

13C

FAO02-030

5/19/03

Book 22

**GM621A
EA02-030**

ATTACHMENT "13C"

333370

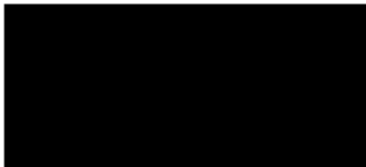
Greg Thrasher
Claim Administrator
ESIS/GM Central Claims Unit

ESIS

An Insurance Services Company

485 West Milwaukee, P.O. Box 03489
Detroit MI 48202
Telephone 1-800-828-8164
Facsimile 313-974-7389

August 27, 1997



File Number: 333370
Date of Loss: 5/11/97
Your Reference No: DX4808507

Dear Mr. [REDACTED]

I am in receipt of your correspondence dated August 19, 1997. As you are aware, ESIS, Inc., is a Third Party Administrator for General Motors Corporation.

I would appreciate it if you would forward to me a cause and origin report or other materials that you have in your possession which will establish the basis of your subrogation claim. Your subrogation materials did not provide me with any proof that the General Motors vehicle in question was defective.

I look forward to hearing from you regarding this matter if you have any other materials. If you have any questions, please do not hesitate to give me a call at (313) 974-8291 during normal business hours. Again, thank you for your attention to this matter.

Sincerely yours,

Greg Thrasher
Sr. Claims Administrator
ESIS/GM Claims

/s/

AUTOMOTIVE DIVISION COMPLETING REPORT
 CHEVROLET MOTOR DIVISION
 REPORT OF PRELIMINARY INVESTIGATION

CASE REF #
 970314864

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO THE NEAREST INSURANCE COMPANY OFFICE

INCIDENT DATE: 051197 TIME: 23 : 00 (24 HR CLOCK)

OWNER TITLE : MR.

FIRST :
 STREET :
 CITY :
 H PHONE :
 COMPANY :

DRIVER TITLE :

FIRST :
 STREET :
 CITY :
 H PHONE :

CLAIMANT TITLE :

FIRST :
 STREET :
 CITY :
 H PHONE :

BODILY INJURIES : Y (Y/N) NUMBER OF PEOPLE : 001
 WAS ANOTHER VEH INVOLVED : N (Y/N) NUMBER OF VEHICLES :
 DID VEHICLE TURN OVER : N (Y/N) CLAIMANT REP BY AGENT: (Y/N)
 WHERE CAN VEHICLE BE SEEN: AT COLUMBIA FORD, HARTFORD CT.

VIN : 2G1WL52M0V9162358 DEL USE: 111496
 TR/MDL: 97 WL MILEAGE: 011500

 PRINCIPLE USE OF VEHICLE: BUSINESS
 DRIVER DESCRIPTION OF INCIDENT & CAUSE: THE VEH STALLED OUT, I ATTEMPTED TO START THE VEH. THE VEH WOULD NOT RESTART AND I NOTICED SMOKE COMING FROM UNDERNEATH VEH. I NOTICED A FIRE UNDER VEH AND ATTEMPTED TO EXTINGUISH FIRE. I SUFFERED 2ND DEGREE BURNS ON MY RT HAND FROM ATTEMPTING TO EXTINGUISH FIRE. I BELIEVE A DEFECT IN VEH CAUSED INJURY AND DAMAGE.

NATURE OF WEATHER: UNK

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: UNKNOWN

WHO MADE ALLEGATION OF DEFECT: CLAIMANT

WAS VEHICLE TOWED : N (Y/N)
 TOWING CO NAME :
 TOWING CO ADDRESS:
 TOW DRIVER NAME :
 WAS VEHICLE A TRUCK: N (Y/N)
 GROSS PAY LOAD :
 LOCATION OF LOAD :
 DESC OF LOAD :

DID YOU SPEAK TO DRIVER: N (Y/N)
 IF "N" GIVE SOURCE OF DRIVER DESC: CLAIMANT, ELCO ADMIN

VEHICLE SPEED EST : 1
 SOURCE OF EST : CLAIMANT

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

ANY WITNESSES: N (Y/N)

NUMBER:

INCIDENT LOCATION

LOCATION OF INCIDENT: RT 64 1/4 MILE NORTH OF RT 66-WEST STAFFORD SPRINGS

KIND OF ROAD: A KIND OF SHOULDER: G (CONCRETE/GRAVEL/DIRT/ROCK-CRUSH/ASPHALT)
ROAD CONDITION: U SHOULDER CONDITION: U (WET/DRY/ICY/OTHER)
VISION OBSTRUCTIONS: NOT RELEVANT
POSTED SPEED: 01 (MPH)

VIN: 2G1WL52M0V9162358

TR/MDL: 57 WL

NEW/USED/DEMO: N

DEL DATE: 111996

TRANS: 4160-E

AXLE: FRONT

MILEAGE: 011500

LICENSE #: 558K10

STATE: VT

ENGINE: 3.1 LITRE

INSPEC STICK #: :

STATION #: :

EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGE: TOTALLED

PRODUCT CAMP:

EST COST OF REPAIR: \$

CAMP PERFORMED: N (Y/N)

IF "Y" DESCR:

TIRE SIZE AND BRAND: STEEL BELTED RADIAL

CONDITION OF TIRE: LFC: G RPF: G RRS: G LR: G (GOOD/POOR/FLAT)

TRUCK/SPARE: 6

PHOTOS TAKEN: Y (Y/N) NUMBER: 99 BY WHOM: W.L.KING EAA

ADDRESS: 201 STONEY WAY, NEW FAIRFIELD CT

VEHICLE INSPECTED: Y (Y/N) NAME: W.L.KING EAA

NAME OF INS. REP. AT INVESTIGATION: NONE PRESENT

SELLING DEALER: 02827: DON MALLON CHEVROLET

ADDRESS: 774 W THAMES ST NORWICH CT 06360

SERVICING DEALER: SAME

ADDRESS:

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

HOW MANY:

IF "N" EXPLAIN: NO RPR ORDERS FOUND IN WORK HISTORY REGARDING ALLEGED DEFECT.

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

PARTS NAME:

CUSTODIANS:

LOCATION:

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: REG MAILED CERTIFIED LETTER 5/18
STATING NO CMD RESPONSIBILITY.

NO PROPERTY/VEHICLE DAMAGES THIS CASE

TITLE : MS.

FIRST :

STREET :

CITY :

HOME PHO

AGE :

LOCATION CODE: A (A=OWNERS VEH/B=OTHER VEH/C=PEDESTRIAN/D=OTHER)

IF "B", GIVE VEHICLE DRIVER NAME :

NATURE OF INJURIES : 2ND DEGREE BURN ON RT HAND

WHERE WERE INJURIES TREATED & BY WHOM: ROCKVILLE HOSPITAL, ROCKVILLE CT,
DR. DINESH SHAH.

SEATING POSITION: DRIVER

ADDITIONAL COMMENTS: NO SURGERY REQUIRED, OUT OF CAR AT THE TIME OF ALLEGED
INJURY.

GENERAL COMMENTS

05-16-97 I REC'D CONFERENCE C/...O/ SIS FROM ELCO AND IS [REDACTED] RENTAL CARS CLAIMS ADMINISTRATOR...O/ SIS DOES NOT HAVE ALOT OF INFO REGARDING INCIDENT...O/ SIS DOES NOT KNOW IF POLICE REPORT WAS MADE...O/ SIS DOES NOT KNOW FOR SURE IF VEH WAS TOWED FROM THE SCENE...O/ SIS THINKS THAT COLUMBIA FORD IS IN HARTFORD, CT...O/ SIS DOES NOT KNOW THE LOCATION WHERE INCIDENT TOOK PLACE...O/ SIS DRIVER BURNED HER HAND WHILE TRYING TO EXTINGUISH FIRE...O/ SIS NO OTHER VEH INVOLVED...O/ SIS NO OTHER INJURIES...O/ SIS DOES NOT HAVE AN ESTIMATE OF VEH DAMAGE AT THIS X... I APOLOGIZED...I COMPLETED 1241 SCREENS...I ADV O/ 10-14 BUSINESS DAYS FOR REV...I ADV O/ FILE #...O/ ACK...I THANKED...JADE VONASEK/P.A.R. TEAM COPY OF 1241 FILE SENT TO BILL [REDACTED] - EAA, FOR INVESTIGATION. BMW. 6/18/97...PER BILL KING, EAA; THE "HOT SPOT" WAS ON THE RIGHT SIDE OF THE ENGINE COMPARTMENT UNDER THE HOOD IN THE VICINITY OF THE POWER TRAIN CONTROL MODULE. ALSO LOCATED IN THE IMMEDIATE VICINITY IS THE ENGINE COOLANT RECOVERY TANK THE 1ST ACCELERANT APPEARED TO BE GLYCOL (ANTI-FREEZE). THE FIRE THEN APPEARED TO DESTROY THE "CAVITY" CONNECTION AT THE RIGHT SIDE OF THE FIRE WALL...THE OTHER UNDERHOOD ACCELERANTS THEN CONTRIBUTED TO THE FIRE'S INTENSITY. THE I.P. FUSE PANEL WAS SEVERELY DAMAGED & THE FOLLOWING FUSES APPEARED TO BE BLOWN: 15A PARK LAMPS, & 25A FAN#3.

MR. [REDACTED] ALSO SPOKE WITH FIRE CHIEF JOE LORENZETTI OF THE WEST STAFFORD SPRING S FIRE DEPT. THE FIRE CHIEF STATED THAT WHEN THEY ARRIVED AT THE FIRE SCENE THE VEHICLE WAS FOUND LOCATED "OFF" TO THE SIDE OF A VERY STEEP DRIVEWAY BACKED UP AGAINST A TREE. THE VEHICLE WAS LEANING OVER TO THE LEFT AT A CONSIDERABLE 6/18/97... (CONT) ANGLE. THE VEH WAS DEEPLY EMBEDDED IN THE SAND & GRAVEL SUB BASE OF THE DRIVEWAY. THE CHIEF ALSO PURPORTED THAT IT APPEARED THE VEH WAS DRIVEN DEEPER INTO THE GRAVEL IN AN ATTEMPT TO FREE THE VEHICLE, AND MAY HAVE "OVERHEATED" DURING THIS ATTEMPT. HE SAID THAT THE SAND/GRAVEL WAS UP AGAINST THE VEH UNDERCARRIAGE. MR. WAYNE LUCAS, BODY SHOP MGR FOR COLUMBIA FORD GAVE A SIMILAR REPORT OF FINDINGS WHEN HE ARRIVED AT THE SCENE TO TOW THE VEH.

MR. KING (EAA) ALSO HAS NOTED ON HIS REPORT THAT THE DRIVER, MS. ELIZABETH [REDACTED], WHO WAS RENTING THIS VEHICLE, WOULD NOT PROVIDE COMPLETE DETAILS ON THIS INCIDENT. SHE WOULD NOT INITIALLY PROVIDE THE LOCATION OF THE VEH AT THE TIME OF THE FIRE, NOR DID SHE PROVIDE ANY INFO ABOUT THE VEH BEING STUCK AT THE TIME OF THE FIRE.

S G CRISCOLA/NE REGION

DIVISION NUMBER OF INCIDENTS

HOW: [REDACTED]
 WHEN: 0516-97
 BY WHOM: MITCHELL HALPERN
 ZN ASSIGNED: 02

ASSIGNMENT
 INVESTIGATOR FIRST NAME: WILLIAM MI: L LAST NAME: KING - EAA KJU
 ASSIGNMENT DATE: 052397 DUE DATE: 062397
 INVESTIGATION DATE: 060697 RECEIVED DATE: 061797
 INFO FROM FURTHER INVESTIGATION: CMU IS DENYING RESPONSIBILITY BASED ON THE FACT THAT IT APPEARS VEH OVERHEATED IN AN ATTEMPT TO FREE IT FROM BEING DEEPLY EMBEDDED IN GRAVEL.

INS. OFFICE CODE: INSM1001 DATE SENT: 061897
 MGR APPROVED BY: NATE SMITH
 CO APPROVED BY: TIGE COSMUS DATE: 061897
 DATE: 062097

CASE REF. # 970314869

CUSTOMER INFORMATION

TITLE : MR.
FIRST :
STREET :
CITY :
H PHONE :
COMPANY :



VEHICLE-DEALER INFORMATION

VIN : 2G1WL52MOV9162358 DEL DTE: 11 14 96
YR/MDL : 97 WL LUMINA MILEAGE: 011500
DEALER : ZN/DLR : 02 009
CITY : STATE :

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : MISC REQUEST SOURCE : H / CAS
CONTACT TYPE : OWNER IN CORR SEQ # : N
WARRANTY : 1 (IN/OUT/UNK) THIRD PARTIES : 003
STOCKHOLDER : N (Y/N) GM EMPLOYEE : N (Y/N)
DLR SERVICE AREA: 00
PART DELAY START: PART DELAY END :
CASE OPEN DATE : 06 16 97 SCRAP DATE :
ROUTING CODE : ZON CAS LUCT 1241
CORRES TYPE : TRANSMIT DATE :
CORP CASE # :
FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
LAST ALTERED ID : HB4TC LAST ALTERED DATE : 06 20 97

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : Y (Y/N)
DLR CONTACT DATE : 06 06 97 DLR CONCLUSION DATE: 06 18 97
CLOSING DATE : 06 18 97 RESPONSIBLE DLR :
CU REVIEW CLOSE : HB4TC CU REVIEWED : Y (Y/N) DATE: 06 20 97
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

CODE # DESC CODE COMMENTS
001 0 GAS ENGINE GEN 0/CLAIMS VEH LAUGHT FIRE, CAUSING INJURY
SEE 1241
109 0 POSS. GM 1241 0/CLAIMS DEFECT CAUSED VEH DAMAGE/INJURY

GENERAL COMMENTS

USER: H55NB DATE: 5/16/97 TIME: 10:50

00017 1 5/16/97*****

00017 2 T/MITCH HALPERN, OF EECO, LIABILITY DIVISION OF ██████████ C/CLAIMS VE
 00017 3 H CAUGHT FIRE, CAUSING INJURY...17SIS THAT DRIVER OF VEH (ELIZABETH
 00017 4 RICARD) WAS GOING TO A FRIENDS HOUSE ON 5/11 AT APPROX 2100 PM...17SI
 00017 5 S DRIVER PARKED VEH IN DRIVEWAY, NO ONE WAS HOME & DRIVER GOT BACK INT
 00017 6 U VEH & ATTEMPTED TO START VEH UP...17SIS DRIVER NOTICED SMOKE COMING
 00017 7 FROM THE ENGINE...17SIS DRIVER GOT OUT OF VEH TO INVESTIGATE & THEN
 00017 8 NOTICED FIRE STARTING FROM UNDERNEATH...17SIS DRIVER SUSTAINED SECOND
 00017 9 DEGREE BURNS ON HER RIGHT HAND, ALTHOUGH 17SIS NOT EXACTLY SURE HOW...
 0001710 17SIS THAT DRIVER SOUGHT MEDICAL ATTENTION & HAS VISITED HER DOCTOR
 0001711 SINCE...17SIS THAT VEH IS CURRENTLY AT COLUMBIA FORD, A ULX THAT ENTER
 0001712 PRISE WORKS W/...CO APOLOGIZED TO T/FOR CONCERNS...CO TRANSFERRED C/TO
 0001713 P.A.R. GROUP.
 0001714 NICK BATTAGLIA

USER: H910V DATE: 5/16/97 TIME: 11:22

00027 1 **05-16-97** I REC'D CONFERENCE C/...I APOLOGIZED...I COMPLETED 1241
 00027 2 SCREENS...I ADV D/ 10-14 BUSINESS DAYS FOR REGIONAL REV...I ADV D/
 00027 3 FILE #...D/ ACK...I THANKED...JADE VONASEK/P.A.R.TEAM

USER: Z55HW DATE: 5/23/97 TIME: 15:27

00037 1 COPY OF 1241 FILE SENT TO BILL KING - EAA, FOR INVESTIGATION. WMR.

USER: Z02SC DATE: 6/ 6/97 TIME: 11:05








00047 1 6/6/97...REC'D A CALL FROM BILL KING EAA. WANTED TO ADVISE US THAT HE
 00047 2 IS STILL TRYING TO GET MORE INFO ON THE SITUATION & LOCATION OF THE FI
 00047 3 HE ITSELF. SIS THAT DRIVER OF THE VEH AT THE TIME HAS BEEN INTENTIONAL
 00047 4 LY VAGUE ABOUT THE ADDRESS OF WHERE SHE WAS WHEN THE FIRE TOOK PLACE
 00047 5 & WHAT THE CIRCUMSTANCES WERE. SIS HE HAS CALLS INTO 2 DIFFERENT FIRE
 00047 6 DEPTS AS HE IS NOT SURE WHO RESPONDED, & WILL ADVISE US AS SOON AS HE
 00047 7 HEARS BACK.
 00047 8
 00047 9 S G CRISOLA
 0004710 NE REGION

USER: Z02SC DATE: 6/18/97 TIME: 11:56

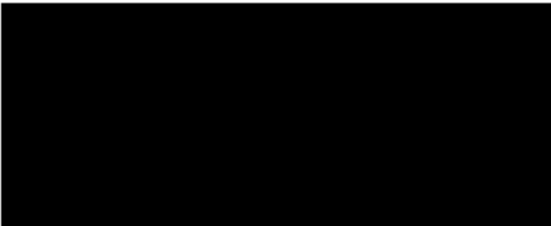
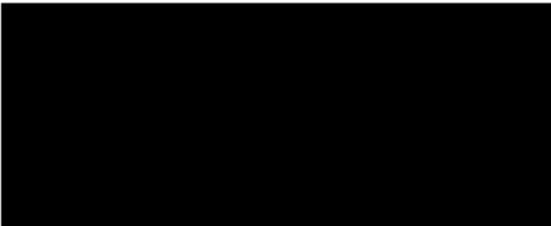
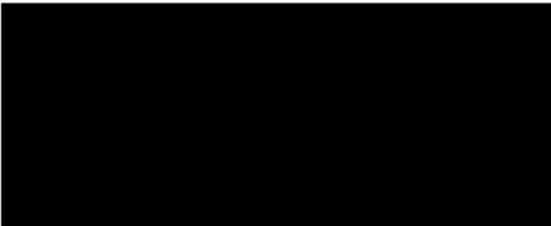
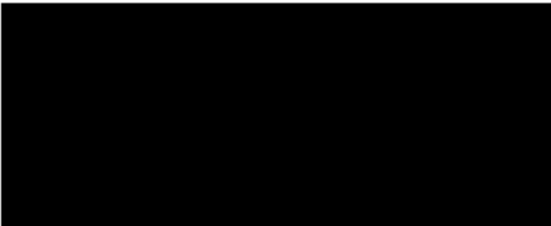
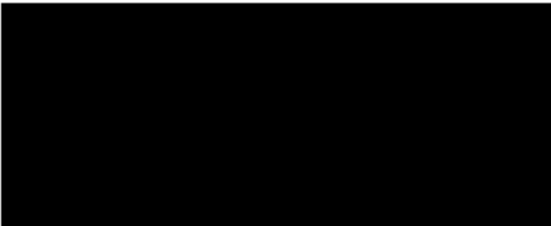
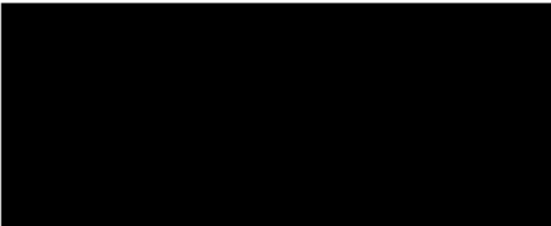
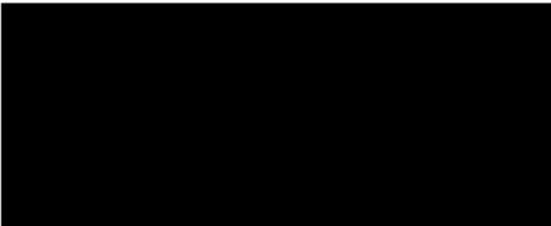
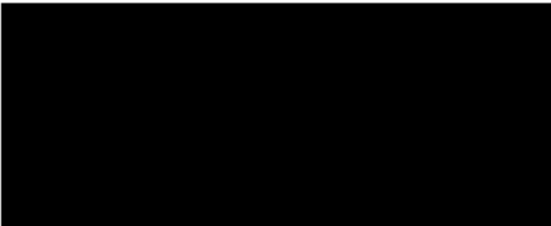
00057 1 6/18/97...MAILED CERT LETTER TO O/STATING NO CMD RESP. WE ARE
 00057 2 DENYING BASED ON EAA INVESTIGATION REPORT THAT AT THE TIME OF FIRE, VE
 00057 3 HICLE WAS DEEPLY EMBEDDED IN GRAVEL, AND DRIVER MOST LIKELY WAS TRYING
 00057 4 TO FREE THE VEHICLE, WHEN THE ENGINE OVERHEATED, STARTING A FIRE.
 00057 5
 00057 6 S G CRISOLA
 00057 7 NE REGION

THIRD PARTY INFORMATION

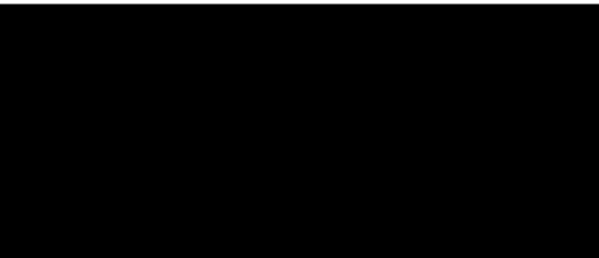
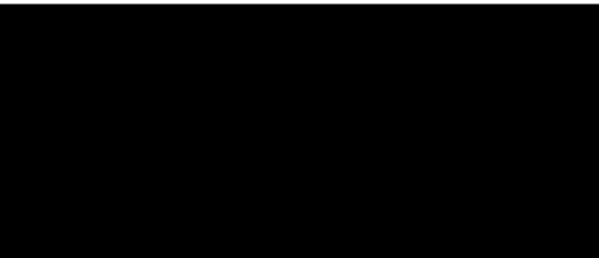
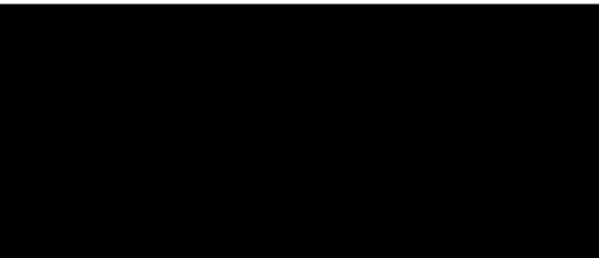
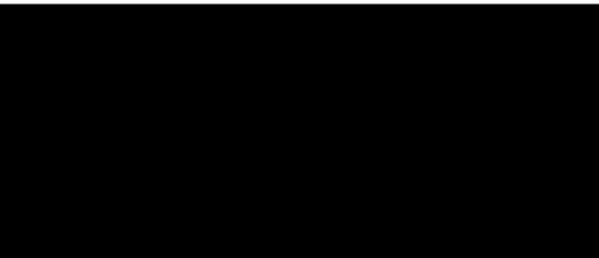
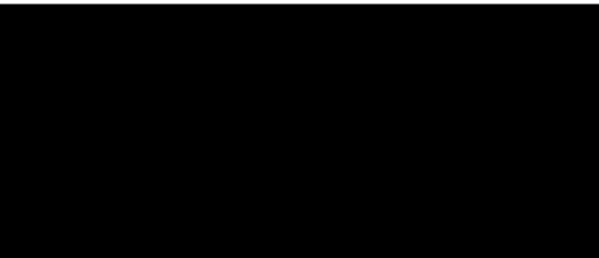
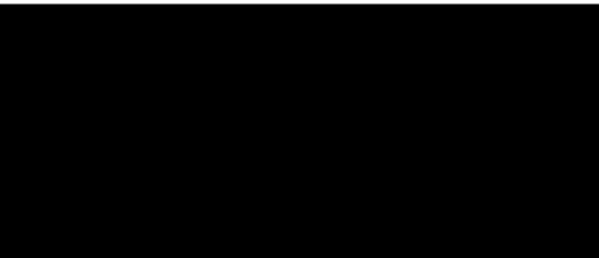
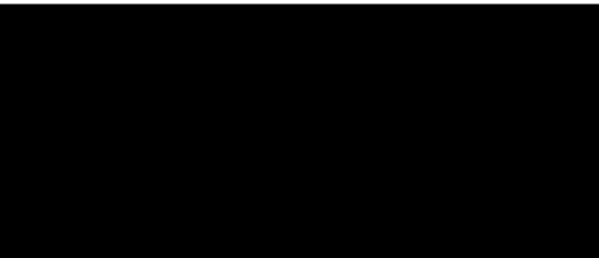
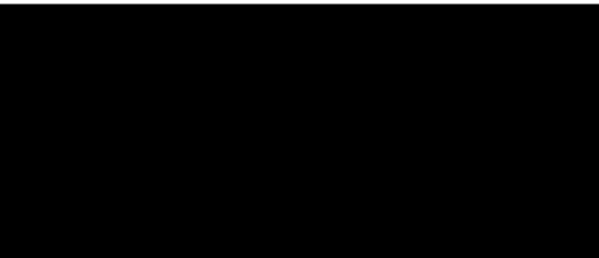
THIRD PARTY TYPE: CLAIMANT

TITLE : MR.
FIRST : MITCHELL
LAST : 
STREET : 
CITY : 
STATE : 
ZIP : 
H PHONE : 
B PHONE : 
COMPANY: ELCO

THIRD PARTY TYPE: DRIVER

TITLE : MS.
FIRST : ELIZABETH
MI : 
LAST : 
STREET : 
CITY : 
STATE : 
ZIP : 
H PHONE : 
B PHONE : 
COMPANY:

THIRD PARTY TYPE: INJ-PRTY

TITLE : MS.
FIRST : ELIZABETH
MI : 
LAST : 
STREET : 
CITY : 
STATE : 
ZIP : 
H PHONE : 
B PHONE : 
COMPANY:

END OF PRINT FOR CASE # 970514864

1997 LUMINA SEDAN
47U MEDIUM LICHEN GREEN METALLIC /V6H
52B NEUTRAL CLOTH
ORDER NO. 151883/PNA STOCK NO.
VIN 2G1WL52N0V9162358

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
30007 VAN DYKE
WARREN MI 48093-2350
VEHICLE INVOICE 1A079340252

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
16L69 LUMINA SEDAN	16945.00	14657.43	INVOICE 11/01/96
A31 POWER WINDOWS	328.00	278.80	SHIPPED 11/01/96
C1U FLT--ENTERPRISE PAC	0.00	0.00	EXP 1/T 11/12/96
C49 ELECTRIC REAR WINDOW DEFROSTER	170.00	144.50	INT COH 11/12/96
F69 FEDERAL BRIDGESTONE	N/C	N/C	PRC EFF 07/19/96
J66 4-WHEEL ANTI-LOCK BRAKE SYSTEM	575.00	488.75	KEYS REQUIRED
L82 3.1 LITER SFI V6 ENGINE	0.00	0.00	WPP-F OTR OPT-1
R00 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	FIN: 626792
R8T PRELIMINARY INVOICE	0.00	2.00	BANK: GMAC - 103
U60 AM/FM STEREO CASSETTE RADIO	232.00	197.20	CHG-TO 02-327
V02 FLEET ORDERING & ASSIST. PRDG. WITHOUT HOLDBACK	0.00	0.00	SHIP MT: 3299
VX5 FLEET INCENTIVE INVOICE CREDIT	0.00	600.00-	BP: 29.6
1AA RETAIL AMENITY DELETE	0.00	16.64-	CURT PO NUMBER:
47U MEDIUM LICHEN GREEN METALLIC	0.00	0.00	407883
52B NEUTRAL CLOTH	0.00	0.00	DMS: P2598
FL1626792 ENTERPRISE BEN407883			MEMO 912.50

TOTAL MODEL & OPTIONS 18250.00 15152.04 ACT 231 15702.04
DESTINATION CHARGE 350.00 550.00

TOTAL 18600.00 15702.04 PAY 310 15702.04

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

DON HALLON CHEVROLET
774 W TRIMES ST
MORRISCH

CT 06360-7028

REMIT TO GMAC NO. 103
VIN 2G1WL52N0V9162358
& 15702.04 INV 1A079340252
DUE 11/12/96 DEALER 02-327

MINI WARRANTY HISTORY INQUIRY

(UPDATED THRU CYCLE # 734)

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOR PD1-BLIG CLM
 287M5240V9162358 LUMINA SEDAN/LS N 02327 19961114 5 PAID 1

PROD-DTE: 19961102 INV-DTE: 19961102 DELMAR-DATE: WWSLK-DTE:
 SWP-DLR: 02327 INV-DLR: 02327 DELMAR-ODOR: WWSLK-TYP:

C CYCLE AUTH AUTH
 TR T MODLR NO. RDATE NO-NO. DOC-NO LN LBROP LN-TOTAL ODOMETER ID CODE
 001 W1 I 02327 646 19961113 0261B4 320006 01 27000 76.30 5

PASSENGER CAR AND TRUCK NVI

NO MORE CLAIMS FOR THIS VIN

ODM-TYPE: 050	SERV-TYPE: 000	DEL-TYPE: 020
RPO DESCRIPTION		RPO DESCRIPTION
W BODY		4 DOOR
SEDAN		CHEVROLET
V6 ENGINE		L82 3.1 LITRE V6 MPI
U.S. FEDERAL EMISSIONS		N00 AUTO TRANS W/OVERDRIVE
AUTO TRANS		N13 4160-E AUTO ELEC TRANS
U86 INSTRUMENT CLUSTER		FLEET PROCESSING OPTION
A15 INFLAT RESTRAINT DR/PAS		ANTILOCK BRAKE
C60 STAND AIR CONDITIONING		POWER STEERING
TILT STEERING COLUMN		U86 FIXED ANTENNA
UJ0 RADIO 2001-AM/FM, CAS		POWER WINDOW
V63 LICENSE PLATE BRKT		

END OF OPTIONS

VIN: 2G1WL52MOV9162358

OPEN\CLOSED STATUS:

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

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

FW:

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

Northeast Region
Chevrolet Motor Division
General Motors Corporation
100 Foxborough Boulevard
Foxborough, Massachusetts 02035



June 18, 1997



RE: Chevrolet Case No. 970314864

Dear Mr. [REDACTED]

This is in response to your contact with the Chevrolet Motor Division regarding the accident of May 11, 1997.

Based on an investigation by EAA, an agency authorized by the Northeast Region Office, it was determined that Chevrolet Motor Division has no liability in this matter. We have reviewed the circumstances reported and are in agreement with the position stated. The file has been referred to our claims administrator, ESIS, for their information.

If you have any further questions regarding this matter, please contact ESIS at the address listed below.

Sincerely,

A handwritten signature in cursive script that reads "S. G. Criscola".

S. G. Criscola
Customer Assistance Manager

ESIS
P. O. Box 02489
Detroit, MI 48202

JUNE 2, 1997

TO: BILL WORLEY/KELLY DEMEL, CMD

FROM: W. L. KING, EAA

SUBJECT: GM1241 - MITCHELL [REDACTED]

CASE #: 970314864

VIN #: 2G1WL52M9V9162358

ON THURSDAY MAY 29, 1997 THE SUBJECT VEHICLE WAS INSPECTED. SAID INSPECTION WAS MADE RELATIVE TO ALLEGATIONS OF A DEFECT IN THE ENGINE COMPARTMENT IN CONNECTION WITH AN ALLEGED FIRE INCIDENT DATED MAY 11, 1997. THE SUBJECT INSPECTION WAS PERFORMED AT COLUMBIA FORD LOCATED IN COLUMBIA, CT. I WAS UNASSISTED DURING SAID INSPECTION. A REPAIR ORDER WAS NOT GENERATED.

THE "HOT SPOT" OF THE FIRE WAS LOCATED ON THE RIGHT SIDE OF THE ENGINE COMPARTMENT UNDER THE HOOD IN THE VICINITY OF THE POWER TRAIN CONTROL MODULE AND CERTAIN OTHER ELECTRICALLY CONTROLLED DEVICES. ALSO LOCATED IN THE IMMEDIATE VICINITY IS THE ENGINE COOLANT RECOVERY TANK. THE FIRST ACCELERANT APPEARED TO BE GLYCOL (ANTI-FREEZE) PROVIDED BY THE COOLANT RECOVERY TANK AND/OR HOSE FOLLOWED BY THE RADIATOR HOSES AND THEN THE RADIATOR ITSELF.

THE FIRE THEN APPEARED TO DESTROY THE "CAVITY" CONNECTOR AT THE RIGHT SIDE FIRE WALL (NEAR THE ALTERNATOR) ALLOWING THE HEAT AND FIRE TO ENTER THE RIGHT SIDE OF THE PASSENGER COMPARTMENT IN THE IMMEDIATE VICINITY OF THE GLOVE COMPARTMENT. OTHER UNDERHOOD ACCELERANTS THEN CONTRIBUTED TO THE FIRE'S INTENSITY.

THE I.P. FUSE PANEL WAS SEVERELY DAMAGED BY THE FIRE (SEE PHOTOS) AND MADE ACCURATE CHECKING OF THE CONDITION OF THE FUSES DIFFICULT AT THE LOCATION OF THE INSPECTION.

THE FOLLOWING FUSES (LOCATED IN THE UNDERHOOD ELECTRICAL CENTER) WERE FOUND TO BE "BLOWN"; 15A PARK LAMPS, AND 25A FAN# 3.

THE AFOREMENTIONED SCENARIO OF EVENTS, RELATIVE TO THE FIRE'S AREA OF ORIGIN AND PROGRESSION ARE BASED ON EMPIRICAL ASSESSMENT OF FLAME AND BURN PATTERNS AND HEAT SOURCE IDENTIFICATION (HOT SPOTS). THE ACTUAL CAUSE OF FIRE IS INCONCLUSIVE.

AT THE TIME OF VEHICLE INSPECTION THE KEY WAS FOUND TO BE IN THE TRUNK LOCK. THE DEFROSTER WAS IN THE "ON" POSITION. THE TEMPERATURE CONTROL WAS TURNED TO THE "HOTTEST" POSSIBLE POSITION. THE HEATER/DEFROSTER SWITCH WAS IN THE "OFF" POSITION. ALL OTHER SWITCHES APPEARED TO BE IN THE "OFF" POSITIONS.

IF I CAN BE OF FURTHER ASSISTANCE, PLEASE ADVISE.

NOTE: THERE ARE PHOTOS INCLUDED THAT DEPICT A NEW (STOCK) LUMINA ENGINE COMPARTMENT. THESE PHOTOS WERE TAKEN AT CHAMPAGNE CHEVROLET LOCATED IN WILLIMANTIC. THEY WERE TAKEN FOR ORIENTATION PURPOSES IN COMPLETING THIS REPORT.

SINCERELY,

W. L. King
W. L. KING, EAA

ENCLOSURES

P.S. A COPY OF THE FIRE MARSHALL'S REPORT IS BEING SORT AND WILL BE FORWARDED IF AND WHEN RECEIVED.

Shannon

JUNE 6, 1997

ADDENDUM

TO: BILL WORLEY/SHANNON CRISCOLA, CMD

FROM: W. L. KING, EAA

SUBJECT: G M 1241, MITCHELL [REDACTED]

CASE#: 970314864

VIN#: 2G1WL52M9V9162358

THIS ADDITIONAL REPORT OF INFORMATION IS BEING PROVIDED FOLLOWING TELEPHONE INTERVIEWS WITH FIRE CHIEF JOE LORENZETTI OF THE WEST STAFFORD SPRINGS FIRE DEPARTMENT, MR WAYNE LUCAS, BODY SHOP MGR. FOR COLUMBIA FORD OF COLUMBIA CONN. AND THE DRIVER (RENTER) MS. ELIZABETH RECARD. THE AFOREMENTIONED TELEPHONE INTERVIEWS TOOK PLACE ON JUNE 5-6, 1997.

CHIEF LORENZETTI STATED THAT WHEN THEY ARRIVED AT THE FIRE SCENE THE VEHICLE WAS FOUND LOCATED "OFF" TO THE SIDE OF A VERY STEEP DRIVEWAY BACKED UP AGAINST A TREE. THE VEHICLE WAS LEANING OVER TO THE LEFT ON A "CONSIDERABLE ANGLE". THE VEHICLE WAS DEEPLY EMBEDDED IN THE SAND AND GRAVEL SUB-BASE OF THE DRIVEWAY. CHIEF LORENZETTI ALSO PURPORTED THAT IT APPEARED THAT IT WAS DRIVEN DEEPER INTO THE SAND/GRAVEL SUB-BASE IN AN ATTEMPT TO DRIVE THE VEHICLE OUT. HE FURTHER SPECULATED THAT THE VEHICLE MAY HAVE "OVERHEATED" DURING THIS ATTEMPT. HE SAID THAT THE SAND/GRAVEL SUB-BASE WAS UP AGAINST THE VEHICLE UNDERCARRIAGE.

MR. WAYNE LUCAS, DURING AN EARLIER TELEPHONE INTERVIEW, GAVE A SUBSTANTIALLY SIMILAR REPORT OF FINDINGS WHEN THEY ARRIVED AT THE SCENE TO TOW THE VEHICLE.

THE FIRE LOCATION WAS CONFIRMED TO BE: 199 HAMPDEN ROAD, WEST STAFFORD SPRINGS CONN.

NOTE: DURING THE INITIAL TELEPHONE INTERVIEW WITH MS RECARD, SHE DID NOT PROVIDE COMPLETE DETAILS RELATIVE TO THE INCIDENT. THE LOCATION OF THE INCIDENT WAS UNKNOWN, AND NO MENTION WAS MADE OF THE EXTENUATING CIRCUMSTANCES SURROUNDING THE INCIDENT EVENTS. THE DISCOVERY OF SAID INFORMATION PROMPTED FURTHER INVESTIGATION.

SINCERELY,



W. L. KING, EAA

970314864

REPORT OF PRELIMINARY INVESTIGATION

Serious incidents should be immediately reported by telephone to nearest office of Royal-Globe Insurance Companies

Screen 1 Operator Entry Notes

Incident Date 5-11-97 Time 23:00 (24 Hour Clock)

Owner Title MR First Name MITCHELL Middle Initial R Last Name [REDACTED]

Street [REDACTED]

City [REDACTED]

Home Phone [REDACTED]

If Company Owned-Name ELCO

MR.
Driver Title [REDACTED]

Street [REDACTED]

City [REDACTED]

Home Phone [REDACTED]

Claimant Title [REDACTED]

Street [REDACTED]

City [REDACTED]

Home Phone [REDACTED]

Screen 2 Operator Entry Notes

Bodily Injuries? YES NO

Was another Vehicle Involved? YES NO

Did Owners Car Turn Over? YES NO

Claimant Rep. by Attorney? YES NO If "Yes" Name & Address [REDACTED]

Where Can Vehicle be Seen? COLUMBIA FORD - COLUMBIA CONN. AT TIME OF INSPECTION - (800) 228-2886 (WAYNE)

Principal Use of Vehicle [REDACTED]

Driver Description of Incident & Cause REFER TO CMO DATA FILE REPORT.

Nature of Weather UNK

Screen 3

What Component(s) are Allegedly Defective? UNK

Who Made Allegation of Defect? CLAIMANT

Was Vehicle Towed? YES NO Towing Co. Name UNK

Address UNK

Tow Driver Name and Address UNK

Was Vehicle a Truck? YES NO Gross Pay Load _____

Location of Load _____

Desc. of Load _____

Did You Speak to Driver? YES NO

If "No" Give Source of Driver Desc. ALSO CREW. DATA FILE REPORT.

Vehicle Speed Est. PARKED Source of Est. DRIVER AND CLAIMANT

Screen 4 Location

Police Report Made? YES NO Report Attached? YES NO ATTENDING FIRE DEPT., UNK.

If Not Attached, give Station/Officer Making Report FIRE REPORT # - UNK.

Any Witnesses? YES NO Number _____

Location of Incident RTE 6 1/4 MILE NORTH OF RTE 66 - TOWN UNK.

Kind of Road (Concrete/Gravel/Dir/Rock-Crush/Asphalt) Asphalt Kind of Shoulder (Concrete/Gravel/Dir/Rock-Crush/Asphalt) Asphalt

Road Condition (Wet/Dry/Icy/Other) _____ Shoulder Condition (Wet/Dry/Icy/Other) N.R.

