003/ 4 FOUND CASE OFF VIN..... CO ADV T/ OF FILE *..CO ADV I/ CMD DOES ALLOW
 0003/ 5 10 TO 14 BUSINESS DAYS FOR REGIONAL REV... T/ ACK & ADV NEEDS TO HAVE
 0003/ 6 SIT RESOLVED AS SOON AS POSSIBLE B/C COMPANY LOSSING MONEY EVERY
 0003/ 7 DAY VEH SITS..... CO ACK & APOLOGIZED... CO ADV T/ WOULD UPDATE FILE
 0003/ 8 & WHEN CMD DOES COME TO POSITON SHE WILL BE NOTIFIED... T/ ACK...
 0003/ 9 CO THANKED T/ FOR C/.....JEREMY MILLER

USER: Z35WH DATE: 12/17/96 TIME: 08:35

0004/ 1 1241 FILE SENT FEDERAL EXPRESS TO MIKE GIBANTE - EAA. MMW.

USER: H35RM DATE: 12/27/96 TIME: 13:55

0005/ 1 *** RACHEL WALLACE 12/27/96 *****
 0005/ 2 T/FROM [REDACTED] C/CO/W/FILE...CO REV'D FILE...T/REG
 0005/ 3 UPDATE ON FILE...CO ADV O/OF 10-14 BUSINESS DAYS...CO ADV T/THAT
 0005/ 4 IT HAS NOT BEEN 10-14 BUSINESS DAYS....T/?????S IF AN APPT HAS
 0005/ 5 BEEN ARRANGED...CO ADV I/THAT THE REGION IS STILL REVIEWING & ONCE
 0005/ 6 A POSITION HAS BEEN REACHED SOMEONE FROM CMD WILL BE IN CONTACT W/
 0005/ 7 O.....T/ACK...CO THANKED T/FOR C/....RACHEL WALLACE

USER: H91ED DATE: 1/ 7/97 TIME: 12:21

0006/ 1 *****1/7/97 ERIC DETTER*****
 0006/ 2 T/C/ REG UPDATE ON FILE...CO REVIEWED CNTS IN FILE...CO ADV T/ NO
 0006/ 3 FURTHER INFO IS AVAIL @ THIS TIME...CO ADV STILL W/IN 14 BUSINESS DAYS
 0006/ 4 DUE TO HOLIDAYS...CO ADV POSITION WILL BE PROVIDED AS SOON AS CMD HAS
 0006/ 5 ONE...T/ STS TAKING TOO LONG FOR INVESTIGATION & DISSAT...CO THANKED

GENERAL COMMENTS

0006/ 6 T/ FOR C/...ERIC DETTER

USER: Z35WH DATE: 1/ 7/97 TIME: 16:27

0007/ 1 EAA INVESTIGATOR RETURNED FIRE INSPECTION REPORT TO N.E. REGION.
0007/ 2 INVESTIGATOR WAS NOT ABLE TO DETERMINE THE EXACT CAUSE OF THE FIRE.
0007/ 3 HE INDICATED MAJOR FIRE DAMAGE UNDER THE HOOD OF THE VEHICLE, BUT
0007/ 4 NO DAMAGE TO THE INTERIOR OF THE VEHICLE. DEALER TO PREPARE AN
0007/ 5 ESTIMATE OF DAMAGE AND SEND COPY TO N.E. REGION FOR REVIEW. WRV.

USER: M92SB DATE: 1/13/97 TIME: 14:10

0008/ 1 1-13-97...O/ B/B-REQ INFO...CO REV'D FILE...CO REV'D 1241 SCREENS...
0008/ 2 CO ADV O/ VEH APPARENTLY WAS INSPECTED BUT NO POSITION OR ANY OTHER
0008/ 3 INFORMATION AVAILABLE AT THIS TIME...CO ADV O/ CO WOULD FORWARD MESS
0008/ 4 TO APPROPRIATE SPEC...O/ ACK...CO THANKED FOR C/...SEAN BANKEN

USER: H20AC DATE: 1/14/97 TIME: 16:30

0009/ 1 01/14/97...BILL WORLEY REGION C/ REQ THAT 1241 SCREENS BE
0009/ 2 DELETED...I REV'D FILE...I APPROVED DELETION...I SUBMITTED
0009/ 3 FOR DELETION...
0009/ 4 ANNA CARTER
0009/ 5 CHEVROLET 1241

733	A. JOHN THORP	168	256	02/28/97	CVIS38185
	73.00	A-7018	75		
	97/CHEVROLET/LUMINA				
	2 6 3 M I S 2 N O V 1 1 3 0 0 6 4				
				12/11/96	
					PLI: 79

APPROX PARTS 2852.20
 # 1 0607 CLASSIC ELECTRIC, HOURS: 48.7 TECHNICAL 256
 CUSTOMER STATES DRIVING ALONG SGLT SOMETHING BURNING OPEN
 HOOD FLAMES CAME OUT. INSPECT FOR SOURCE OF FIRE SET ADE.

ARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
OR	1	24504909	SENSOR AS 2.32	22.59	22.59
OR	1	10177401	COLL ASM 2.52	33.18	99.54
OR	1	10489427	NTDUI 2.30	131.65	131.65
OR	1	10489405	SENER REN 2.275	137.60	137.60
OR	1	2214633	CONTAINER 10.154	15.68	15.68
OR	1	18073770	MODULATOR 4.730	290.16	290.16
OR	1	18073849	CONTR KIT 4.648	0.31	0.31
OR	1	24046842	PUMP P/S 6.605	150.54	150.54
OR	1	24137032	SENSOR 3.682	40.01	40.01
OR	1	12554161	CABLE 3.880	18.10	18.10
OR	1	17113785	U.O-FRP 3.670	145.46	145.46
OR	1	25099873	CLEANER C 3.402	144.00	144.00
OR	1	24504062	INDICATN 1.512	9.44	9.44
OR	1	192303	STRT ASM 0.02	31.79	63.58
OR	1	22135347	FAN KIT F 1.057	25.62	25.62
OR	1	10233201	HOSE-RAN 1.159	12.10	12.10
OR	1	22136922	BRACKET F 1.055	31.59	31.59
OR	1	25164488	SENSOR-CL 3.682	79.20	79.20
OR	1	12110318	SENSOR AS 3.682	0.76	0.76
OR	1	25008309	SEN REN 3.682	201.51	201.51
OR	1	24504178	RELT 1.066	16.55	16.55
OR	1	10246686	INSULATOR 2.323	3.04	3.04
OR	1	10156180	HORN-PCM 3.671	23.01	23.01
OR	1	10156183	CUR-PCM/H 3.671	2.03	2.03
OR	1	10024452	ROTOR KIT 4.647	192.14	192.14
OR	1	18021212	CYLINDER 4.650	164.42	164.42
OR	1	1977210	VALVE ASK 3.130	13.01	13.01
OR	1	19001088	BATTERY	81.07	81.07
OR	1	25163588	MOBILE 3.807	276.07	276.07
OR	1	24504257	DUCT 3.417	22.43	22.43
OR	1	12553697	INDICATOR 4.182	4.84	4.84
OR	1	12148825	HARNESB 2.485	400.14	400.14
OR	1	17096152	BONI-TROT 3.327	216.84	216.84
OR	1	13217058	PT 4-REMAN 3.077	394.21	394.21
OR	1	12148896	CABLE 2.342	56.75	56.75
OR	1	15301410	HARNESB A 2.525	120.12	120.12
OR	1	12192062	WIRE KIT 2.239	32.33	32.33
OR	1	10287914	RESERVOIR 1.240	10.73	10.73
OR	1	10279122	STRT 3.015	14.90	29.80
OR	1	12450002	SWITCH 4.054	30.19	30.19
OR	1	10456043	SEN ARM 2.383	13.26	13.26
OR	1	17120269	INJECTOR 3.300	68.63	411.78
OR	1	3093285	CORE EVAP 9.210	167.23	167.23
OR	1	21007373	CAP 1.758	2.16	2.16
OR	1	25043843	PCV VALVE 1.745	2.98	2.98
OR	1	17113195	RATL KIT 3.336	251.16	251.16
OR	1	10241048	REPT EGRU 3.680	0.56	0.56
OR	1	24504469	COVER ASM 0.386	33.74	33.74
OR	1	14001870	BRACKET 3.680	1.91	1.91
OR	1	10456034	SENSOR 4.329	38.77	38.77
OR	1	10182356	HOSE-THT 1.077	1.48	1.48
OR	1	17113256	RAIL KIT 3.330	41.98	41.98
OR	1	24504439	BEKT-ERRV 3.680	0.56	0.56
OR	1	18327876	BOOSTER 4.901	190.66	190.66
OR	1	24504444	PANIF-THT 2.678	162.24	162.24

Thank You. We Appreciate Your Business.

(CONTINUED ON NEXT PAGE)

WARRANTY COPY

7733	A JOHN THORP	168	256	02/28/97	CV1338186
	ORDER NO.	63.00	67700M -	78	RED/
	SHIP TO	77 WEST VIRGET/1111111111			
	INVOICE NO.	28111521101130864			
	DATE	11/11/96			
					NOI 79

PARTS	QTY	PN	DESCRIPTION	UNIT PRICE	
JOB		245039A7	BRACKET 2.183	1.48	1.48
JOB		10200893	BRACKET-R 3.687	3.08	3.08
JOB		74504177	PIPE-ERR 3.675	19.89	19.89
JOB		10182348	PIPE ASM 8.846	17.51	17.51
JOB		10236641	SHIELD-RY 3.816	8.11	8.11
JOB		24504740	BRKT-ACCL 3.454	4.80	4.80
JOB		24504670	COVER ASM 0.386 -VABC	33.74	33.74
JOB		74505481	SHIELD 1.060	8.39	8.39
JOB		10189221	BRACE-GEN 2.277	2.22	2.22
JOB		17553594	TUBE ASM 4.133	12.40	12.40
JOB		24504309	MANIFOLD 3.601	127.14	127.14
JOB		22127958	HOSE 10.155 - w/straps w/brk	2.96	2.96
JOB		10281915	PIPE 3.183 - fuel feed	35.10	35.10
JOB		10281314	PIPE 3.183 - fuel feed	35.10	35.10
JOB		24502668	PIPE 3.602 - fuel feed	26.56	26.56
JOB		245027583	HOSE-P/B 4.671	14.15	14.15
JOB		10219157	REFLECTOR 12.804	8.89	8.89
JOB		12522028	CARACT KIT 3.270	4.80	4.80
JOB		12377981	CLEANER 8.800	3.22	3.22
JOB		10454238	REPAIR-KIT 2.383 - dural	18.60	18.60
JOB		22137318	MOTOR KIT 1.055 - carburetor	57.99	57.99
JOB		10722530	PIPE ASM- 3.163 - fuel	13.39	13.39
JOB		17120468	REG-FUEL 3.330	45.03	45.03
JOB		24503482	NIPPLE-HT 8.866	3.51	3.51
JOB		24504734	TUBE 1.762	3.84	3.84
JOB		24503405	PIPE ASM- 3.163	8.15	8.15
JOB		24503954	CLIP-P/B 4.672	1.56	1.56
JOB		10294773	HOSE 4.931	3.39	3.39
JOB		14090901	FITTING A 3.278	2.93	2.93
JOB		12144182	Left Side mounting Hoses	248.04	248.04
JOB		24504016	BRKT-TBT 3.726	1.39	1.39
JOB		24504499	BRKT-ERR 3.680	0.57	0.57
JOB		10137703	BUMPER-IND 8.024	1.46	2.80
JOB		10184995	BUMPER-IND 8.024	0.27	0.54
JOB		6410785	RAD CAP 1.208	5.07	5.07
JOB		22127633	PUMP-GEN 10.153	24.02	24.02
JOB		10282344	DUCT-PUR 3.671	2.42	2.42
JOB		10080337	TUBE-A/T 9.211	1.21	1.21
JOB		20644072	RETAINER 1.226	0.23	0.50
JOB		10121502	RETAINER - 8.950	0.17	0.34
JOB		10233197	HOSE ASM- 8.846 - heater	14.98	14.98
JOB		24504918	HOSE 1/IN 3.337	0.31	0.31
JOB		12047828	RETAINER - 2.291	0.47	1.41
JOB		10192800	HOSE ASM- 9.281	6.51	6.51
JOB		12363333	CAP-GEN 14.043	2.87	2.87
JOB		24503499	HOSE-ERR 3.145	4.46	4.46
JOB		10240873	SEAL ASM- 1.274	1.01	1.01
JOB		10184999	HANDLE AS 8.073 - Hold Brake	25.28	25.28
JOB		10274528	CLIP 8.671	0.25	0.25
JOB		12084783	CABLE KIT 4.006 - Start Cable	33.77	33.77
JOB		12355673	RETAINER 3.423	0.82	0.82
JOB		12355387	RETAINER 3.423	0.82	0.82
JOB		24504434	TUBE 3.143	5.11	5.11
JOB		24504646	TUBE 1.762	3.08	3.08
JOB		24504432	TUBE 3.075	3.03	3.03
JOB		10234889	HOSE ASM- 9.281	1.91	1.91
JOB		10172890	HOSE ASM- 9.281	4.51	4.51
JOB		10277348	HOSE 8.846	14.88	14.88
JOB		24504912	HOSE 3.337 - 1/2 I 1/2	1.48	1.48
JOB		10240874	FLUID 8.899	2.38	2.38