Vegetation Obstructions NOT RELEVANT

Posted Speed N.R. MPH

Screen 5 Vehicle

VIN 2G1WL52M0V9162358 Del Date 11-14-96

Year/Model 1997 LUMINA (New/Used/Demo) Mileage 11374 AT TIME OF INSPECTION

Trans 4SPD. AUT. Axle FRONT Engine 3.1 LITRE

Licence # 558 KTH 3 State CONN. 2

Inspe. Stick # N/A Station # N.R. Exp. Date N/D.

Special Equip./Features NONE

Nature and Extent of Damages TOTALLED

Est. Cost of Repair 4

Was Vehicle Subject to Product Campaign(s)? YES NO If Appropriate, Attach Copy of Campaign Bulletin.

If "Yes" List all Product Campaign Numbers _____ Campaign(s) Performed? YES NO

If "Yes" Describe _____

Tire Size and Brand NOT RELEVANT

Condition of Tires LF (Good/Fair/Flat) RF (Good/Fair/Flat) RR (Good/Fair/Flat) LR (Good/Fair/Flat)

Truck/Spare _____

Screen 6 Dealer Parts

Were Photos Taken? YES NO Number 49 By Whom? W.L.KING, EMA
 Address 201 STONEY WAY, NEW FAIRFIELD CT.
 Vehicle Inspected? YES NO Inspector(s) Name W.L.KING, EMA
 Name of Royal Rep at Investigation NONE PRESENT
 Selling Dealer DON MALLON CHEV. City, State NORWICH, CT.
 Servicing Dealer SAME City, State _____
 Did your Search of the vehicle Service History Produce Repair Orders? YES NO How Many _____
 If "No" Explain NO ACCESS AT INSPECTION LOCATION -
 Alleged Defective Part(s) Removed? YES NO
 Parts _____ Custodian _____
 Location _____
 How & When was Matter Settled with Claimant? FINAL DISPOSITION FORTHCOMING
FROM CHEVROLET MOTOR DIVISION -

Screen 7 Property Damage

Type of Damage, Other Than Owner's Vehicle (Vehicle/Property, Other Than Vehicle) NONE
 Owner Name/First _____ Middle Initial _____ Last Name REPORTED
 Address _____
 Driver Name/First _____ Middle Initial _____ Last Name _____
 Address _____
 Vehicle _____
 Make, Model & Year _____ NONE REPORTED
 Estimate of Speed _____ MPH By Whom? _____
 Extent of Damage _____
 Property _____
 Kind _____ NONE
 Extent of Damage _____ REPORTED.
 Additional Comments _____

Screen 8 Bodily Injuries

Title _____
 Street _____
 Home Phone _____
 Location Code (A-Owner's Vehicle/B-Other Veh./C-Pedestrian/D-Other) _____

If "B" Give Driver Name _____
 Nature of Injuries 2ND DEGREE BURNS TO RIGHT HAND
 Where were Injuries Treated & by Whom? ROCKVILLE HOSPITAL "ER" - ROCKVILLE CT.
DR. DINESH SHAH - ALSO DR. BEAM VERNON CONN.
 Seating Position DRIVER 49 N.F.C. TURNPIKE - (SLOO) 645-0501 PLASTIC SURGEON
PLEGMOIS: NO SURGERY REQUIRED
OUT OF CAR AT TIME OF IMPACT

Title _____ First _____ Middle Initial _____ Last Name _____
 Street _____ City _____ State _____ Zip _____
 Home Phone _____ Business Phone _____ Age _____
 Location Code (A-Owner's Vehicle/B-Other Veh./C-Pedestrian/D-Other) _____

If "B" Give Driver Name _____
 Nature of Injuries _____
 Where were Injuries Treated & by Whom? _____
 Seating Position _____

Screen 9 General Comments

Additional Comments _____
REFER TO C.M.D. DATA FILE REPORT.

Screen 10

Division Notified of Incident _____
 How? _____ When? _____
 By Whom? _____
 Zone Assigned _____
 Assignment _____
 Investigator First Name William Middle Initial L. Last Name KING, EAA
 Assignment Date _____ Due Date _____
 Investigation Date 5-29-97 Received Date 5-27-97
 Info. From Further Investigation REFER TO COVER LETTER
(REPORT ATTACHED).

Royal Office Code _____ Date Sent _____
 Approved By _____ Date _____
 C.O. Approved By _____ Date _____

**GM-1241 INVESTIGATION
SCENE OF ACCIDENT**

IF VEHICLE TURNED OVER, HOW WAS IT UPRIGHTED? _____



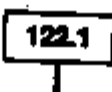



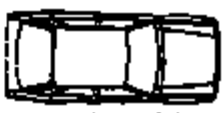
ROAD CONFIGURATION (STRAIGHT, CURVED LEFT, ETC.) _____

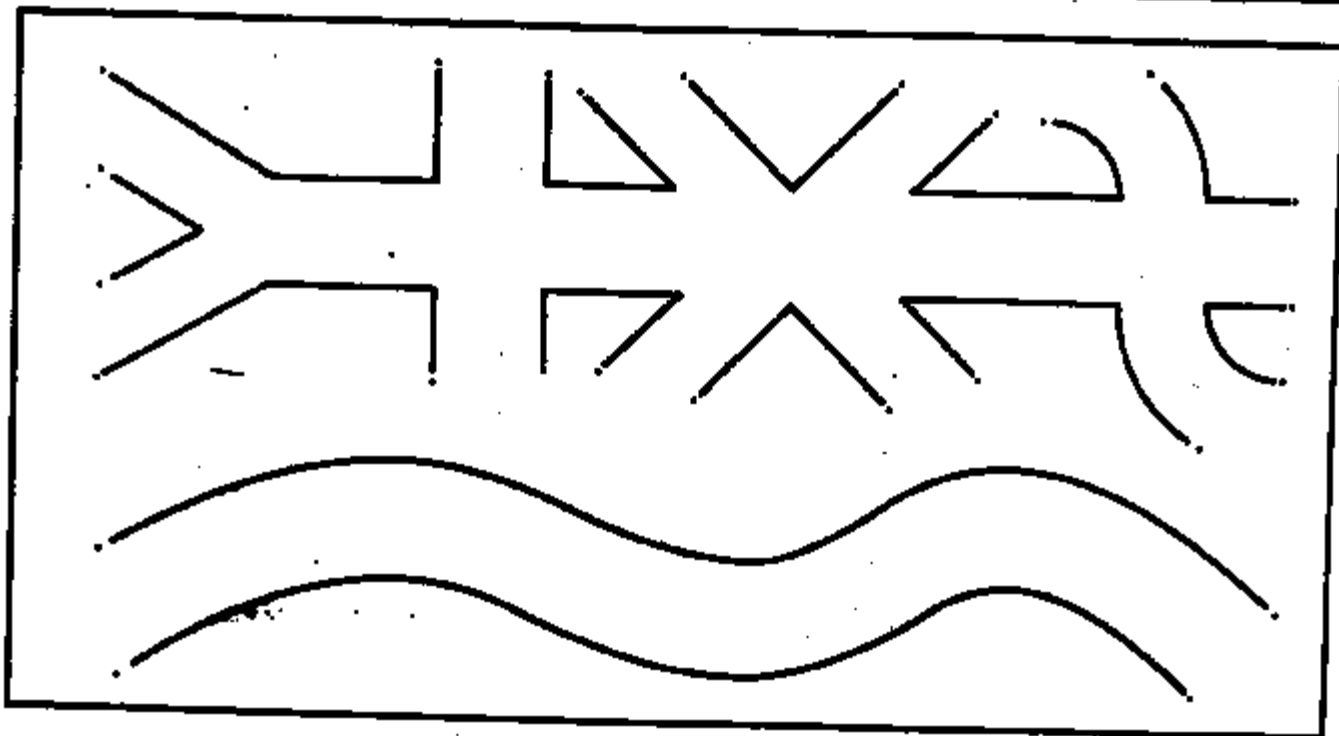
TIRE/SKID MARKS: YES ___ NO ___ LENGTH OF TIRE/SKID MARKS: _____

ROAD WAS (SINGLE, TWO, THREE, OR FOUR LANES) _____

MEDIAN DIVIDER (STEEL RAIL, CONCRETE, NONE, ETC.) _____

Use the Following Symbols and Draw Them in Their Proper Location on Diagram:

Direction (Example) 	Show North Only (Example) 	
Mileage Marker Number (Example) 	Show Miles & Tenths (Example) 	
Vehicle #1 	Vehicle #2 	Vehicle #3 



SUPPLEMENT TO GM-1241

OWNER'S NAME MITCHELL [REDACTED] VIN: 2G1WL52M0Y91623C

DATE OF INCIDENT 5-11-97 INVESTIGATED BY [Signature] EAA

NOTE: An investigation at the accident scene should be made in all accident cases. This form is to be utilized to record information pertaining to the accident and vehicle(s) location. It is to be attached to the GM-1241 as an addendum.

THIS: CSESCN ACTION: I KEY:
NEXT: BASE ACTION: KEY:
NAME:

CAS 05/20/97 14:44 CAS8050M
ID: 8320M
YR/ML: TYPE:

NAME LAST [REDACTED],
CITY : FLORENCE,
COMPANY :

CUSTOMER CASE SCAN
FIRST: MITCHELL,
STATE: NY

VIN:

TYPE:

S NAME LAST
HALPERN
HALPERN

FIRST
MITCHELL
MITCHELL

MI CITY
R FLORENCE
FLORENCE

ST TYPE 3 YR/MD OVEN DTR
NY 10 97 ML 05 16 97
NY 10 Y 97 ML 05 16 97

10F5

GM1241
970314864

M. [REDACTED]



R/S Burn/PLANE
FATTERLO



NOTE:
RADIATOR
GONE.

DAILY
CONSUMED.

20FS

GM1241
970314864
M. [REDACTED]



HEAT/
FLAME
PATTERNS



BOTH FRONT
TIRES
BURNED
"FLAT"



HEAT/FLAMES
ENTERED
PASS. COMP.
THRU ELEC.
CAVITY
CONNECTOR
ON
FIREWALL.





FIRE
DAMAGE
TO
I.P.
FUSE PANEL.



← CENTER
TDR
OPEN CAVITY
TO PASS COMP.
(GLOVE BOX AREA)

5 OF 5

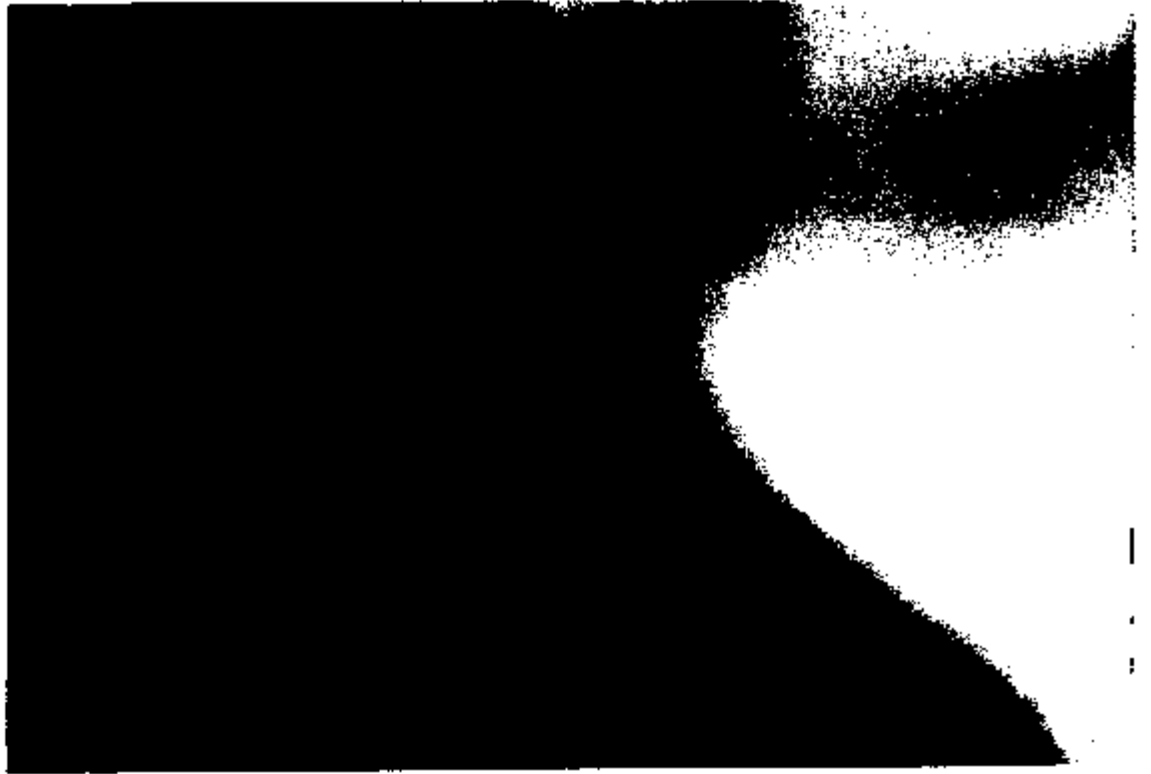
GM1241
970314864
M. [REDACTED]



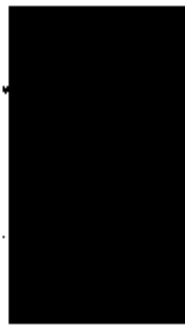
FIRE
DAMAGE

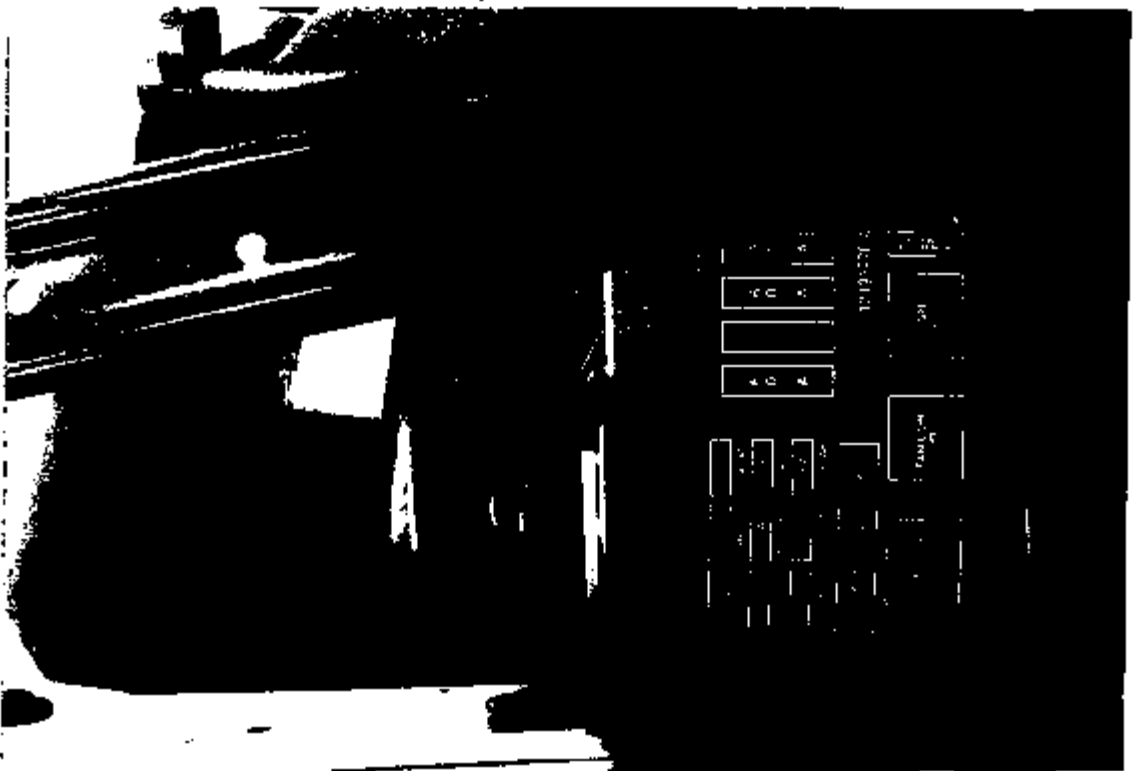
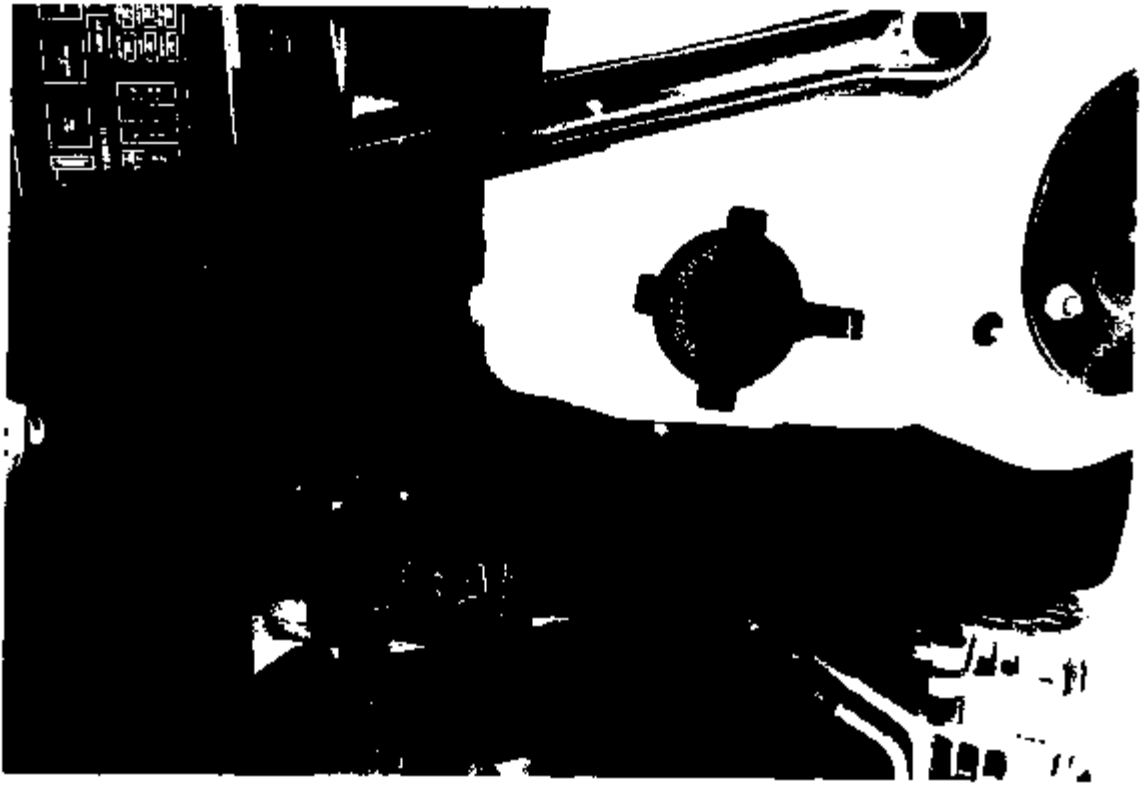


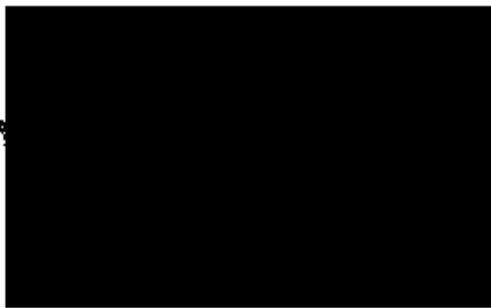
PCM
& WIRING
HARNES

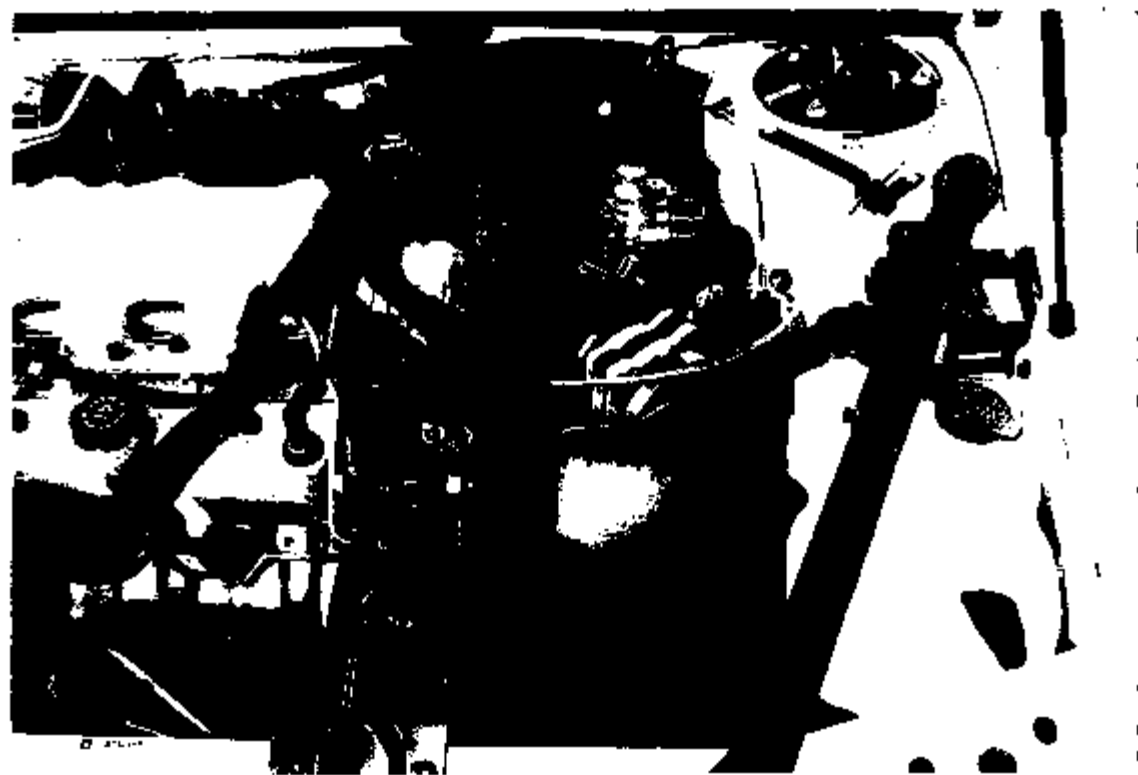


SECRET







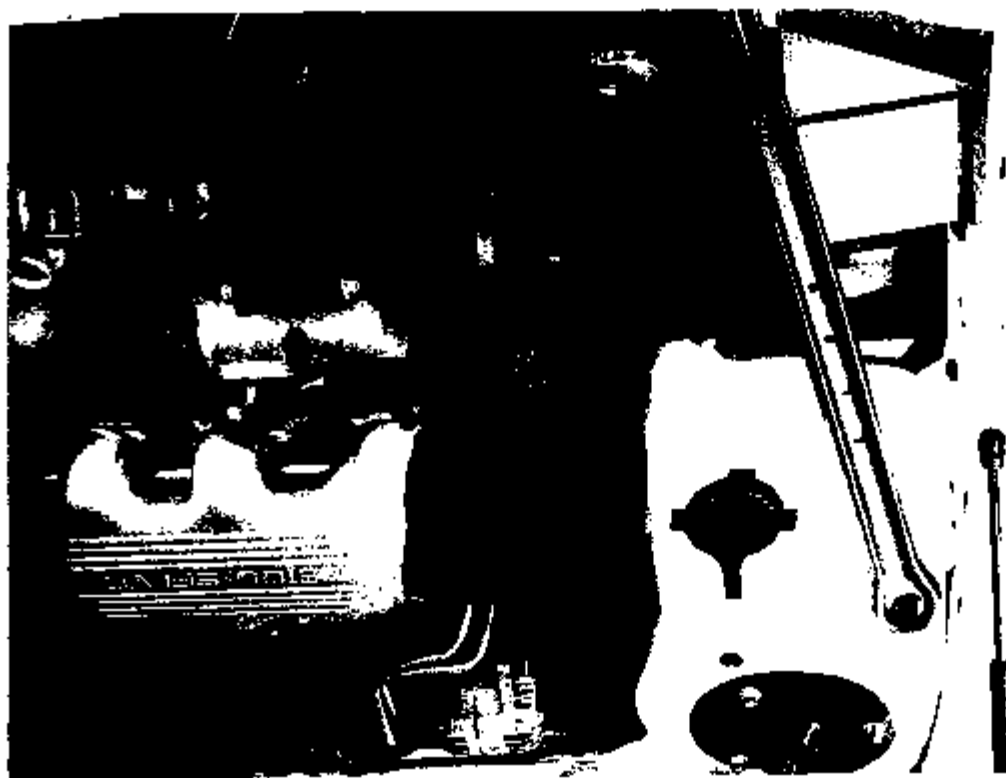


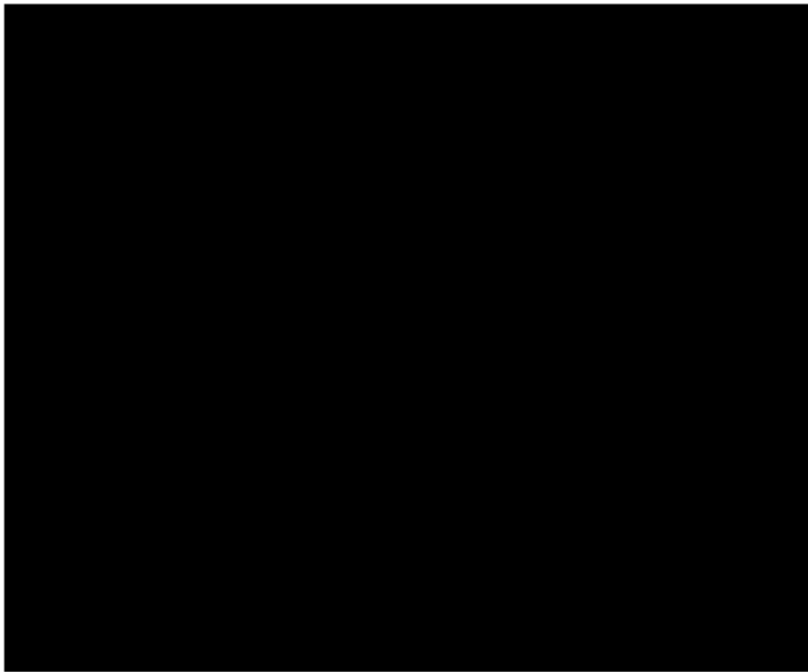


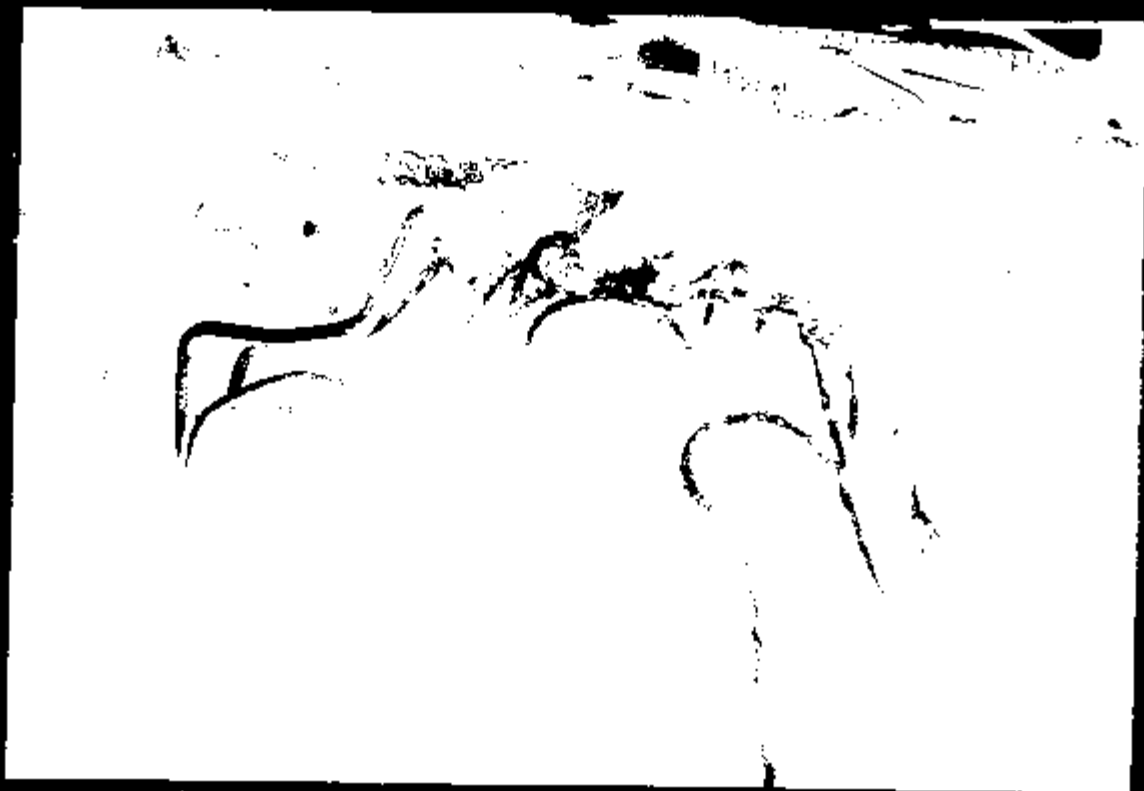
CONFIDENTIAL



CONFIDENTIAL







[REDACTED]

[REDACTED]





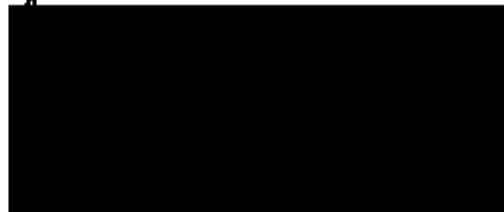






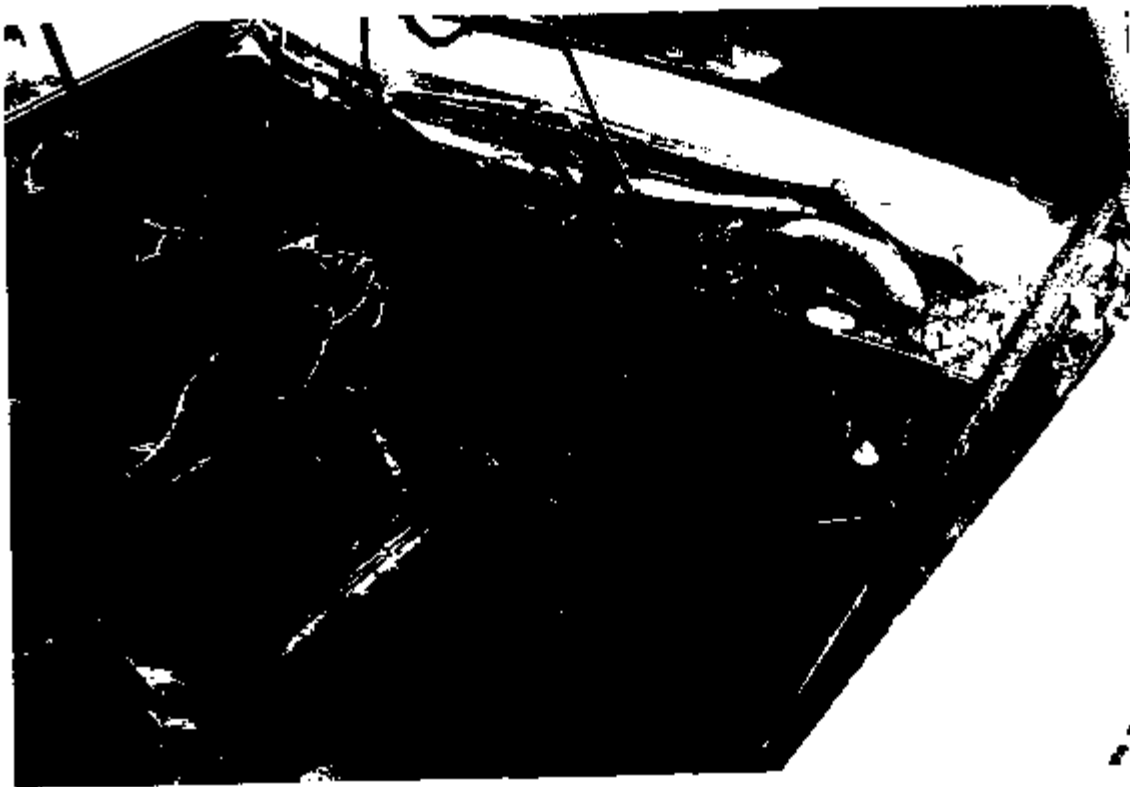


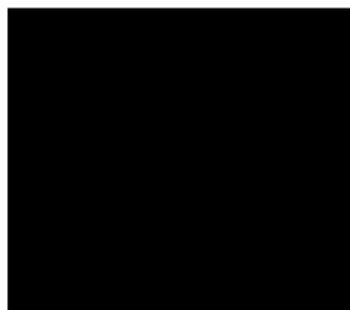
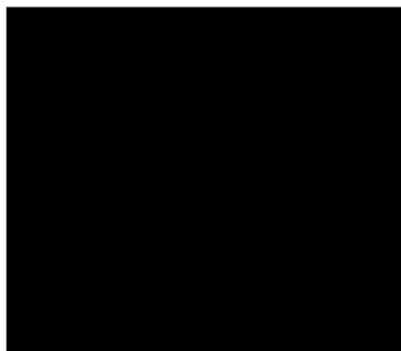




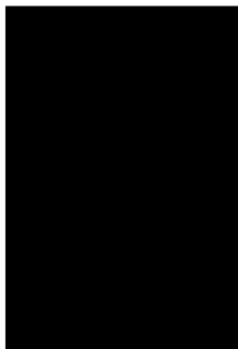








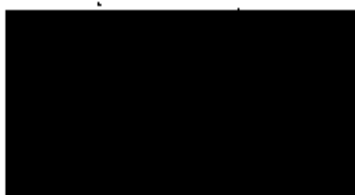
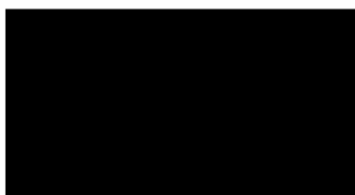




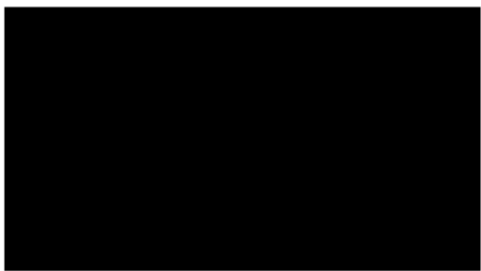


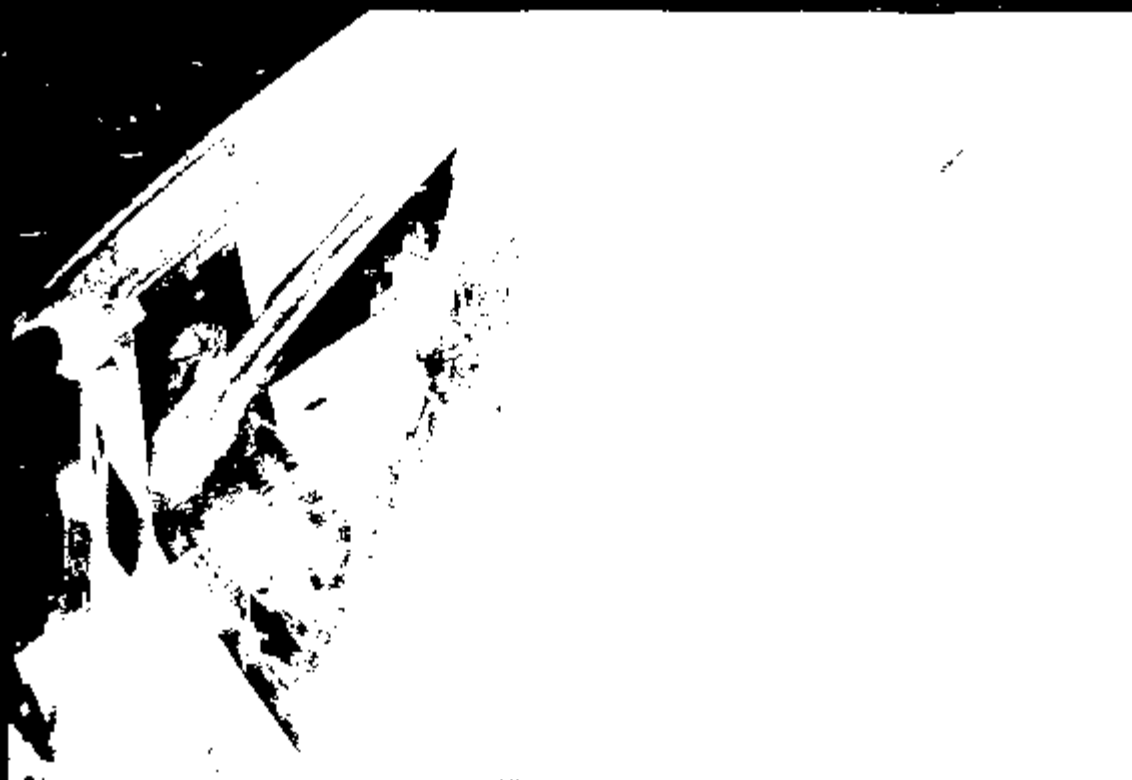






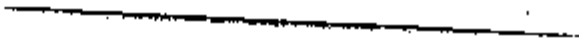


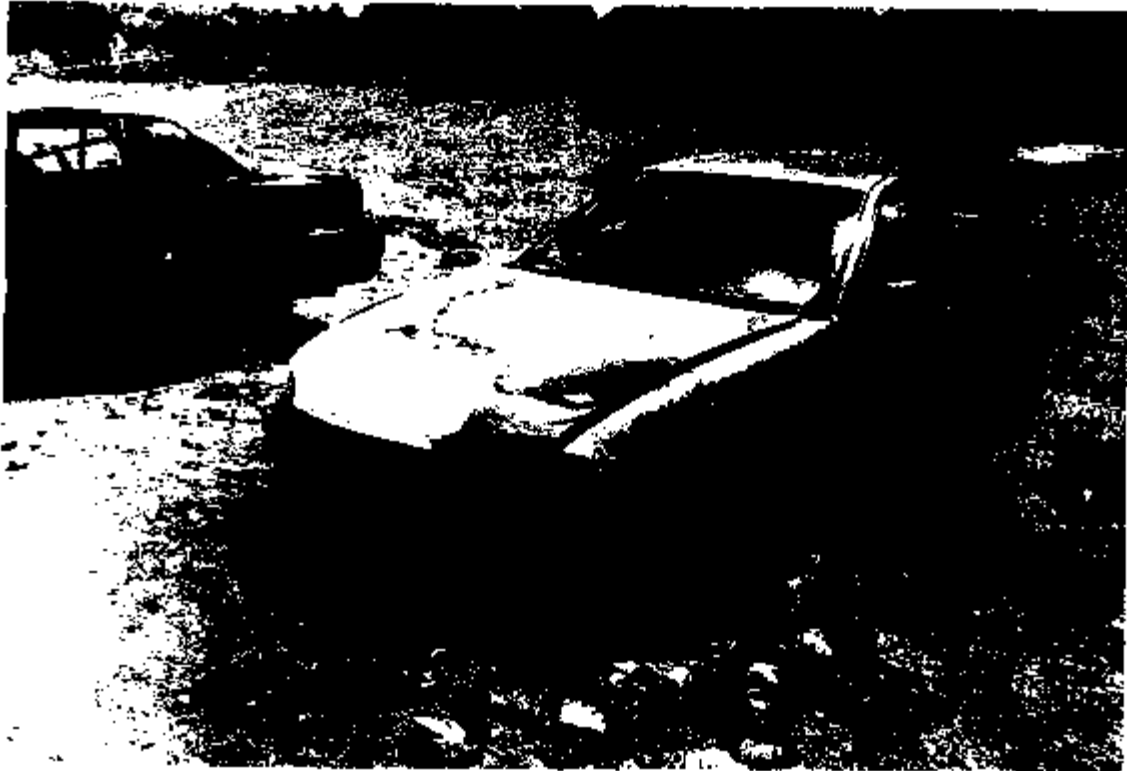






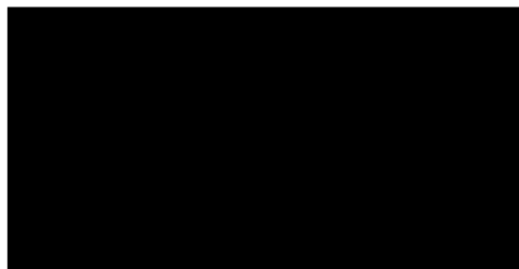
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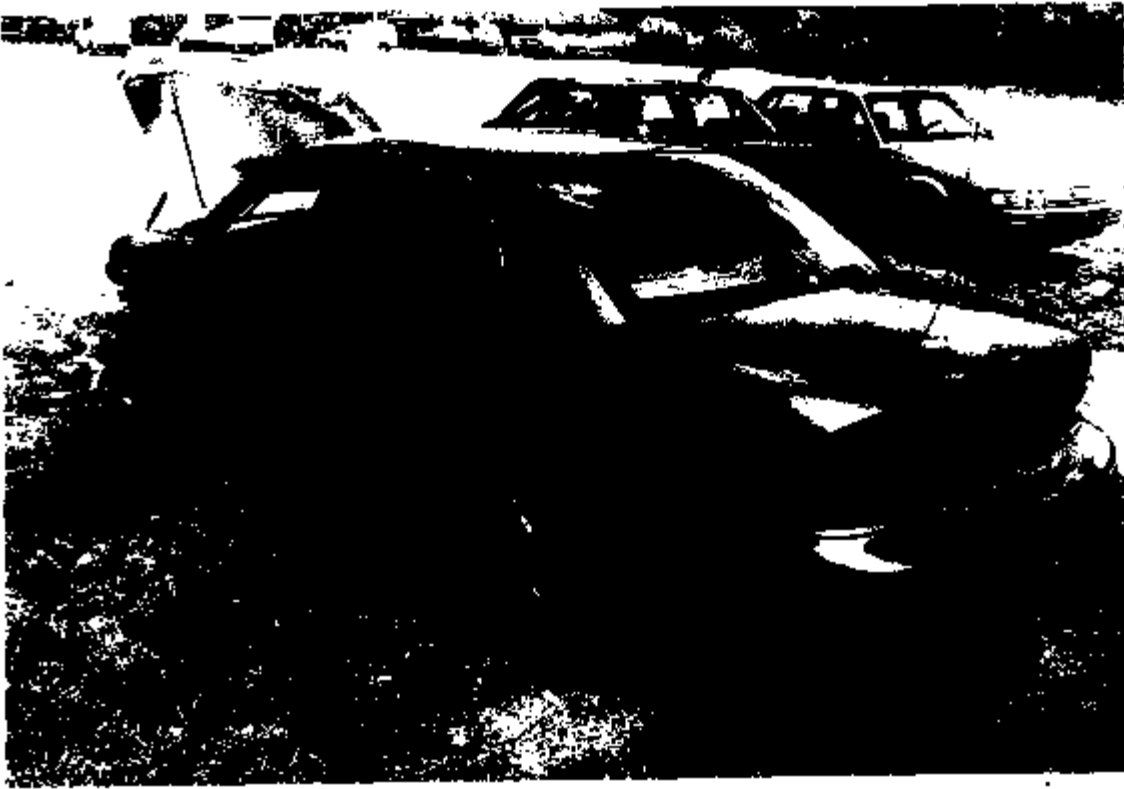




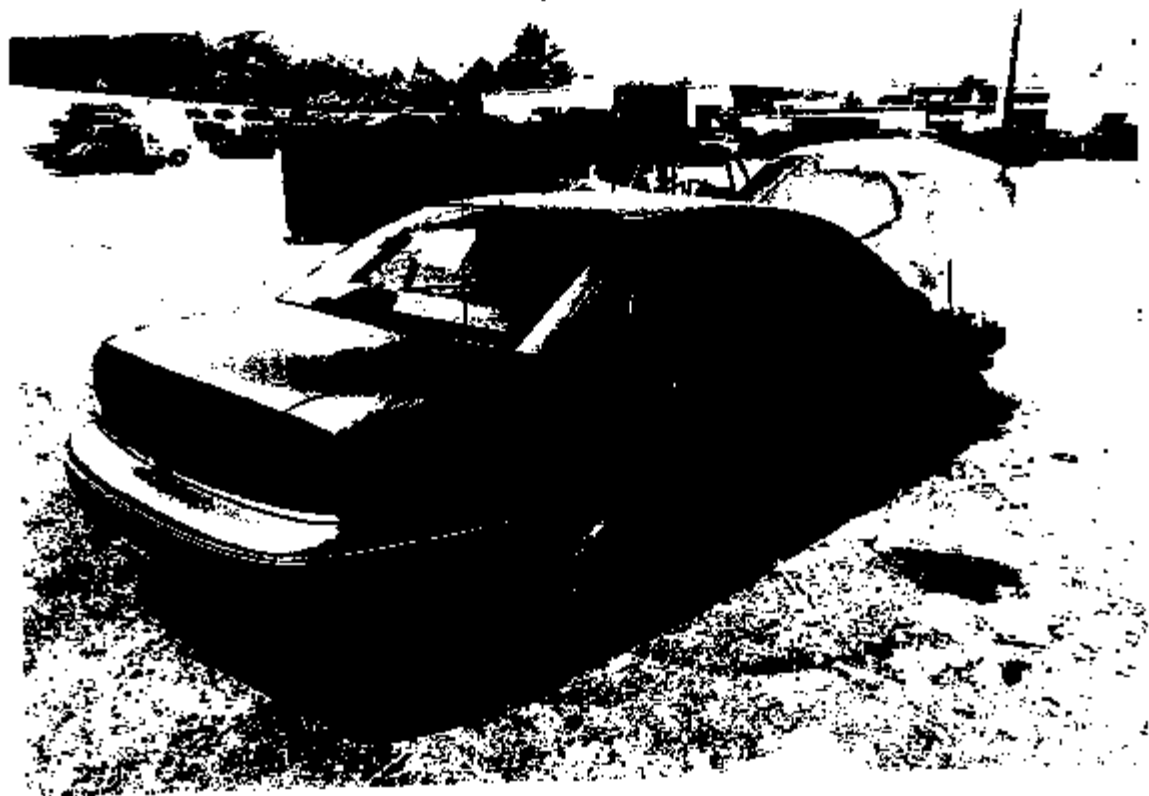














CUSTOMER INQUIRY

NAME OF PERSON: [REDACTED]

PHONE NUMBER: [REDACTED]

WHO REFERRED YOU TO US: Chevrolet

WHEN REPORTED TO GM: 5/97 WHEN INSPECTED: 6/97

WERE YOU ADVISED BY GM WHAT THEIR FINDINGS WERE? YES NO

IF SO, WHAT WERE THEIR FINDINGS?
Not in ceiling test. Report was destroyed, no one from [REDACTED] was at inspection.

D/E: 5-11-97 LOCATION OF INCIDENT: [REDACTED]

OWNER/DRIVER: [REDACTED]

ADDRESS: [REDACTED]

VEHICLE/YEAR/MAKE/MODEL: 97 Chev. Lumina 06095

VIN: 2G1WL52MOV9162358 GM CAC #: (?)

ALLEGATION: Veh Caught Fire

WHERE IS VEH? Dealership INJURIES? YES NO

NAME OF INJURED PERSON(S): [REDACTED] TYPE OF INJURIES: Burned on hands

BRIEF DESCRIPTION OF INCIDENT: _____

WAS IT MENTIONED THAT AN ATTORNEY IS INVOLVED? YES NO

IF SO, NAME OF ATTORNEY: _____

DATE TAKEN: _____ TAKEN BY: Elena

SEARCHED: 1241 putted FAA OMNI DATE TO SETUP: 7/31/97

ASSIGNED TO: Thrasher 333370 DATE: 8-4-97

ELCO

ADMINISTRATIVE SERVICES

August 27, 1997

P.O. Box 641548, FLUSHING, NY 11354-1548
TEL. (718) 762-3020 • FAX (718) 762-3119

RECEIVED

SEP 09 1997

ESIS-GM CLAIMS UNIT

Esis Claims

485 West Milwaukee, Suite A610
Detroit, MI 48202
Attn: Greg Thraser

RE: YOUR FILE #: 33370
OUR FILE #: A96/9928
OUR VEHICLE: 1997 CHEVROLET LUMINA, 4 DOOR SEDAN
VIN #: 2G1WL52M0V9162358
PLATE #: 558-KYU CT
MILEAGE: 11,374
COLOR: GRAY
OUR DRIVER: ELIZABETH [REDACTED]
DATE OF LOSS: 5/11/97
CHEVROLET CASE #: 970314864

Dear Mr. Thrasher:

Please be advised this company handles claims on behalf of [REDACTED] and I am the liability administrator assigned to this file.

This letter will serve to confirm our conversation on Monday August 18, 1997.

At that time, you had advised us that Mr. Bill King from the company Engineering Analysts Associates is not an authorized representative to perform any type of engineering work in order to determine the origin of this fire. You had also advised us that he simply took photographs of our vehicle, interviewed our renter and the fire chief at the scene, and the manager at Columbia Ford where the vehicle is located. Based upon the evidence that Mr. King gathers, he then and he forwards this to Chevrolet for review. It is then determined as to whether or not there are issues that warrant further investigation. I have made 2 attempts to contact Bill King concerning the fact that Enterprise-Rent-A-Car was not notified of this vehicle inspection and we demanded a copy of the alleged inspection report in its entirety.

In correspondence dated June 29, 1997, Bill King informed us that the information that we requested had been disposed of in accordance with their file retention requirement and procedures. He advised that any further inquiry concerning should be directed to Chevrolet Motor Division.

Please be advised that as the registered owner of this vehicle in question, we respectfully request a copy of the alleged vehicle inspection report in its entirety.

If you have any questions or concerns, please do not hesitate to contact the undersigned at ext. 332.

Your prompt attention to this matter is greatly appreciated.

Very truly yours,
ELCO Administrative Administrator

Mitchell Reid Halpern

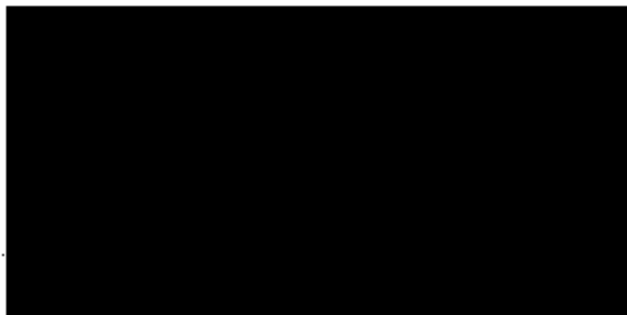
Mitchell Reid Halpern
Liability Claims Administrator



RECEIVED

AUG 22 1997

ESIS-GM CLAIMS UNIT



INVOICE # CT15626
 DATE 5/30/97
 UNIT # PG2398
 CUST # 999999
 REF # D08507
 OPERATOR TAX

	AMOUNT
DAMAGE	14,000.00
APPRAISAL FEE	.00
TOWING, STORAGE & MISCELLANEOUS EXPENSE	.00
ADMINISTRATIVE COSTS	150.00
LOSS OF USE	404.85
RESIDENTIAL DEVALUE	.00
INSURANCE	.00
EXCESS DEDUCTIBLE	.00
POLICY DEDUCTIBLE	.00
SUBTOTAL	14,554.85
SALES TAX	.00
TOTAL DUE	14,554.85

THIS INVOICE IS PAYABLE UPON RECEIPT

PLEASE DETACH AND SUBMIT WITH PAYMENT

REMIT TO:
 ENTERPRISE RENT-A-CAR
 100 CORPORATE DR STE 101
 WINDSOR CT06095

GPBR 4808
 INVOICE # CT15626
 CUST # 999999
 TOTAL DUE 14,554.85
 AMOUNT REMITTED \$ _____



ELIZABETH RICHARDS
 PENNERSON RESEVOIR RD
 WINDSOR CT 06278

DRIVER: [REDACTED] ELIZABETH*

RECEIVED

AUG 22 1997

ESB-GM CLAIMS UNIT

INVOICE # CT15721
 DATE 6/13/97
 UNIT # PG2398
 CUST # 999999
 REF # D08507
 OPERATOR TAV

	AMOUNT
DAMAGE	4,349.00
APPRAISAL FEE	.00
TOWING, STORAGE & MISCELLANEOUS EXPENSE	.00
ADMINISTRATIVE COSTS	.00
LOSS OF USE	.00
DIMINISHMENT OF VALUE	.00
SALVAGE	.00
WAIVER DEDUCTIBLE	.00
POLICY DEDUCTIBLE	.00
<hr/>	
SUBTOTAL	4,349.00
SALES TAX	.00
TOTAL DUE	4,349.00

THIS INVOICE IS PAYABLE UPON RECEIPT

PLEASE DETACH AND SUBMIT WITH PAYMENT

REMIT TO:
 ENTERPRISE RENT-A-CAR
 100 CORPORATE DR STE 101
 WINDSOR CT06095

GPBB
 INVOICE # 4898 CT15721
 CUST # 999999
 TOTAL DUE 4,349.00
 AMOUNT REMITTED *



RECEIVED

AUG 22 1997

ESIS-GM CLAIMS UNIT

ELIZABETH [REDACTED]

INVOICE # CT15674
DATE 6/09/97
UNIT # P82598
CUST # 999999
REF # D08507
OPERATOR TAV

	AMOUNT
DAMAGE	.00
APPRAISAL FEE	84.50
TOWING, STORAGE & MISCELLANEOUS EXPENSE	200.00
ADMINISTRATIVE COSTS	.00
RENTAL FEE	200.00
DEPRECIATION OF VALUE	.00
SALES TAX	20.00
HAVER DEDUCTIBLE	.00
POLICY DEDUCTIBLE	.00
SUBTOTAL	284.50
SALES TAX	.00
TOTAL DUE	284.50

THIS INVOICE IS PAYABLE UPON RECEIPT

PLEASE DETACH AND SUBMIT WITH PAYMENT

REMIT TO:
ENTERPRISE RENT-A-CAR
100 CORPORATE DR STE 101
WINDSOR CT06095

GPBR 4808
INVOICE # CT15674
CUST # 999999
TOTAL DUE 284.50
AMOUNT REMITTED *



100 Corporate Dr., Ste. 101
Windsor, CT 06095-2119
860-683-2232

RECEIVED

AUG 22 1997

ESIS-GM CLAIMS UNIT

8.19.97

ESIS - GM CLAIM CENTER

PO BOX 02489

DETROIT MI 48202

ATTN: GREG THRASHER

Re: Your Insured:

Your Claim No.:

333370

Your Policy No.:

Date of Loss:

5-11-97

Enterprise Driver:

Our File No.:

DX4808507

Dear: Mr THRASHER:

Please find enclosed documentation of our claim for damages to our vehicle as a result of the above referenced auto accident.

We are presenting a claim to you for the amount of \$ 19188.35 which includes the estimate/appraisal of damages, the cost thereof, and the associated costs as a result of this incident.

Please forward your draft in the amount of \$ 19188.35 to my attention at the above address. Also, reference our claim number on your draft.

Thank you for your prompt attention to this matter.

Very truly yours,

A. Thomas Valukevich
Loss Control Administrator

RECEIVED

AUG 22 1997

ESIS-GM CLAIMS UNIT

B !!
Ford
Ro 105331

ROAD SERVICE

GATES GMC TRUCK
143 BOSTON POST ROAD
NORTH WINDHAM, CT 06288
Tel: (860) 455-0088

Gates
Ro.
30404

DATE: 8/24/97		TIME: 6:00 PM		REG. NO. (Brett)	
LOCATION OF VEHICLE: Hamilton Rd West Station					
NAME: [REDACTED]					
ADDR: [REDACTED]					
MILEAGE		REV. METER		EXTRA PERSON	
FROM	TO	FROM	TO	FROM	TO
START	1374	START		START	
TOTAL		TOTAL		TOTAL	
VEH. MAKE / MODEL / COLOR	DRIVER				
87 Chevy	SS8 KTR			MOU 9112358	
PROBLEM REPORTED		SERVICE RENDERED		SPECIAL EQUIPMENT	
<input type="checkbox"/> LOCK OUT <input type="checkbox"/> FLAT TIRE <input checked="" type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/> LI		<input type="checkbox"/> BLIND / HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED / RAMP <input type="checkbox"/> START <input type="checkbox"/>		<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY <input type="checkbox"/>	
VEHICLE TOWED TO: Columbus Ford					
REMARKS: Winch from post 1st mile 41.50 240 Additional Towing 130.50				RELEASE CHARGE	130.50
				TOWING CHARGE	44.50
				LABOR CHARGE	25.00
				STORAGE CHARGE	
OPERATOR'S SIGNATURE: [Signature]				TOTAL: 200.00	
AUTHORIZED SERVICE: [Signature]					

02283

Bill Ford Ro 105331

RECEIVED

AUG 22 1997

ESIS-GM CLAIMS UNIT



PROPERTY DAMAGE APPRAISERS

INVOICE

PLEASE REFERENCE THIS NUMBER ON ALL PAYMENTS AND ENCLOSE A COPY OF THE INVOICE WITH PAYMENT

INVOICE NUMBER

NE 164-1142650

1142650

CUSTOMER NUMBER	INVOICE DATE
[REDACTED]	05/21/97
APPROVE ACCOUNT	NUMBER OF UNITS
0.00	1
LINE	TYPE
AUTO	PHYSICAL DAMAGE

BILL TO	[REDACTED]
	[REDACTED]

FOR INQUIRIES CONTACT:

PDA Hartford, CT
 Phone: 860-528-6561
 FAX: 860-528-0192

SUBMIT PAYMENT TO:

Hell Truck Appraisal Service, Inc. dba
 Property Damage Appraisers, Hartford
 P.O. Box 8052 - Buckland Station
 Manchester, CT 06040
 TIN: 00-0905657

ATTENTION: TOM V

INSURED	CLAIMANT	ASSIGNMENT DATE
[REDACTED]	[REDACTED]	05/15/97
POL	CLAIM NO.	DATE OF LOSS
[REDACTED]	DX 4808507	05/11/97
		PDA ASSIGNMENT NO.
		7050220 LG
SERVICE FEE		70.50
TOTAL LOSS EVALUATION		0.00
OFFICE CHARGE		0.00
DRIVING TIME		0.00
MILEAGE		0.00
TOTAL MILES		0.00
PHOTOS		0.00
TOTAL		0.00
LONG DISTANCE		0.00
MISC.		0.00
COMMENTS:		
Terms: Professional Fees Due Upon Receipt PLEASE ENCLOSE A COPY OF THIS INVOICE WITH YOUR PAYMENT AND HIT THE INVOICE NUMBER ON YOUR CHECK		TOTAL CHARGES \$ 84.50 APPLICABLE TAXES \$ 0.00 INVOICE TOTAL \$ 84.50

Thank You For Choosing PDA. We Appreciate Your Business.

Independently Owned And Operated



PROPERTY DAMAGE APPRAISERS

Date: 06/03/97 02:13 P.M.
Estimate ID: 7050220
Supplement: 001 (P) 06/03/97 01:31 P.M.
Profile ID: ENTERPRISE

PROPERTY DAMAGE APPRAISERS

P.O. BOX 8052
BUCKLAND STATION
MANCHESTER, CT. 06040
(860) 520-6561

FAX (860) 520-0192

HALL THOMAS APPRAISAL SERVICE, INC.
D/B/A PROPERTY DAMAGE APPS.
FED. TAX I.D.# 060905657

Damage Assessed By: LEON GOOPREY #933250 Appraised For:

*****NOTICE*****
THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL COSTS OF REPAIRS ARE THE SOLE RESPONSIBILITY OF THE VEHICLE OWNER, WHO ULTIMATELY MUST AUTHORIZE ALL REPAIRS. NO SUPPLEMENTS WILL BE HONORED WITHOUT THE PRIOR INSPECTION BY PROPERTY DAMAGE APPRAISERS
PROPERTY DAMAGE APPRAISERS SPECIFYING THAT ALL REPAIRS AND/OR PART REPLACEMENTS LISTED HEREIN BE MADE IN STRICT ACCORDANCE WITH MANUFACTURER'S SPECIFICATIONS.

Supplemented By: LEON GOOPREY #933250
Type of Loss: Fire
Date 1st Contact: 05/19/97

Inspection Date: 05/20/97

Condition Code: Good
Date of Loss: 05/11/97
Pol./Claim No.: HWY PG 7598 BY A100507
Insured:

Mitchell Service: 913493

Description: 1997 CHEVROLET LUMINA 4D SEDAN
VIN: ZG1ML5Z8V9162350

license: 550-NYV CT

Mileage: 11,374

Color: GRAY

Options: CASHETTE, PASSENGER SIDE AIRBAG, POWER DOOR LOCK, POWER WINDOW, POWER STEERING, POWER BRAKES, ELECTRIC DEFOGGER, AIR CONDITIONING, CRUISE CONTROL, TILT COLUMN, STEREO RADIO, DRIVER SIDE AIRBAG, 4-DOOR, FRONT WHEEL DRIVE, AUTOMATIC TRANSMISSION.

Table with 6 columns: Line, Entry, Labor, Line Item Description, Part Type/Part Number, Dollar Amount, Labor Unit. Contains 9 rows of repair items for bumper/grille assembly.



PROPERTY DAMAGE APPRAISAL

Date: 06/03/97 02:13 P.M.
Estimate ID: 7050220
Applicant: 001 (P) 06/03/97 01:31 P.M.
Profile ID: ENTERPRISE

Table with columns: Item #, Description, Part #, Unit, Price, and Quantity. Includes items like 300856 BODY REMOVE/REPLACE, 302806 BODY REMOVE/REPLACE, etc.

ESTIMATE RECALL NUMBER: 05/11/97 00:01:10 7050220
Mitchell Data Version: REV_97_A

Copyright (C) 1994-1996, Mitchell International
All Rights Reserved



PROPERTY DAMAGE APPRAISER

Date: 06/03/97 02:13 P.M.
Estimate ID: 7050220
Supplement: 001 (P) 06/03/97 01:31 P.M.
Profile ID: RMYMPRTRK

8	62	302012	BODY	REMOVE/REPLACE	AIR BAG MODULE-PASSENGER SIDE		14757147	GM PART	618.00	INCL
8	63	301659	HECK	REMOVE/REPLACE	CRUISE CONTROL CONTROL UNIT	-N	25161500	GM PART	347.00	0.5
8	64	301660	HECK	REMOVE/REPLACE	CRUISE CONTROL CABLE	-X	12554161	GM PART	23.20	0.5
8	65	300430	HECK	REMOVE/REPLACE	R OTH HOIVK AXLE SEAL KIT	-X	26044300	GM PART	27.75	2.3
8	66	300472	HECK	REMOVE/REPLACE	R STEERING PROTECT BOOT	-N	26035404	GM PART	39.00	0.6
8	67	300615	HOOD	REMOVE/REPLACE	AIR CLEANER ASSEMBLY		25099824	GM PART	184.62	INCL
68	301919	GLASS	REMOVE/REPLACE	W/SHIELD GLASS			C BWR120760N		636.60*	
69					SUBJECT TO 40.00% GLASS DISCOUNT					
70	900500	BODY	*ADD'L LABOR CPM*	INSTALL W/SHIELD 6-KIT			SUBLET		50.00*	
71	300670	HOOD	REMOVE/REPLACE	W/SHIELD FILLER STRIP			10240206	GM PART	9.20	
72	300673	BODY	REMOVE/REPLACE	UPR W/SHIELD REVEAL MOLDING			30271000	GM PART	4.00	0.3
73	301920	BODY	REMOVE/REPLACE	R W/SHIELD REVEAL MOLDING			10207205	GM PART	4.00	0.3
74	301921	HOOD	REMOVE/REPLACE	L W/SHIELD REVEAL MOLDING			10207205	GM PART	4.00	0.3
75	300683	HOOD	REMOVE/REPLACE	R W/SHIELD GARNISH MOLD			ORDER FROM DEALER		17.10	0.3
76	301683	HOOD	REMOVE/REPLACE	L W/SHIELD GARNISH MOLD			ORDER FROM DEALER		17.10	0.3
77	300694	HOOD	REMOVE/REPLACE	R W/SHIELD STD VISON			ORDER FROM DEALER		64.50	0.2
78	300734	HECK	REMOVE/REPLACE	INST PANEL ASSY	-X		ORDER FROM DEALER		699.00	6.0
79	301924	HOOD	REMOVE/REPLACE	UPR INST PANEL TRIM PANEL			ORDER FROM DEALER		45.75	INCL
80	300737	HECK	REMOVE/REPLACE	INST PANEL PASS SIDE AIR BAG	-N		ORDER FROM DEALER		94.00	INCL
8	81	300742	HOOD	REMOVE/REPLACE	INST PANEL GLOVEBOX W/DOOR		ORDER FROM DEALER		166.00	INCL
82	300758	HOOD	REMOVE/REPLACE	INST PANEL TRIM PLATE			ORDER FROM DEALER		70.50	INCL
8	83	900500	HECK	*REMOVE/REPLACE	*ENGINE 3.1L V6		QUIL RECYCLED PART		3,000.00*	7.2*
8	84				LINE HOOKUP \$25.00				750.00	
8	85	900500	HECK	*REMOVE/REPLACE	*ELECTRICAL WIRE BARRERS MAIN		NEW		452.00*	4.0*
86	300500	HOOD	*ADD'L LABOR CPM*	RT FTY TIRE			NEW		89.00*	
87	300500	HOOD	*ADD'L LABOR CPM*	LT FTY TIRE			NEW		89.00*	
8	88	300770	HOOD	REMOVE/REPLACE	INST PANEL MOUNT		10200410	GM PART	60.00	INCL
8	89	300773	HOOD	REMOVE/REPLACE	R INST PANEL OUTLET		ORDER FROM DEALER		3.75	INCL
8	90	301207	HOOD	REMOVE/REPLACE	R REAR DOOR TRIM PANEL ASSY		ORDER FROM DEALER		442.00	0.6
8	91	301204	REPIN	REPINISH	HOOD PANEL					2.6
92	936000		ADD'L COST	FRESH 6 OIL					36.00*	
8	93	AUTO	ADD'L COST	PAINT MATERIALS					231.60*	

* Judgment Item
Labor Note Applies



PROPERTY DAMAGE APPRAISAL

Date: 06/03/97 02:13 P.M.
Estimate ID: 7050220
Assignment: 001 (P) 06/03/97 01:31 P.M.
Profile ID: ENTERPRISE

~~REPAIRS~~
OBVIOUS TOTAL LOSS !!!!! SEE PHOTOS
FIRE LOSS!!!!!!
APPRAISAL IS FOR VISIBLE DAMAGE ONLY.
VISIBLE DAMAGE COULD EXCEED \$1000.00, IN THIS APPRAISERS OPINION
THIS VEHICLE SHOULD BE CONSIDERED A TOTAL LOSS.

1997 CHEVY LUMINA NOT LISTED IN NADA GUIDE AS OF THE
VEHICLE LISTED IN RED BOOK.
EVALUATION FORM ATTACHED.

VERBAL DEALER QUOTES!!!!
NEWMAN CHEVROLET FRANK 860-528-1554 \$16,500.00
CANTER CHEVROLET MIKE 860-646-6464 \$16,200.00
CROWLEY CHEVROLET JOSEPH 860-236-5601 \$17,000.00

Prior Damage
NONE VISIBLE

	Paint	Body	Mechanical	Labo	Sublet	Totals
Body	23.8	32.80			56.80	786.00
Refinish	19.3	32.80				617.60
Mechanical	27.9	32.00				892.80
Labor Summary Totals	70.2					2,296.40

II. Part Replacement Summary	Amount
Taxable Parts	11,182.17
Parts Adjustment	750.00
Class Discount 40.00%	334.56
Total Replacement Parts Amount:	11,597.61

III. Additional Costs	Amount
Taxable Costs	267.60
Total Additional Costs:	267.60

IV. Adjustments	Amount
Customer Responsibility:	0.00
I. Total Labor:	2,296.40
II. Total Replacement Parts:	11,597.61
III. Total Additional Costs:	267.60
Gross Total:	14,161.61
IV. Total Adjustments:	0.00

Net Total:	14,161.61
Less Previous Net Total:	10,045.43
Net Supplement Amount:	4,116.18

Point of Impact: 15 TOTAL LOSS
Body Shop: Y/LOSS

Inspection Site: COLUMBIA FORD COLUMBIA



PROPERTY DAMAGE APPRAISAL

Date: 06/03/97 02:13 P.M.

Estimate ID: 7050220

Supplement: 001 (P) 06/03/97 01:31 P.M.

Profile ID: ENTERPRISE

*****AGREED REPAIR COSTS*****

IT IS UNDERSTOOD THAT THE BODY SHOP LISTED ABOVE, IF ONE IS LISTED, AGREES TO COMPLETE AND GUARANTEE ALL REPAIRS LISTED ABOVE FOR THE AMOUNT LISTED ABOVE, UNLESS A DIFFERENT AMOUNT IS LISTED HERE \$ _____

BY: Flare DATE: 6/3/97

THIS VEHICLE IS: REPAIRABLE() A BORDERLINE () A TOTAL LOSS()
_____ DAYS SHOULD BE NEEDED TO COMPLETE REPAIRS.

THIS IS AN ESTIMATE OF REPAIRS ONLY AND DOES NOT REPRESENT THE TOTAL DAMAGES INCURRED WHICH MAY INCLUDE BUT NOT BE LIMITED TO LOSS OF USE, DEPRECIATION, ADMINISTRATIVE EXPENSES, ETC. THE ACTUAL COSTS OF REPAIR MAY ALSO BE HIGHER OR LOWER THAN INDICATED ON THIS FORM DEPENDING UPON VARIOUS FACTORS. THIS ESTIMATE IS PRESENTED IN AN ATTEMPT TO RESOLVE THIS CLAIM BY WAY OF ACCORD AND SATISFACTION.

This repair estimate/appraisal MAY be prepared based upon the use of one or more aftermarket crash and/or other parts supplied by a source other than the manufacturer of your motor vehicle. Parts used in the repair of your vehicle by other than the original manufacturer are required to be at least equal in like kind and quality in terms of fit, quality and performance to the replacement parts available from the original manufacturer. Warranties applicable to these aftermarket crash and/or other parts are provided by the parts manufacturer or distributor rather than your own motor vehicle manufacturer.



PROPERTY DAMAGE APPRAISERS

35 MM PHOTO MOUNT

Company _____

Insured _____

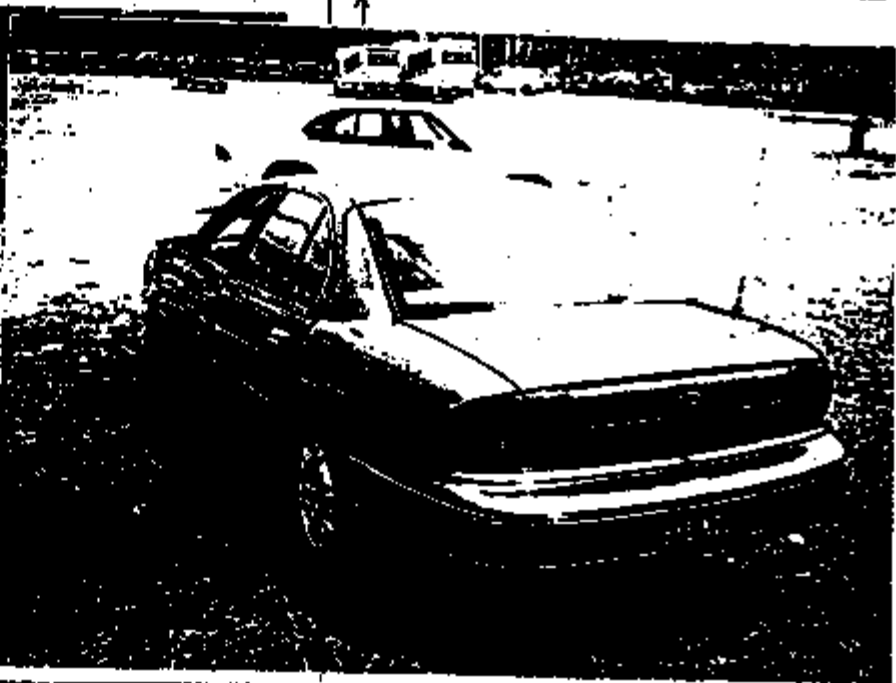
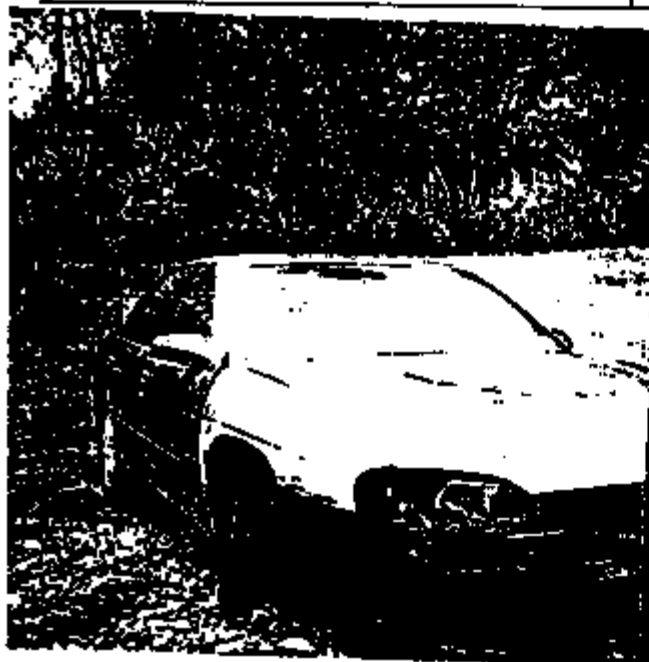
Claimant _____

Policy No. _____

Claim No. _____

Assignment No. _____

Date _____



Comments #3





PROPERTY DAMAGE APPRAISERS

35 MM PHOTO MOUNT

Company _____

Insured _____

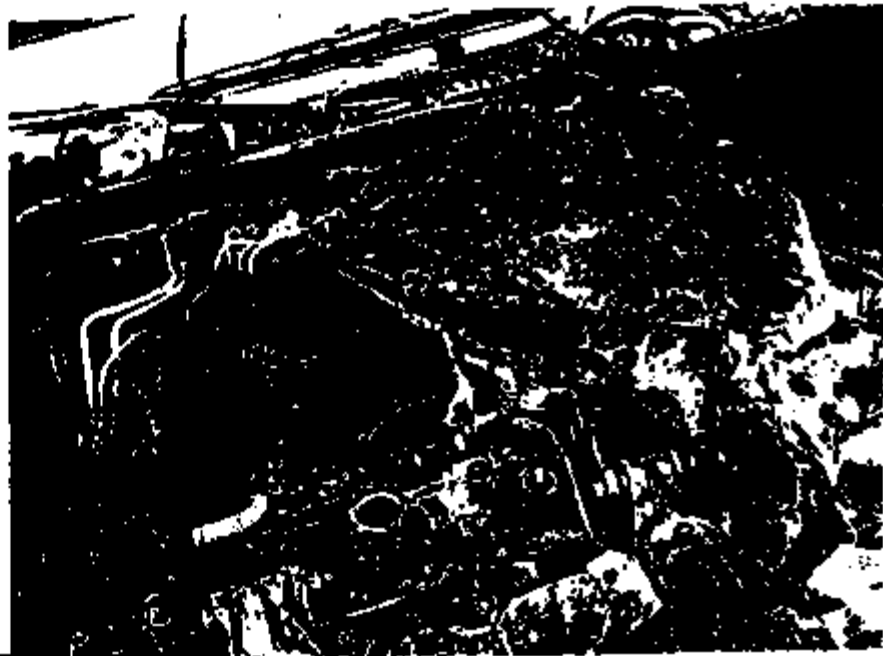
Claimant _____

Policy No. _____

Claim No. _____

Assignment No. _____

Date _____



↑
Comments #1 _____

←
Comments #2 _____

Comments #3 _____



Greg Thrasher
Claims Administrator
ESIS/GM Central Claims Unit

ESIS

An Insurance Services Company

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

September 12, 1997

Elco Administrative Services
Attn: Mitchel Halpern
P.O. Box 541548
Flushing NY 11354-1548

Your File Number: A96/9928
Date of Loss: 5/11/97
Your Driver: Elizabeth [REDACTED]
Our File Number: 333370

Dear Mr. Halpern:

I have reviewed your letter of August 27, 1997, in conjunction with our subsequent conversation. For the record, let me reiterate that EAA does not have authority to render expert opinions on behalf of General Motors. Additionally, we do not have authority to release any proprietary material of General Motors.

Any entity or person who wishes to submit a claim to GM arising out of subrogation or other reasons must provide proof that the General Motors products in question are defective. It is incumbent upon the subrogation carrier or the moving party to assert those issues and proofs.

If you have any other concerns regarding this matter, I ask that you do not hesitate to give me a call at 313.974.8291.

Very truly yours,

Greg Thrasher
Sr. Claims Administrator
ESIS/GM Claims

/jb

OK
9/16/97

Sheryl H. Malek
GM Claims Administrator
GM Central Claims

338447

C/R
12/19/97

ESIS

An Insurance Services Company

December 19, 1997

P.O. Box 02489
Detroit, MI 48202
Telephone 1-800-988-0164
Facsimile 313-974-7389

[REDACTED]

Your Vehicle: 1996 Chevrolet Monte Carlo
Vehicle VIN: 1G1WW12M4T9287
Our Client: General Motors Corporation
Our File Number: 338447
Date of Event: November 24, 1997

Dear Mr. [REDACTED]

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

In that regard, the vehicle inspection report from the Chevrolet Motor Division has been referred to the undersigned for review and reply. I thoroughly reviewed the aforementioned report, and understand that the inspecting divisional representative was unable to find any evidence of a manufacturer's product defect within the 1996 Chevrolet Monte Carlo which could have led to the incident described. Accordingly, General Motors is not in a position to honor your claim for damages at this time.

Should you possess specific technical documentation which supports your allegation of a product defect, you may provide the same to my attention for further review and consideration. Unless information is provided which supports your position, we will be unable to take further action in this matter.

Thank you for your time and attention in this regard.

Sincerely,

Sheryl H. Malek

338447

GM 1241

CASE REF #
970716060

AUTOMOTIVE DIVISION COMPLETING REPORT
CHEVROLET MOTOR DIVISION
REPORT OF PRELIMINARY INVESTIGATION

DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO THE NEAREST INSURANCE COMPANY OFFICE

DATE OF INCIDENT 11/24/97 HOUR 20:15

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



NAME OF DRIVER SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

NAME OF CLAIMANT SAME AGE
ADDRESS
CITY STATE ZIP PHONE NO. - -

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

MAKE CHEVROLET VIN 2G1WM12M4T9287344 YEAR 96 MODEL MONTE CARLO
TRANS 4T60-E AXLE TRANSAXLE ENGINE 3.1 LITRE MILEAGE 021000
DATE OF DEL. 07/24/96 NEW,USED OR DEMO N LICENSE NO. HELM 16 STATE IL
DEALER POLING CHEVROLET COMPANY
ADDRESS 500 W BRIDGE ST RD
CITY STATE IL ZIP 618561856
INSPECTION STICKER NO. INSPECTION STATION NBR.
EXPIRATION DATE / /
PRINCIPLE USES OF VEHICLE
PERSONAL
SPECIAL VEHICLE FEATURES OR EQUIPMENT
NONE

IF VEHICLE IS A TRUCK, STATE GROSS PAY LOAD AND LOCATION AND DESCRIPTION OF LOAD AT TIME OF INCIDENT.

NATURE AND EXTENT OF DAMAGES TO VEHICLE.
MOST OF FT END BURNT INCLUDING ENGINE, FENDERS,
HOOD, DASH, A-PILLAR & LT DOOR SINGED.....WINDOWS BROKEN OUT BY FIRE DEPT.
NO ESTIMATE
ESTIMATE COST OF REPAIR (ATTACH COPY OF ESTIMATE) 1
PRODUCT CAMP : CAMP PERFORMED: (Y/N)
IF 'Y' DESC:

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

NO PROPERTY DAMAGE INFORMATION ENTERED FOR THIS CASE

NO BODILY INJURY INFORMATION ENTERED FOR THIS CASE

***** V INVESTIGATION *****

HOW, WHEN, AND BY WHOM WAS REGION NOTIFIED OF INCIDENT?