Thank You, We Appreciate Your Business.

(CONTINUED ON NEXT PAGE)

WARRANTY COPY

7783	A JOHN THORP	168	254	02/28/97	CU1538186
	LABOR CHG	59.00	877000	RED/	INSTR NO.
	77/CH. URD. FT/LURTH.			DELIVERY DATE	DELIVERY G/LD
	2010 L 52 NOV 11 30864			DELIVER ORDER NO.	PRODUCTION DATE
	RYL 25			NO. DTS	12/11/96
					NO: 79

PART	QTY	UNIT PRICE	DESCRIPTION	PRICE
JOB	1	3.73	HYD FLUID 8.800	3.73
JOB	1	0.92	1.54A RT	0.92
JOB	1	21.52	COOLANT 8.800	21.52
JOB	1	14.98	LABEL-ACC 5.800	14.98
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	5.85	LABEL 8.800	5.85
JOB	1	13.34	CABLE-ACC 3.400	13.34
JOB	1	28.05	HOSE 6.670	28.05
JOB	1	24.38	HARNISS A 2.300	24.38
JOB	1	0.75	RETAINER 8.950	0.75
JOB	1	0.00	CAP-MSU A 10.140	0.00
JOB	1	20.48	SCREEN 12.800	20.48
JOB	1	4.23	RETAINER- 2.330	4.23
JOB	1	1.40	BOLT ASM 0.700	1.40
JOB	1	0.65	RETAINER 4.047	0.65
JOB	1	2.22	CLEAER 8.800	2.22
JOB	1	2.73	ATT - 01 8.800	2.73
JOB	1	2.38	FLUID 8.800	2.38
JOB	1	3.78	HYD FLUID 8.800	3.78
JOB	1	0.43	RIVET-PLA 8.154	0.43
JOB	1	55.77	CABLE KIT 4.000	55.77
JOB	1	46.36	SEAL, A/CL 8.400	46.36
JOB # 1 TOTAL PARTS				6322.18
JOB # 1 TOTAL LABOR & PARTS				8974.38

CONTROL#	ACCOUNT#	AMOUNT..	TOTAL LABOR..	2652.20
			TOTAL PARTS..	6322.18
			TOTAL SUSLET.	0.00
			TOTAL S.O.B..	0.00
			TOTAL MISC....	0.00
			TOTAL TAX....	0.00
			TOTAL INVOICE :	8974.38

APPROVED BY SIGNATURE

Thank You. We Appreciate Your Business.

7733	KEVIN L. NETCALF 62	02/28/97	CU1839434
	LABOR RATE 32.00	ESTIMATED 67700N	NO. WORK 78
	VEHICLE MAKE 97/CHEVROLET/LUMINA	DELIVERY DATE	JOB NUMBER
	VEHICLE NO. 201BL52H0V1130864	WARRANTY EXPIRES	PRODUCTION DATE
	AREA NO.	DATE 01/29/97	
			MEASURED BY NOT 78

LABOR & PARTS
 JOB # 1 20CV7 BODY BHM HOURS 33.60 TFC(S):264 270 274 276 1829.86
 REPAIR FIRE DAMAGE IN ENGINE COMPARTMENT.
 REPAINT COMPLETE ENGINE COMPARTMENT. REPLACE HOOD. INSULATOR
 REPAINT BOTH FRONT FENDERS.
 REGRAIN ALL BEAMS IN ENGINE COMPARTMENT AREA.
 REMOVE COMPLETE FRONT BUMPER LIGHTS TO PAINT RADIATOR
 SUPPORT ASSEMBLY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10260735	INSULATOR 8.021	26.13	26.13
JOB # 1	1	12518530	HOOD ASM 8.000	425.10	425.10
JOB # 1	1	10176797	LINER-F/F 8.153	18.84	18.84
JOB # 1	1	10247140	SCREEN-AI 12.800	20.48	20.48
JOB # 1	1	10244802	WEATHERST 8.010	10.53	10.53
JOB # 1 TOTAL PARTS					501.08
JOB # 1 TOTAL LABOR & PARTS					2330.94

O.O.G. & SUPPLIER	JOB # 1	1.0 PAINT AND MATERIALS	257.160 /UNIT	TOTAL - BOD	257.16
				TOTAL - BOD	257.16

TOTALS					
CONTROLS	ACCOUNTS	AMOUNT..		TOTAL LABOR..	1829.86
				TOTAL PARTS..	501.08
				TOTAL SUBLET..	0.00
				TOTAL B.O.B..	257.16
				TOTAL MISC...	0.00
				TOTAL TAX....	0.00
				TOTAL INVOICE \$	2588.10

APPROVED BY SIGNATURE

Thank You. We Appreciate Your Business.



DAHL AUTOMOTIVE

808 BRIDGE RD.
NORTHAMPTON, MASS. 01060
Tel. (413) 585-7250
1-800-225-7250
SALES • SERVICE • PARTS • BODY SHOP



ESTIMATE NO. 1 OF 5 SHEETS

ESTIMATE OF REPAIRS

Ref 1-6-97

MAKE: **CHEVROLET** YEAR: **97** MODEL: **Lumina** VIN: **6T100M78** LICENSE: **261WLS2NDV1130864**

DESCRIPTION OF REPAIR AND REPLACEMENTS	QTY	PARTS		LABOR AMOUNT	PART AMOUNT	TOTAL AMOUNT
		NUMBER	AMOUNT			
Replace camshaft sensor	203550	24506803	28.93	32.62		57.41
Replace camshaft sensor wiring harness	1	12443487	25.87			25.86
Replace Ignition coil	24005	10472461	76.56	57.12		114.68
Replace Fuel Filter	M6925	12011469	129.36	92.52		221.94
Replace Spark Plug wires	J4206	12192069	34.82	81.69		116.51
Replace Generator (+CoolCharge)	J4100	10463405	148.71	50.46		199.57
Replace Ignition Module	J4148	10467203	141.78	16.39		158.12
Replace Coolant Reservoir	J3210	10025016	11.65	16.24		27.89
Replace W/Washer Contactor	M9150	12014533	16.82	16.34		33.22
Replace ABS Wheel Cylinder	M9512	12022752	312.42	77.44		390.62
Replace Brake Master Cylinder	M0640	12021217	177.07	76.24		253.31
Replace ABS Motor Kit	M056	12024450	246.91	59.92		306.84
Replace Cylinder cover kit	M0610	12021268	8.95	10.89		19.84
Replace Power Steering Pump	67020	12014801	142.12	41.57		205.65
Replace MAP Sensor	J6970	16137089	49.09	37.23		90.32
Replace Cruise Control Module	R020	25161512	297.30	10.89		308.19
Replace Cruise Control Cable	R1180	12059461	14.34	16.34		30.62
Replace Door Cable	J5300	10554160	14.36	21.72		36.14
Replace Air Duct	J5320	20506259	24.15	16.89		35.04
Replace EGR Valve	J6270	17118285	156.65	16.34		172.99

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started. Occasionally after the work has started, more or damaged parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for informational purposes only.

TOTAL						
TAX						
TOTAL ESTIMATE						1217

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DATA AUTOMOTIVE

985 BRIDGE RD.
 NORTHAMPTON, MASS. 01060
 Tel. (419) 896-7250
 1-800-225-7250
 SALES • SERVICE • PARTS • BODY SHOP



ORDER NO. 2 OF 3 SHEETS

ESTIMATE OF REPAIRS

DATE: 1-6-97

MAKE: Chevrolet YEAR: 97 MODEL: Lumina VIN: 667-0DM TR 26-111531901130864

DESCRIPTION OF REPAIRS AND REPLACEMENTS	QTY	PART NUMBER	PARTS		LABOR AMOUNT	PART AMOUNT	TOTAL AMOUNT
			QUANTITY	AMOUNT			
Replace Air Cleaner	1	J2000	2209854	15.00	16.34		171.92
Replace oil dipstick	1	J0320	24504687	10.16	10.89		31.85
Replace trans dipstick	1	M6130	12553697	5.21	10.89		16.10
Replace upper radiator hose	2	J1800	14326877	68.46	147.04		215.82
Replace hood supports	2	B1677	1079122	30.00	16.34		48.48
Replace hood insulation	1	B1530	10260245	28.14	16.34		44.48
Replace engine coolant fan	1	J2400	22145347	27.99	27.35		55.34
Replace engine fan motor bracket	1	J2400	22145347	34.02			34.02
Replace upper radiator hose	1	J3362	10233001	18.05	27.23		40.28
Anti-freeze	1	J2000	12016290	37.42			37.42
Replace Oxygen Sensor	1	J2301	22044852	85.29	21.78		107.07
Replace Air Temp Sensor	1	J6371	12110319	9.44	21.78		31.22
Replace M.A.F Sensor	1	J2070	25002340	217.07	10.89		227.96
Replace Evap Purge Valve	1	J2000	1977210	15.00	10.89		25.89
Replace Throttle Body Injector Mod	1	J2000	1992452	225.50	32.32		257.82
Replace Serpentine Belt	1	J2607	24504687	24.83	10.89		35.72
Replace Battery	1	N1200	12016290	61.11	21.78		82.89
Replace Battery Terminal	1	N1070	12146604	7.95	16.34		19.29
Replace Battery	1	N1110	12146604	101.27	21.78		123.05
Replace PCM Housing	1	J156100	24.78				24.78

TOTAL							
TAX							
TOTAL ESTIMATE							1218

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been opened up. Occasionally after the work has started, worn or damaged parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

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JARA AUTOMOTIVE

968 BRIDGE RD.
NORTHAMPTON, MASS. 01058
Tel: (413) 896-7250
1-800-225-7250
SALES - SERVICE - PARTS - BODY SHOP



ESTIMATE OF REPAIRS

DATE: 1-6-97

MAKE: Chevrolet MODEL: 97 Lumina VIN: 1G1JL5240V130864

DESCRIPTION OF REPAIRS AND REPLACEMENTS	QTY	PARTS		LABOR AMOUNT	PART AMOUNT	TOTAL AMOUNT
		NUMBER	PRICE			
Replace PCM Housing	1	151616R	8.65			8.65
Replace ECM Wiring Harness	1	15178975	430.92			430.92
Replace Vacuum Solenoid	1	2456492	7.56			7.56
R+R engine				346.85		346.85
R+R transmission				358.09		358.09

451 46996



The estimate is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been opened up. Occasionally after the work has started, more or damaged parts are discovered which are not added on the first inspection. Because of this the above prices are not guaranteed, and are for immediate completion only.