PHONE
112597

GARY

LOCATION OF INCIDENT (DESIGNATE EXACT LOCATION)
UNK RD IN ALLERTON PARK...NEAR HOGSHOOT BRIDGE

KIND OF ROAD CONCRETE GRAVEL X ASPHALT CRUSHED ROCK DIRT
CONDITION OF ROAD WET X DRY ICY OTHER
KIND OF SHOULDER CONCRETE X GRAVEL ASPHALT CRUSHED ROCK DIRT
CONDITION OF SHOULDER WET X DRY ICY OTHER

NATURE OF WEATHER CLEAR
VISION OBSTRUCTION (IF ANY DESCRIBE)
NO STREET LIGHTS

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

762-9000DENNIS SEBENS
SAME

WHERE CAN VEHICLE BE SEEN? INDEP HAS VEH....SEBENS AMOCO LOT
762-9000DENNIS SEBENS IS AMOCO CONTACT

DID VEHICLE TURN OVER? YES X NO VEHICLE SPEED ESTIMATE 30 MPH
SOURCE OF SPEED ESTIMATE

GARY HELM

POSTED SPEED LIMIT 01

BRAND AND SIZE TIRES UNK

CONDITION R.F. X GOOD POOR FLAT R.R. X GOOD POOR FLAT
OF TIRES: L.F. X GOOD POOR FLAT L.R. X GOOD POOR FLAT
OTHER (TRUCK OR SPARE).

G

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)

IF "NO" EXPLAIN NO RELATED R.O.'S IN HISTORY

POLICE REPORT ATTACHED? YES X NO IF "NO", WHAT STATION OR OFFICER MADE
REPORT PIKE COUNTY SHERIFFS

DEPT TODD MCCABE # UNK, REPORT # UNK

NAMES AND ADDRESSES OF WITNESSES

NO WITNESSES

WERE PHOTOS TAKEN? YES X NO IF "YES" HOW MANY BY WHOM-NAME AND ADDRESS

NOTE: FURNISH PHOTOS TO INSURANCE COMPANY OFFICE WITH THIS FORM.

FORWARD NEGATIVES TO CENTRAL (HOME) OFFICE.

NAME OF INS. REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND HIS STATEMENT OF CAUSE.

I WAS TRAVELLING APPROX 25-30 MPH

WHEN I SMELLED A BURNING ODOR...I PULLED VEH OVER & SHUT THE ENGINE OFF...I
WENT TO OPEN THE HOOD, BUT NOTICED FLAMES MOSTLY FROM DRIVER SIDE ONCE THE

HOW AND WHEN WAS MATTER LEFT WITH CLAIMANT?
 12-1-97 BY PHONE, OWNER ADV FILE
 REFERRED TO ESIS FOR HANDLING DUE TO EXTENT OF DAMAGE

 DATE OF INVESTIGATION 112597 PRINTED NAME MICHAEL P ROCHELEAU
 DATE SIGNED _____ SIGNED _____

DIVISIONAL REPRESENTATIVE COMPLETING INVESTIGATION - GENERAL MOTORS CORPORATION
 WINS WARRANTY HISTORY INQUIRY
 (UPDATED THRU CYCLE # 807)

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-DLR DEL-DATE DEL-ODOM PDI-ELIG CLM
 2G1WW12M4T9287344 MONTE CARLO LS M 47438 19960724 302 PAID 5

PROD-DTE: 19960514 INV-DTE: 19960515 DELWAR-DATE: WARBLK-DTE:
 SHIP-DLR: 47391 INV-DLR: 47391 DELWAR-ODOM: WARBLK-TYP:

C	TR	T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	AUTH	AUTH
001			47438	803	19971110	023752	318018	01	E7321	41.96	20638			
002	W1		47438	741	19971007	023219	283048	01	J9995	15.14	19481			
003	W1		47438	701	19961211	018047	003015	01	K5225	113.79	6374	0090	E	
004	W1	I	47391	623	19960523	104573	153053	01	Z7000	75.29	10			
005	W1		47391	622	19960523	104550	150035	01	B4001	26.89	9			

----- NO MORE CLAIMS FOR THIS VIN -----

ORD-TYPE: 070	SERV-TYPE: 000	DEL-TYPE: 015
RPO DESCRIPTION		RPO DESCRIPTION
W BODY		2 DOOR
COUPE		CHEVROLET
V6 ENGINE		L82 3.1 LITRE V6 MFI
U.S. FEDERAL EMISSIONS		MX0 AUTO TRANS W/OVERDRIVE
AUTO TRANS		M13 4T60-E AUTO ELEC TRANS
UB3 INSTRUMENT CSTR/TACH		INFLATABLE RESTRAINT
ANTILOCK BRAKE		R04 SINGLE REAR WHEELS
CJ3 A/C		BUCKET SEATS
AM9 REAR SEAT SPLIT BK FOLD		FE1 SOFT SUSPENSION
DG7 DR/PASS REMOTE ELEC		U86 FIXED ANTENNA
UL0 AM/FM STER CASS,CLK ETR		FLOOR CONSOLE
POWER WINDOW		A90 ELECTRIC TRUNK RELEASE
KEYLESS ENTRY SYSTEM		CRUISE CONTROL
C49 ELECTRIC DEFROSTER R/W		UK3 STEERING WHEEL CONT
VK3 LICENSE PLATE BRKT		

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

CASE REF. # 970716060 CUSTOMER INFORMATION

TITLE : MR.

FIRST :

STREET :

CITY :

H PHONE :

COMPANY :

VEHICLE-DEALER INFORMATION

VIN : 2G1WW12M4T9287344

DEL DTE: 07 24 96

YR/MDL : 96 WC MONTE CARLO

MILEAGE: 021000

DEALER : POLING CHEVROLET COMPANY

ZN/DLR : 47 43B

CITY : MONTICELLO

STATE : IL

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : MISC
CONTACT TYPE : OWNER
WARRANTY : I (IN/OUT/UNK)
STOCKHOLDER : N (Y/N)
DLR SERVICE AREA: 95
PART DELAY START:
CASE OPEN DATE : 11 25 97
ROUTING CODE : CAC CAS LOC: 1241
CORRES TYPE :

REQUEST SOURCE : H T CAS
IN CORR SEQ # : N
THIRD PARTIES : 001
GM EMPLOYEE : N (Y/N)
PART DELAY END :
SCRAP DATE :
TRANSMIT DATE :
CORP CASE # :
CENTRAL FILE : Y (Y/N)
LAST ALTERED DATE : 12 03 97

FILE RETENTION : 00
LAST ALTERED ID : H61MR

CASE CLOSING INFORMATION

FILE RETENTION : 00
DLR CONTACT DATE : 11 25 97
CLOSING DATE : 12 03 97
CO REVIEW CLOSE : H61MR
RCN REVIEW CLOSE :

CENTRAL FILE : Y (Y/N)
DLR CONCLUSION DATE: 11 25 97
RESPONSIBLE DLR :
CO REVIEWED : Y (Y/N) DATE: 12 03 97
RCN REVIEWED : (Y/N) DATE:

CDE # DESC CDE COMMENTS
J01 0 GAS ENGINE GEN O/CLAIMS CAUGHT FIRE
SEE 1241

GENERAL COMMENTS

USER: H57LL DATE: 11/25/97 TIME: 13:18

- 0001/ 1 11-25-97***
- 0001/ 2 BRIS O/ C/ & STS LISTED CONCERN...O/ REQ CD LET DLR KNOW WHAT THEY
- 0001/ 3 NEED TO DO....O/ STS DANNY, SMGR, AT DLR WANTED TO KNOW WHAT THEIR
- 0001/ 4 NEXT STEP WOULD BE.....O/ STS SIT HAPPENED LAST NIGHT AT 8:30 P.M...
- 0001/ 5 O/ STS HE & SON WAS LOOKING FOR DEER, DRIVING ABOUT 20 MPH....O/ STS
- 0001/ 6 SMELLED SMOKE & PULLED OVER....O/ STS WHEN HE RAISED THE HOOD THE
- 0001/ 7 FLAMES CAME UP.....O/ STS NO ONE WAS HURT.....O/ STS THE FIRE DEPT
- 0001/ 8 CAME TO PUT OUT THE FIRE....O/ STS VEH IS NOT AT DLR YET, BUT IS
- 0001/ 9 AT INDEP WHERE THE TOW TOOK IT....O/ STS NO EXT WARR...O/ STS NO
- 0001/10 LOYALTY.....CD ATTEMPTED TO GET VIN FROM DLR, BUT NO ONE AVAIL.....
- 0001/11 CD C/ P.A.R & SPOKE TO MIKE.....CD CONF C/...LINDA LANCE

USER: H61MR DATE: 11/28/97 TIME: 14:46

- 0002/ 1 11-28-97 **** I COMPLETED 1241 SCREENS & ADV QWULD NEED TO REV FURTHER
- 0002/ 2 B/4 A POSITION WOULD BE OFFERED...I ADV W/HEAVY DAMAGE TO VEH, I WOULD
- 0002/ 3 DCC FOR INFO B/4 POSS INSPECT...O/ACK....I DCC DANA, SMGR....SERV
- 0002/ 4 ADV NOT IN DUE TO MEDICAL....I LEFT MESSAGE REQ C/B W/DETAIL ON
- 0002/ 5 DAMAGE TO VEH....
- 0002/ 6 MIKE ROCHELEAU, P.A.R. TEAM

USER: H43KK DATE: 12/ 1/97 TIME: 11:14


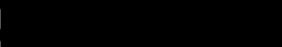
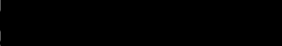
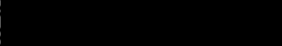



- 0003/ 1 12/1/97.....O/C/REQ TO SPEAK W/ MIKE.....CD C/ MIKE & REC'D VRU...CO
- 0003/ 2 TRIED PAR GATE....CD CONFERENCED C/ W/ JANINE...KRIS COONS

USER: H84JW DATE: 12/ 1/97 TIME: 11:27

- 0004/ 1 12/1/97***
- 0004/ 2 I REC TRANSFERRED C/FROM 800 COMMUNITY....I UPDATED 1241 SCREENS,
- 0004/ 3 PLEASE SEE 1241 SCREENS FOR POSITION...
- 0004/ 4 JANINE WOZNICK - PAR TEAM

THIRD PARTY INFORMATION

THIRD PARTY TYPE: INS-CO

TITLE : MR.
FIRST : PAT
MI :
LAST : 
STREET : 
CITY : 
STATE : 
ZIP : 
H PHONE: 
B PHONE: 
COMPANY: COUNTRY COMPANY INS.

END OF PRINT FOR CASE # 970716060

1996 MONTE CARLO LS COUPE
 16U BRIGHT WHITE /V68
 12D GRAPHITE CUSTOM CLOTH
 ORDER NO. 30522K/TNS STOCK NO.
 VIN 261 W12 M4 T9287344

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 30007 VAN DYKE
 WARREN MI 48093-2350
 VEHICLE INVOICE 10019778397

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
T1427 MONTE CARLO LS COUPE	17255.00	15615.78	INVOICE 05/15/96
A89 SPLIT FOLDING REAR SEAT BACK	N/C	N/C	SHIPPED 05/15/96
A89 CUSTOM CLOTH BUCKET SEATS	48.00	42.72	EXP 1/1 05/27/96
WITH FULL FLOOR CONSOLE, RECLINING SEAT-BACKS & 4-WAY MANUAL SEAT ADJUSTER			INT COM 05/27/96
M10 KEYLESS REMOTE DOOR LOCK AND TRUNK OPENER	220.00	195.80	KEYS SECURED
C49 ELECTRIC REAR WINDOW DEFOGGER	170.00	151.30	UFP-6 QTR OPT-1
F29 50-STATE EMISSIONS	N/C	N/C	BANK: HORNET BAN
L82 3.1 LITER 9FI V6 ENGINE	0.00	0.00	CHG-TO 47-391
M60 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	SHIP WT: 3234
P10 16 X 6.5 ALUMINUM WHEELS	300.00	267.00	HP: 29.4
94X P225/60 R16 B/W TOURING RADIAL TIRES	175.00	155.75	DAM: 19582
B87 PRELIMINARY INVOICE	0.00	2.00	REMO 952.10
UC3 LEATHER STRG WRL W/ RADIO CTRLS	171.00	152.19	
UG1 SIX-WAY DRIVER POWER SEAT	300.00	267.00	
16P MONTE CARLO LS PREF EQ. GROUP 1	403.00	336.67	
INCLUDES:			
* BLISC SPEED CONTROL W/RESUME			
* POWER TRUNK OPENER			
* LUGGAGE AREA CARGO RETAIN NET			
* DRIVER & PASSENGER TEMPERATURE CONTROL			
12D GRAPHITE CUSTOM CLOTH	0.00	0.00	
16P 16" WHITE ALUMINUM WHEELS	N/C	N/C	
16U BRIGHT WHITE	0.00	0.00	

TOTAL MODEL & OPTIONS 19042.00 17208.21 ACT 231 17176.95
 DESTINATION CHARGE 540.00 540.00 H/B 261 571.26

TOTAL 19582.00 17748.21 PRY 310 17748.21
 MINOR TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 16918.12

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

HILLS CHEVROLET CO.
 1610 39TH AVE
 MOLINE IL 61265-7236

WMS WARRANTY HISTORY INQUIRY

(UPDATED TRM CYCLE # 818)

VEHICLE-ID-NUMBER DESCRIPTION ODM DEL-CLR DEL-DATE DEL-ODM POI-ELIG CLM
 2B1UM12M192B7344 MONTE CARLO LS W 47438 19960724 302 PAID 5

PRCD-DTE: 19960514 INV-DTE: 19960515 DELMAR-DATE: WMSBLK-DTE:
 SHIP-CLR: 47391 INV-CLR: 47391 DELMAR-ODM: WMSBLK-TYP:

TR	T	RODLR	MO.	RODATE	RO-NO.	DOC-NO	LN	LNROP	LN-TOTAL	ODOMETER	ID	CODE
001		47438	803	19971110	023752	318018	01	E7321	41.96	20638		
BEARING, LPR TILT-REPLACE FAIL-PART:26059701 SPRING KI												
002	W1	47438	741	19971007	023219	283048	01	J9995	15.14	19461		
CUSTOMER CONCERN NOT DUPLICATED												
003	W1	47438	701	19981211	018047	003015	01	RS225	115.79	6374	0050	E
CONTROL ARM, FLOOR SHIFT-REPLACE FAIL-PART:12354242 CNT SH/AS												
004	W1	I 47391	623	19960523	104373	153053	01	27000	75.29	10		
PASSENGER CAR AND TRUCK RPT												
005	W1	47391	622	19960523	104550	130035	01	B4001	26.89	9		
DOOR ASM, LEFT FRONT-ALIGN												

NO MORE CLAIMS FOR THIS VIN

OND-TYPE: 070	SERV-TYPE: 000	DEL-TYPE: 015
RPO DESCRIPTION		RPO DESCRIPTION
W BODY		2 DOOR
COUPE		CHEVROLET
V6 ENGINE		L62 3.1 LITRE V6 MFI
U.S. FEDERAL EMISSIONS		M80 AUTO TRANS W/OVERRIDE
AUTO TRANS		M13 4760-E AUTO ELEC TRANS
UB3 INSTRUMENT CSTR/TACH		INFLATABLE RESTRAINT
ANTILOCK BRAKE		RD4 SINGLE REAR WHEELS
CJ3 A/C		BUCKET SEATS
AM9 REAR SEAT SPLIT BK FOLD		FE1 SOFT SUSPENSION
DG7 DR/PASS REMOTE ELEC		UN6 FIXED ANTENNA
UL0 AM/PM STER CASS,CLK ETR		FLOOR CONSOLE
POWER WINDOW		A90 ELECTRIC TRUNK RELEASE
KEYLESS ENTRY SYSTEM		CRUISE CONTROL
C49 ELECTRIC DEFROSTER R/W		UN3 STEERING WHEEL CONT
VK3 LICENSE PLATE BRKT		

END OF OPTIONS

VIN: 2G1WW12M4T9287344

OPEN\CLOSED STATUS:

1. CAMPAIGN STATUS
CODE NUMBER

REPAIR
DATE

REPAIR PREV.
DEALER NUMBER

CAMPAIGN
TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

FW:

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

Maintenance Record

Each time scheduled services are performed, record the date, mileage and who performed the service provided after the maintenance interval.

Any additional information from "Owner Checks and Services" or "Periodic Maintenance" can be added in the following record pages. Also, you should retain all maintenance receipts. Your owner information portfolio is a convenient place to store them.

Maintenance Record

ODOMETER READING	SERVICED BY	MAINTENANCE PERFORMED
0		Oil change & filter
1000		Oil change & filter
2000		Oil change & filter
3000		Oil change & filter
4000		Oil change & filter
5000		Oil change & filter
6000		Oil change & filter
7000		Oil change & filter
8000		Oil change & filter
9000		Oil change & filter
10000		Oil change & filter

996
996
619
996
996
619
996
996
996
996
996

no omni
no fac
no 124

RECEIVED

DEC 09 1997

ESIS-GM CLAIMS UNIT

To B.M. E.S.d. J

I was asked to write you
by J M reyes Mike at
1.800-222-1030 to let you know
they were turning this matter
of my 96 Mokka Carlo that
was ~~burned~~ ^{burned} in a fire.
They told me you would call
me. The file # is 970 716 060
my # is [REDACTED]
thank you

Please secure

1241

Chevrolet

- no photos
- 1241

COUNTRY COMPANIES.

Country Mutual Insurance Company

Country Casualty Insurance Company

P.O. Box 2828

Bloomington, IL 61702-2828

Attn: Subrogation Unit - ASD

January 21, 1998

RECEIVED

JAN 26 1998

ESIS

Attn: Sheryl Malek

PO Box 02489

Detroit, MI 48202

ESIS-GM CLAIMS UNIT

RE: Your File: 338447

Your Insured: General Motors

Our Claim No. 132-008251

Country Mutual Policy No. [REDACTED]

D/L: 11-24-97

Amount of Damages: \$14,579.50 Property Damage

Dear Ms. Malek:

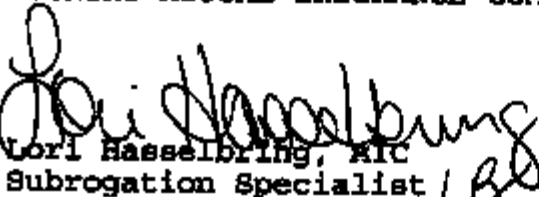
The results of our investigation of the above captioned incident indicates that your insured's negligence was the cause of the damage to Gary [REDACTED]'s vehicle.

This letter is to place you on notice of our subrogation interest against you. Enclosed is our documentation to support our claim.

Please forward your draft made payable to COUNTRY MUTUAL INSURANCE COMPANY as subrogee of Gary Helm to my attention at your earliest convenience. If you have any questions you may contact me at 1-800-619-1735.

Very truly yours,

COUNTRY MUTUAL INSURANCE COMPANY


Lori Hasselbring, AIC
Subrogation Specialist

LKH/lb

Enclosure



DESCRIPTION

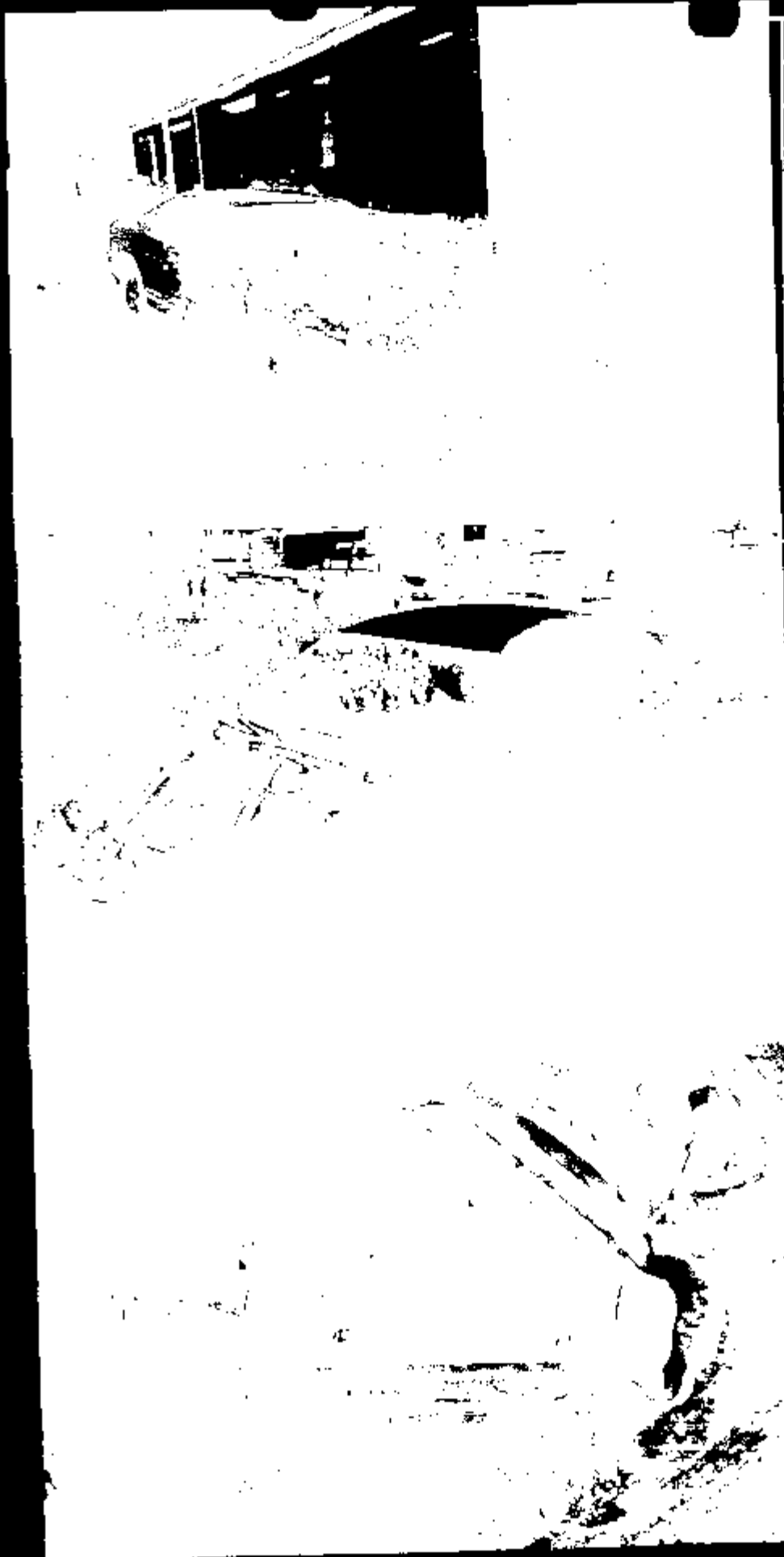
IV Severe
Damage by
Fire

Alum. Melted

DESCRIPTION

DESCRIPTION

CL# 150-8251
IN 2 AV
DATE 11-26-97
BY AT



DESCRIPTION

IV

DESCRIPTION

DESCRIPTION

Ford Lincol
look like place
of origin to me

CL# 120-8351

W & AV

DATE 11-26-97

BY PJ

G.T.
1-21-98

ESIS

An Insurance Services Company

January 28, 1998

485 W. Milwaukee
P.O. Box 02489
Detroit, MI 48202
Telephone 1.800.868.0164
Facsimile 313. 974.7580

Lori Hasselbring
Country Companies
P. O. Box 2020
Bloomington, IL 61702-2020

Your File Number: 132-008251
Your Insured: Gary [REDACTED]
Our File Number: 338447
Our Client: General Motors Corporation
Date of Event: November 24, 1997

Dear Ms. Hasselbring:

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

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

1. A copy of your expert report which states your theory of liability. Also include original or laser color copies of the photographs taken by your expert.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment which may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Advise of the present location of the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

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

Respectfully,

Sheryl H. Malek

COUNTRY COMPANIES.

Country Mutual Insurance Company

Country Casualty Insurance Company

P.O. Box 2020

Bloomington, IL 61702-2020

Attn: Subrogation Unit - AMB

February 3, 1998

ESIS

Attn: Sheryl Malek

P.O. Box 02489

Detroit, MI 48202

RECEIVED

FEB 09 1998

ESIS-GM CLAIMS UNIT

Re: Our Claim Number: 172 008251
Our Insured: Gary [REDACTED]
D/L: November 24, 1997
Your File Number: 338447
Your Client: General Motors Corp.
Our Property Damages: \$14,579.50

Dear Ms. Malek,

This is in response to your letter dated January 28, 1998.

Please find enclosed the following information: copy of expert report, colored photos of vehicle, and maintenance record of vehicle.

Our insured was traveling when he smelled something and pulled over to the side of the road. He then noticed flames under the hood of the vehicle and immediately went to the nearest house and called the fire department. Insured had no problems with vehicle prior to this incident. He had taken the vehicle to Polings Chevrolet in Monticello, Illinois on November 10th for a noise in the steering column. No modifications or after-market equipment was installed on the vehicle. The vehicle had been in no previous accidents and the owner never received any recall notices to our knowledge.

The vehicle is being held in storage at Nick's Auto Body, 2015 E. Grand, Decatur, IL 62526. Please notify me if you wish to view the vehicle.

If you have any questions, please feel free to contact me at 1-309-821-5187.

Sincerely,

COUNTRY MUTUAL INSURANCE COMPANY

Lori Hasselbring
Lori Hasselbring
Subrogation Specialist
LKH/lkh/Enclosure

PROBE, INC., 7855 GROSS POINT RD G5, SKOKIE, IL 60077
TEL 847/674-9650 FAX 847/674-9653

Mr. Pat Leckrone
Claim Specialist
Country Mutual Insurance Company
1150 West Pershing Road
Decatur, Illinois 62526

RE: Gary [REDACTED]
Monticello, Illinois

Dear Mr. Leckrone:

On Monday, November 24, 1997 a fire occurred in a 1996 Chevrolet Monte Carlo owned by Gary [REDACTED] Illinois while the vehicle was being driven. On December 2, 1997 you requested that we investigate this occurrence and determine, if possible, the origin and cause of the fire. This report describes our observations and findings in as brief a manner as possible.

Our field investigation was conducted by John K. Maurus of Probe, Inc. on December 3, 1997 when the vehicle was examined in the garage of Nick's Auto Body, 2015 East Locust, Decatur, Illinois. The vehicle was identified by means of its Vehicle Identification Number (see below). Our investigative work consisted of examining, diagramming, and photographing the vehicle. To facilitate further understanding of this report, a schematic plan view of the vehicle and twenty-four of the photographs taken in the course of the

investigation are appended as Exhibits A & B, respectively.

The subject vehicle was a 1996 Chevrolet Monte Carlo LS 2-door sedan with a white exterior. The Vehicle Identification Number (VIN) was 2G1WW12M4T9287344. A breakdown of the VIN was as follows:

2-Nation of origin: Canada
G-Manufacturer: General Motors
1-Make: Chevrolet
W }
W } Car Line/Series: Monte Carlo LS
1-Body Type: 2-Dr. Coupe/Sedan
2-Restraint System: Driver & Passenger Air Bags w/Manual Belts
M-Engine Type: 3.1L V-6 MFI
4-Check digit
T-Model year: 1996
9-Assembly Plant: Oshawa #1, Ontario, Canada
2 }
8 } Sequential Production Number
7 }
3 }
4 }
4 }

The VIN was ascertained by means of the manufacturer's Identification label on the left door and the VIN plate along the lower left edge of the front windshield. The vehicle was manufactured by General Motors of Canada Ltd. in May 1996. There were no license plates on the vehicle at the time of this inspection. An odometer reading was not obtained.

The vehicle was equipped with a gasoline-fired fuel-injected 3.1 liter V6 transverse-mounted engine, automatic transmission with a console-mounted shifter, rear drive, power brakes, power steering, air conditioning, battery in the left front of the engine compartment, a fuel filler along the left side at the rear equipped for use with unleaded gasoline, a single exhaust equipped with a catalytic converter and terminating at the right rear, front disc and rear drum brakes, antilock braking system (ABS), alloy wheels with a 5-bolt pattern, Goodyear Eagle GA size P225/60R16 97S tires, dual air bags, cruise control, and an AM/FM/cassette stereo system.

Apart from the flame damages, to be described below, the following conditions were observed:

1. All parts and components were present on the vehicle. There was no evidence of stripping or parts substitution.
2. The engine oil level was checked and found to be normal, with no indications of mechanical trauma or lack of maintenance. The automatic transmission fluid was depleted because the lines leading to the cooler were burned away. A further evaluation of the internal mechanical condition of the engine and transmission was beyond the scope of this investigation, would have to be determined by diagnostic procedure and/or teardown, and did not appear necessary in this instance. The brakes and other suspension and steering components appeared to be in good condition.

3. Tire tread wear patterns were normal. There were no unusual wear patterns which would have been indicative of suspension misalignment or driveability problems.
4. The doors and windows were closed at the time of the fire. The engine hood appeared to have been closed, but burn patterns also gave indications that it was opened while the fire was in progress. The engine hood had to be forced open by this investigator, since the front latch secured and could no longer be released by the cable.
5. There was no evidence of prior collision damage, paint deterioration, or corrosion.
6. There were no contents in the cab. No keys were observed and the ignition keyway was found in the off position. The trunk was not examined.
7. It was understood based on information provided by you that warranty repair work had previously been done on the steering column.

On the exterior of the vehicle, flame damages were observed on virtually all of the bodywork surrounding the engine compartment, including the engine hood, left and right front fenders, and the front bumper and framework. The heat signatures were heaviest on the left center part of the engine hood and also along the left fender. There were additional heavy heat signatures on the front bumper and in the framing and headlight holders at the left front. The front tires were partially burned, with the heaviest damage occurring to the left front tire. The front wheels were still intact, but were heavily smoke damaged. The flame

damages appeared to envelop the front underside of the vehicle in the area forward of the engine. Proceeding rearward on the exterior, there were heat signatures on the front doors from the bottom edges to the tops, extending rearward and forming a partial V-pattern emanating from the lower front forward corner of the doors. The damages were heavier on the left side door. The windshield was partially out, and had broken due to heat damage along the bottom edge, and then the windshield partially collapsed inward toward the cab. There was only a small amount of damage along the top edge of the dashboard, heaviest at the left front corner. The door windows were out, and shards which had fallen inward showed evidence of smoke staining. The rear window was out, but this breakage appeared to have occurred due to being struck by a hard object, and not due to heat or flame damage. The side windows at the rear of the cab were still intact and lightly smoke damaged. The roof and bodywork extending from the rear parts of the front doors all the way to the rear edge of the trunk was undamaged except for some smoke deposits. The rear tires and wheels were intact, undamaged, and the tires were still holding air pressure. There was no damage along the lower perimeter or underside of the vehicle from the cab rearward.

On the interior of the vehicle, the heaviest damages occurred within the engine compartment. The only flame and heat damages in the cab were in the upper left end of the dashboard. The remainder of the cab interior sustained only moderate to heavy smoke damage. The trunk, although not accessed by this investigator, was undamaged, as evidenced by the lack of damage on the exterior.

Within the engine compartment, the heaviest damages occurred in the upper left and left front areas. In these locations there were heavy heat signatures on steel surfaces, melt damage to lighter metal components such as aluminum and alloys, complete consumption of fuel lines, hoses, plastics and wiring insulation, melt damage to the radiator, and breakage due to heating of the brake master cylinder housing. The damages in the lower part of the engine compartment, including the area surrounding the transmission, the lower front of the engine, the lower rear of the engine, the steering gearbox and steering column area, and lower right side of the engine, were less intense. The damages decreased in intensity in the right part of the engine compartment.

Examination and evaluation of the flame and heat damage patterns described above led to the conclusion that the fire originated in the left part of the engine compartment, in the area to the left of the engine, to the right of the

left fender well, and forward of the brake master cylinder/ABS control, as designated by a cross in Exhibit A. The fire then spread through the engine compartment, inflicting the heaviest damages in the left and lower left front areas. The latter damages, including the melting of the radiator, was due to heat generated by combustion of leaking fuel (see cause analysis below), combustibles, and leaking automatic transmission fluid. The automatic transmission fluid leaked when the heat of the fire penetrated the rubber portions of the transmission fluid lines which led from the transmission to the radiator.

The fire was caused by a fuel leak from a combustible segment of the fuel lines which were located in the left part of the engine compartment. The combustible segment of the fuel lines led from the metal lines leading from the tank and then forward along the left frame, and the metal portion of the lines which led to the fuel rails on the engine. The precise location of the initial leak which was the cause of the fire could not be determined due to complete destruction of the combustible portions of the fuel lines.

The proximate cause for the fire, i.e. the reason that the fuel leakage occurred, could not be precisely determined due to the extent of damage sustained by the combustible portions of the fuel lines. However reasonable possibilities included a defect in materials, improper connections, and physical

damage. Since the vehicle was manufactured approximately 17-18 months prior to the fire, it would be unreasonable to expect that a fuel line would fail due to age or deterioration during this period. Warranty repair work on the steering column may have resulted in disturbance or physical damage to the fuel line.

The most probable ignition source for the leaking fuel was the exhaust manifold, which ran along the front and left sides of the engine. It should be noted that even a small pinhole leak in a fuel line can result in the ejection of a fine mist of combustible fuel into the engine compartment, which is then readily ignitable. The fuel pressure in the lines, even with the engine off and not running, is in on the order of 40 psi.

Other sources of natural and accidental activation energy and incendiarism were eliminated from consideration as causative agents for the fire. These included fluid leakage from other sources, other types of fluid and lubricant leakage, the battery, the battery cables, the electric distribution system and accessories, the exhaust system and catalytic converter, the brakes, belt slippage, overheating, friction, the emission control system, spontaneous ignition, providential acts, misuse of smoking materials, and an intentionally set fire.

In summary, our conclusions regarding this occurrence may be stated, within a reasonable degree of scientific certainty, as follows:

1. On Monday, November 24, 1997 a fire occurred in a 1996 Chevrolet Monte Carlo owned by Gary [REDACTED] Monticello, Illinois while the vehicle was being driven.
2. The fire originated in the left part of the engine compartment, in the area to the left of the engine, to the right of the left fender well, and forward of the brake master cylinder/ABS control, as designated by a cross in Exhibit A.
3. The fire was caused by a fuel leak from a combustible segment of the fuel lines which were located in the left part of the engine compartment.
4. The proximate cause for the fire, i.e. the reason that the fuel leakage occurred, could not be precisely determined due to the extent of damage sustained by the combustible portions of the fuel lines. However reasonable possibilities included a defect in materials, improper connections, and physical damage.
5. Other sources of natural and accidental activation energy and incendiarism were eliminated from consideration as causative agents for the fire.

No physical evidence was removed from the vehicle by this investigator.

It is recommended that the vehicle be preserved in its post-fire condition until such time as all potentially involved parties to this loss have been afforded the opportunity to examine the vehicle.

Should there be any questions regarding this investigation or the findings,
or if we maybe of further assistance, please feel free to contact us.

Respectively submitted,
PROBE, INC.

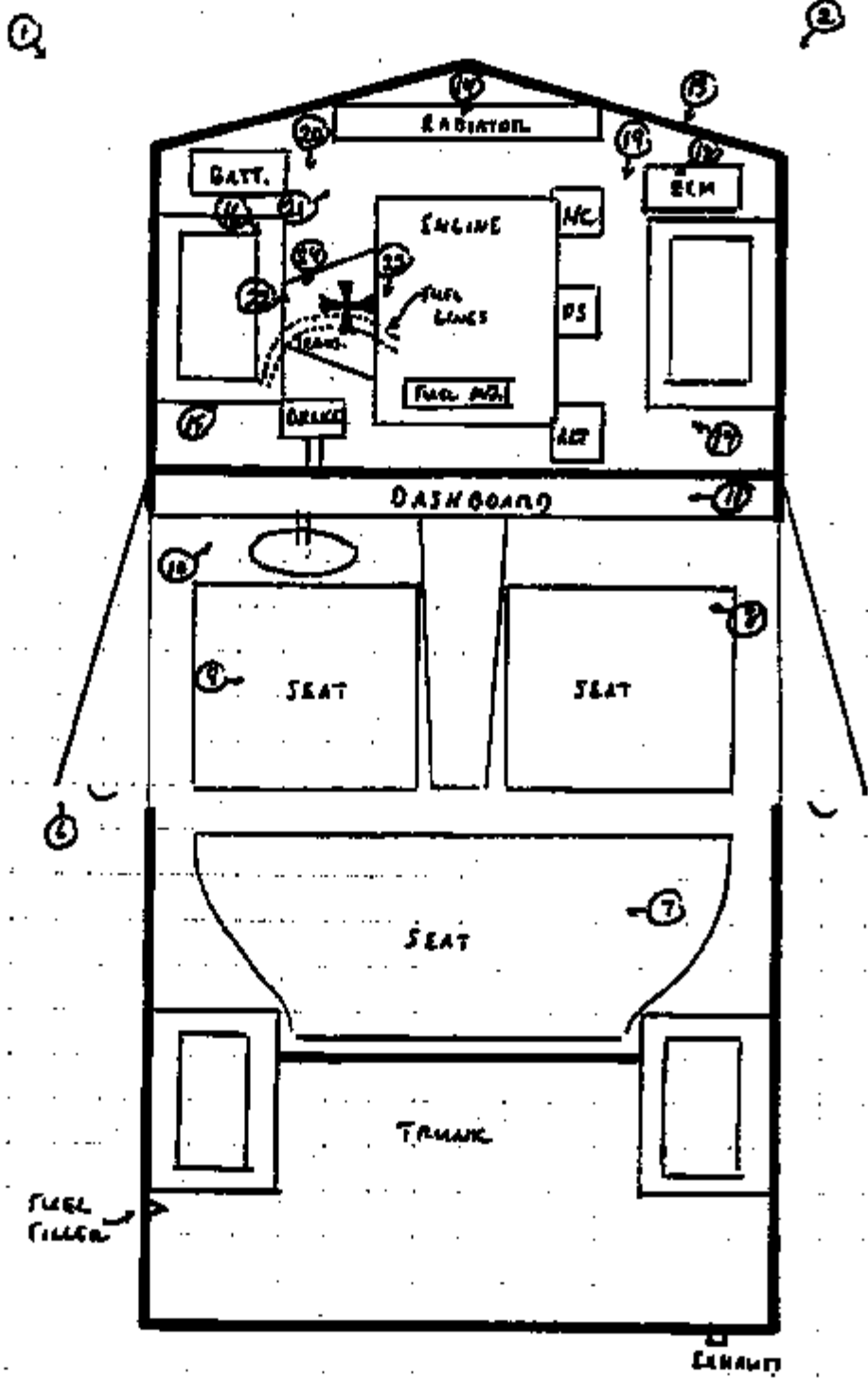
John K. Maurus

John K. Maurus, CFI
Director of Fire and Explosions Analysis

EXHIBIT A

**SCHEMATIC PLAN VIEW OF 1986 CHEVROLET MONTE CARLO LS OWNED
BY GARY [REDACTED] OF 912 EAST CHESTNUT, MONTICELLO, ILLINOIS**

- Not to scale.
- Cross denotes area of fire origin.
- Circled numerals denote camera positions corresponding to photograph numbers in Exhibit B.



GARY HELM
 MONTICELLO, ILLINOIS
 1996 CHEVROLET
 MONTE CARLO LS
 VIN 261WJ12M4T92872
 COUNTRY MUTUAL CL #
 122-8251
 97-3415-FV

EXHIBIT B
PHOTOGRAPHS

The following photographs, selected from a total of twenty-five, were taken by John K. Maurus on December 3, 1997 in the course of examination of the vehicle.

Figure 1 – Exterior view of vehicle with camera facing from left front oblique.

Figure 2 – Exterior view of vehicle with camera facing from right front oblique.

Figure 3 – Exterior view of vehicle with camera facing from right rear oblique.

Figure 4 – Exterior view of vehicle with camera facing from left rear oblique.

Figure 5 – Exterior view of engine hood (removed from vehicle) with forward edge shown in lower foreground. Please note that heaviest heat damages occurred along the left side of the hood (shown at right in the photograph).

Figure 6 – View of manufacturer's identification label on left door with camera facing forward, showing VIN.

Figure 7 – View of rear part of cab with camera facing from right.

Figure 8 – View of front seats and dashboard area in front part of cab with camera facing from right.

Figure 9 – View of front seats in cab with camera facing from left.

Figure 10 – View of dashboard area in front part of cab with camera facing from left.

Figure 11 – View of top of dashboard in front part of cab with camera facing from right.

Figure 12 – Overall view of front end of vehicle with camera facing from front, showing bumper, grill area, engine compartment, and underside of hood frame.

Figure 13 – View of underside of engine compartment with camera facing from front.

Figure 14 – View of engine compartment with camera facing from front.

Figure 15 – View of engine compartment with camera facing from left rear oblique.

Figure 16 – View of engine compartment with camera facing from left front oblique, showing fire origin area along left side of engine in foreground of photograph.

Figure 17 – View of engine compartment with camera facing from right rear oblique.