TOTAL	3672.25	1771.93	5444.18
TAX			
TOTAL ESTIMATE	3672.25	1771.93	5444.18

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1219

DANA AUTOMOTIVE

988 BRIDGE RD.
NORTHAMPTON, MASS. 01060
Tel. (413) 588-7250
1-800-225-7250
SALES • SERVICE • PARTS • BODY SHOP



SHEET NO. _____ OF _____ SHEETS

ESTIMATE OF REPAIRS



NAME	ADDRESS	DATE
MAKE OF CAR	YEAR	TYPE
ENGINE NUMBER	VEHICLE	MODEL NO.
INSURED BY	AGENCY	INSPECTOR
		PHONE HOME BUSINESS

QTY	DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT		LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
			NUMBER	AMOUNT			
NOT ON ORIGINAL ESTIMATE							
6	INJECTORS ROL	J5650 1-9	1112062	441.76	103.47		
1	OK EMPLOYER	03330 29	3093285	167.23	157.93		
1	FUEL RAIL	J5660 1-7	1211295	257.16	92.58		
1	FUEL RAIL		1211256	41.98			
1	BRAKE VACUUM BOOSTER	U1220 1-1	1022276	190.66	76.24		
1	INTAKE MANIFOLD	J0220 2-8	2150569	162.24	206.95		
1	EGR PIPE	J6275 .3	2450477	15.30	16.34		
1	REAR MANIFOLD	J0100 2-6	2150209	127.14	141.60		
1	FUEL LINE		1017697	17.74			
1	COIL SPRING		1026240	20.48			
1	BLOW WASH STRIP		1034202	10.53			
	PART FENDER BUSHING	80690 1-5	80691 1-3	2-6		141.60	
	BUSHING INSIDE -	OUT				107.92	
1	LEFT SIDE WRAPING MANIFOLD			218.04			



The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started up. Occasionally after the work has started, worn or damaged parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

TOTAL							
TAX							
TOTAL ESTIMATE							
							1221

REVIN L. DETCAL
 35.00
 77/CHEVROLET/LINNA
 01/29/92

LABOR & PARTS
 JOB # 1 20CUZ
 BODY SHOP HOURS: TECH(B)*264 270 274 276
 REPAIR FIRE DAMAGE IN ENGINE COMPARTMENT.
 REPAINT COMPLETE ENGINE COMPARTMENT. REPLACE HOOD, INSULATOR
 REPAINT BOTH FRONT FENDERS.
 RESEAL ALL BEAMS IN ENGINE COMPARTMENT AREA.
 REMOVE COMPLETE FRONT BUMPER LIGHTS TO PAINT RADIATOR
 SUPPORT ASSEMBLY.

PARTS	QTY	P.P. NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	10240735	INSULATOR 8.021	
JOB # 1	1	12518330	HOOD ASM 8.000	
JOB # 1	1	10176797	LINER-F/F 8.153	
JOB # 1	1	10242140	SCREEN-AI 12.800	
JOB # 1	1	10244802	WEATHERST 8.010	

JOB # 1 TOTAL PARTS
 JOB # 1 TOTAL LABOR & PARTS

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$725.00 (+TAX)



DANA AUTOMOTIVE

488 BRIDGE ROAD
 31317 1-4 AM

TOTAL LABOR...
 TOTAL PARTS...
 TOTAL SUBLET...
 TOTAL 8.0.8...
 TOTAL MISC...
 TOTAL TAX...
 TOTAL INVOICE \$

CUSTOMER SIGNATURE

S0150 .6
 600 A0347 2.0 GV H304
 3407 A0691 1.3 GH 2.0 out approx. fender
 3001 A0690 1.3 GH

REPAIR - Reseal all beams in engine compartment
 REPAINT FENDER FOR SANDCAST - REPAIR 1 COMPLETE
 FENDER (20,140) H304 F.
 24.0 HRS.
 TOTAL 33.3 HRS

Thank You. We Appreciate Your Business.

LIARA AUTOMOTIVE

400 BRIDGE RD.
NORTHAMPTON, MASS. 01060
TEL: (413) 861-7255
1-800-225-7250
OILS - SERVICE - PARTS - BODY SHOP

ESTIMATE 2ND



ESTIMATE OF REPAIRS

DATE	TIME	DATE
------	------	------

MAKE	MODEL	YEAR	VIN
Geo	Lumina		85121510113094

DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS		LABOR AMOUNT	PART AMOUNT	TOTAL AMOUNT
	QUANTITY	PRICE			
11 Replace hood panel	457.2	500	6	2.7	
" " " insulation					
5 Repair hood hood			160	8.0	
Replace hood				3	
11 Rep. B.C. hood					
5 Rep. LT Fender			20	1.1	
1 PCM Computer		129.38			
Seal all seals			176		
Engine compartment			55.46		
			170.96	12.10	183.06
				65.97	

49,258.11

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been opened up. Occasionally after the work has started, more or damaged parts are discovered which are not included on the first inspection. Because of this the above prices are not guaranteed, and are for informational purposes only.

TOTAL	576.18	100.96	68.97
TAX			
TOTAL ESTIMATE			

OFFICE COPY

323

THE WELLESLEY CONSULTING GROUP

AUTOMOTIVE FIELD ENGINEERING

M.A.Gigante

JAN 02 1997



December 20, 1996

Att: Mr. William Worley

Chevrolet Motor Division
Foxborough Boulevard
Foxborough MA 02035

RE:1241 # 960755571

Dear Mr. Worley:

Enclosed is the completed 1241 for File # 960755571 (██████████
██████████-Car). I inspected this vehicle today at DAMA AUTOMOTIVE in
Northampton, MA.