Figure 18 – View of engine compartment with camera facing from right front oblique.

Figure 19 – View of right part of engine compartment with camera facing from front.

Figure 20 – View of left part of engine compartment with camera facing from front, showing general fire origin area.

Figure 21 – View of lower front part of engine compartment with camera facing from left, showing melt damage to radiator and also portions of transmission fluid line leading to the radiator.

Figure 22 – Close-up view of fire origin area in left part of engine compartment with camera facing from left.

Figure 23 – View of fuel lines on upper left part of engine with camera facing from front (shown at center in photograph).

Figure 24 – View of fuel lines in lower left part of engine compartment adjacent to transmission with camera facing from front (shown at center in photograph).





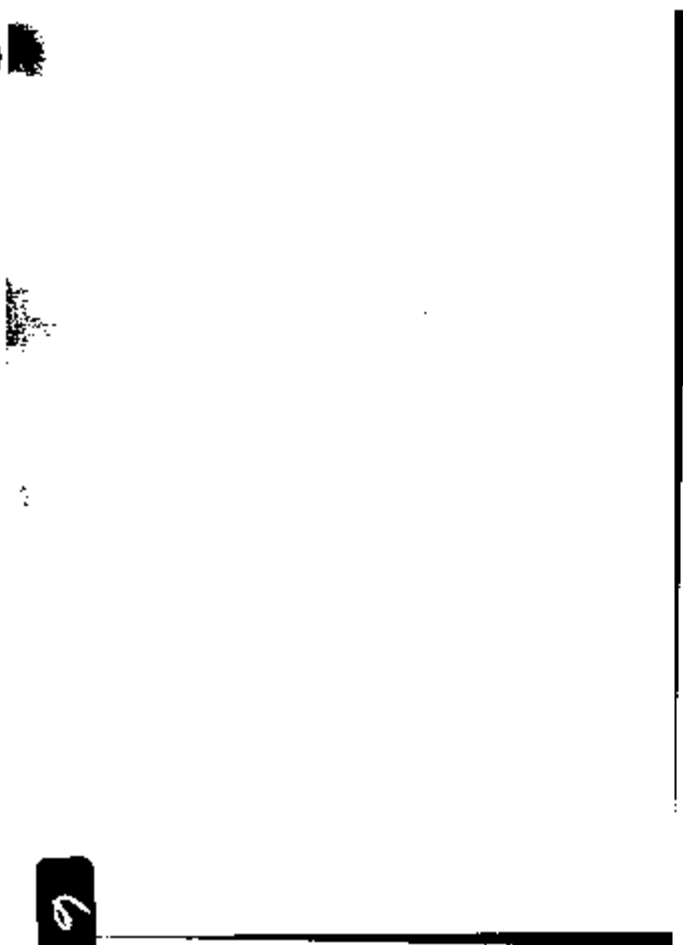
8



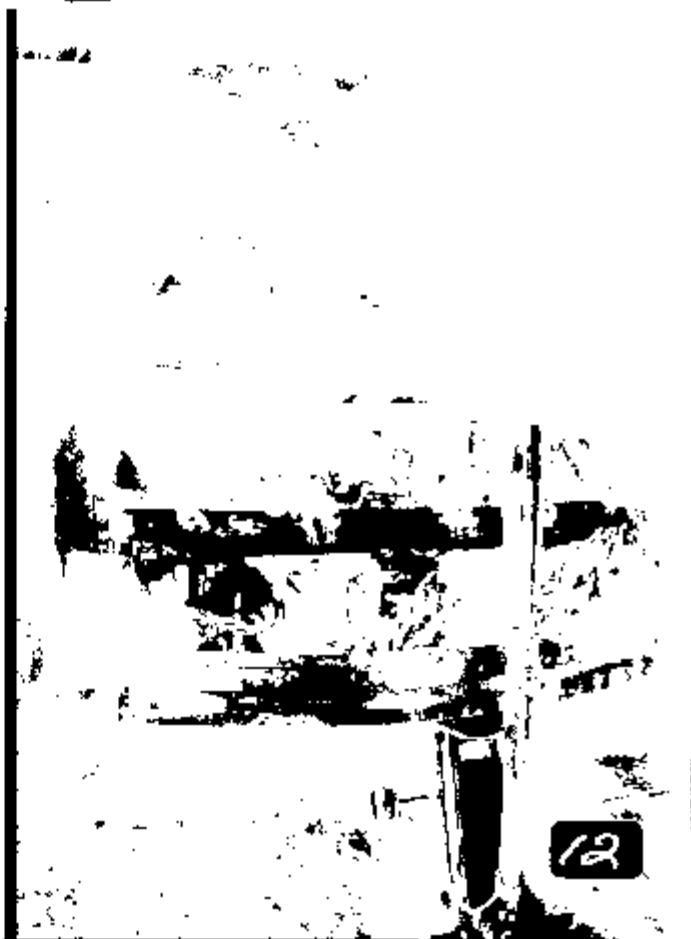
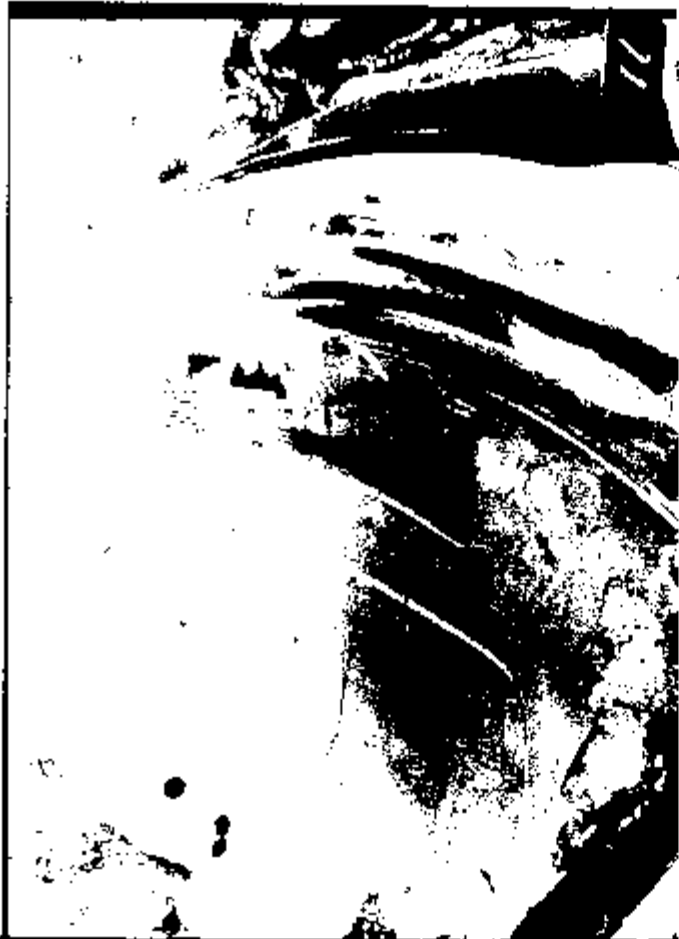
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5



6









CMIC
 OCIC
 CPIC

1486118 REGION 101 010 010 JASPER ILL

CLAIM NUMBER 132-0008251	POLICY NUMBER [REDACTED]	BILLING NUMBER 1961963	DATE OF LOSS 11/24/97
Payment on Account of Claim Agent (Insured) CMIC & HELM	SALES REPRESENTATIVE RE: GARY [REDACTED]	DATE OF SERVICE	

TWO HUNDRED TWENTY ONE AND 50/100'S DOLLARS \$ 221.50

KING AUTO BODY
 2850 NORTH JASPER
 DECATUR, IL 62526

Tom Alvord

LT PRPT	LINE # (See 8) or Item # of Rep Code	LOSS DESC	TRANS CODE	AMOUNT	"P" OR "C"
	001	OB	50	221.50	C
ADJ. NUMBER 1533-47				DESCRIPTION CODE	

TAX IDENTIFICATION NUMBER Inc	REPORTING <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
50% (51%-AZ) AT FAULT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CASH SETTLEMENT <input type="checkbox"/>

- * TRANSACTION CODES
- 00 - DIRECT PAYMENT
- 01 - I & A EXPENSE
- 02 - SALVAGE EXPENSE
- 03 - SUB EXPENSE
- 00 - SALVAGE RECOVERY
- 01 - SUB RECOVERY
- ** Required for Direct Payment
- P = Partial Payment
- C = Closed Coverage

301H (08-07/96)

A36-184-17

CMIC
 CCIC
 CPIC

CLAIM NUMBER 0-0003251	POLICY NUMBER [REDACTED]	BILLING NUMBER [REDACTED]	DATE OF LOSS 11/21/97
CLAIMANT CMIC	INSURED Helen Treas...	DATE OF REPORT [REDACTED]	

One Hundred Twenty Dollars and ⁵⁰/₁₀₀ DOLLARS \$ 120.50

Nick. Auto Realty
 3815 E. Grand
 Keweenaw, S.D. 57501

[Handwritten Signature]

LT REPT	Link # (Part #) or Item # (Page Code)	LOSS KIND	TYPE	AMOUNT	TRIC
	001	08	ST	120.50	5

ADD NUMBER: 1533-47
 DESCRIPTION CODE:

TAX IDENTIFICATION NUMBER <i>In</i>	REPORTING <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
50% (51%-AZ) AT FAULT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CASH SETTLEMENT <input type="checkbox"/>

- * TRANSACTION CODES
- 60 - DIRECT PAYMENT
 - 61 - I & A EXPENSE
 - 62 - SALVAGE EXPENSE
 - 63 - SUB EXPENSE
 - 64 - SALVAGE RECOVERY
 - 61 - SUB RECOVERY
- ** Required for Direct Payment
- P = Partial Payment
 - C = Closed Coverage

CMC
 COC
 CPIC

CLAIM NUMBER 132-0008251	POLICY NUMBER [REDACTED]	BILLING NUMBER 1961963	DATE OF LOSS 11/24/97
Insured an Assured of Death Against [REDACTED]		INSURANCE COMPANY NAME	
CHIC & [REDACTED] GARY R.			

FIFTEEN THOUSAND ONE HUNDRED FIFTY AND NO/100'S DOLLARS \$ 14,150.00

CHIC
 P.O. BOX 769
 ORLAND PARK, IL 60462

Handwritten Signature

LY RECEIPT	Link # (Item #) or Item #/Type Code	LOSS KIND	TRANS CODE	AMOUNT	** P OR C
	001	08	50	14,150.00	C
POL NUMBER 1537-42				DESCRIPTION CODE	

TAX IDENTIFICATION NUMBER	REPORTING <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
60% (51%-AZ) AT FAULT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CASH SETTLEMENT <input type="checkbox"/>

- * TRANSACTION CODES
 60 - DIRECT PAYMENT
 61 - I & A EXPENSE
 62 - SALVAGE EXPENSE
 63 - SUB EXPENSE
 64 - SALVAGE RECOVERY
 65 - SUB RECOVERY
- ** Required for Direct Payment
 P = Partial Payment
 C = Closed Coverage

CMIC
 CCIC
 CPC

CLAIM NUMBER 132-0008251	INSURANCE NUMBER [REDACTED]	POLICY NUMBER 1961963	DATE OF LOSS 11/24/97
Payment on Account of Claim Against Insurer		VEHICLE NUMBER/PATIENT NAME	
CMIC # [REDACTED]		RE: TAX & TITLE FEES	

EIGHTY SEVEN AND 50/100'S DOLLARS \$ **87.50**



Handwritten signature

LT REPT	Unit # (Item #) or Item #/Part Code	LOSS KIND	LOSS CODE	AMOUNT	TR OR C
	001	08	50	87.50	C

ACC. NUMBER 1533-42	DESCRIPTION CODE
-------------------------------	------------------

TAX IDENTIFICATION NUMBER	REPORTING <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
50% (51%-AZ) AT FAULT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CASH SETTLEMENT <input type="checkbox"/>

- * TRANSACTION CODES
- 80 - DIRECT PAYMENT
- 81 - I & A EXPENSE
- 82 - SALVAGE EXPENSE
- 83 - SUB EXPENSE
- 84 - SALVAGE RECOVERY
- 81 - SUB RECOVERY
- ** Required for Direct Payment
- P = Partial Payment
- C = Closed Coverage

HOP REF ORDER

47609

MING AUTO BODY

2850 North Jasper Street
 Decatur, Illinois 62526
 Phone (217) 877-6546
 FED. ID #37-0980752-UDL 12825

Written By	
Received	AM PM
Printed	AM PM
Inv. Co.	
Inv. Phone	
Order No.	132 8251
Order	Pat
Customer In.	
Customer Del.	

DESCRIPTION & PARTS NUMBER	AMOUNT
*PARTS INDEX A-Assembled N-New R-Refurbish	

Name: Gary [Redacted] Date: 11/26/97
 Address: [Redacted] City: [Redacted]
 Home Phone: [Redacted] Business Phone: [Redacted]
 Year: 96 Make: Chevy Model: Monte Carlo License: [Redacted]

OPER	INSTRUCTIONS	HOURS	AMOUNT
------	--------------	-------	--------

<input type="checkbox"/>	Repair as Per Estimate Form		
<input type="checkbox"/>	Refinish as Per Estimate Form		
	Open Items		

*See Invoice
 \$221.50*

Total Parts	Soy City
Towing	
Freight	
Sublet	

NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS.

SIGNED @
 Terms: STRICTLY CASH Unless Arrangements Made.

This business is required to be licensed by the Secretary of State, pursuant to Illinois revised statutes, Chapter 857A, Section 5-301. Any complaints as to the quality of service obtained may be brought to the attention of the Attorney General.

LABOR	
PARTS	
FREIGHT	PL
PAINT MAT.	
BODY MAT.	
TOWING	216.50
STORAGE	15.00
SUBLET	
EPA/WASTE/DEPOL.	
SUBTOTAL	
TAX	
GRAND TOTAL	221.50

Thank You
 138719

NICK'S *Auto Body/Auto Repair and Service*

FOREIGN & DOMESTIC
Auto Sales • Service • Body Shop
2015 EAST GRANDLOGIST
DECATUR, ILLINOIS 62521
217/423-0808
Proven Performance

No. 64246

Quan.	Part No.	Description	SALE AMOUNT

Name GARY [REDACTED]				Date 12-3-97	LABOR CHARGE
Address [REDACTED]				City/State/Zip [REDACTED]	
Home	Make	Year	Model		
Work	CHEV	96	MONTE CARLO		
Mileage	License No.	Serial No.		Motor No.	
PAID BY	VISA — MC	CK	CASH	G.W.D.	D.W.D.
EMP.	AR.		G.W.E.	Order Written By	
REPAIR ORDER - DESCRIPTION OF WORK					
CO. CO. - PAT					
G.R.	Get hood open NECC. work to load & unload & make car moveable				87.50

PAT.
PAT

TOTAL PARTS			TOTAL LABOR 87.50		
<small>IN THE CASE OF DEFAULT OF PAYMENT FOR SERVICES RENDERED, THE CUSTOMER IS RESPONSIBLE FOR ANY & ALL COLLECTION FEES, ATTORNEY'S FEES, COURT COSTS, & AN INTEREST CHARGE OF 12% PER MONTH.</small>			TOTAL PARTS		
<small>I hereby authorize the above repair work to be done along with necessary repairs. You and your employees may operate on vehicle components affecting its safety and driveability. An express warranty for its safe operation is given under the amount of cash on hand. It is understood that this warranty assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or safe handling.</small>			GAS, OIL, GREASE		
OUTSIDE/SUBLET REPAIRS			GASOLINE, OIL & GREASE		
TOTAL SUBLET REPAIRS			GAL. GASOLINE		
			QTS. OIL		
			LBS. GREASE/A.T.F.		
			TOTAL GAS - OIL - GREASE/A.T.F. --		
			TOWING 33.00		
			SUBLET REPAIRS		
			PANT AND MATERIAL TAX		
			PAY THIS AMOUNT		
			120.50		

SIGNED X

DEC-02-1997 15:28

P. 83

COUNTRY COMPANIES.Country Mutual Insurance Company
Country Casualty Insurance Company**AUTOMOBILE PROOF OF LOSS**

BILLING NUMBER		CLAIM NUMBER 132-0008257	
INSURED Gary + Mary		POLICY NUMBER	
DESCRIBE AUTOMOBILE YEAR MAKE	TRADE NAME	TYPE OF BODY	VIN NUMBER
1996	Chevrolet	Mini Carlo	287344

The Insured hereby declares:

1. That on 11-24-97 he sustained a loss by Fire - DPD to the above described vehicle
2. The actual loss and damage sustained was \$ 14,150
3. The applicable deductible provision of the policy was \$ ACV
4. The full amount he claims under the policy is \$ 14,150

Now therefore the Insured directs Country Mutual Insurance Company to pay him and toGMAC (Direct)the sum of \$ 14,150.00 and in consideration of said payment he does hereby acknowledge receipt of payment of the above contractual obligation.

The Insured hereby assigns, transfers, and sets over to the Company any and all claims, rights and causes of action he now has, or may hereafter have, to recover against any person or persons as a result of said occurrence and loss above described, to the extent of the payment set out above and agrees that the Company may enforce the same in such manner as shall be necessary or appropriate for the use of and benefit of the Company, either in its own name or the name of the Insured.

The Insured covenants that no release or settlement of any such claim, right or cause of action has been made.

Signed this 2 day of DEC 1997. Gary + Mary
Insured

41825 (01-07/08/84)

A95-049-06
A950

TOTAL P. 83



Valuation request: 21323011 (continued) 1996 CHEV MONTE CARLO LS

PAGE 2

----- Vehicle Valuation Summary -----

DESCRIPTION	OPTION	LOCAL MARKET VALUE
Base value xx		\$ 13,574.00
Odometer	20,000	+ 176.00
Vehicle equipment:		
STD	AT - AUTOMATIC TRANSMISSION	INCLUDED
STD	OD - OVERDRIVE	INCLUDED
STD	PS - POWER STEERING	INCLUDED
STD	PB - POWER BRAKES	INCLUDED
STD	PW - POWER WINDOWS	INCLUDED
STD	PL - POWER LOCKS	INCLUDED
STD	AC - AIR CONDITIONING	INCLUDED
	RD - REAR DEFOGGER	+ 100.00
STD	TW - TILT WHEEL	INCLUDED
	CC - CRUISE CONTROL	+ 100.00
STD	CS - CLOTH SEATS	INCLUDED
STD	DM - DUAL MIRRORS	INCLUDED
STD	AM - AM RADIO	INCLUDED
STD	FM - FM RADIO	INCLUDED
STD	ST - STEREO	INCLUDED
STD	CA - CASSETTE	INCLUDED
STD	SE - SEARCH/SEEK	INCLUDED
	AW - ALUMINUM WHEELS	+ 200.00
STD	BY - BODY SIDE MOLDINGS	INCLUDED
	BS - BUCKET SEATS	INCLUDED
STD	IW - INTERMITTENT WIPERS	INCLUDED
STD	PM - POWER MIRRORS	INCLUDED
STD	RL - RECLINING/LOUNGE SEATS	INCLUDED
STD	TE - TINTED GLASS	INCLUDED
STD	AG - AIR BAG	INCLUDED
STD	RS - PASSENGER AIRBAG	INCLUDED
STD	AB - ANTI-LOCK BRAKES (4)	INCLUDED
ECC Valuation Amount		\$ 14,150.00
Condition adjustment amount		+ 0.00
Actual Cash Value		\$ 14,150.00
Pre-tax amount		\$ 14,150.00
Adjusted vehicle valuation amount		\$ 14,150.00

xx The base value is the local market value of a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard (STD) and predominant (PREDOM) options. As such, the vehicle equipment listing reflects proper deductions for all standard or predominant option(s) which are not present on the loss vehicle. In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the

COUNTRY COMPANIES.

Country Mutual Insurance Company
Country Casualty Insurance Company
P.O. Box 2020
Bloomington, IL 61702-2020
Attn: Subrogation Unit - A&P

LKH
MAR 17 1998
ESIS-GR CLAIMS UNIT

March 12, 1998

ESIS

Attn: Sheryl Malek
POBox 02489
Detroit, MI 48202

Re: Our Claim Number: 132-008251
Our Insured: Gary [REDACTED]
D/L: November 24, 1997
Your Claim Number: 338447

Dear Ms. Malek,

Enclosed please find a copy of the Cicso Fire Department report on the above file.

If you have any questions, please feel free to contact me at 1-800-619-1735.

Sincerely,

COUNTRY MUTUAL INSURANCE COMPANY

Lori Hasselbring
Lori Hasselbring
Subrogation Specialist

LKH/sd

Enc.

FAX 309-801-3674

MAR 05 19

CISCO FIRE DEPARTMENT INCIDENT REPORT

DATE: 11/24/97 TIME RCVD: 2015 TIME OUT: 2016 ON SCENE: 2023 TIME BACK: 2058

CALL REPORTED BY: Peger Piatt Macon Other:

INCIDENT LOCATION: 1/8th East of Hog Chute Bridge

UNITS DISPATCHED: Unit 6 (Mini) Unit 6 (Rescue) Unit 4 (Pumper) Unit 3 (Tanker) Unit 2 (Old pumper) Unit 1 (New) OtherMUTUAL AID: Y N Our call Their call Which Dept(s):

DESCRIPTION OF INCIDENT: Upon arriving at scene, found 98 Chevy Monte Carlo driven by Gary [redacted] with entire engine compartment engulfed. Neigher [redacted] nor his minor male passenger were injured. [redacted] reported that he noticed flames under the hood as he came over the bridge. He stopped and lifted the hood to find engine compartment engulfed. He then went approximately 1/2 mile up road to Eric [redacted] and called in fire on 9-1-1. He returned to the scene at about the same time as the first truck arrived. Platt County Sheriff's Deputy was also on scene.

Probable Cause: Unable to determine due to extent of engine compartment damage. Suspect a gasoline fed flame, perhaps from a ruptured fuel line.

Medical Assistance Given: Y N Medical Report Attached: Y N

EQUIPMENT PROBLEMS/DAMAGE: None

PERSONNEL: # on scene: 11 Command: Weishaar Radio: Edwards

RECIPIENT STATUS: In Dist. Resident Mutual Aid Dist. Resident Out-of-Dist

CHARGES: Manpower \$ Trucks \$ Other* \$ TOTAL: \$

COMMENTS: Dispatcher initially toned out Monticello District because the call came in on a 762 number and she did not notice which dept. was assigned. Caused no delay as Cisco was just concluding a regular fire meeting, heard the page, recognized it was in our district and responded immediately.

REPORT FILED BY: Ronald L. Weishaar TITLE: Chief

SIGNATURE: Ronald L. Weishaar

P. O. Box 25
Cisco, IL 61830
217-669-2232/669-2219

MAR 3 1998

Sheryl H. Malek
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company

March 20, 1998

485 W. Milwaukee
P.O. Box 02489
Detroit, MI 48202
Telephone 1.800.838.0164
Facsimile 313. 974.9888
7389

Lori Hasselbring
Country Companies
P. O. Box 2020
Bloomington, IL 61702-2020

VIA FAX

Your File Number: 132-008251
Your Insured: Gary [REDACTED]
Our File Number: 338447
Our Client: General Motors Corporation
Date of Event: November 24, 1997

Dear Mr. Hasselbring:

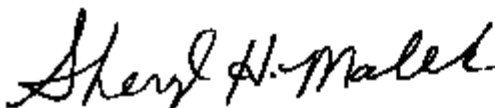
This will further reference to your product liability claim file with General Motors Corporation on behalf of your above-mentioned insured.

We have concluded our technical evaluation of the information and documentation provided in support of your claim. As a result of this evaluation, we are prepared to extend an offer of settlement in the amount of \$7,289.75 to resolve this matter. This offer is based on the fact that your expert states in his report that the "warranty repair work on the steering column may have resulted in disturbance or physical damage to the fuel line."

Should you choose to accept this offer, please let me know and I will send a settlement release form for your signature. Upon my receipt of the signed release, I will have the settlement payment released immediately

Thank you for your time and consideration in this regard.

Respectfully,



Sheryl H. Malek

Sheryl H. Malek
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services Company

March 23, 1998

485 W. Milwaukee
P.O. Box 02489
Detroit, MI 48202
Telephone 1.800.888.0164
Facsimile 313.974.7580

Lori Hasselbring
Country Companies
P. O. Box 2020
Bloomington, IL 61702-2020

Your File Number: 132-008251
Your Insured: Gary [REDACTED]
Our File Number: 338447
Our Client: General Motors Corporation
Date of Event: November 24, 1997

Dear Mr. Hasselbring:

This is regarding your acceptance of our settlement offer of \$7,289.75. Please have the enclosed Release of All Claims form signed, notarized and returned to my attention. Upon my receipt of the signed release, I will have the settlement payment released immediately.

If you have any questions, please call me.

Respectfully,

Sheryl H. Malek

RELEASE OF ALL CLAIMS

File No: 338447

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Seven Thousand Two Hundred Eighty Nine and 76/100 Dollars (\$7,289.76) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge ESIS/General Motors Corporation, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/has or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen bodily and personal injury and property damage and the consequences thereof resulting or to result from the accident, casualty or event which occurred on or about the 24th, day of November, 1987, at or near Allerton Park, IL.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefor and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite and in making this Release, it is understood and agreed, that the undersigned rely(ies) wholly upon the undersigned's judgment, belief and knowledge of the nature, extent, effect and duration of said injuries and liability therefor and is made without reliance upon any statement or representation of the party or parties hereby released or their representatives or by any physician or surgeon by them employed.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this _____ day of _____, 19____.

CAUTION: READ BEFORE SIGNING

Witness LS

Witness LS

STATE OF _____ }
COUNTY OF _____ }-SS

On the _____ day of _____, 19____, before me personally appeared _____

to me known to be the person(s) named herein and who executed the foregoing Release and _____

acknowledged to me that _____ voluntarily executed the same.

My term expires _____, 19____. _____

Notary Public

COUNTRY MUTUAL INSURANCE COMPANY
P.O. BOX 2020
BLOOMINGTON, IL 61702-2020
PHONE: 1-800-619-1735
FAX: 309-821-3674

Pages Sent: 2
(including cover sheet)

March 23, 1998

To: Sheryl Malek
ESIS

Fm: Lori Hasselbring
Subrogation

Re: Your File: 338447 GM Corp.
Our File: 132-008251 [REDACTED]

Time Sent:

Instructions:

See attached. I will accept your offer of \$7,289.75 as settlement of our collision subrogation. Please issue check payable to Country Mutual Insurance as subrogee of Gary & Mary [REDACTED] insured.

It was a pleasure to work with you on the resolution of this claim.

If you have any questions, please let me know (309)821-5187.

If there are any problems with this document, please contact the above captioned writer at 1-800-619-1735.

Sheryl H. Malek
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Service Company

485 W. Milwaukee
P.O. Box 83489
Detroit, MI 48282
Telephone 1.800.853.8164
Facsimile 313. 874.8986
7:30 PM

March 20, 1998

Lori Hasselbring
Country Companies
P. O. Box 2020
Bloomington, IL 61702-2020

VIA FAX

Your File Number: 132-008251
Your Insured: Gary [REDACTED]
Our File Number: 338447
Our Client: General Motors Corporation
Date of Event: November 24, 1997

Dear Mr. Hasselbring:

This will further reference to your product liability claim file with General Motors Corporation on behalf of your above-mentioned insured.

We have concluded our technical evaluation of the information and documentation provided in support of your claim. As a result of this evaluation, we are prepared to extend an offer of settlement in the amount of \$7,289.75 to resolve this matter. This offer is based on the fact that your expert states in his report that the "warranty repair work on the steering column may have resulted in disturbance or physical damage to the fuel line."

Should you choose to accept this offer, please let me know and I will send a settlement release form for your signature. Upon my receipt of the signed release, I will have the settlement payment released immediately.

Thank you for your time and consideration in this regard.

Respectfully,

Sheryl H. Malek

3/23/98 - I will accept your offer of \$7,289.75 as settlement of our collision.

COUNTRY COMPANIES.

Country Mutual Insurance Company

Country Casualty Insurance Company

P.O. Box 2020

Bloomington, IL 61702-2020

Attn: Subrogation Unit - AMB

RECEIVED

MAR 30 1998

ESIS-GM CLAIMS UNIT

March 26, 1998

ESIS

Attn: Sheryl H. Malek

P.O. Box 02489

Detroit, MI 48202

Re: Our Claim Number: 132-008251
Our Insured: Gary [REDACTED]
D/L: November 24, 1997
Your Claim Number: 338447
Your Insured: GM Corporation

Dear Sheryl,

Please find enclosed release which has been properly signed and notarized.

If you have any questions, please feel free to contact me at 1-800-619-1735.

Sincerely,

COUNTRY MUTUAL INSURANCE COMPANY

Lori Hasselbring
Lori Hasselbring
Subrogation Specialist

LKH/lkh
Enclosure

RELEASE OF ALL CLAIMS

File No: 338447

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, for the sole consideration of Seven Thousand Two Hundred Eighty Nine and 75/100 Dollars (\$7,289.75) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge ESIS/General Motors Corporation, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/has or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen bodily and personal injury and property damage and the consequences thereof resulting or to result from the accident, casualty or event which occurred on or about the 24th, day of November, 1997, at or near Allerton Park, IL.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releaseses deny liability therefor and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are or may be permanent and progressive and that recovery therefrom is uncertain and indefinite and in making this Release, it is understood and agreed, that the undersigned rely(ies) wholly upon the undersigned's judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefor and is made without reliance upon any statement or representation of the party or parties hereby released or their representatives or by any physician or surgeon by them employed.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this 26th day of March, 1998.

CAUTION: READ BEFORE SIGNING

[Signature]
Witness
[Signature]
Witness

[Signature], CMIGs
Investigation Specialist LS
as Embroger of Gary & Mary Helm, Insuree

STATE OF Illinois }
COUNTY OF McLean }-SS

On the 26th day of March, 1998, before me personally appeared Lori Hasselberg

to me known to be the person(s) named herein and who executed the foregoing Release and she

acknowledged to me that she voluntarily executed the same.

My term expires 7-10-2000

Doris A. Smith
Notary Public

OFFICIAL SEAL
Doris A. Smith
Notary Public, State of Illinois
My Commission Expires 7/10/2000

ESIS

An Insurance Services Company

August 1, 2000

Wanda M. Inman
New York Central Mutual
1899 Central Plaza East
Edmeston NY 13335-1899

300 Renaissance Center
Mail Code 482 C20 D71
DETROIT, MI 48265-3000
Telephone 800-888-0164
Facsimile 313-665-0911

Your File Number: 2000309363-0
Claimant: [REDACTED] Robert & Betty
Our File Number: PD- 80100
Our Client: General Motors Corporation
Date of Event: 3/21/00

Dear Ms. Inman:

This will acknowledge your claim on the above-referenced matter. In order to evaluate your claim, the following documents and information are respectfully requested:

1. A copy of your expert report which states your theory of liability. Also include the original or laser color copies of the photographs taken by your expert.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator note anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If repairs and maintenance were performed by the vehicle owner, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment which may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the vehicle owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment.
11. The present location of the subject vehicle and its availability for inspection.
12. Provide proofs of the transmission and engine oil levels, if applicable.

Upon receipt of the above-requested information and documentation, this matter will be assigned a claim number and further review of this matter will be complete. During this entire process, the subject vehicle should remain available for inspection, if necessary.

If you have any questions, please feel free to contact me at 1.800.888.0164.

Sincerely,

Greg Thrasher

Greg Thrasher
Property Damage Unit

/amc

THIS: BASE ACTION: C KEY: 000134594 CAS: 03/29/2000 15:13 CABS020M
NEXT: BASE ACTION: KEY: 000134594 ID: TA310
01 TITLE : MR. CUSTOMER INFORMATION TYPE: GO

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



VEHICLE/DEALER INFORMATION

12 VIN : 2G1WL52M3W9238348 ENG: 3.1L V6 MFI PLANT: OSHAWA #1 ON
13 YR/MDL : 1998 WL LUMINA 14 DEL : 07 31 98 15 MILEAGE: 020000
16 DEALER : MARTIN BROS. CHEVROLET, INC. 17 ZN/DLR : 13 411
18 CITY : ARCADE 19 STATE : NY

CDE #	DESC	CDE COMMENTS
A06	0 FIRE	20 VEH HAD THERMAL EVENT
T01	0 PRODUCT ALLEGAT	21 VEH HAD FIRE
		22
		23
		24

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

THIS: AFTRCL ACTION: C KEY: 000134594
NEXT: AFTRCL ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS, 03/29/2000 15:13 CABS200M
ID: TA310
YR/MDL: 1998 WL TYPE: GO

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 SEQ #	: N		
WARRANTY	: I (IN/OUT/UNK)	THIRD PARTIES	:		
STOCKHOLDER	: N (Y/N)	GM EMPLOYEE	: N (Y/N)		
DEALER AREA	: 07				
PART DELAY START:		PART DELAY END	:		
TRANSFER TO ID	:	ASM ASSIGNED	: LH		
CASE OPEN DATE	: 03 27 00	SCRAP DATE	:		
ROUTING CODE	: CAC CAS LOC: 1241	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	: TA310	LAST ALTERED DATE	: 03 29 00		
REJECT CLOSE	: N (Y/N)	REOPEN CASE	: N (Y/N)		
PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSESCN	PF18 DLRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 000134594 CAS 03/29/2000 15:14 CABS030M
NEXT: CMTS ACTION: I KEY: 000134594 ID: TA310
GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO
COMMENT #: 1
USER A7854 DATE: 03/22/00 TIME: 13:17
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 BROS. (DRL IN ARCADE, NY)
AFTER MARKET: NO
REPAIR OUT OF WARR: STILL IN
WHO WAS DRIVING: ROBERT [REDACTED] OWNER
DISB: NO
ROAD CONDITION: WET, SPRINKLING
OF PEOPLE IN VEH: 2
MORE: Y
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORSEL PF24 CAL
*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000134594
NEXT: CMTS ACTION: I KEY: 000134594
GENERAL COMMENTS
USER: A7854 DATE: 03/22/00 TIME: 13:20
INJURIES: NO
HOSPITAL STAY: NO
OTHER VEH INVOLVED: NONE
PROPERTY DAMAGE: NO
ALLEGED COMPONENTS DEFECTIVE: MOTOR STALLED
POLICE REPORT: YES
INSURANCE CO: NIGHT INSURANCE CO. IN ARCADE, NY

CAS. 03/29/2000 15:14 CABS030M
ID: TA310
TOTAL CMTS: 6 TYPE: GO
COMMENT #: 2

MORE: Y
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: .I KEY: 000134594 . CAS, 03/29/2000 15:14 CABS030M
NEXT: CMTS ACTION: I KEY: 000134594 ID: TA310

GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO
COMMENT #: 3

USER: T6780 DATE: 03/23/00 TIME: 10:09
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. ANGELA KERSEY/TAMPA PAR.

MORE: Y

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

THIS: CMTS ACTION: I KEY: 000134594 CAS 03/29/2000 15:14 CABS030M
NEXT: CMTS ACTION: I KEY: 000134594 ID: TA310

GENERAL COMMENTS TOTAL CMTS: 6 TYPE: GO

USER: P2790 DATE: 03/27/00 TIME: 14:26 COMMENT #: 4
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

USER: P2790 DATE: 03/27/00 TIME: 14:33 COMMENT #: 5

USER: T6780 DATE: 03/28/00 TIME: 09:59 COMMENT #: 6
FILE ASSIGNED TO TAMPA PAR CRM, LATASHA HAWKINS FOR REVIEW AND
FOLLOWUP.

MORE: N

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

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000134594
NEXT: CMTS ACTION: I KEY: 000134594

CAS. 03/29/2000 15:23 CAB5030M
ID: TA310.

GENERAL COMMENTS

TOTAL CMTS: 7 TYPE: 10
COMMENT #: 7

USE TA310 DATE: 03/29/00 TIME: 15:23

CRM REVIEWED FILE.

CRM CONTACTED CUST.

CRM OBTAINED ADDITIONAL 1241 INFORMATION.

CUST AUTHORIZED INSPECTION.

LATASHA HAWKINS/PAR 58042

MORE: N

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

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000134594

CAS 03/29/2000 15:33 CABS030M

NEXT: CMTS ACTION: I KEY: 000134594

ID: TA310

GENERAL COMMENTS

TOTAL CMTS: 8

TYPE: 10

ISSUED TA310 DATE: 03/29/00 TIME: 15:32

COMMENT #: 8

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

MORE: N

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

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

*I0005 BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 000134594 CAS 04/06/2000 18:26 CABS030M
NEXT: CMTS ACTION: I KEY: 000134594 ID: TA310

GENERAL COMMENTS TOTAL CMTS: 10 TYPE: 10
COMMENT #: 9
USER: T6955 DATE: 04/04/00 TIME: 11:18

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

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

THIS: CMTS ACTION: I KEY: 000134594 CAS 04/06/2000 18:26 CABS030M
NEXT: CMTS ACTION: I KEY: 000134594 ID: TA310

GENERAL COMMENTS TOTAL CMTS: 10 TYPE: 10
DATE: 04/06/00 TIME: 18:22 COMMENT #: 10

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

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*10005 BOTTOM OF DATA DISPLAYED *

HIS: CLOSE ACTION: I KEY: J00134594
EXT: CLOSE ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] HILLMORE, NY

CAS 04. 8/2000 09:43 CABS040M
ID: TA310
YR/MDL: 1998 WL TYPE: 1I

CASE CLOSING INFORMATION

RETENTION	: 00	POSSIBLE SAFETY	: Y (Y/N)
DLR CONTACT DATE	: 03 22 00	DLR CONCLUSION DATE	: 04 18 00
CLOSING DATE	:	RESPONSIBLE DEALER	:
MUST SATISFIED	: Y (Y/N)	CLOSE CASE	: (Y/N)
CO REVIEW CLOSE	:	CO REVIEWED	: (Y/N) DATE:
RGN REVIEW CLOSE	:	RGN REVIEWED	: (Y/N) DATE:

CDE #	DESC	CDE COMMENTS
006	0 FIRE	VEH HAD THERMAL EVENT GM NOT ASSUMING RESPONSIBILITY

001	0 PRODUCT ALLEGAT	VEH HAD FIRE GM NOT ASSUMING RESPONSIBILITY
-----	-------------------	--

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSESCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*E0448 CASE IN PROCESS, USER NOT ASSIGNED TO REVIEW *

NEXT: .GM WARRANTY HISTORY INQUIRY. PAGE 01 OF 02
(UPDATED THRU 20000328) DIV: CHEVROLET

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
2G1W52M3W9238348	LUMINA SEDAN/LS	M	0000000	19980731	20	PAID	1

PROD-DTE: 19980209 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1313223 SHIP-TO-DLR: 1313223

C	CYCLE								AUTH	AUTH	
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1313223	828	19980209	A38348	238348	01	Z7000	56.15	0	

PASSENGER CAR AND TRUCK NVI

----- NO MORE CLAIMS FOR THIS VIN -----

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

NEXT:

GM WARRANTY HISTORY INQUIRY

PAGE 02 OF 02

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: CHEVROLET

VIN: 2G1WL52M3W9238348 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION

RPO DESCRIPTION

W BODY
4 DOOR
CHEVROLET
L82 3.1 LITRE V6 MFI
MX0 AUTO TRANS W/OVERDRIVE
M13 4T60-E AUTO ELEC TRANS
AK5 INFLAT RESTRAINT DR/PAS
D35 DR REMOTE PASS MANUAL
UL0 RADIO 2001-AM/FM, CASS
GMPP 48/60 MAJOR GUARD

35 SERIES HD MODEL
SEDAN
V6 ENGINE
CALIFORNIA EMISSION
AUTO TRANS
UH6 INSTRUMENT CLUSTER
C60 STAND AIR CONDITIONING
US6 FIXED ANTENNA
CRUISE CONTROL

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

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

THIS: 12411 ACTION: -C KEY: 000134594
NEXT: 12412 ACTION: KEY: 000134594

CAS. 04/06/2000 18:25 CALG110M
ID: TA310

GM1241 PAGE 1

INCIDENT DATE: 03 / 21 / 00 TIME: 14 : 00 (24 HR CLOCK)

OWNER TITLE : MR.

FIRST :
STREET :
CITY :
H 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 CMTS 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: 000134594
NEXT: 12413 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04/06/2000 18:25 CALG120M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 2

SODIUM 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: N (Y/N)
WHERE CAN VEHICLE BE SEEN: AT DEALERSHIP

VIN : 2G1WL52M3W9238348
YR/MDL: 1998 WL

DEL DTE: 073198
MILEAGE: 20432

PRINCIPLE USE OF VEHICLE : PERSONAL

DRIVER DESCRIPTION OF INCIDENT & CAUSE: THERMAL EVENT, DID NOT HEAR ANY
NOISES OR SMELL ANY FUMES.

NATURE OF WEATHER: SPRINKLING RAIN

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

THIS: 12413 ACTION: C KEY: 000134594
NEXT: 12414 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04/06/2000 18:25 CALG130M

ID: TA310

YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 3

WHAT COMPONENT(S) ARE ALLEGEDLY DEFECTIVE: THERMAL EVENT

WHO MADE ALLEGATION OF DEFECT: CLAIMANT

WAS VEHICLE TOWED : Y (Y/N)

TOWING CO NAME : UNK

TOWING CO ADDRESS: UNK

TOW DRIVER NAME : UNK

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 : 40

SOURCE OF EST : OWNER

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

THIS: 12414 ACTION: C KEY: J00134594
NEXT: 12415 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04, 6/2000 18:25 CALG140M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 4

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

ANY WITNESSES : Y (Y/N) NUMBER: 2

INCIDENT LOCATION

LOCATION OF INCIDENT: ROUTE 98 & FREEDON ROAD

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

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

VISION OBSTRUCTIONS : NONE

POSTED SPEED : 55 (MPH)

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

THIS: 12415 ACTION: C KEY: 000134594

CAS 04/06/2000 18:25 CALG150M

NEXT: 12416 ACTION: KEY: 000134594

ID: TA310

NAME: ROBERT [REDACTED] FILLMORE, NY

YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 5 (VEHICLE)

VIN: 2G1WL52M3W9238348

DEL DATE: 07 31 98

YR/MDL: 1998 WL

NEW/USED/DEMO: U

MILEAGE : 20432

TRANS :

AXLE:

ENGINE :

LICENSE # :

STATE:

INSPEC STICK #:

STATION # :

EXP DATE:

SPECIAL EQUIP/FEATURES: NONE

NATURE AND EXTENT OF DAMAGES: THERMAL EVENT/UNDERHOOD

EST COST OF REPAIR: 1

PRODUCT CAMP : NONE

CAMP PERFORMED: N (Y/N)

IF "Y" DESC:

TIRE SIZE AND BRAND: UNK

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 CORSEL	PF24 CAL

THIS: 12416 ACTION: C KEY: J00134594
NEXT: 12417 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04, 6/2000 18:25 CALG160M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 6 (PHOTOS/DLR/PARTS)

PHOTOS TAKEN: Y (Y/N) NUMBER: BY WHOM: EAA

ADDRESS :

VEHICLE INSPECTED: Y (Y/N) NAME : EAA

NAME OF INS. REP AT INVESTIGATION:

SELLING DEALER : UNK

ADDRESS :

SERVICING DEALER : UNK

ADDRESS :

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

IF "N" EXPLAIN : NOT RELATED TO ALLEGATION

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

PARTS NAME : CUSTODIAN:

LOCATION :

HOW & WHEN WAS MATTER LEFT WITH CLAIMANT: 4/6 622PM CRM PHONED CUST ADVISED
GM NOT ASSUMING RESPONSIBILITY

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

THIS: 12417 ACTION: A KEY. 000134594
NEXT: 12418 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] WILLIMORE, NY

CAS 04, 06/2000 18:25 CALG170M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 7 (PROPERTY DAMAGE)

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

OWNER NAME FIRST : MI: LAST:

ADDRESS :

DRIVER NAME FIRST: MI: LAST:

ADDRESS :

VEHICLE

MAKE, MODEL & YEAR:

ESTIMATE OF SPEED: (MPH) BY WHOM:

EXTENT OF DAMAGE :

PROPERTY

KIND :

EXTENT OF DAMAGE :

ADDITIONAL COMMENTS:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12418 ACTION: A KEY: 000134594
NEXT: 12419 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04/J6/2000 18:25 CALG180M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 8 (BODILY INJURIES)

TITLE :
FIRST : MI : LAST :
STREET :
CITY : ST : ZIP :
HOME PHONE: BUSI PHONE: AGE:
LOCATION CODE: (A=OWNER'S VEH/B=OTHER VEH/C=PEDESTRIAN/D=OTHER)
IF "B", GIVE DRIVER NAME:
NATURE OF INJURIES :
WHERE WERE INJURIES TREATED & BY WHOM:

SEATING POSITION:
ADDITIONAL COMMENTS:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 12419 ACTION: A KEY: 000134594
NEXT: 124110 ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04/06/2000 18:25 CALG250M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 9

USER: . DATE: GENERAL COMMENTS:
TIME:

TOTAL CMTS: 0
COMMENT #:

MORE:

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
*I0001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: 124110 ACTION: C KEY: J00134594
NEXT: 1241A ACTION: KEY: 000134594
NAME: ROBERT [REDACTED] FILLMORE, NY

CAS 04/18/2000 09:43 CALG190M
ID: TA310
YR/MDL: 1998 WL TYPE: 10

GM1241 PAGE 10 (RECAP)

DIVISION NOTIFIED OF INCIDENT

HOW: PHONE
WHEN : 3/22/00
BY WHOM: CLAIMANT
MEN ASSIGNED : 00
ASSIGNMENT

INVESTIGATOR FIRST NAME: EAA MI: LAST NAME: INSPECTOR
ASSIGNMENT DATE : DUE DATE :
INVESTIGATION DATE : 033100 RECEIVED DATE :
INFO FROM FURTHER INVESTIGATION: 4/6 622PM CRM PHONED CUST ADVISED
EM NOT ASSUMING RESPONSIBILITY

INSURANCE CO CODE: INSMI001 DATE SENT: 041000
RGN APPROVED BY : E.D. THOMPSON DATE: 041000
CO APPROVED BY : LATASHA HAWKINS DATE: 041800
PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 THIRD PF18 BREACH
PF19 CONTROL PF20 MEDARB PF21 12411 PF22 1241X1 PF23 CORRSEL PF24 CAL
10024 MAY SIGN OFF OR ERASE RGN APPROVED NAME TO PERMIT MODIFICATION OF THIS 12

1 *

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: <u>CHEVROLET</u>	Ref# <u>000134594</u>	VIN: <u>2G1WL52M3W9238348</u>
Claimant's Name (LAST, First) <u>[REDACTED] TZ, ROBERT</u>		

Inspected By: RICHARD MIALKI Organization: E.A. ASSOCIATES, INC.
 Phone: (716) 694-5430 x Inspection Date: 3/12/100 Mileage at Inspection: 20432

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

Following the inspection, summarize the tests and observations.

FIRE WAS CONFINED TO REAR OF ENGINE WITH MOST DAMAGE BETWEEN REAR OF ALTERNATOR AND COILS. THE OWNER DROVE VEHICLE WITH SERVICE ENGINE SWAN LIGHT ON - DISTANCE UNKNOWN - UNTIL VEHICLE STOPPED RUNNING. ONE HEAVY WIRE FROM MASTER HARNESS, RUNNING IN FRONT OF COILS HAD ABOUT 1 INCH OF GREEN DISCOLORATION. BURNT RUBBER AND PLASTIC HAD DROPPED DOWN ON EXHAUST SHIELD.

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

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

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

Item(s), date installed, and by whom (name, phone) N/A

2. Any prior collision damage? (when, where, extent, repaired by, etc.) N/A

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Describe _____

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

Maintenance records? (Y/N) Y Date/description of last maintenance/repair (by whom?) 2-15-00 - 19,583 miles

DONE BY SELLING DEALER McCLURG CHEV. PERCY, NY

Any other pertinent vehicle history information (from interviewee or GM Warranty History)? NO

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

UNKNOWN

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

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

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

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

load description N/A load location _____

Driver's physical description (gender, age, height, weight, disabilities) IN HIS 50S - RELUCTANT TO DISCUSS

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

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

If not parked, vehicle speed estimate 55 MPH Source of estimate OWNER Posted speed 55 MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) 3/4-FULL When last fueled? A FEW DAYS PAST

Exact incident location RT. 99 AT FREEDOM RD. IN CATTARAUGUS COUNTY, N.Y.

HEADED NORTH TO ARCADE, NY. PER MARTIN BROS. SERVICE MGR.

ABOUT 5 MILES SOUTH OF ARCADE.

Weather conditions and visibility WET WITH SOME RAIN

Approx. temperature COOL °F. Any physical visual obstructions? N/A

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

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

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

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

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

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe SERVICE ENGINE Soon LIGHT CAME ON BEFORE ENGINE SHUT DOWN.

Electrical systems operation: (normal, other?) NORMAL

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

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

Steering operation: (normal, other?) NORMAL

Powertrain: (my engine miss, sluggish, surge, stall, loss of power or speed, etc.?) WHILE DRIVING WITH SERVICE ENG. Soon LIGHT ON, THE ENGINE BEGAN TO MISS OR SKIP AND THEN ENGINE STOPPED.

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where? NONE DETECTED

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

Describe any unusual odors. From where? NONE DETECTED

Any smoke? (from where, color, intensity, etc.) AROUND HOOD OPENINGS

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NOT RECALLED CALLED OXYGEN PARK

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

Any flame? (from where, color, intensity, etc.) ENGINE COMPARTMENT

Any steam or smoke? (from where, color, intensity, etc.) ENGINE AREA

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N

Electrical Systems? (Y/N) N Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) Y Brake System?

(Y/N) N Other? (Y/N) N Describe: _____ Warning Lights? (Y/N) Y

Gauges? (Y/N) N If so, describe: SERVICE ENGINE Soon

What did you do after you realized something was wrong? Pull Over? (Y/N) Y Lower Windows? (Y/N) N Raise

Windows? (Y/N) N Turn Engine Off? (Y/N) N Turn on Hazard Flashers? (Y/N) N Exit Vehicle? (Y/N) Y

Open Hood? (Y/N) Y Open Trunk? (Y/N) N Other? (Y/N) N Describe _____

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

any other comments or observations that have not been covered? AFTER ENGINE STOPPED, MR. SCHULTZ
WALKED OVER, GOT OUT AND A STATE TROOPER WAS THERE TO TELL HIM HIS CAR
WAS ON FIRE. MR. [REDACTED] OPENED THE HOOD AND THE TROOPER EXTINGUISHED
THE FLAME WITH A FIRE EXTINGUISHER.

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

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

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

Left & right side exterior SOME SMOKE DAMAGE AT LEFT FRONT FENDER AND HOOD
 Front & rear exterior SOME AND HEAT DAMAGE TO LEFT FRONT FENDER AND HOOD
 Hood, inner & outer panels BLISTERED PAINT ON HOOD RIGHT OF CENTER - REAR OF ENGINE
 Trunk area and Decklid, inner & outer panels N/A
 Roof NA
 Door interior panels N/A
 Left & right instrument panel & odometer NA
 Ashtray(s) area NA
 Left & right front seat and carpet NA
 Underbody & exhaust (include hangers) N/A
 Option code label OK IN TRUNK
 Engine compartment FIRE LOCATED FROM REAR OF ALTERNATOR THRU FRONT OF COILS
 Radiator, front & rear OK NA
 Coolant recovery bottle OK - TOP HOLD DOWN JUST STARTING TO SHOW HEAT.
 Transmission cooler lines/connections OK NA
 Engine compartment engine coolant lines/hoses, connections/clamps ALL CONNECTED AND
INTACT
 Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) OK
 All fuel lines/hoses, filter, connections/clamps CONNECTED AND OK
 TBI, injector rail, or carburetor & fuel line connection OK
 Engine compartment fuel lines/hoses, connections & o-rings OK
 Power steering lines/hoses, connections/clamps OK
 Generator & attached wiring FUNCTIONING ON WIRE TO ALTERNATOR BURNED

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

Battery & attached cables NAEngine block (note precise location of cracks, holes, etc.) N/AEngine oil pan NAEngine compartment hinge torque rods NA

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.)

LOOKS LIKE NORMAL USED EXHAUST

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

Anything on vehicle which is after-market NAAnything on vehicle which is a modification NAAnything on vehicle which is unusual, or out-of-place, etc. N/A**B. Enter observations/comments for the following on the form and take color photographs as necessary.**

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

Engine coolant REDISH PINK AT COLD MARK IN BOTTLEEngine oil CLEAR AND FULLTransmission fluid NAPower steering fluid SMELLS FROM HEAT ON TOP OF RESERVOIRBrake fluid FULL AND CLEARList all driver electrical controls which are in the "On" position (include ignition) FAWFuses (identify all open or not proper size) NAWiring insulation at fuse blocks OKFusible links (identify all open) NASpark plug wiring and boot condition 3 SPARK PLUG WIRES CLOSEST TO ALTERNATOR ARE BURNTFuel filler "Lead Free" restrictor in place? (Y/N) Y Describe _____Location of fuel filler cap (or evidence of remains) NA

Catalytic converter (any discoloration or swelling?) _____

Position of windows (if glass missing, do further inspection) NA**C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):** THE ESTIMATE ATTACHED ISROUGH ESTIMATE FOR PARTS ONLY; PRICES AT RETAIL; WITH NO LABOR. THIS WAS DONE BY SERVICE MGR. JOE BARRETT.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 6, 2000

RE: File No.: 000134594

Vehicle Identification Number: 2G1WL52M3W9238348

Dear Mr. [REDACTED]

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

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

Respectfully,

Latasha Y. Hawkins

Customer Relationship Manager

Product Allegation Resolution Team

General Motors Corporation

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: <u>CHEVROLET</u>	Ref# <u>000134594</u>	VIN: <u>2G1WL52M3W9238348</u>
Insurant's Name (LAST, First) <u>[REDACTED], ROBERT</u>		

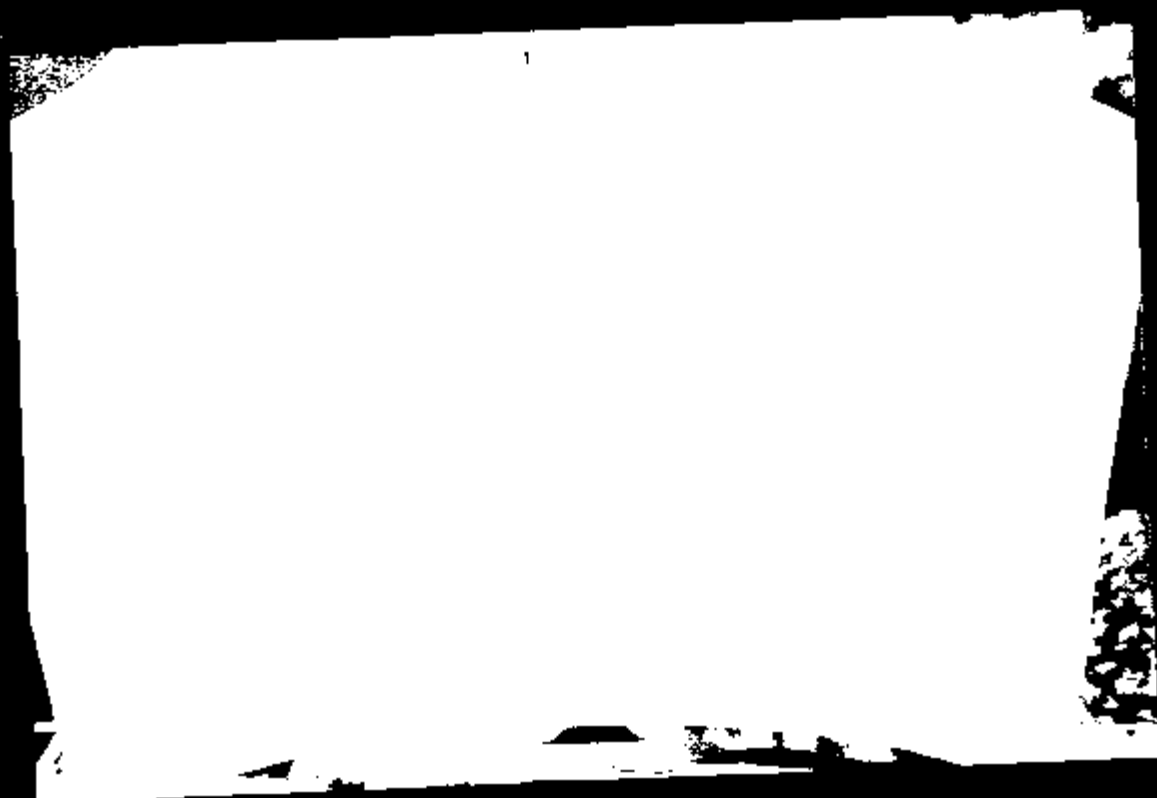
Inspected By: RICHARD MIAGKI Organization: E.A. ASSOCIATES, INC.
 Phone: (716) 694-5430 x Inspection Date: 3/31/00 Mileage at Inspection: 20432

Roll Number 1

Neg.# Description

- 0
1. FRONT AND LEFT SIDE OF VEHICLE
2. FRONT OF VEHICLE
3. FRONT AND RIGHT SIDE OF VEHICLE
4. REAR OF VEHICLE
5. HOOD WITH BLISTERED PAINT SPOT
6. SAME AS #5 FROM OTHER SIDE
7. UNDER SIDE OF HOOD
8. UNDERLINE OF HOOD
9. ENGINE
10. ENGINE
11. ENGINE
12. ENGINE
13. BACK OF ENGINE
14. PASSENGER SIDE DASH
15. DRIVER'S SIDE DASH
16. OPTION LABEL
17. END OF SERPENTINE BELT
18. OTHER END OF SERPENTINE BELT
19. VACUUM HOSE LYING ON TOP OF ENGINE
20. FROM UNDER VEHICLE LOOKING UP AT BACK OF ENGINE
21. SAME AS 20
22. CAT- CONVERTER
23. LOOKING UP AT DERRIS FROM UNDER VEHICLE
24. SAME AS 23
25. CLOSE UP OF BURN AREA.
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.

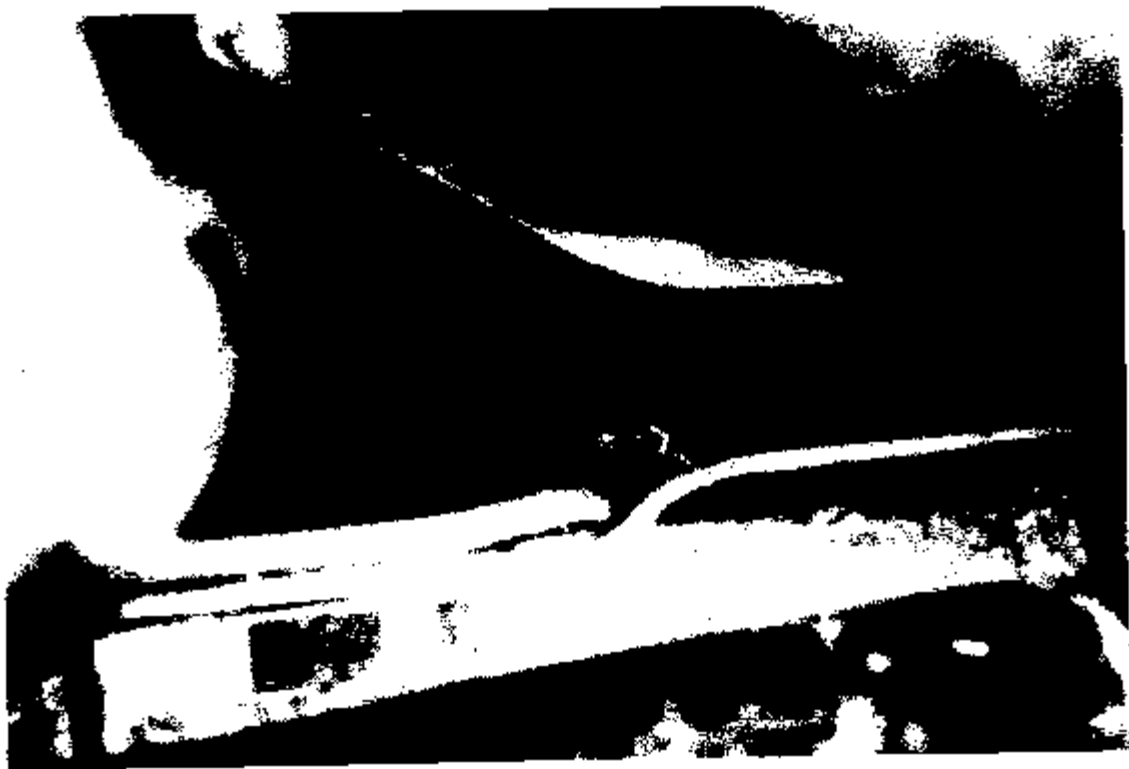




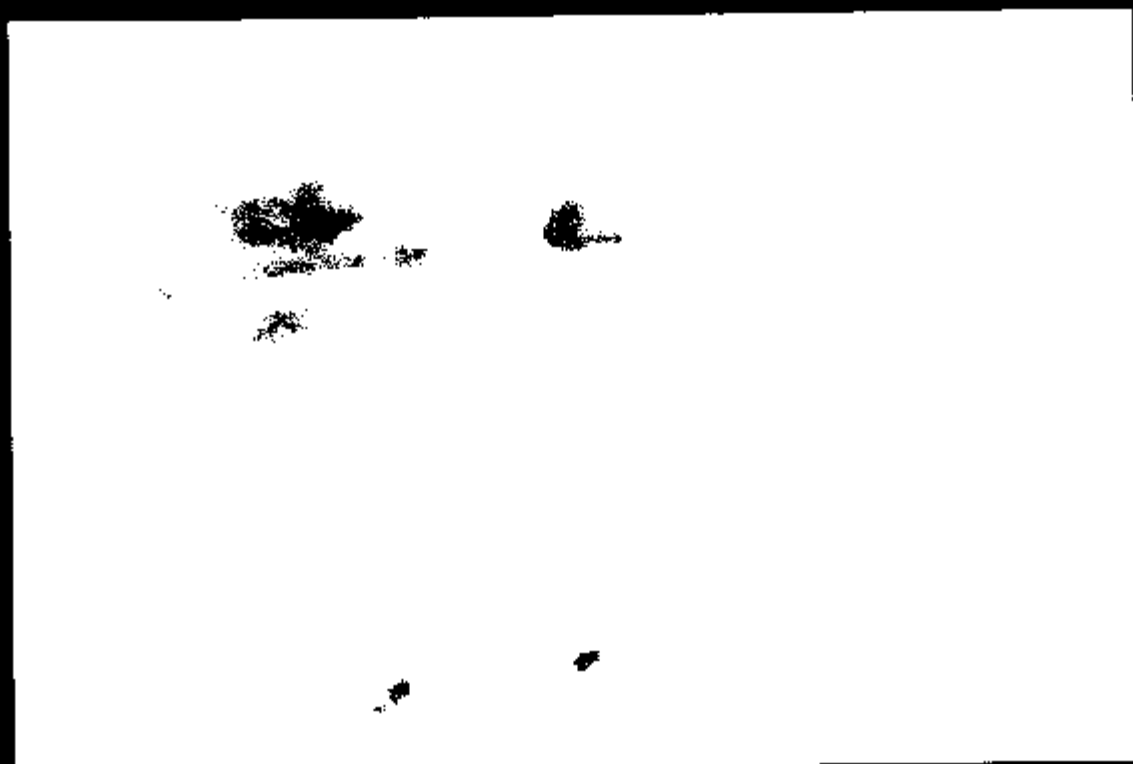
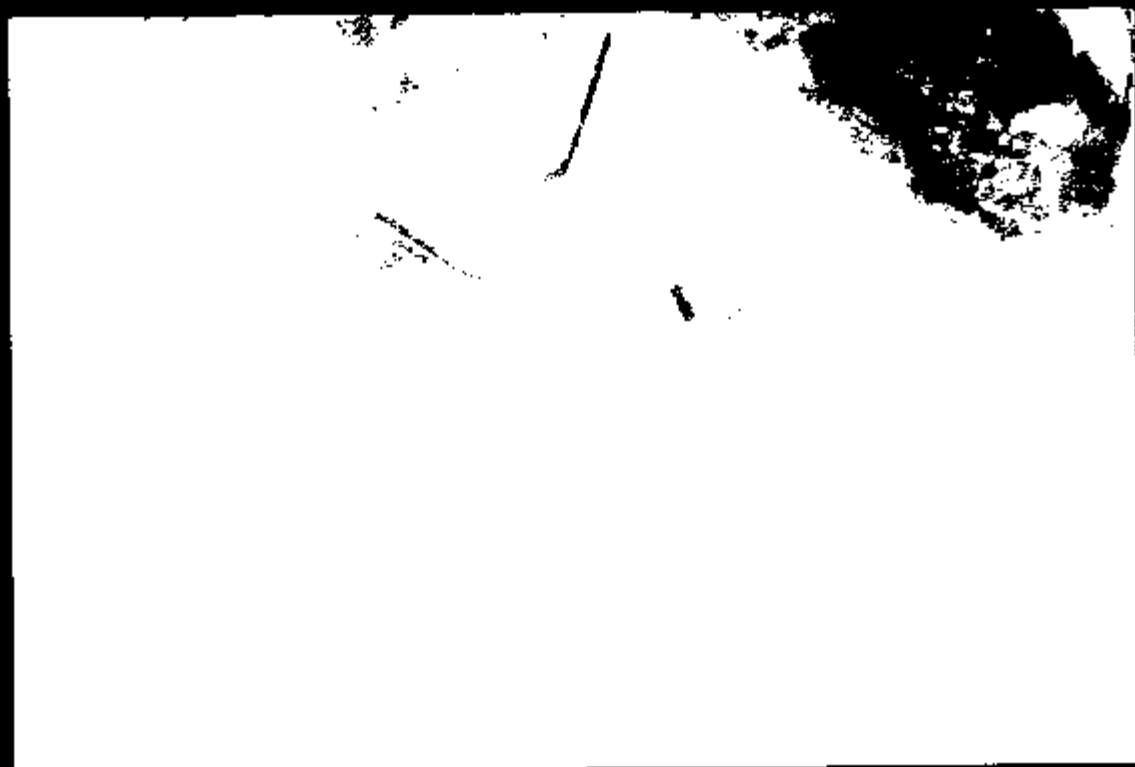






















26124 52321928 2148 J. Th. M. G.

R/L Transom 1046449 (102.64)
 1/2 ton FUSE 2104647 (101.36)
 BELT 24501560 (101.36)
 Coils - 3 104751101 (101.36) x 3 = (160.41)
 Module 104844722 (213.18)
 Plug Wires 12192019 (60.64)
 Plugs 25163148 (50.70)
 MASTER ANTENNA + RES. 18024965 (253.76)
 MAIN FUSIBLE WIRING HARNESS 15301408 (15701410) (16.45)
 12192019 (14.90)
 FUSE W/STRIP 10244812 (14.90)
 Hood Insulator 10260335 (14.90)
 Hood " " Retainer 10121582 (14.90)
 2402025 (14.90)

PAINT - Hood
 PAINT - L/F FENDER

Plastic Vacuum Hoses (20.00)
 EVAP HOSES 24500724 (102.45) 24500722 (6.71)
 24500724 (11.17) 24500724 (11.17)
 FUEL PRESSURE - Regulator 17120665 (69.54)
 FUEL HOSES (2) 10232570 (4.12)
 W/Inch Hose 22127553 (4.12)
 AIR INTAKE HOSE - Sensor to Throttle Body 24505711 (4.39)
 MASS AIR SENSOR 25180303 (179.44)
 HEATER HOSE 10490952 (12.04) 10433197 (2.04) 24500722 (2.04)
 10142356 (2.04) 10142341 (2.04) 24500722 (2.04)
 BRAKE BOOSTER HOSE + UNIB 10244773 (6.69)
 MAP SENSOR + HOSE 16157039 (6.69)
 1111 (6.69)
 Injector wiring 2.00
 Injectors 17113572 (6) 1217462 (672.72)
 CAT converter 24500761 (520.64)
 THEATER + audio CABLES 12534660 (18.25)
 12534660 (24.25)
 1/2 HOSES TO FUR 2604486 (14.90)
 2604486 (14.90)
 EVAP Solenoid 1992410 (11.17)
 PCV bracket 14001875 (2.13)
 BRAKE BOOSTER HOSE 6mm 18024972 (12.75)
 FUEL VALVE 17118285 (176.07)
 IAB VALVE 1742280 (42.45)
 TPS SENSOR 17123852 (11.17)
 OVER

Rear Valve Cover + Gasket 10154775 12.60
24104670 44.00
OXYGEN SENSOR - IN. REAR MANIFOLD 25312205 02.14
DEX Cool ① 12346290 30.00

440.93

Alternator Case Acceptable? + 40.00

1998 LUMINA SEDAN
 89U DEEP PURPLE METALLIC /V6G
 92C MEDIUM GRAY CUSTOM CLOTH
 ORDER NO. 174D53/TNS STOCK NO.
 VIN 2G1 WL52 M3 W9238348

CHEVROLET MOTOR DIVISION
 GENERAL MOTOR CORPORATION
 30007 VAN DYKE
 WARREN MI 48093-2350
 VEHICLE INVOICE 10D32652819
 *****N5*****13*132238

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1WL LUMINA SEDAN	17245.00	15779.18	INVOICE 02/09/98
AM6 CUSTOM CLOTH 60/40 SEAT W/CTR STORAGE ARMREST W/ CUPHOLDER & 4-WAY MANUAL SEAT ADJUSTER	150.00	133.50	SHIPPED 02/09/98
334 COLOR-KEYED FRONT FLOOR MATS -CARPETED	20.00	17.80	EXP I/T 02/13/98
335 COLOR-KEYED REAR CARPETED MATS	20.00	17.80	INT COM 02/13/98
49 ELECTRIC REAR WINDOW DEFOGGER	170.00	151.30	PRC EFF 02/09/98
134 ELECTRONIC SPEED CONTROL WITH RESUME SPEED	225.00	200.25	KEYS 53J6 01M8
82 3.1 LITER SPI V6 ENGINE	0.00	0.00	WFP-S QTR OPT-1
8X0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	BANK: CHRYSLER FI
8G1 NEW YORK/MASS/CT EMISSIONS	170.00	151.30	CHG-TO 13-223
8L0 AM/FM STEREO CASSETTE RADIO	232.00	206.48	SHIP WT: 3263
8A LUMINA BASE EQUIPMENT GROUP	0.00	0.00	HP: 29.6
9U DEEP PURPLE METALLIC	0.00	0.00	DAN: BASE
2C MEDIUM GRAY CUSTOM CLOTH	0.00	0.00	MEMO 911.60

TOTAL MODEL & OPTIONS 18232.00 16657.61 ACT 231 16660.65
 DESTINATION CHARGE 550.00 550.00 H/B 261 546.96
 DEALER ADVERTISING 91.16 ADV 65A 91.16

TOTAL 18782.00 17298.77 PAY 310 17298.77
 (NO) TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 16493.13

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

CLURG CHEVROLET OLDSMOBILE PONTIAC

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I

10/26/2000 14:24

VI 1G1WL52M3W9238348

OPEN\CLOSED STATUS:

SEL CAMPAIGN STATUS
CODE NUMBER

REPAIR
DATE

REPAIR PREV.
DEALER NUMBER

CAMPAIGN
TYPE

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

PW:

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

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN:	2G1WL52M3W9238348
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VEHICLE INFORMATION

Merchandising Model:	1WL69 - 1998 LUMINA LS SEDAN	Warranty Start Date:	07/31/1998
BARS Order Type:	N/A		
Delivering Dealer:	MCCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE FERRY, NY 14530-9772 (716) 237-6191	Selling Source:	13 - CHEVROLET
		Site Code:	13223
		Business Associate Code:	115381
Service Contract:	No	Branded Title:	Yes
		Warranty Block:	Yes
		PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	07/31/1998	20 miles	7/31/2001	36020 miles
72/100 SHEET METAL RUST-THROUGH	07/31/1998	20 miles	7/31/2004	100020 miles
36/36 CORROSION	07/31/1998	20 miles	7/31/2001	36020 miles
96/80 PCM/CC EMISSIONS	07/31/1998	20 miles	7/31/2006	80020 miles
36/36 FEDERAL EMISSIONS	07/31/1998	20 miles	7/31/2001	36020 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/21/2000	789886	#	T2020 - WARRANTY TOWING	20000 miles
03/21/2000	800542	#	Z8016 - ROADSIDE GONE ON ARRIVAL	20000 miles
02/09/1998	A38348	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM Vehicle Inquiry System

Claim History

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

[Help](#)

VIN:	2G1WL52M3W9238348
-------------	-------------------

CLAIM HISTORY

Repair Order Date: 03/21/2000		Repair Order Number: 789886		Odometer Reading: 20000 miles		
Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 5033 TROY, MI 48007-5033			Selling Source: 13 - CHEVROLET		
				Site Code: 00690		
				Business Associate Code: 160087		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/31/2000	52	01	#	T2020 - WARRANTY TOWING	N/A	N

Repair Order Date: 03/21/2000		Repair Order Number: 800542		Odometer Reading: 20000 miles		
Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 5033 TROY, MI 48007-5033			Selling Source: 13 - CHEVROLET		
				Site Code: 00690		
				Business Associate Code: 160087		
Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
04/07/2000	54	01	#	Z8016 - ROADSIDE GONE ON ARRIVAL	N/A	N

Repair Order Date: 02/09/1998		Repair Order Number: A38348		Odometer Reading: 0 miles		
Serviced By:	MCCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE PERRY, NY 14530-9772 (716) 237-6191			Selling Source: 13 - CHEVROLET		
				Site Code: 13223		
				Business Associate Code: 115381		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/12/1998	828	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

GM Vehicle Inquiry System

Claim History

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

[Help](#)

VIN:	2G1WL52M3W9238348
------	-------------------

CLAIM HISTORY

Repair Order Date:	03/21/2000	Repair Order Number:	789886	Odometer Reading:	20000 miles
--------------------	------------	----------------------	--------	-------------------	-------------

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

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/31/2000	52	01	#	T2020 - WARRANTY TOWING	N/A	N

Repair Order Date:	03/21/2000	Repair Order Number:	800542	Odometer Reading:	20000 miles
--------------------	------------	----------------------	--------	-------------------	-------------

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

Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
04/07/2000	54	01	#	Z8016 - ROADSIDE GONE ON ARRIVAL	N/A	N

Repair Order Date:	02/09/1998	Repair Order Number:	A38348	Odometer Reading:	0 miles
--------------------	------------	----------------------	--------	-------------------	---------

Serviced By:	MCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE PERRY, NY 14530-9772 (716) 237-6191			Selling Source:	13 - CHEVROLET
				Site Code:	13223
				Business Associate Code:	115381

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/12/1998	828	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

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GM Vehicle Inquiry System

Delivery Information

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[Help](#)

VIN:	2G1WL52M3W9238348
------	-------------------

IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	07/31/1998	Odometer:	N/A	Delivery Type:	RETAIL/INDIVIDUAL
Delivering Dealer:	MCCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE PERRY, NY 14530-9772 (716) 257-6191			Delivery Selling Source:	13 - CHEVROLET
				Delivery Site Code:	13223
				Business Associate Code:	115381

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GM Vehicle Inquiry System

Dealer Information

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

[Help](#)

VIN: 2G1WL52M3W9238348

INVOICE INFORMATION

Invoice Date:	02/09/1998		
Site Address:	MCCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE PERRY, NY 14530-9772 (716) 237-6191	Selling Source:	13 - CHEVROLET
		Site Code:	13223
		Business Associate Code:	115381

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	MCCLURG CHEVROLET OLDSMOBILE PONTIAC BUICK INC 16 PARKER LANE PERRY, NY 14530-9772 (716) 237-6191	Selling Source:	13 - CHEVROLET
		Site Code:	13223
		Business Associate Code:	115381

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GM Vehicle Inquiry System

Warranty Block

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

[Help](#)

VIN:	2G1WL52M3W9238348
------	-------------------

WARRANTY BLOCK

Block Code:	SV	Description:	GOVERNMENT REPORTED SALVAGED	Effective Date:	06/01/2000
-------------	----	--------------	------------------------------	-----------------	------------

Blocked Labor Operations:

All

Blocked Claim Types:

#, A, D, E, F, I, K, L, M, P, Q, S, T, U, 4, 5, 6, 7, 8, 9

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GM Vehicle Inquiry System

Warranty Block

[Back](#)

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

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

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

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

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

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

- Regular Warranty

0 - MIC Regular Warranty

1 - MIC Add Credit

2 - MIC Debit

3 - MIC Deductible Override

4-7 - N/A

8 - Certified Used Vehicle

9 - Product Reporting

A - Reciprocal

B - Parts with Labor

C - Parts without Labor

D - Case Add Credit

E - Cadillac Value Protection Plan

F - Corporate Parts Return

G - Case Debit

I - Pre-delivery Inspection

K - GM Wholesale Use Only

L - GM Wholesale Use Only

M - Deductible Override

N - GM SPO Warranty

P - GM Wholesale Use Only

Q - GM Wholesale Use Only

S - Customer Reimbursement

T - Transpiration Claim

U - School Bus

GM Vehicle Inquiry System

Branded Title

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

[Help](#)

VIN:	2G1WL52M3W9238348
------	-------------------

BRANDED TITLE

Brand Description:	SALVAGED		
Date Branded:	06/01/2000	Reporting Source Code:	Y
Title Number:	N/A	Reporting State/Entity:	NY

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

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GLV Vehicle Inquiry System

Branded Title

[Back](#)

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

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

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

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

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

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



NEW YORK CENTRAL MUTUAL
 FIRE INSURANCE COMPANY
 1899 CENTRAL PLAZA EAST
 EDMESTON, NEW YORK 13335-1899

(607) 965-8321

07/18/2000

ESIS
 300 RENAISSANCE CENTER
 MAIL CODE # 482C20D71
 DETROIT MI 48265-3000

RECEIVED
 JUL 26 2000
 ESIS-GM CLAIMS UNIT

*NO OMAC
 NO UP
 12th St 7/27/00*

Re: Policy No: [REDACTED]
 D/L: 03/21/2000
 Our File: 2000309363-0
 Agent: 1L 399 Knight Agency Inc
 Insured: ROBERT E & BETTY R [REDACTED]

Your Policy:
 Your File: 000134594
 Your Insured: GMAC

Dear Sir or Madam:

We are the insurance carrier for the above named insured who sustained a loss as a result of your insured's negligence.

Inasmuch as we paid our insured directly for the damages, we look to you for reimbursement in the amount of \$14,229.00 which includes our insured's deductible.

Enclosed please find all pertinent information to substantiate our subrogation claim.

Thank you for your anticipated prompt attention to this matter.

Very truly yours,

Wanda M. Inman

(Mrs) Wanda M. Inman
 Subrogation/Salvage Examiner

WMI:wmi
 Telephone No: 1-800-234-6926, ext. 2438

Encs.