The fire in this vehicle was confined to the motor compartment.
Most of the plastic and rubber components on the upper part of
the motor compartment were consumed and/or melted by the fire.

The following is a summary of my findings:

- * Most of the wiring inside the motor compartment had the insulation completely burned off...the color of the bare wire was dull copper.
- * Plastic and rubber components, especially on the top of the compartment, were consumed or melted...(hoses,belts,over flow bottles,...including fuel delivery/return hoses.
- * All fuses in the IP fuse panel were closed (good). There was no visible damage to the IP or any of the wiring harnesses routed in or under the IP.
- * The cover to the Right Side (passenger side) under hood fuse box was somewhat melted. The fuses inside were all good except for the 15 AMP marked PNC IGW (powertrain control module, mass air flow sensor, EGR, CCP, oxygen sensor,vacuum canister switch).
- * The left side fuse box (under hood, drivers side) was completely melted together in one solid mass. I was unable to remove or check any of these fuses.

There were two distinct "hot spots" as evidenced by the burn pattern on the hood. These were as follows:

- 1) The rear center of the hood...this would be over the melted/consumed fuel delivery hoses where they attach to the hard steel lines.

2) The left edge of the hood, over the drivers side under hood fuse box.

The "hot spots" indicate that there were two probable sources of ignition...a leak in the fuel delivery hose (raw pressurized fuel ignited on exhaust manifold) or an electrical short in the underhood left side fuse box which ignited plastics, etc, and resultant fire melted fuel hose.

The fire was fuel fed but it is impossible to determine if it was caused by the fuse box short igniting, or a ruptured or leaking fuel hose.

As there were only 78 miles on the vehicle, I would rule out other causes such as leaking fluids from gaskets ,etc. There was no evidence of any screws piercing any wiring. All fluid levels were checked and were all "full".

I have contacted Ms.Scales at Enterprise and requested a copy of the drivers statement but have not received it to date.

Enclosed is a copy of the report made by the Northampton Fire Dept.

If you have any questions regarding this file, please feel free to call me.

Sincerely,


Michael Gigante (EAA)

MASSACHUSETTS FIRE INCIDENT REPORT
 Department of Public Safety Office of the State Fire Marshal
 1010 Commonwealth Avenue Boston, Massachusetts 02118

FORM 15214 **INCIDENT** **NORTHAMPTON FIRE DEPT.** **Revised Report** **1** **Police Change** **FORM 17-12**

A Incident# 2143 **If Exposure** Fire Only: 00 **Date** 12/10/96 **Day of Week** Tuesday **Alarm Time** 03:32 **Arrival Time** 03:33 **Back in Serv.** 04:02

B Type of Situation Found Vehicle fire **Type of Action Taken** Extinguished **Actual Aid Rec'd Given** N/A

C Fixed Property Use (Occupancy) Enclosed park area **Ignition Factor** Unknown/not reported **D**

D Current Address 125 Pleasant St **Zip Code** 01060 **Company Trunk** 821902

E 11 Occupant Name (Last, First, MI) **Telephone** **Room or Apt.**
 Baraka William

F 12 Owner Name (Last, First, MI) **Address** **Telephone**
 Enterprise Rental Market St

G 13 Method of Alarm from Public Water 911/Smith Blue **Co. Inspection District** 7 E3 **Shift** A **No. Alarms** 1

H 14 No. Fire Service Personnel Responded 3 **No. Engines Responded** 1 **No. Aerial Apparatus Responded** 1 **No. Tankers Responded** 0 **No. Other Vehicles Responded** 0

I 15 Hazardous Material Present? Yes **Substance** **Special Equipment Used?**

J 16 PPE SERVICE **Number of Injuries** **Number of Fatalities** **OTHER** **Number of Injuries** **Number of Fatalities** **Rescues**

K Mobile Property Type Vehicle **11 Vehicle Stolen?** 1 **Yes** **Estimated Total Dollar Loss** 10000.00 **Insurance Co.** **Total Insurance** **Claims Paid**

L 17 Year 96 **Make** Chevy **Model** Lumina **Color** Blue **License No.** 6770 DK **VIN/Serial No.** 3715213062

M 18 If Equipment Involved in Ignition **Year** **Make** **Model** **Serial No.**

N 19 Complex **Area of Origin** 96 **Engines/mach area of eqpt** 83 **Equipment Involved in Ignition** 41 **Fixed wiring**

O 20 Form of Heat Ignition **Form of Material Ignited** 61 **Type of Material Ignited** 40 **Plastic**

P 21 Method of Extinguishment **Level of Fire Origin** 5 **Grade to 5' above gr** 1 **Number of Stories** 1 **Construction Type** 0 **Undetermined/Not report** **Undetermined/Not report**

Q 22 Extent of Glass Damage **Extent of Smoke Damage** **Detector Performance** **Sprinkler Performance**

R 23 IF SMOKE SPREAD BEYOND ROOM OF ORIGIN **Form of Material Generating Heat Smoke** **Type of Material Generating Heat Smoke**

S 24 WEATHER CONDITIONS **Issues of Smoke Travel**

T 25 NUMBER MAKING REPORT **DATE** 12/10/96 **WILLIAM HURLEY, CAPTAIN**

U 26 Entries contained in this report are intended for the sole use of the State Fire Marshal, Retention and evaluation page herein represent "most likely" and "most probable" cause and effect. Any representation as to the validity or accuracy of reported conditions outside the State Fire Marshal's office, is neither intended nor implied.

FILE MARSHAL
 F.N. _____ 1 Yes 2 No

REMARKS

NORTHAMPTON FIRE DEPT.

For Incident: 2143 Exposure: 00 DATE: 12/10/96 TIME: 03:32

Responded to the Depot restaurant parking lot for a report of a car fire. Upon arrival engine three crew used one 3/4 line to extinguish the fire, the battery was disconnected W.P.D. on scene.