ACORD AUTOMOBILE LOSS NOTICE

ACORD No. 716-492-4100		DATE (mm/dd/yyyy) 03/23/00
Arcade Agency, Inc. P.O. Box 305 Main Street New York, NY 10005		MODEL/License INFO (fill in license info) REFERENCE NUMBER DATE
LOSS NO. 7582504 POLICY NO. 68138700	REPORTING DATE 03/20/01 DATE OF ACCIDENT AND TIME 03/21/00 02:30	LOSS TYPE <input checked="" type="checkbox"/> CONTACT <input type="checkbox"/> CONTACT INVOLVED
LOSS ADDRESS [REDACTED]		NAME TO CONTACT Robert A. & Betty R. [REDACTED] PHONE TO CONTACT [REDACTED]

LOCATION OF ACCIDENT Freedom rd, Freedom, NY Vehicle caught on fire	POLICE REPORT # [REDACTED]	LOCAL JURISDICTION [REDACTED]
---	-------------------------------	----------------------------------


COVERAGE	AMOUNT	COVERAGE	AMOUNT	COVERAGE	AMOUNT	OTHER COVERAGE (STRUCTURE, BOAT, TRAILER, ETC.)
BI	5000	BI	5000	COLISION	100	
ED		ED		ED	100	

MAKE AND MODEL 1998 CHEVROLET 1998 SEDAN	VIN 1G1LE2C2W8231148	LICENSE NO. [REDACTED]	STATE NY
NAME OF DRIVER [REDACTED]	ADDRESS [REDACTED]	CITY [REDACTED]	STATE NY

PROPERTY DAMAGED [REDACTED]	DAMAGE TO OTHER PROPERTY [REDACTED]	DAMAGE TO OTHER VEHICLES [REDACTED]
--------------------------------	--	--

NAME	PHONE (day/eve)	RELATIONSHIP TO DRIVER	AGE	EVENT OF LOSS

NAME & ADDRESS	PHONE NO.	OTHER (Specify)

REPORTED BY Kathy Coleman	SIGNATURE OF POLICEMAN 
------------------------------	---

NOTICE: RECOUNT STATE INFORMATION ON REVERSE SIDE. ACORD CORPORATION 1999

B

DATE	YEAR	MAKE	MODEL	VIN	MI	YEAR IN	YEAR OUT	TAG
02/15/00	98	CHEVROLET	LUMINA	2G1WL52K9W9238348	5585	1983		0 0000
SERVICE DATE	NOTED	SVC ADV	RECOMMEND	DATE/TIME	LABOR	PARTS	TOTAL	
07/31/98	00/00/00	08	00/00/00	00:00	M322TK	48.00	01	05/01/00
R.O. NUMBER	32676		716 567 8512					

RECOMMENDED MAINTENANCE REPAIR LINE OF

OIL FILTER LINE

RECOMMENDED MAINTENANCE

BILL CODE

01	OIL FILTER LINE	1.00
	TOTAL LABOR	8.00
OK	25171377 OIL FILTER	8.00
XY	MOBIL OIL	5.95
	ROYAL PARTS	21.95

NEW YORK CENTRAL MARK

30 MAY 24 AM 1998



GENERAL MOTORS CORPORATION

Wang J

I hereby authorize the repair work described on this invoice along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or the any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you specific power, authority, permission to operate the vehicle herein described, as stated, highway or otherwise for the purpose of testing and/or operation. An express warranty is hereby understood on above vehicle to return the amount of repair thereon.	STATEMENT OF DISCLAIMER THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WHICH APPLY TO THE SALE OF THIS PRODUCT. THE SELLER ASSUMES NO LIABILITY FOR A PARTICULAR PART OR PARTS. THE SELLER ASSUMES NO LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.	LABOR AMOUNT	8.00
		PARTS AMOUNT	21.95
		MECH. SALES	.00
		MATERIALS	.00
		TOTAL CHARGE	29.95
		INDUSTRIAL	.00
		SALES TAX	1.80
		OTHER PAY	.00
		CUSTOMER PAY	21.55

Customer Signature _____

DRIVEN: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NEW YORK CENTRAL MUTUAL
EDMESTON OFFICE: 1-800-355-1717

4/24/2000
00399 IL
Knight Agency Inc
PO Box 305
Arcade NY 14009-0305

Re: Policy No: [REDACTED]
D/L: 2000/03/21
Our File: 2000-309363-0
Insured: ROBERT E & BETTY R [REDACTED]

A payment has been made on the above captioned claim. The following information is provided for your records:

CLAIMANT- 000 MP- 70 LC- 001
CHECK NUMBER: 001629392
AMOUNT OF CHECK: 3,403.11
DATE: 4/24/2000

PAYABLE TO: [REDACTED]

IN PAYMENT OF: FIRE TOTAL LOSS
PAYOFF SENT TO LIENHOLDER

CHECK SENT TO: INSURED

IF you have any questions with regard to this matter, feel free to contact our office.

Desk#N
CCARROLL
001629392

FILE COPY

NEW YORK CENTRAL MUTUAL
EDMESTON OFFICE: 1-800-365-1717

4/24/2000
00399 1L
Knight Agency Inc
PO Box 305
Arcade NY 14009-0305

Re: Policy No: [REDACTED]
D/L: 2000/03/21
Our File: 2000-309363-0
Insured: ROBERT E & BETTY R [REDACTED]

A payment has been made on the above captioned claim. The following information is provided for your records:

CLAIMANT- 000 MP- 70 LC- 001
CHECK NUMBER: 001629391
AMOUNT OF CHECK: 10,725.89
DATE: 4/24/2000

PAYABLE TO: ATTN LINDA LITTLE
BANK OF CASTLE
OPERATIONS CENTER
129 NORTH CENTER STREET
PERRY NY 14530

IN PAYMENT OF: FIRE TOTAL LOSS
1998 CHEVY LUMINA
SCHULTZ

CHECK SENT TO: LIENHOLDER
IF you have any questions with regard to this matter, feel free to contact our office.

Desk#N
CCARROLL
001629391

FILE COPY

2000-309363

INSURED



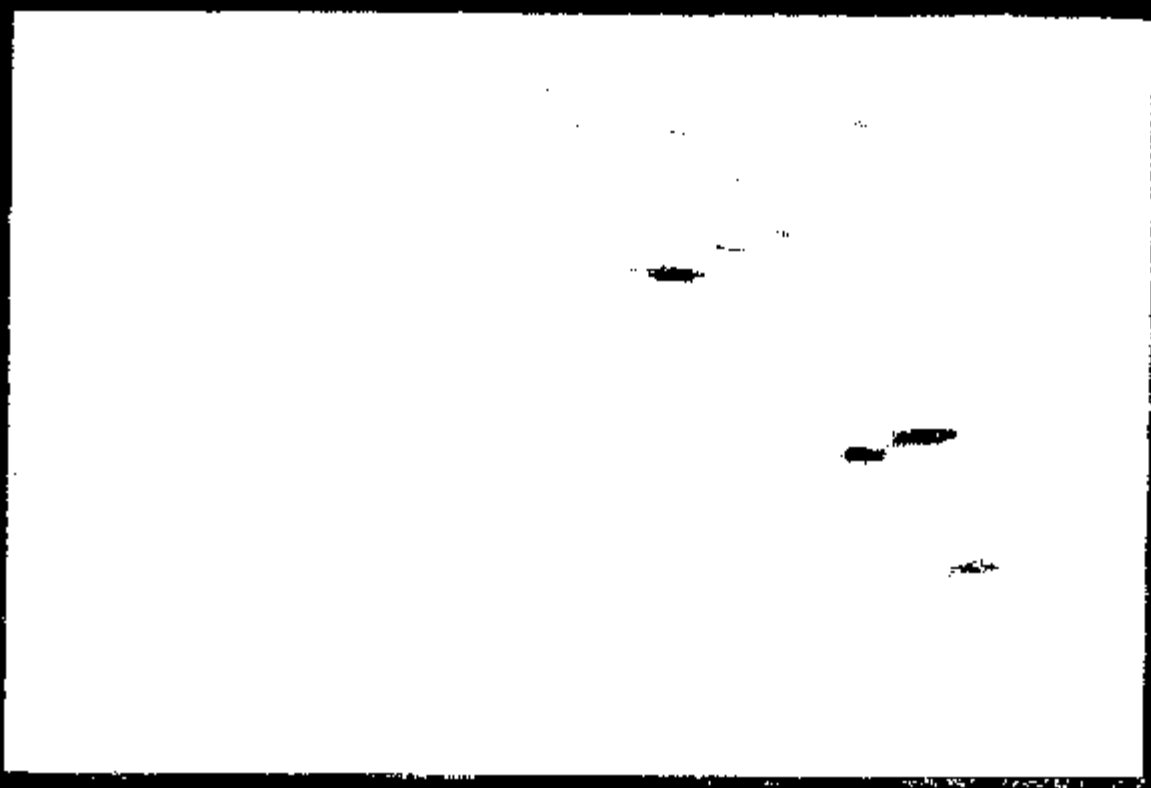
INSURANCE COMPANY, INC.

FILE #:

3/21/2000
2000309363

CLAIMANT:

TOTAL LOSS



NEW YORK CENTRAL INSURANCE
COMPANY AM 10:45



PHOTOS

ALBERT F. STAGES, INC.

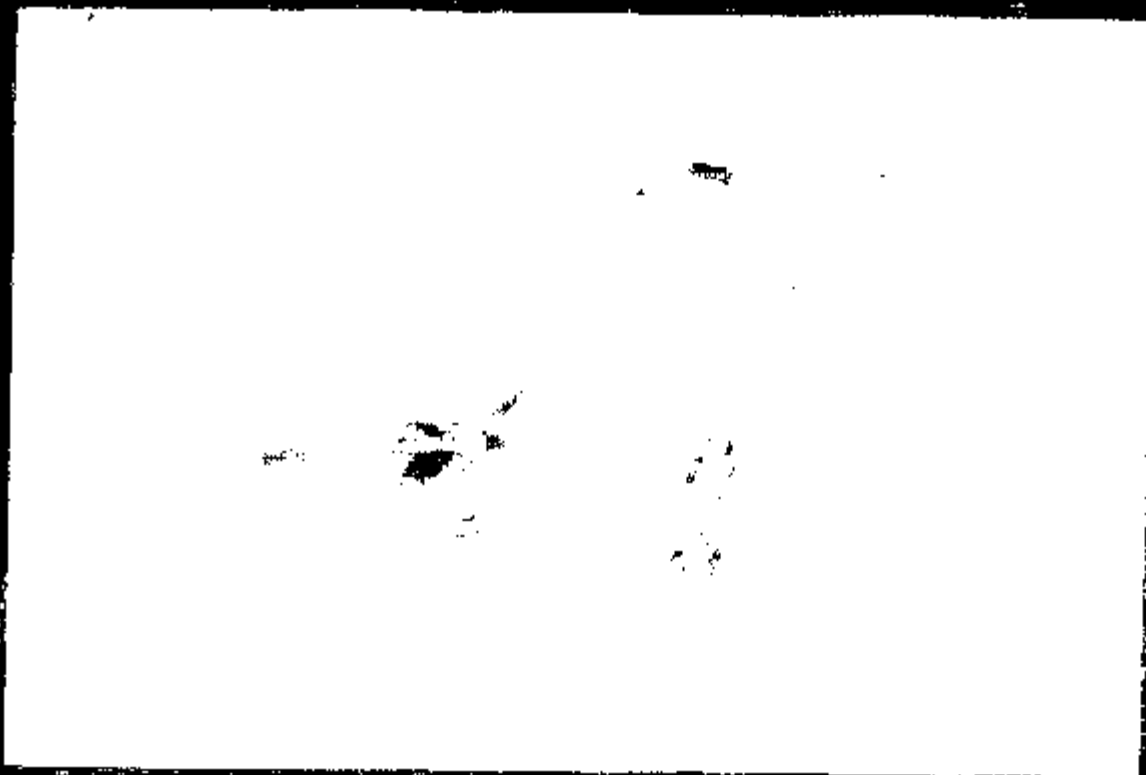
INSURED

FILE #:

2000 309 36 30

CLAIMANT:

TOTAL LOSS



100 APR 20 AM 10:45

NEW YORK CENTRAL BUILDING

PHOTOS

2000 309 36 30



2000-309363

ALBERT E. STAGGS, INC.

INSURED

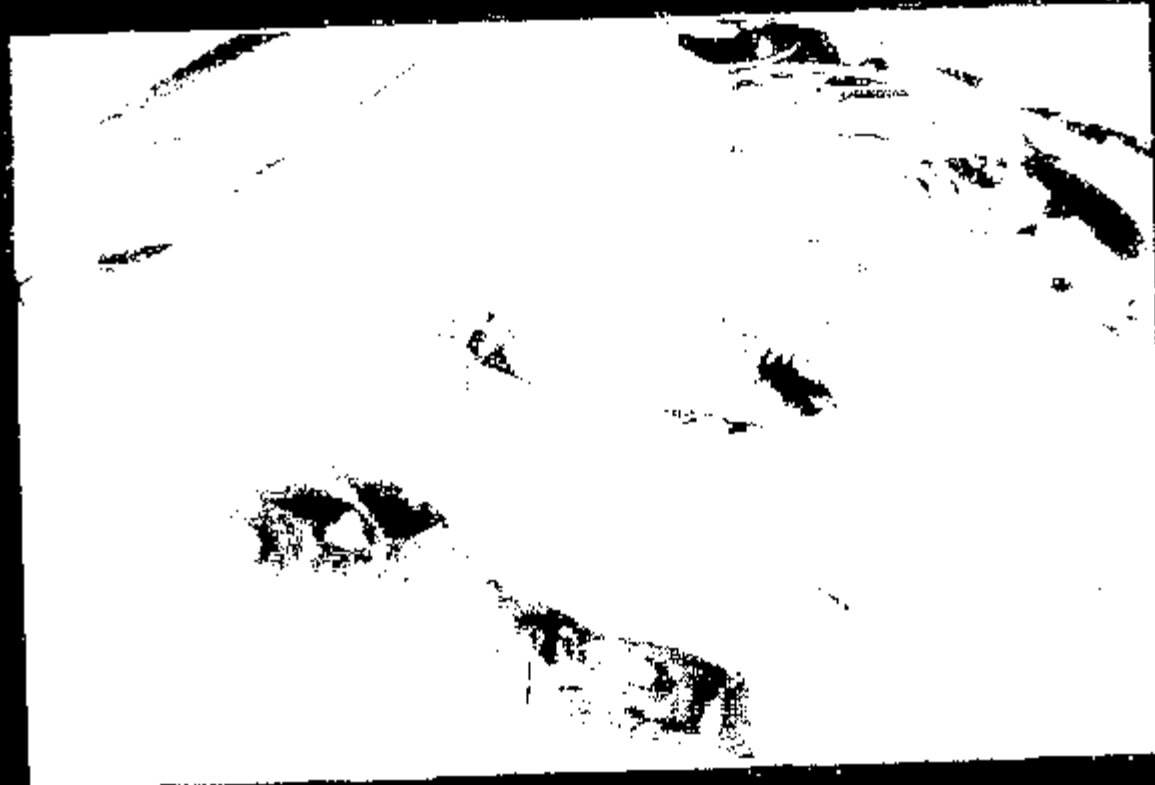
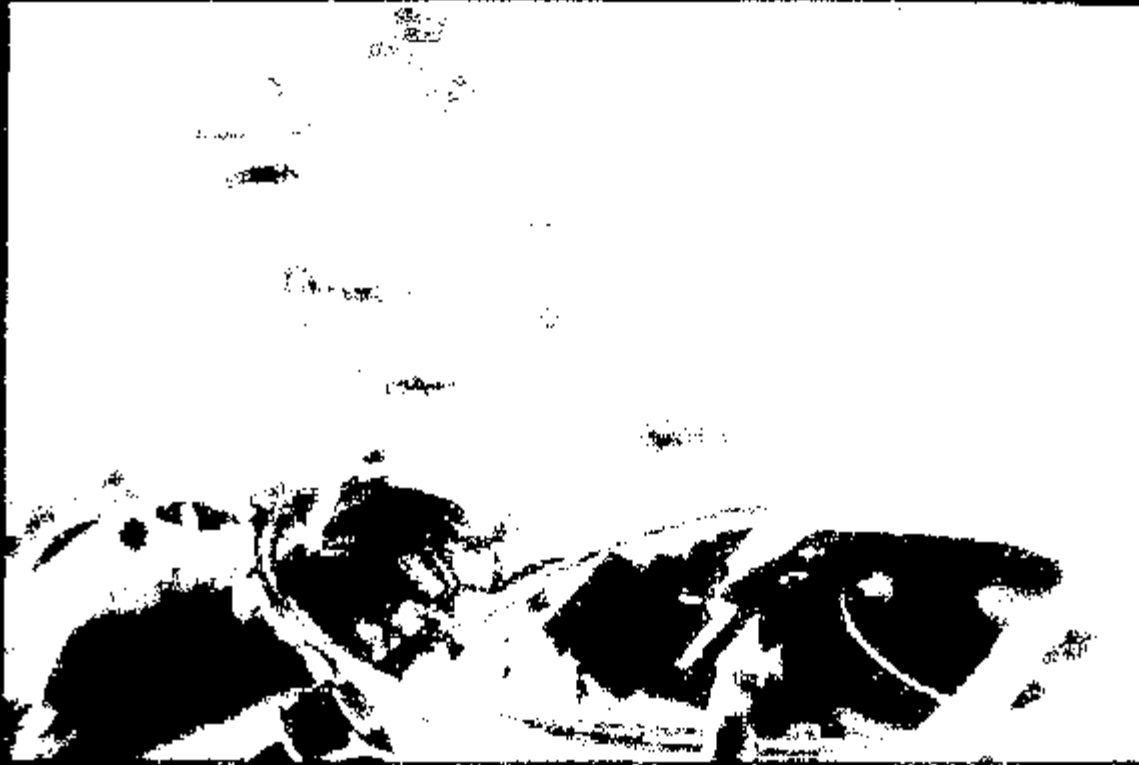


FILE #

20003093630

CLAIMANT:

TOTAL LOSS



00 APR 20 AM 10:45

NEW YORK GENERAL AUTOMOBILE



PHOTOS

FROM :

PHONE NO. :

Site 100
Apr. 18 2000 02:45PM P1

File # 97-968-8321

NEW YORK CENTRAL MUTUAL

BASIC CLAIM INFORMATION FORM

CLAIM # DMJ 0803 FAX# 607-968-33

CLAIMANT: NANCY BROOKMAN CLAIM NUMBER: 20003093630

INSURED'S NAME: Robert [REDACTED] POLICY NUMBER: [REDACTED]

OWNER'S NAME: [REDACTED] PHONE: 716-5 [REDACTED]

TYPE OF LOSS: Comp THEFT OTHER FIRE

VIN: 2G1WL52M3W9238348

STATE NY LOSS DATE: 3.21.00 YEAR: 98 MAKE: CHEVY MODEL: LUMINA

POWER OPTIONS

- Power Steering
- Power Brakes
- Power Windows
- Power Locks
- Power Driver Seat
- Power Pass. Seat

RADIO

- AM/PM Radio
- Stereo
- Cassette
- Compact Disc
- Equalizer
- BOSE
- INFINITY
- JBL Stereo

TRUCKS/VANS

- Step Bumper
- Sliding Rear Window
- Auxiliary Fuel Tank
- Deep Tinted Glass
- Running Boards
- Bedliner
- Chrome Bed Rails
- Tractioning Package
- Roll Bar
- Permanent Tool Box
- Grille Guards
- Snow Flow Package
- Floor Glass Cap
- Aluminum Cap
- Positioner
- Dual Rear Wheels
- Swivel Capt. Chairs (2)
- Captains Chairs (4)
- 7/8 Passenger
- 11/12 Passenger
- 15 Passenger
- Dual Air Conditioning
- 4x4 Midsize
- 4x4 Full-size
- Hitch
- Extended Wheel Base Van
- Stake Body

DECOR/CONVENIENCE

- Air Conditioning
- Rear Defogger
- Tilt Wheel
- Cruise Control
- Leather Seats
- Telescopic Wheel
- Auto Load Level
- Third Seat (wagons only)

OTHER

- Woodgrain
- ABS Brakes
- Air Bag
- Pass. Air Bag
- Anti-Theft
- Traction Control
- Custom Paint

WHEEL

- Custom
- Alloy
- Styled
- Wire
- Wire Covers

ROOF

- Vinyl
- Cabriolet
- Brougham
- Electric Sun Roof Glass / Steel
- Manual Sun Roof Glass/Steel
- Flip-Up
- T-Top
- Glass T-Top
- Luggage Rack

MILEAGE

20432

*LINK * If unknown

BODY STYLE

- 2DR 4DR Lift/Hatchback Convertible Wagon
- Pickup Van Utility Motorcycle 1/2 To
- 3/4Ton 1Ton Shortbed Longbed Cab & Chassis
- Fleetside Fenderside

Engine Detail: Size: 3.1 Cylinders: 6 Turbo Diesel

Transmission: AT 96 85 84 83 4W PO

Trim Package or Special Features:

SALVAGE

Salvage Moved? Yes No

When? 4-18-00

Where? SALVAGE MAN

Stock# B.97706

Tow \$ 0

Storage/Days \$ 15.00

+ 3 hrs. TRAN. D only

If not moved, location: AT

Phone # 96 02 per A

ADJUSTMENTS

Clean Interior \$ 35.00

Clean Exterior \$ 35.00

Clean Engine \$ 30.00

Dealer Prep Total \$ 100.00

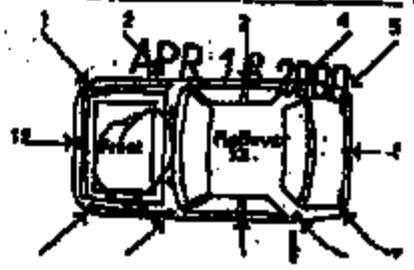
Prior Damage \$ 0

Deductible \$ 0

Sales Tax 8

Circle number that indicates damaged area:

- Fire
- Theft
- All Over
- Water
- Rac Theft
- Other
- Yes No
-



Valuation Report
New York Central Mutual
 1899 Central Plaza East, Edmeston NY 13335
 607-965-2505

Date: 4/19/00
 Claim: 2000-309963-0
 Policy: 7093504
 Customer: ROBERT AND BETTY

Valuation ID: 3231
 Type of Loss: Fire
 Classification: Total Loss
 Assessor: Pam Scatora

Loss Date: 3/21/00
 Deductible: \$100
 Payer Code:

Assessor ID:
 Profile: NYCM
 State: NY

Vehicle: 1998 Chevrolet Lumina 4D Sed 3.1L Inj 6 Cyl AO
 VIN: 2G1WL52M3W9238348
 Mileage: 20,432
 Condition:

Type: Auto
 License: NY
 Color:

N.A.D.A.® EASTERN VALUES		RED BOOK® A - NORTHEAST VALUES	
LUMINA-V6 SED 4D		WLSM Sedan	
Base Value	\$12,050	Base Value	\$12,725
Mileage Adjustment	\$425	Mileage Adjustment	\$600
Alum/Alloy Wheels	\$250	Alloy Wheels	\$225
Air Conditioning	Standard	Air Conditioning	Standard
Power Steering	Standard	Power Steering	Standard
Power Brakes	Standard	Power Brakes	No Adjust
Without Power Windows	<\$175>	Without Power Windows	No Adjust
Power Door Locks	Standard	Power Door Locks	\$100
Tilt Steering Wheel	Standard	Tilt Wheel	\$75
Cruise Control	Standard	Cruise Control	\$100
Electric Defogger	Standard	Electric Defogger	Standard
AM-FM Stereo	Standard	AM-FM Stereo	Standard
AM-FM Stereo Cassette	No Adjust	Tape	\$75
Automatic Transmission	Standard	Automatic Transmission	Standard
Total Retail Value	\$12,550	Total Retail Value	\$13,900

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

Date: 4/19/00 10:22 AM

Claim: 2000-309363-0

AVERAGE BOOK VALUE (Taxable)		\$13,225.00
Taxable Adjustments		
Dealer Prep	<\$50.00>	
Taxable Adjustments Total		<\$50.00>
Pre-Tax Subtotal		\$13,175.00
Tax 8.00%		\$1,054.00
Post-Tax Subtotal		\$14,229.00
Non-Taxable Adjustments		
Deductible	<\$100.00>	
Non-Taxable Adjustments Total		<\$100.00>
NET TOTAL		\$14,129.00

Remarks:

ALL OTHER OPTIONS NOTED ARE CONSIDERED IN THE BASE VALUE.
STORAGE \$15 PER DAY.
SALVAGE BID 23% = \$3030.25 FROM SALVAGE MANAGEMENT, BUFFALO, NY
PH# 716-874-9890 (STOCK #B97706)

Customer:

Inspection Site: NY

Date: 4/18/00 02:40 PM
 Supplement: 0

AP/STAGER INC
 3818 CALIFORNIA RD ORCHARD PARK, NY 14127-0228
 (718) 997-4315
 Fax: (718) 997-4021

APPRAISAL REPORT

DAMAGE ASSESSED BY: John Hopkins

FILE NUMBER: None
 CLAIM NUMBER: 20000003630
 DATE OF LOSS: 3/21/00
 TYPE OF LOSS: Collision
 APPRAISED FOR: New York Central Mutual

ASSIGNMENT DATE: None
 ASSIGN DATE: 3/24/00
 INSPECTION DATE: 3/27/00
 RECD DATE: None

Point(s) of Impact
 1E Non-Collision (0)

INSURED: Robt [REDACTED]

CLAIMANT: None

OWNER: None

BODY SHOP: Merito Bros. Chevrolet
 818 West Main Street
 P.O. Box 218
 Arcadia, NY 14009
 (718) 485-7379
 Joseph Baroni
 FAX: (718) 482-2803
 6618073

INSPECTION SITE: Merito Bros
 Arcadia

QUALITY RECYCLED PARTS: No
 AFTERMARKET NEW PARTS: No
 VEHICLE DRIVEABLE: No

APR 18 2000

Date: 4/18/00 02:40 PM
Supplement: 0

Comments:

3-27-00 APR

3-27-00 GM IS COMING TO LOOK AT VEHICLE AND CAN NOT MOVE OR DO ANYTHING TO UNTIL THEY LOOK AT, SHOP WILL GET THERE EST. TOGETHER WITH PRICES THAT I DON'T HAVE IN COMPUTER GM REP RICHARD MALAKI FROM A E ASSOCIATES CAME OUT AND LOOKED AT VEHICLE 3-30-00 HAVE NOT GOT RESPONSE YET FROM HIM

CALLED NANCY AT NYCM WILL WAIT 2 MORE DAYS TO SEE WHAT IS HAPPENING WITH GM ,GM IS NOT GOING TO COVER CLAIM NO EXPLANATION FOR REASON OF NOT COVERING VEHICLE GM TEL # 1-800-231-1841 EXT 58042 LINDSCHA WORKING CAUSE OF FIRE ENGINE RUNNING ROCKER AND DUMP FUEL DOWN EXHAUST AND IGNITED CAUSING FIRE

3-27-00 CALLED NANCY BROOKMAN AND LET HER KNOW ABOUT CLAIM

3-28-00 CALLED MARTIN BROS. TO SEE IF GM WAS OUT YET, THEY SAID THEY TALKED TO GM AND ARE SENDING A ENGINEER OUT BUT DID NOT KNOW WHEN INSURED STATES WAS DRIVING VEHICLE CHECK ENGINE LIGHT CAME AND HE WAS GOING TO ARCADE SO HE WAS GOING TO STOP AT DEALER IN ARCADE BUT VEHICLE STARTED ON FIRE BEFORE WE COULD GET THERE

4-18-00 SUGGEST TOTALING VEHICLE POSSIBLE EXPENSIVE DAMAGE, HAD SHOP TEAR MORE DAMAGE REPAIRS COULD COST MORE ONCE INTO REPAIRS

COMPARISON ESTIMATE: 0.00
APPRaiser ESTIMATE: 9,712.82
AGREED UPON AMOUNT: 0.00

TOWING: 0.00
STORAGE: 0.00
DEDUCTIBLE: UNKNOWN

ACTUAL CASH VALUE: 12,700.00
SALVAGE VALUE: 0.00
SETTLEMENT: 0.00
REPAIR VS. ADV: 0.00

DRAFTCHECK NUMBER: 0
DRAFTCHECK AMOUNT: 0.00
DATE ISSUED: None

ESTIMATE FEE: 0.00
TRAVEL EXPENSE: 0.00
PHOTO EXPENSE: 0.00
ISSUE EXPENSE: 0.00
TOTAL CHARGES: 0.00

APR 18 2000

Date: 4/18/00 02:41 PM
 Estimate ID: 2000080830
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

A.F. STAGER INC

3815 CALIFORNIA RD ORCHARD PARK, NY 14127-2238
 (716) 867-8885
 Fax: (716) 867-8031

Damage Assessed By: John Hopkins

Appraised For: New York Central Mutual

LICENSE NUMBER 706097

Condition Code: Good
 Date of Loss: 3/21/00
 Assign Date: 3/29/00
 Deductible: UNKNOWN
 Claim Number: 2000080830

Type of Loss: Collision

Date Assigned: 3/21/00

Insured:
 Address:
 Telephone:



Mitchell Service: 813493

Description: 1998 Chevrolet Lumina
 Body Style: 4D Sed
 VIN: 2G1WL3203WA0238348
 Mileage: 20,432
 OEMALT: 0
 Options:

Drive Thr: 3.1L Inj 8 Oyl AG

Search Code: BLUF

AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER DOOR LOCKS
 TILT STEERING WHEEL, ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE
 AUTOMATIC OVERDRIVE, PASSENGER SIDE AIR BAG, MANUAL REMOTE MIRROR
 FRONT WHEEL DRIVE, 4-DOOR, FUEL INJECTION, DRIVER SIDE AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type / Part Number	Dollar Amount	Labor Units	
1	300088	EDY	REPAIR	HOOD PANEL	Blending		2.8*	
2	AUTO	REP	REPAIR	HOOD OUTSIDE			2.8	
3	300088	EDY	REMOVE/REPLACE	HOOD INSULATOR	10260738 GM PART	84.87	0.3	
4	302105	EDY	REMOVE/REPLACE	REAR INN HOOD WEATHERSTRIP	10264002 GM PART	14.80	0.3*	
5	302206	EDY	REMOVE/REPLACE	COOLING COOLANT LEVEL MODULE	10089180 GM PART	44.40	0.2*	
6	800800	MCH*	REMOVE/REPLACE	COLLANT LINE 2 OF 2	New	8.43	0.1*	
7	800500	MCH*	REMOVE/REPLACE	GEAR SHFT SELECT CABLE	New	85.45	0.7*	
8	800500	MCH*	REMOVE/REPLACE	WIPER MOTOR HARNESS 1 OF 2	New	185.48	4.5*	
9	800500	MCH*	REMOVE/REPLACE	WIPER MOTOR HARNESS 2 OF 2	New	20.85	0.5*	
10	800800	MCH*	REMOVE/REPLACE	CRUISE SERVO	New	432.85	8.0*	
11	800800	MCH*	REMOVE/REPLACE	OIL FILL CAP	New	3.99	0.0*	
12	800900	MCH*	REMOVE/REPLACE	OIL PUMP DRIVE SEAL GASKET	New	1.40	0.0*	
13	800800	MCH*	REMOVE/REPLACE	OIL CHANGE	New	18.85	0.0*	
14	800500	MCH*	ADDL LABOR CP	TEAR DOWN AND INSPECT	New		3.0*	
15	301297	MCH*	REMOVE/REPLACE	COOLING RECOVERY TANK	10268918 GM PART	14.50	0.3	
16	300808	REP	BLEND	R FENDER OUTSIDE			1.1	
17	300808	REP	BLEND	L FENDER OUTSIDE			0.3	
18	300900	MCH	REMOVE/REPLACE	DISABLE & ENABLE AIR SYSTEM	-N		0.5	
19	301688	MCH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS	-M		0.8	
20	300281	MCH	REMOVE/REPLACE	ABS MASTER CYLINDER	-M	1802885 GM PART	283.75	2.0*
21	302202	MCH	REMOVE/REPLACE	CRUISE CONTROL CABLE	-M	1267981 GM PART	24.83	0.5

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:40:50 2000080830

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Date: 4/18/00 02:41 PM
 Estimate ID: 2000309380
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

QTY	PN	UNIT	DESCRIPTION	REMARKS	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE
22	900544	MCH	ALIGN	FRONT SUSPENSION				1.0
23	900500	MCH*	REMOVE/REPLACE	INTAKE GASKET	New	22.34	22.34	1.5*
24	900500	MCH*	REMOVE/REPLACE	PLENUM GASKET	New	6.58	6.58	0.6*
25	900500	MCH*	REMOVE/REPLACE	CAM SENSOR	New	42.00	42.00	0.6*
26	900500	MCH*	REMOVE/REPLACE	CRANK SHAFT SENSOR	New	36.72	36.72	0.4*
27	900500	MCH*	REMOVE/REPLACE	TRANS DIP STICK	New	6.20	6.20	0.0*
28	900500	MCH*	REMOVE/REPLACE	COOLANT LINE 1 OF 2	New	2.04	2.04	0.2*
29	901772	MCH	REMOVE/REPLACE	STEERING GEAR ASSEMBLY	ORDER FROM DEALER	711.70	711.70	2.6**
30	900478	MCH	REMOVE/REPLACE	STEERING POWER PUMP	28048847 GM PART	202.26	202.26	1.0*
31	900488	MCH	REMOVE/REPLACE	STEERING PUMP PULLEY	10189295 GM PART	29.57	29.57	0.2**
32	900500	MCH*	REMOVE/REPLACE	POWER STEER FLUID	New	8.00	8.00	0.0*
33	900500	MCH*	REMOVE/REPLACE	BELT	New	25.75	25.75	0.8*
34	900500	MCH*	REMOVE/REPLACE	PLUG WIRES	New	60.86	60.86	1.4*
35	900500	MCH*	REMOVE/REPLACE	PLUGS	New	60.70	60.70	1.0*
36	900500	MCH*	REMOVE/REPLACE	WIRE HARNESS 1 OF 3	New	34.00	34.00	1.0*
37	900500	MCH*	REMOVE/REPLACE	WIRE HARNESS 2 OF 3	New	165.45	165.45	2.0*
38	900500	MCH*	REMOVE/REPLACE	WIRE HARNESS 3 OF 3	New	75.91	75.91	2.0*
39	900500	MCH*	REMOVE/REPLACE	HOOD RETAINERS	New	9.50	9.50	0.0*
40	900500	MCH*	REMOVE/REPLACE	VACUUM HOSE	New	29.00	29.00	0.5*
41	900500	MCH*	REMOVE/REPLACE	EVAPORATOR HOSE 1 OF 4	New	6.00	6.00	0.4*
42	900500	MCH*	REMOVE/REPLACE	EVAPORATOR HOSE 2 OF 4	New	8.26	8.26	0.4*
43	900500	MCH*	REMOVE/REPLACE	EVAPORATOR HOSE 3 OF 4	New	4.26	4.26	0.4*
44	900500	MCH*	REMOVE/REPLACE	EVAPORATOR HOSE 4 OF 4	New	11.17	11.17	0.4*
45	900500	MCH*	REMOVE/REPLACE	FUEL PRESSURE REGULATOR	New	59.00	59.00	2.7*
46	900500	MCH*	REMOVE/REPLACE	FUEL HOSES 2	New	6.42	6.42	1.0*
47	900500	MCH*	REMOVE/REPLACE	WASHER HOSES	New	4.12	4.12	0.4*
48	900577	MCH	REMOVE/REPLACE	I. ENGINE VALVE COVER	24504889 GM PART	44.80	44.80	1.8**
49	900400	MCH*	REMOVE/REPLACE	OXYGEN SENSOR	New	102.14	102.14	0.8*
50	900409	MCH*	ADD'L LABOR OP	ALY CORE CHANGE	Sublet	48.00	48.00	0.0*
51	900500	MCH*	ADD'L COST	COOLANT		36.00	36.00	
52	900597	MCH	REMOVE/REPLACE	R. ENGINE VALVE COVER BASKET	10184776 GM PART	12.88	12.88	1.5**
53	900500	MCH*	REMOVE/REPLACE	REAR AIR CLEANER INTAKE DUCT	24009257 GM PART	39.83	39.83	0.3
54	900500	MCH*	REMOVE/REPLACE	MASS AIR FLOW SENSOR	New	170.44	170.44	0.8*
55	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 1 OF 6	New	12.96	12.96	2.0*
56	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 2 OF 6	New	2.00	2.00	0.3*
57	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 3 OF 6	New	24.88	24.88	0.3*
58	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 4 OF 6	New	7.06	7.06	0.3*
59	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 5 OF 6	New	2.04	2.04	0.2*
60	900500	MCH*	REMOVE/REPLACE	HEATER HOSE 6 OF 6	New	0.43	0.43	0.2*
61	900500	MCH*	REMOVE/REPLACE	AKE BOOSTER HOSE & CHECK VALVE	New	4.80	4.80	0.4*
62	900500	MCH*	REMOVE/REPLACE	MAP SENSOR	New	65.40	65.40	0.8*
63	900500	MCH*	REMOVE/REPLACE	HOSE	New	6.00	6.00	2.0*
64	900500	MCH*	REMOVE/REPLACE	INJECTORS 8 X 112.12	New	872.72	872.72	4.0*
65	900500	MCH*	REMOVE/REPLACE	EXHAUST PIPE & CONVERTER	24500781 GM PART	826.84	826.84	0.8*
66	900500	MCH*	REMOVE/REPLACE	THROTTLE CABLE	New	18.21	18.21	0.5*
67	900500	MCH*	REMOVE/REPLACE	CRUISE CABLE	New	24.83	24.83	0.5*
68	900500	MCH*	REMOVE/REPLACE	POWER STEER HOSE 1 OF 2	New	74.50	74.50	1.5*
69	900500	MCH*	REMOVE/REPLACE	POWER STEER HOSE	New	28.33	28.33	1.8*
70	900500	MCH*	REMOVE/REPLACE	EVAP SILENCER 1 OF 2	New	21.71	21.71	0.2*
71	900500	MCH*	REMOVE/REPLACE	EVAP SILENCER 2 OF 2	New	21.07	21.07	0.1*
72	900500	MCH*	REMOVE/REPLACE	PVO GROMMET	New	3.15	3.15	0.1*
73	900500	MCH*	REMOVE/REPLACE	BRAKE BOOSTER HOSE GROMMET	New	17.76	17.76	0.1*
74	900500	MCH*	REMOVE/REPLACE	EDR VALVE	New	176.07	176.07	0.5*
75	900500	MCH*	REMOVE/REPLACE	I/O VALVE	New	80.45	80.45	0.4*
76	900500	MCH*	REMOVE/REPLACE	SENSOR	New	41.56	41.56	0.4*
77	900448	MCH	REMOVE/REPLACE	ALTERNATOR	ORDER FROM DEALER	203.66	203.66	1.0*
78	ALTO	SOY	REMOVE/REPLACE	IGNITION COILS				0.8
79	900500	MCH	REMOVE/REPLACE	IGNITION COIL	10472401 GM PART	83.47	83.47	0.1**
80	900500	MCH	REMOVE/REPLACE	IGNITION COIL	10472401 GM PART	83.47	83.47	0.1**

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:40:50 2000309380

Mitchell Data Version:

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Date: 4/18/00 02:41 PM
 Estimate ID: 2000000030
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMER

QTY	PN	UNIT	DESCRIPTION	QTY	UNIT PRICE	TOTAL	REMARKS	UNIT PRICE	TOTAL
B1	30688	MCH	REMOVE/REPLACE IGNITION COIL	-M				10473401 GM PART	23.47
B2	30689	MCH	REMOVE/REPLACE GASKET	-M				1988870 GM PART	2.00
B3	30690	MCH	REMOVE/REPLACE GASKET	-M				1988878 GM PART	2.00
B4	30690	MCH	REMOVE/REPLACE GASKET	-M				1988879 GM PART	2.00
B5	30691	MCH	REMOVE/REPLACE IGNITION COIL MODULE	-M				10488432 GM PART	213.18
B6	301418	MCH	REMOVE/REPLACE IGNITION WIRE SET	-M				12182889 GM PART	80.88
B7	300791	MCH	REMOVE/REINSTALL INSTRUMENT PANEL ASSY	-M					4.9
B8	933001	REF	ADD'L OPR						
B9	933001	REF	ADD'L OPR						
B9	933001	REF	ADD'L OPR						3.00*
B9	933017	REF	ADD'L OPR						1.00*
B9	933018	REF	ADD'L OPR						10.00*
B2	AUTO		ADD'L COST						80.00*
B3	AUTO		ADD'L COST						3.00*

* - Judgment Item
 # - Labor Note Applies

I. Labor Subtotals					Totals		II. Part Replacement Summary			Amount	
	Units	Rate	Adj Labor Amount	Shop Amount			Taxable Parts	Sales Tax			
Body	3.8	\$8.00	3.00	0.00	148.40	T			0.0000%	6,822.24	
Refrish	8.8	\$8.00	19.00	0.00	228.00	T				-48.58	
Mechanical	62.8	46.00	0.00	40.00	2,829.80	T	Total Replacement Parts Amount			6,822.22	
Taxable Labor					3,290.20						
Labor Tax			0.00%		283.89						
Labor Summary					72.7		3,574.09				
III. Additional Costs					Amount		IV. Adjustments		Amount		
Taxable Costs						113.80	Customer Responsibility				0.00
Sales Tax						8.04					
Total Additional Costs					121.84						
							I. Total Labor:			3,574.09	
							II. Total Replacement Parts:			6,822.22	
							III. Total Additional Costs:			121.84	
							Gross Total:			6,712.22	
							IV. Total Adjustments:			0.00	
							Net Total:			6,712.22	

Point(s) of Impact
 16 Non-Collision (8)

Inspection Site: North Bros
 Aracata
 Inspection Date: 3/27/00 **APR 18 2000**

ESTIMATE RECALL NUMBER: 4/18/00 14:40:50 2000000030
 Mitchell Data Vendor: APR_02_A
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Date: 4/18/00 02:41 PM
Estimate ID: 2000309930
Estimate Version: 0
Controlled
Profile ID: CUSTOMIZED

Body Shop: Martin Bros. Chevrolet
Address: 515 West Main Street
P.O. Box 218
Acanda, NY 14009
Telephone: (716) 495-7379
Fax Phone: (716) 492-2903
State Lic. No: 6610573

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR--REPAIRS MUST BE AUTHORIZED BY OWNER. NO SUPPLEMENTS ACCEPTED WITHOUT PRIOR APPROVAL.