Page 1

USER DEFINED CODES
NORTHAMPTON FIRE DEPT.

FDID	INCIDENT NO.	EXT. NO.	MO	DAY	YEAR	TIME
15214	2143	00	12	10	96	03:32

1. FIRE/EXPLAN CAR TRANSPORT-PASSENGER 30	2. OVERFERS/ENPT
3. RESCUE/REI	4. HAZARD. CONT
5. SERVICE CALL	6. GOOD INTENT
7. FALSE ALM/CAL	8. NAT DIS/INIC
9. HAZARD LEVEL	10. VEHIC USED

**AREAS OF INVESTIGATION
BY
BRANCH PERSONNEL FOR ALLEGED VEHICLE FIRES**

PRELIMINARY INFORMATION

Review available records at selling/servicing dealer to determine:

- A. Vehicle Equipment as Manufactured by General Motors
- B. Vehicle Equipment Installed by Dealer/s
- C. Any Repairs Including Collision which Involved the Following Systems:

- Cooling System
- Power Steering System
- Fuel System
- Exhaust System
- Electrical Systems
- Automatic Transmission / Transaxle System

ALL ORIGINAL
EQUIP.
ALL CHECKED

DRIVER INTERVIEW - UNABLE TO CONTACT DRIVER

Interviewing the driver as soon as possible offers the opportunity for a fresh, spontaneous and vivid description of the incident. The interview should explore the following areas:

A. Vehicle History

"NEW"
VEH.
78 miles

- Modifications - C. B., Trailer Wiring, Etc.
- Previous Complaints/Problems
- Adequacy of Prior Repairs
- Repairs/Maintenance by Owner
- Repairs/Maintenance by Service Stations, Etc.
- Previous Collision Damage
- Pleasure/Business Vehicle
- Any Fluid Leaks on Driveway

B. Immediately Before the Fire

- Electrical Devices On - Radio, Wipers, Etc.
- Weather Conditions

Vehicle File

B. Immediately Before the Fire (con't.)

- Length of Drive - Time and Distance
- Any Warning Lights "On"
- Any Unusual Gauge Readings
- Power Steering Normal
- Any Noises or Odors
- Any Engine Miss or Unusual Performance
- Did Any Electrical System Malfunction
- Brake System Normal
- Quantity of Fuel on Board

C. During the Fire

- Where was Fire First Noticed
- Color of Smoke and Where
- Flames and Where
- Any Apparent Malfunction of
 - Power Steering
 - Engine
 - Transmission / Transaxle
 - Electrical Devices
 - Cooling System
- What Did Driver do When Fire Noticed
(Park, Turn Off Ignition, Etc.)

D. General Information

- YES Did Police/Fire Departments Respond
- YES **(ATTACHED)** Were Reports Made - Provide Copies or State Location
- If Vehicle Towed Away, by Whom and to Where
- NO Smoking Habits of Driver and Passengers
- NO If Vehicle Parked at Time of Fire

_____ Where

_____ Time Parked

_____ Locked and Windows Closed

_____ Damage to Structures

_____ Owner's Opinion as to Cause

_____ Any Photographs Taken - By Whom - Obtain Duplicate Prints.

_____ Insurance Company Records

III. VEHICLE INSPECTION

The vehicle inspection provides adequate documentation of physical evidence should a particular incident not be resolved at your level or to the customer's satisfaction.

At _____ During Your Inspection, Photographs of the Following Should be Taken:

General:

_____ ✓ Left and Right Side Exterior

_____ ✓ Front and Rear Exterior

_____ ✓ Roof

_____ ✓ Hood Outer and Inner

_____ ✓ Engine Compartment

_____ ✓ Instrument Panel

_____ ✓ Front and Rear Seat Areas

_____ ✓ Luggage Compartment

_____ ✓ Front and Rear Carpets

Specific:

_____ ✓ Front and Rear of Radiator

_____ ✓ Coolant Overflow Reservoir

_____ ✓ Power Steering Hoses and Fittings

_____ ✓ Generator

_____ ✓ Carburetor and Fuel Line Connections

A. During Your Inspection, Photographs of the Following Should be Taken: (cont.)

- Fuel Pump and Fuel Line/Hose Connections
- Any Fuel System Modifications
- Clean Ashtray Area
- Any Item Alleged to be the Cause
- Any Item Which Appears Unusual or Out of Place; Underhood Fire But No Damage to Air Cleaner, Windows Partially Down on a "Locked" Vehicle, Foreign Combustible Material, C. B. Call Letter Decals, etc.

B. Notes Should Also Be Taken Relative to the Following Items:

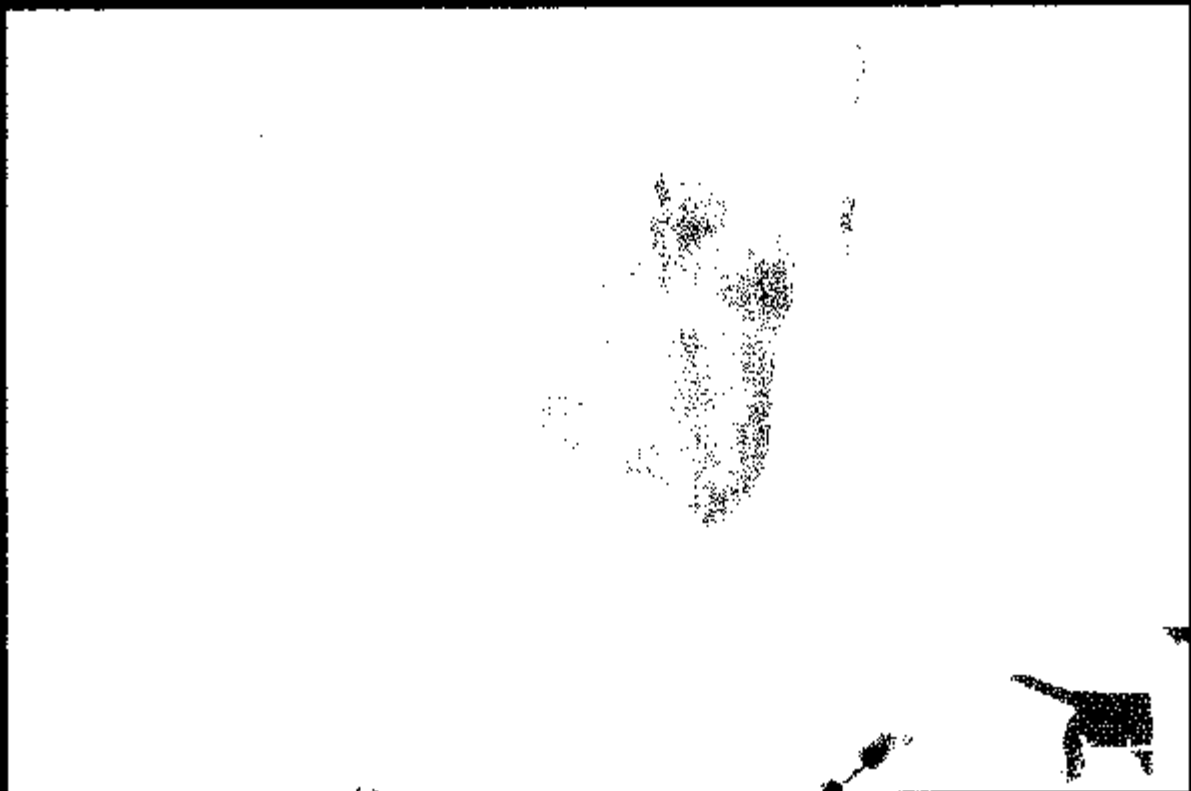
- Fluid Levels, Color and Condition
 - Coolant TOP OF OVERFLOW MOUNTED (BOTTOM FILLED)
 - Power Steering Fluid OK
 - Automatic Transmission / Transaxle Fluid OK
 - Engine Oil OK
- 1 see cover letter
 Fanbelts - Intact/Open
- Fuses - Proper Size/Intact/Open - Wiring Insulation at Fuse Box
- OFF Electric Switch Positions
- NORMAL Catalytic Converter - Normal/Expanded
- OK Body Mounts - Intact/Burned
- OK Exhaust System - Intact/Modified/Rusted Through/Clearance to Body
- OK Fuel Filler Neck "Lead Free" Restrictor - Intact

UNDER-HOOD
FUSE BOX
ON DRIVERS
SIDE MELTED/
FUSED TOGETHER

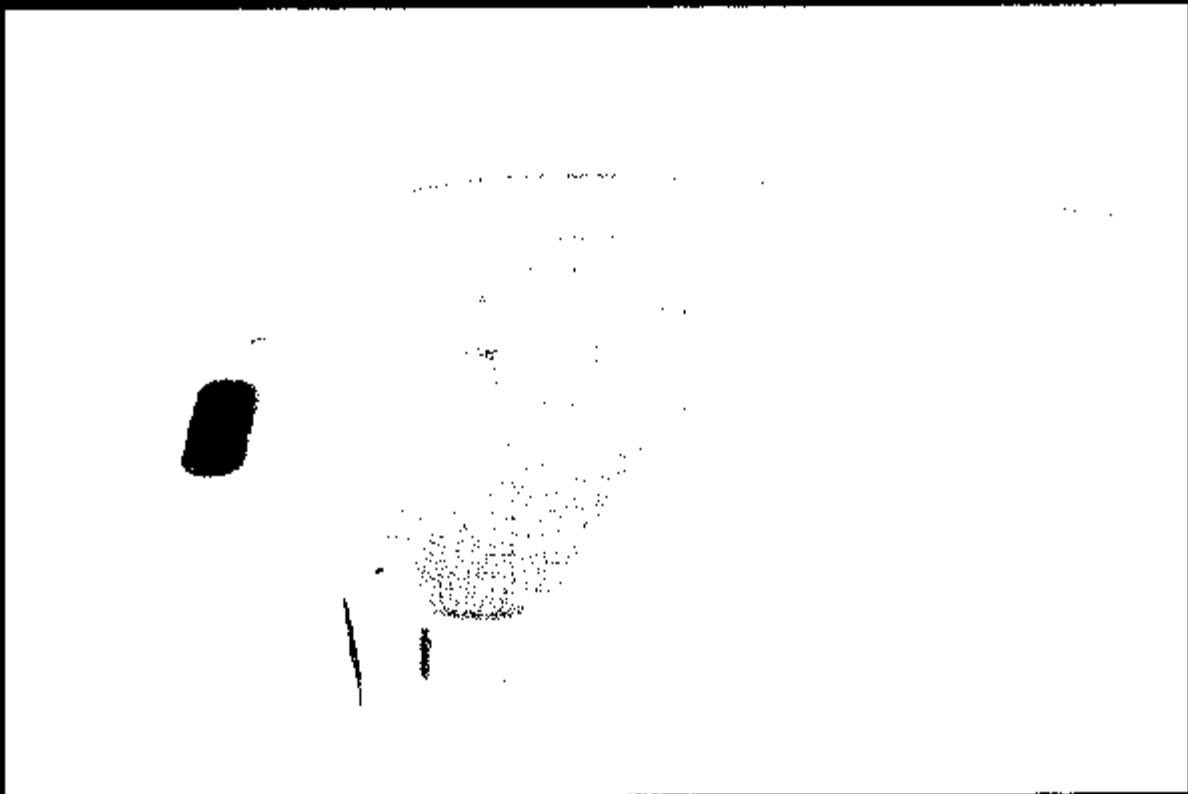
IV. SITE INSPECT: VN

If a structure was involved or if you feel the operating environment was a contributing factor or cause, an effort should be made to document physical evidence before damaged components are removed or repaired.

Notes and photographs of possible causes such as: building electrical, gas cans, water heaters, tall grass, dry leaves, ruts indicating vehicle was stuck, etc., should be taken.









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