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:40:50 2000309930

Michel Data Version:

APR_00_A

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Page 4 of 4

Date: 4/18/00 02:41 PM
 Estimate ID: 2000080800-R
 Estimate Version: 0
 Copyright: CUSTOMIZED
 Profile ID: CUSTOMIZED

A.F. STAGER INC

3815 CALIFORNIA RD ORCHARD PARK, NY 14127-2289
 (716) 687-8045
 Fax (716) 687-8031

Damage Assessed By: John Hopkins

Approved For: New York Central Mutual

LICENSE NUMBER 706097

Condition Code: Good
 Date of Loss: 3/24/00
 Assign Date: 3/24/00
 Deductible: UNKNOWN
 Claim Number: 2000080800-R

Type of Loss: Collision
 Date Assigned: 3/24/00

Insured:
 Address:
 Telephone:



Market Number: 012403

Description: 1998 Chevrolet Lumina
 Body Style: 4D Sed
 VIN: 2G1WL52K3WZ28848
 Mileage: 20,482
 GENPLT: 0

Drive Train: 3.1L I4 6 Cyl AD

Search Code: BUFF

Options: AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER DOOR LOCKS
 TILT STEERING WHEEL, ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE
 AUTOMATIC OVERDRIVE, PASSENGER SIDE AIR BAG, MANUAL REMOTE MIRROR
 FRONT WHEEL DRIVE, 4-DOOR, FUEL INJECTION, DRIVER SIDE AIR BAG

Line Item	Qty	Part Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	800800	BDY*	ADDL LABOR OP	DEALER PREP	DEALER PREP	Sublet		0.0*
2	800800	BDY*	ADDL LABOR OP	EXTERIOR	EXTERIOR	Sublet	35.00*	0.0*
3	800800	BDY*	ADDL LABOR OP	INTERIOR	INTERIOR	Sublet	35.00*	0.0*
4	800800	BDY*	ADDL LABOR OP	MOTOR	MOTOR	Sublet	35.00*	0.0*

* - Judgement Item

APR 18 2000

1. Labor Summary						2. Part Replacement Summary	
Body	Units	Rate	Sublet Amount	Sublet Amount	Total	Amount	Amount
	8.0	38.00	0.00	100.00	100.00 T		
Tangible Labor					100.00		
Labor Summary					8.0	100.00	
						Total Replacement Parts Amount	0.00

ESTIMATE RECALL NUMBER: 4/18/00 14:44:18 2000080800-R

Initial Data Version:

APR_00_A

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Date: 4/18/00 02:41 PM
 Estimate ID: 20003009830-R
 Estimate Version: 0
 Committed
 Profile ID: CUSTOM4250

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Customer Responsibility	0.00
Dealer Prep 100.00			
UNRELATED DAMAGE 0			
		I. Total Labor:	100.00
		II. Total Replacement Parts:	0.00
		III. Total Additional Costs:	0.00
		Gross Total:	100.00
		IV. Total Adjustments:	0.00
		Net Total:	100.00

Point(s) of Impact
 18 Non-Collision (B)

Inspection Site: Martin Bros
 Arcade
 Inspection Date: 3/27/00

Body Shop: Martin Bros. Chevrolet
 Address: 615 West Main Street
 P.O. Box 218
 Arcade, NY 14009
 Telephone: (716) 486-7379
 Fax Phone: (716) 482-2603
 State Lic. No: 5810073

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR--REPAIRS MUST BE AUTHORIZED BY OWNER. NO SUPPLEMENTS ACCEPTED WITHOUT PRIOR APPROVAL.

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:41:08 20003009830-R
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NEW YORK CENTRAL MUTUAL

FIRE INSURANCE COMPANY
1899 CENTRAL PLAZA EAST
EDMESTON, NEW YORK 13335-1899

(607) 965-8321

09/25/2000

ATTN GREG THRASHER
PROPERTY DAMAGE UNIT
ESIS
300 RENAISSANCE CENTER
MAIL CODE 482 C20 D71
DETROIT MI 48265-3000

413181

ESIS-

OCT 09 2000

Re: Policy No: [REDACTED]
D/L: 03/21/2000
Our File: 2000309363-0
Agent: 1L 399 Knight Agency Inc
Insured: ROBERT E & BETTY [REDACTED]
Your File: PD-80100
Your Client: GENERAL MOTORS

Dear Mr Thrasher:

Pursuant to your 8/1/2000 letter, we are enclosing the requested items. Our insured advised that GMAC indicated that they are not negligent for this fire loss as a GMAC representative inspected the vehicle prior to our appraisal of damages and inspection done by our expert. This vehicle was purchased and had all maintenance work completed by McClurg Chevrolet; therefore, all maintenance records can be obtained from them. Please note that our insured filed a report with the National Highway Traffic & Safety Bureau. The vehicle is being held at Salvage Management in Buffalo, stock # B97706. We would like to have a joint inspection between experts. Please advise. Thank you

Very truly yours,

(Mrs) Wanda M. Inman
Subrogation/Salvage Examiner

WMI:wmi

encs

MISMEM



PETER VALLAS ASSOCIATES Inc.

A Professional Corporation

Internet: <http://www.petervallas.com>
E-mail: experts@petervallas.com

★ Corporate Headquarters
106 Main Street
Hackensack, NJ 07601
(201) 487-8901
Fax: 201-487-1258

Date of Report: May 3, 2000

Total pages: 19

★ Northern Regional Office
106 Washington Avenue
Encliett, NY 13760
(807) 783-8280
Fax: 807-785-8541

Ms. Wanda Inman
NEW YORK CENTRAL MUTUAL FIRE INS CO
1899 Central Plaza East
Edmeston, New York 13335-1899

Fax Number: (607) 965-2136

★ Eastern Regional Office
100 Mill Plain Road
Danbury, CT 06811
(203) 791-3100
Fax: 203-791-0900

VIA MAIL AND FACSIMILE (_____ PAGES)

File: 001346
Re : [REDACTED]
Pol/CF: 200005093030 703800
D/L : 3/21/00

★ Northeastern Regional Office
188 North Main Street
Warsaw, NY 14568
(716) 788-8880

Prepared by: David R. Redicker
Corporate Director of Investigations

★ Laboratory Facilities
85 Zabriskie Street
Hackensack, NJ 07601
(201) 487-0686

PETER VALLAS ASSOCIATES Inc. reserves the right to amend and/or supplement this report in the event additional information, documentation or evidence becomes available.

★ Pennsylvania Regional Office
Pennsylvania Avenue
Philadelphia, PA 19150
(215) 584-8468

THIS REPORT FURNISHED AS PRIVILEGED AND CONFIDENTIAL TO ADDRESSEE. RELEASE TO ANY OTHER COMPANY, CONCERN OR INDIVIDUAL IS SOLELY THE RESPONSIBILITY OF ADDRESSEE.

NEW YORK CENTRAL MUTUAL
00 MAY -4 AM 10:25

item # 1

PURPOSE OF THE ASSIGNMENT

In accordance with your request, this organization conducted an inspection of the insured's vehicle in reference to the origin and cause of the fire. The assignment also includes the issuance of a written report based on our analysis.

PRELIMINARY REMARKS

An inspection was conducted on Friday, April 28, 2000 at Salvage Management on Vulcan Street in Buffalo, New York.

DESCRIPTION OF THE VEHICLE

The vehicle is a 1998 Chevrolet Lumina four door sedan, color purple. The vehicle identification number is 2G1NL52M3W9238348, date of manufacturer is February 1998.

INSPECTION OBSERVATIONS

The vehicle has a New York Registration sticker, number AZ624630, which expires July 30, 2000. There is a New York Inspection sticker, number 9613739, which expires August 2000. The mileage on the vehicle at the time of my inspection was 20,432.2 miles. The trip odometer registered 810.2 miles.

Exterior examination of the vehicle revealed no evidence of fire damage visible on the exterior. There is also no evidence of fire damage to the interior or trunk. Inspection of the underside of the vehicle revealed no evidence of fire originating from or extending to this area.

During my inspection of the trunk, it was noted that there were a number of engine components located in the trunk. These consisted of the manifold, throttle body, alternator, air intake, serpentine belt, plug wires and transmission dipstick.

Inspection of the engine compartment revealed evidence of a fire located near the top rear of the engine. The battery was in place in the left front corner. The fuse panels were in place and intact. All fluid levels were within manufacturer's accepted levels. The heaviest fire patterns are at the right rear of the engine where there is evidence of a burned wiring harness.

OTHER RELEVANT INFORMATION

A review of the submitted documentation revealed that the insured's recently had the vehicle in for an oil change. While they were operating the vehicle, they experienced stalling and hesitation. While attempting to get the vehicle to the dealership, the vehicle stalled and they noted the fire underneath the hood.

NEW YORK COUNTY CLERK
MAY 1 4 11 AM '00

It is also my understanding that General Motors allegedly locked at the vehicle.

CONCLUSION

Based on the on scene inspection, review of documentation and analysis to date, it is the opinion of this organization that the fire originates in the engine compartment. The point of origin is at the top and rear of the engine block.

The exact cause is undetermined at this time.

COMMENTS AND RECOMMENDATIONS

Since the vehicle has been altered prior to my inspection, it is recommended that follow-up interviews with the insured and the dealership be conducted to determine who was responsible for the partial disassembly of the engine. Further, any documentation reference recent service on the vehicle should be reviewed.

I am also conducting internet research reference any recalls or service bulletins which may be a factor in the cause of the fire.

Please advise this organization should you want the aforementioned follow-up work to be conducted.

We want to thank you for the opportunity to have been of service to you. If any additional information is required or follow-up is to be conducted, please contact us.

Respectfully submitted,

PETER VALLAS ASSOCIATES Inc.


David R. Redsicker
Corporate Director of
Investigations

DRR/ald

PHOTOGRAPHIC DOCUMENTATION AND/OR OTHER ATTACHMENTS

NEW YORK CENTRAL MANUCL
DO MAY -4 AM 10: 25

Aug 29, 2000

Dear Wanda,

On March 21, 2000, while driving from Fillmore to Acada, NY - perhaps a 20 mile drive - my "service engine soon" light came on in the town of Freedom. I knew there was a Chevy dealership in Acada and I intended to stop and have my car checked to see why the light came on.

As I approached the junction of Rt 98, my car stalled. My wife and I noticed we had swelled smoke and saw it coming out from under the hood of the car. We both got out of the car for our safety.

The next vehicle to come along had been following us and the gentleman stopped to help us. He had a fire extinguisher in his vehicle - I didn't get his name. He told me to open the hood and when I did it became engulfed in flames. I believe he may have called for help. He put the fire out with his extinguisher and then the police and fire dept came.

Our car was towed to the above mentioned Chevy dealership - Martin Brothers. It remained there until totaled by our insurance company. It had been investigated by Michael Moran at that night before being

Here # 3, 4, 5

considered a loss by New York Central.
Martin Beathen was not an original
dealer. #635 brought and have always
had one purple 1998 Chevy Lumina secured
at Mc Clung Chevrolet - Oldsmobile -
Potliss, Inc located at 116 Route One,
Rensselaer, NY 14530.

Sincerely,

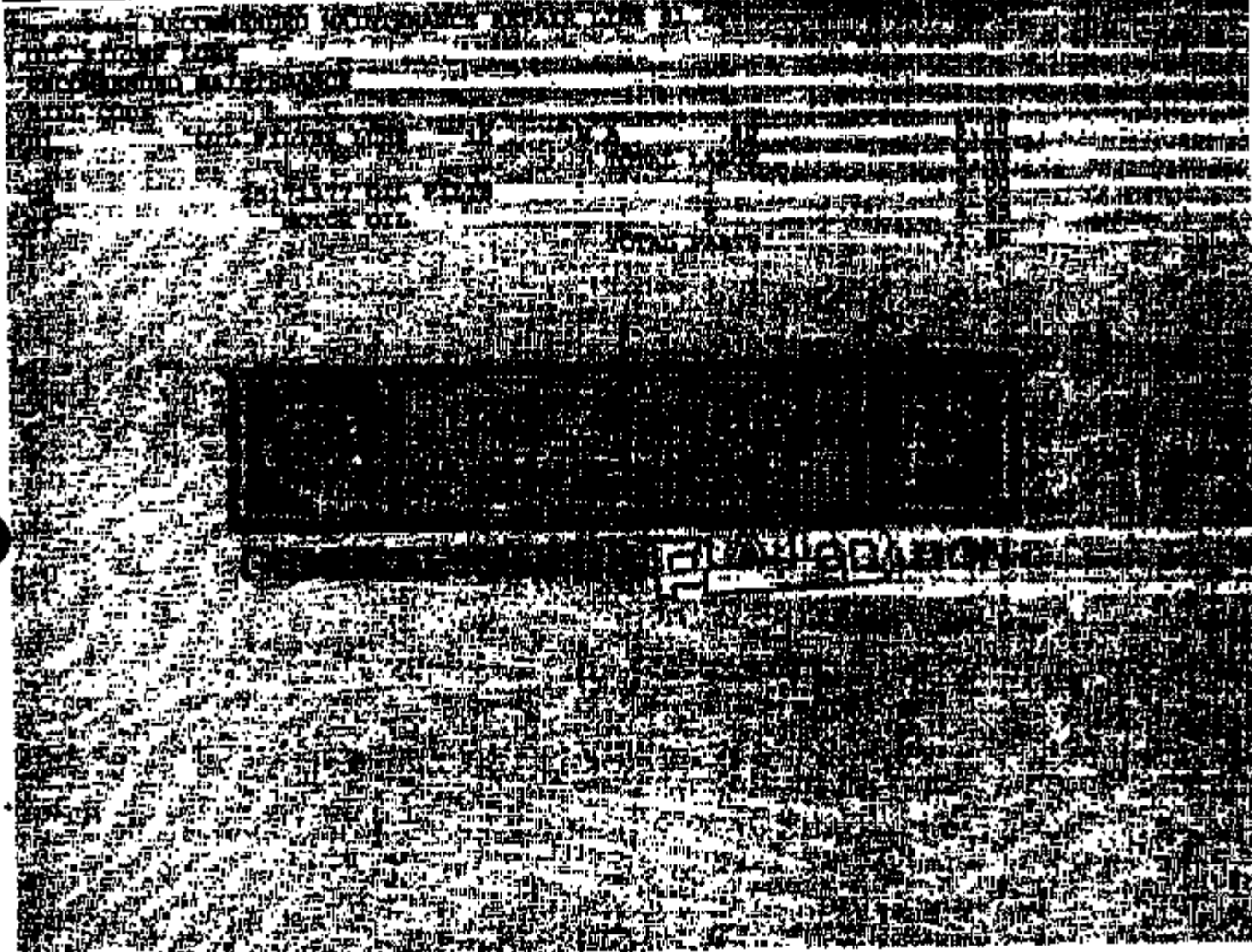


NEW YORK CENTRAL MAIL
30 SEP 14 AM 9:51B

P.S. Our claim # is 2000 329 963.



02/15/00	98	CHEVROLET	LUMINA	2G1WL52M3W9298348	5585	19583	0	0000
07/31/98	00/00/00	08	00/00/00 00:00	W322TE	48.00	01	02/15/00	
32676		716 567 8512						



I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire theft or any other cause beyond your control or for any damage caused by availability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of making similar inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Customer Signature X _____

OWNER, DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONTAINS ALL OF THE WARRANTIES WITH REGARD TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN OR IN ADDITION TO ANY WRITTEN WARRANTY OF FACTORY ORIGIN. IT IS STATED FOR A PARTICULAR PURPOSE, SELLER HEREBY AGREES NOT TO ASSUME ANY OTHER FORM OF LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM.

00 JUL 28 AM 9:56

NEW YORK CENTRAL LIBRARY

	8.00
	11.95
	.00
	.00
	19.95
	.00
	1.60
	.00
	21.55

How #5

DATE: 10-25-99 VEHICLE IDENTIFICATION NO.: 2K6JW15K2B3W9238341515 MAKE: BUICK MODEL: REGAL YEAR: 98

I hereby authorize the repair of my vehicle for any or all services listed on the accompanying order and agree that no warranty or guarantee is given or intended to be given with it unless it is stated to the contrary. I understand that I am responsible for the safe transport of my vehicle and for any damage caused by the repair shop. I understand that I am responsible for any damage to my vehicle caused by the repair shop. I understand that I am responsible for any damage to my vehicle caused by the repair shop.

GENERAL SERVICE (PARTS & LABOR) AUTHORIZED BODY REPAIR BODY REPAIRS (DO NOT CHECK) MAKE: YEAR: NY Repair Shop Reg. No. 7088985 METAL POINTS LAUNCH PARTS

OPERATION	LUBRICATE	<input checked="" type="checkbox"/>
	CHANGE OIL	<input checked="" type="checkbox"/>
	CHANGE OIL FILTER/OIL	<input checked="" type="checkbox"/>
	TUNE/SHARPEN	<input type="checkbox"/>
	BRUSH/SCOUR/BLAST	<input type="checkbox"/>
	WAX	<input type="checkbox"/>
	TRANSDUCER	<input type="checkbox"/>
	VALVE/ROCKER	<input type="checkbox"/>
	WIPER	<input type="checkbox"/>
	WASH	<input type="checkbox"/>
	WAX	<input type="checkbox"/>
	WAX	<input type="checkbox"/>
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	WAX	<input type="checkbox"/>

CUSTOMER'S IDENTIFICATION

QTY.	PART NO. OR DESCRIPTION	PRICE
1	PT 52	5.00

QTY.	PART NO. OR DESCRIPTION	PRICE

A					
B					
C					
D					
E					
F					
G					
H					
I					
J					
K					
L					
M					
N					

NEW YORK CENTRAL AUTOM. 09 JUL 28 AM 9:36

DRIVE FROM DRIVE FROM

PALD

995 1200 N/A






McCLURG CHEVROLET-OLDS-PONTIAC-BUICK, INC.
 16 Parker Lane
 PERRY, NEW YORK 14530
 (716) 227-6191

DESCRIPTION	AMOUNT
LABOR MECHANIC	10
SMALL REPAIRS-MECHANIC	17.95
PARTS & ACCESSORIES-MECHANIC	5.00
LABOR-BODY	4.00
SMALL REPAIRS-BODY	
PARTS & ACCESSORIES-BODY	
PAINT & BODY MATERIAL	
TIRES	
GAS, OIL, GREASE	6.95
TAX	2.30
TOTAL	31.20

TOTAL SHEET REPAIRS		
GAS OIL GREASE		
GAS, OIL, GREASE		
LABOR, OIL, GREASE		
TOTAL GAS OIL GREASE		

THIS PRINTED WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THE VEHICLE AND IS THE EXCLUSIVE PROPERTY OF THE MANUFACTURER. IT IS VOID IF ANY PART OF THE WARRANTY IS NOT SEEN BY THE BUYER AT THE TIME OF PURCHASE. THE BUYER SHALL BE RESPONSIBLE FOR THE PROTECTION OF THIS WARRANTY. THE BUYER SHALL NOT BE RESPONSIBLE FOR THE PROTECTION OF THIS WARRANTY. THE BUYER SHALL NOT BE RESPONSIBLE FOR THE PROTECTION OF THIS WARRANTY.

SUMMARY CLAIMS SUMMARY SCREEN CLAIM# 98332726 BRANCH- 0
 INSURED ██████████ FILE LIMITS: ACV - 0100 LSO NO DED
 CURRENT CREDITED SALVAGE SUBRO.
 LOSS DT RESERVE RESERVE RESERVE RESERVE
 19981114 * .00 .00 .00 .00
 INSTRUCTIONS: Add/Change data as necessary. Rollup=Forward; Rolldown=Back
 DATE A B IMAGED SUMMARY MESSAGE 19981123 X

99999999 A 9:00 PM - GENESHO, NY - DEER RAN INTO FRONT LEFT HEADLIGHT, 0001
 99999999 FENDER AND HOOD. JKEISTER 472 0002
 99999999 A INSD'S VEH - A 98 CHEVROLET LUMINA DRIVEN BY RICHARD (INSD'S 0003
 99999999 SON) 10779 COUNTY ROAD 27B, FILLMORE, NY 14735 - PHONE # 0004
 99999999 (716)567-4344. DAMAGE TO FRONT LEFT FENDER, HEADLIGHT. NO 0005
 99999999 AUTHORITIES WERE CONTACTED. JKEISTER 472 0006
 99999999 A REC'D INSD'S ACORD FROM AGENT ON 11/17/98. JKEISTER 472 0007
 19981120 A *****EST FOR INSD VEH IS IN-LINE FOR \$901.58*****RWIS 90 0008
 19981120 B RECD FILE FROM IN HOUSE, CALLED INSD NO ANSWER, PAID ROBERT 0009
 19981120 SCHULTZ \$801.58, COMPLETED LSO...RDAVIS/MWYMAN. 0010
 19981120 \$ LOS- 801.58 CHECK SENT TO: INSURED 00070 009 0011
 19981120 A MAILED CK W/LSO LTR & CERT REPAIR TO INSD.....CFERGUSON277 0012
 19981119 A RECD REVD 1ST NOTICE, AUTO FEND...RDAVIS/MWYMAN. 00 +

item # 9
 prior accident

estimate

Est # 48332/106

PAUL'S PAINT & BODY SHOP
 11488-B Route 36 - Dewitt Road
 P.O. Box 102
 CENTERVILLE, NEW YORK 14029
 (716) 867-4243

1471



REGISTRATION NO. 1-322TK SERIAL NO. 76101524509250 ODOMETER 1024240 ESTIMATE PREPARED BY Paul

INSURANCE CO. Knight's Agency (Central) Policy # 7073504 ADJUSTOR

REPLACE	REPAIR	DESCRIPTION	PARTS	LABOR	REFRESH	SUBLET
✓		L/H Hinge	22.00	0.5		
✓		H/L mounting panel	82.00	1.0		
	✓	Adj H/L's		0.5		
	✓	Tree support		1.0	0.5	
	✓	L/H Fenders		2.5	2.0	
	✓	Wash		1.5	2.8	
		paint + materials 5.3 @ 1500	79.50			
		car cover	5.00			
		Hand mat dig	3.00			
TOTALS			392.00	7.0		

NEW YORK
 CENTRAL
 NEW YORK
 NEW YORK
 NEW YORK

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, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above prices are not guaranteed. Quotations on parts and labor are current and subject to change.

AUTHORIZATION FOR REPAIR. You are hereby authorized to make the above repairs:

SIGNED: _____
 DATE: _____

TOTAL PARTS	\$ 392.00
TOTAL LABOR	\$ 7.00
TOTAL REFRESH	\$ 190.80
TOTAL SUBLET	\$ 834.80
TAX	\$ 66.78
TOTAL	\$ 901.58

NEW YORK CENTRAL MUTUAL
EDMESTON OFFICE: 1-800-355-1717

4/24/2000
00399 IL
Knight Agency Inc
PO Box 305
Arcade NY 14009-0305

Re: Policy No: [REDACTED]
D/L: 2000/03/21
Our File: 2000-309363-0
Insured: ROBERT E & BETTY R [REDACTED]

A payment has been made on the above captioned claim. The following information is provided for your records:

CLAIMANT- 000 MP- 70 LC- 001
CHECK NUMBER: 001629392
AMOUNT OF CHECK: 3,403.11
DATE: 4/24/2000

PAYABLE TO: [REDACTED]

IN PAYMENT OF: FIRE TOTAL LOSS
PAYOFF SENT TO LIENHOLDER

CHECK SENT TO: INSURED
IF you have any questions with regard to this matter, feel free to contact our office.

Desk#N
CCARROLL
001629392

FILE COPY

item # 10

NEW YORK CENTRAL MUTUAL
EDMESTON OFFICE: 1-800-355-1717

4/24/2000
00399 1L
Knight Agency Inc
PO Box 305
Arcade NY 14009-0305

Re: Policy No: [REDACTED]
D/L: 2000/03/21
Our File: 2000-309363-0
Insured: ROBERT E & BETTY R [REDACTED]

A payment has been made on the above captioned claim. The following information is provided for your records:

CLAIMANT- 000 MP- 70 LC- 001
CHECK NUMBER: 001629391
AMOUNT OF CHECK: 10,725.89
DATE: 4/24/2000

PAYABLE TO: ATTN LINDA LITTLE
BANK OF CASTILE
OPERATIONS CENTER
129 NORTH CENTER STREET
PERRY NY 14530

IN PAYMENT OF: FIRE TOTAL LOSS
1998 CHEVY LUMINA
SCHULTZ

CHECK SENT TO: LIENHOLDER
IF you have any questions with regard to this matter, feel free to contact our office.

Desk#N
CCARROLL
001629391

FILE COPY

Valuation Report
 New York Central Mutual
 1899 Central Plaza East, Edmeston NY 13335
 807-985-2506

Date: 4/19/00
 Claim: 2000-308363-0
 Policy: [REDACTED]
 Customer: ROBERT AND BETTY
 [REDACTED]
 Loss Date: 3/21/00
 Deductible: \$100
 Payer Code:

Valuation ID: 3231
 Type of Loss: Fire
 Classification: Total Loss
 Assessor: Pam Scalora

Assessor ID:
 Profile: NYCM
 State: NY

Vehicle: 1998 Chevrolet Lumina 4D Sed 3.1L Inj 6 Cyl AO
 VIN: 2G1WL52M3W9238348
 Mileage: 20,432
 Condition:
 Type: Auto
 License: NY
 Color:

N.A.D.A.® EASTERN VALUES		RED BOOK® A - NORTHEAST VALUES	
LUMINA-V6 SED 4D		WL5M Sedan	
Base Value	\$12,050	Base Value	\$12,725
Mileage Adjustment	\$425	Mileage Adjustment	\$800
Alum/Alloy Wheels	\$250	Alloy Wheels	\$225
Air Conditioning	Standard	Air Conditioning	Standard
Power Steering	Standard	Power Steering	Standard
Power Brakes	Standard	Power Brakes	No Adjust
Without Power Windows	<\$175>	Without Power Windows	No Adjust
Power Door Locks	Standard	Power Door Locks	\$100
Tilt Steering Wheel	Standard	Tilt Wheel	\$75
Cruise Control	Standard	Cruise Control	\$100
Electric Defogger	Standard	Electric Defogger	Standard
AM-FM Stereo	Standard	AM-FM Stereo	Standard
AM-FM Stereo Cassette	No Adjust	Tape	\$75
Automatic Transmission	Standard	Automatic Transmission	Standard
Total Retail Value	\$12,550	Total Retail Value	\$13,900

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

Date: 4/19/00 10:22 AM

Claim: 2000-308363-0

AVERAGE BOOK VALUE (Taxable)			\$13,225.00
Taxable Adjustments			
Dealer Prep		<\$50.00>	
	Taxable Adjustments Total		<\$50.00>
	Pre-Tax Subtotal		\$13,175.00
	Tax 8.00%		\$1,054.00
	Post-Tax Subtotal		\$14,229.00
Non-Taxable Adjustments			
Deductible		<\$100.00>	
	Non-Taxable Adjustments Total		<\$100.00>
NET TOTAL			\$14,129.00

Remarks:

ALL OTHER OPTIONS NOTED ARE CONSIDERED IN THE BASE VALUE.
STORAGE \$16 PER DAY.
SALVAGE BID 23% = \$3030.25 FROM SALVAGE MANAGEMENT, BUFFALO, NY
PH# 716-874-9890 (STOCK #B97708)

Customer: ROBERT AND BETTY
 SCHULTZ
 : FILLMORE, NY 14735

Inspection Site: NY

FROM :

PHONE NO. :

Size: 100
Apr. 18 2000 02:45PM P1

FIL# 697-965-0021

NEW YORK CENTRAL MUTUAL

BASIC CLAIM INFORMATION FORM

FAX# 697-965-21

CLAIM REP: NANCY BROOKMAN CLAIM NUMBER: 20003093630
 INSURER'S NAME: Robert POLICY NUMBER: [REDACTED]
 OWNER'S NAME: _____ PHONE: 716- [REDACTED]
 TYPE OF LOSS: Comp HAFT OTHER Fire

VIN: 2G1WL52M3W9238348
 STATE NY LOSS DATE: 3.21.00 YEAR: 98 MAKE: CHEVY MODEL: Lumina

POWER OPTIONS

- Power Steering
- Power Brakes
- Power Windows
- Power Locks
- Power Driver Seat
- Power Pass. Seat

RADIO

- AM/FM Radio
- Stereo
- Cassette
- Compact Disc
- Equalizer
- BOSE
- INFINITY
- JBL Stereo

TRUCKS / VANS

- Step Bumper
- Sliding Rear Window
- Auxiliary Fuel Tank
- Deep Tired Glass
- Running Boards
- Bedliner
- Chrome Bed Rails
- Trailering Package
- Roll Bar
- Permanent Tool Box
- Grille Guards
- Snow Plow Package
- Fiber Glass Cap
- Aluminum Cap
- Positioning
- Dual Rear Wheels
- Swivel Capt. Chairs (2)
- Captains Chairs (4)
- 7/8 Passenger
- 11/12 Passenger
- 15 Passenger
- Dual Air Conditioning
- 4x4 Midsize
- 4x4 Full-size
- Winch
- Extended Wheel Base Van
- Stake Body

DECOR/CONVENIENCE

- Air Conditioning
- Rear Defogger
- Tilt Wheel
- Cruise Control
- Leather Seats
- Telescopic Wheel
- Auto Load Level
- Third Seat (wagons only)

OTHER

- Woodgrain
- ABS Brakes
- Air Bag
- Pass. Air Bag
- Anti-Theft
- Traction Control
- Custom Paint

WHEEL

- Custom
- Alloy
- Styled
- Wire
- Wire Covers

ROOF

- Vinyl
- Cabriolet
- Brougham
- Electric Sun Roof Glass / Steel
- Manual Sun Roof Glass/Steel
- Flip-Up
- T-Top
- Glass T-Top
- Luggage Rack

MILEAGE

20432

OAK If unknown

BODY STYLE:

- 2DR 4DR Lift/Hatchback Convertible Wagon
- Pickup Van Utility Motorcycle 1/2 Tr
- 3/4 Trn 1 Tr Shortbed Longbed Cab & Chassis
- Fenderside Penderside

Engine Detail: Size: 3.1 Cylinders: 6 Turbo Diesel

Transmission: AT S6 S5 S4 S3 4W PO

Tire Package or Special Features:

SALVAGE

Salvage Moved? Yes No

When? 4-18-00

Where? SALVAGE MAN

Stock# B.97706

Tow \$ 0

Storage/Days 15.00

+ 3 hr. TRAILER DOWN

If not allowed, location: AT

Phone# 96.00 per hr

ADJUSTMENTS

Clean Interior \$ 35.00

Clean Exterior \$ 55.00

Clean Engine \$ 30.00

Dealer Prep Total \$ 100.00

Prior Damage \$ 0

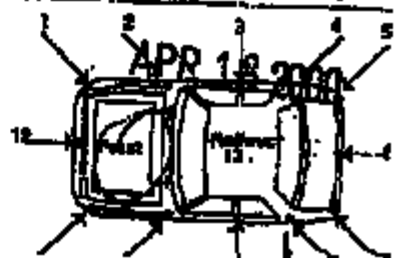
Deductible \$ _____

Sales Tax 8

Circle number that indicates damaged area!

- Fire
- Theft
- All Over
- Water
- Rec Theft
- Other
- Yes No

Driveable?



Date: 4/18/00 02:40 PM
Supplement: 8A.P. STAGER INC
3818 CALIFORNIA RD ORCHARD PARK, NY 14127-2238
(718) 687-6045
Fax: (718) 687-6031

APPRAISAL REPORT

DAMAGE ASSESSED BY: John Hopkins

FILE NUMBER: None
CLAIM NUMBER: 20000063830
DATE OF LOSS: 3/21/00
TYPE OF LOSS: Collision
APPRAISED FOR: New York General MutualASSIGNMENT DATE: None
ASSIGN DATE: 3/24/00
INSPECTION DATE: 3/27/00
RECORD DATE: None

Point(s) of Impact

18 Non-Collision (18)

INSURED:



CLAIMANT: None

OWNER: None

BODY SHOP: Martin Bros. Chevrolet
615 West Main Street
P.O. Box 218
Acanda, NY 14006
(718) 482-3378
Joseph Barrett
FAX: (718) 482-2803
6910073INSPECTION SITE: Martin Bros
AcandaQUALITY RECYCLED PARTS: No
AFTERMARKET NEW PARTS: No
VEHICLE DRIVABLE: No

APR 18 2000

Comments:

3-27-00 APR

3-27-00 GM IS COMING TO LOOK AT VEHICLE AND CAN NOT MOVE OR DO ANYTHING TO UNTIL THEY LOOK AT, SHOP WILL GET THERE EST. TOGETHER WITH PRICES THAT I DON'T HAVE IN COMPUTER GM REP RICHARD MALEKI FROM A R ASSOCIATES CAME OUT AND LOOKED AT VEHICLE 3-30-00 HAVE NOT GOT RESPONSE YET FROM HIM

3-27-00 CALLED NANCY AT NYCM WILL WAIT 2 MORE DAYS TO SEE WHAT IS HAPPENING WITH GM ,GM IS NOT GOING TO COVER CLAIM NO EXPLANATION FOR REASON OF NOT COVERING VEHICLE GM TEL # 1-800-231-1841 EXT 58042 LAZARCA MONTING CAUSE OF FIRE ENGINE RUNNING ROUGH AND DUMP FUEL DOWN EXHAUST AND IGNITED CAUSING FIRE

3-27-00 CALLED NANCY BROOKMAN AND LET HER KNOW ABOUT CLAIM

3-29-00 CALLED MARTIN BROS. TO SEE IF GM WAS OUT YET, THEY SAID THEY TALKED TO GM AND ARE SENDING A ENGINEER OUT BUT DID NOT KNOW WHEN INSURED STATES WAS DRIVING VEHICLE CHECK ENGINE LIGHT CAME AND HE WAS GOING TO ARCADE SO HE WAS GOING TO STOP AT DEALER IN ARCADE BUT VEHICLE STARTED ON FIRE BEFORE WE COULD GET THERE

4-18-00 SUGGEST TOTALING VEHICLE POSSIBLE EXPENSIVE DAMAGE, HAD SHOP TEAR MORE DAMAGE REPAIRS COULD COST MORE ONCE INTO REPAIRING

COMPARISON ESTIMATE: 0.00
APPRaiser ESTIMATE: 9,712.82
AGREED UPON AMOUNT: 0.00

TOWING: 0.00
STORAGE: 0.00
DEDUCTIBLE: UNKNOWN

ACTUAL CASH VALUE: 12,700.00
SALVAGE VALUE: 0.00
SETTLEMENT: 0.00
REPAIR VS. ACV: 0.00

DRAFT/CHECK NUMBER: 0
DRAFT/CHECK AMOUNT: 0.00
DATE ISSUED: None

ESTIMATE FEE: 0.00
TRAVEL EXPENSE: 0.00
PHOTO EXPENSE: 0.00
MISC EXPENSE: 0.00
TOTAL CHARGES: 0.00

APR 18 2000

Date: 4/18/00 02:41 PM
 Estimate ID: 2000083930
 Estimate Version: 0
 Consulted:
 Profile ID: CUSTOMIZED

A.F. STAGER INC

3915 CALIFORNIA RD ORCHARD PARK, NY 14127-3239
 (716) 887-8946
 Fax (716) 887-8951

Damage Assessed By: John Hopkins

Appraised For: New York Central Mutual

LICENSE NUMBER 706097

Condition Code: Good
 Date of Loss: 3/21/00
 Assign Date: 3/24/00
 Deductible: UNKNOWN
 Claim Number: 25029923930

Type of Loss: Collision
 Date Assigned: 3/24/00

Insured:
 Address:
 Telephone:



Michell Service: 013493

Description: 1998 Chevrolet Lumina
 Body Style: 4D Sed
 VIN: 2G1WL23J3V9234348
 Mileage: 20,432
 CDMALTY: 0
 Options:

Drive Train: 3.1L Inj 8 Cyl A/C

Search Code: BLFF

AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER DOOR LOCKS
 TEL STEERING WHEEL, ELECTRIC DEFROGGER, AM-FM STEREO CASSETTE
 AUTOMATIC OVERDRIVE, PASSENGER SIDE AIR BAG, MANUAL REMOTE MIRROR
 FRONT WHEEL DRIVE, 4-DOOR, FUEL INJECTION, DRIVER SIDE AIR BAG

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	300088	BDY	REPAIR	HOOD PANEL			2.8*
2	AUTO	REP	REFRESH	HOOD OUTSIDE			2.0
3	300088	BDY	REMOVE/REPLACE	HOOD INSULATOR	10280798 GM PART	34.87	0.3
4	301105	BDY	REMOVE/REPLACE	REAR BRK HOOD WEATHERSTRIP	10284802 GM PART	14.80	0.2*
5	301205	BDY	REMOVE/REPLACE	COOLING COOLANT LEVEL MODULE	10086163 GM PART	44.48	0.2*
6	900800	MCH*	REMOVE/REPLACE	COOLANT LINE 2 OF 2	New	9.43*	0.1*
7	300500	MCH*	REMOVE/REPLACE	GEAR SHIFT SELECT CABLE	New	35.49*	0.7*
8	300500	MCH*	REMOVE/REPLACE	WIPER MOTOR HARNESS 1 OF 2	New	185.48*	4.8*
9	300500	MCH*	REMOVE/REPLACE	WIPER MOTOR HARNESS 2 OF 2	New	26.89*	1.0*
10	300800	MCH*	REMOVE/REPLACE	CRUISE SERVO	New	432.28*	0.5*
11	900800	MCH*	REMOVE/REPLACE	OIL FILL CAP	New	3.85*	0.0*
12	300500	MCH*	REMOVE/REPLACE	OIL PUMP DRIVE SEAL GASKET	New	1.40*	0.0*
13	900800	MCH*	REMOVE/REPLACE	OIL CHANGE	New	19.98*	0.0*
14	300500	MCH*	ADDL LABOR OF	TEAR DOWN AND INSPECT	New		3.0*
15	301287	MCH*	REMOVE/REPLACE	COOLING RECOVERY TANK	10288918 GM PART	14.30	0.3
16	300209	REP	BLEND	R FENDER OUTSIDE			1.1
17	300209	REP	BLEND	L FENDER OUTSIDE			0.5
18	300300	MCH	REMOVE/REPLACE	DISABLE & ENABLE BRK SYSTEM			0.5
19	301665	MCH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS			0.5
20	302381	MCH	REMOVE/REPLACE	ABS MASTER CYLINDER	18029085 GM PART	203.75	2.0*
21	302382	MCH	REMOVE/REPLACE	CRUISE CONTROL CABLE	12567091 GM PART	24.89	0.5

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:40:50 2000083930

Michell Data Version: APR_00_A

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Date: 4/18/00 02:41 PM
 Estimate ID: 20000902030
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

QTY	PN	DESC	UNIT	PRICE	AMOUNT	UNIT PRICE	AMOUNT
22	900844	MCH ALIGN					
23	900800	MCH* REMOVE/REPLACE	FRONT SUSPENSION	-M			
24	900600	MCH* REMOVE/REPLACE	INTAKE GASKET		New	22.34	1.0*
25	900600	MCH* REMOVE/REPLACE	PLENUM GASKET		New	6.06	0.5*
26	900500	MCH* REMOVE/REPLACE	CAM SENSOR		New	42.00	0.5*
27	900500	MCH* REMOVE/REPLACE	CRANK SHAFT SENSOR		New	38.72	0.4*
28	900500	MCH* REMOVE/REPLACE	TRANS DIP STICK		New	6.20	0.0*
28	900500	MCH* REMOVE/REPLACE	COOLANT LINE 1 OF 2		New	2.04	0.2*
28	901772	MCH REMOVE/REPLACE	STEERING GEAR ASSEMBLY	-M	ORDER FROM DEALER	711.70	2.8**
30	900478	MCH REMOVE/REPLACE	STEERING POWER PUMP	-M	28048947 GM PART	202.36	1.0*
31	900488	MCH REMOVE/REPLACE	STEERING PUMP PULLEY	-M	10106336 GM PART	28.87	0.2**
32	900500	MCH* REMOVE/REPLACE	POWER STER FLUID		New	6.00	0.0*
33	900500	MCH* REMOVE/REPLACE	BELT		New	28.75	0.8*
34	900500	MCH* REMOVE/REPLACE	PLUG WIRES		New	60.86	1.4*
35	900500	MCH* REMOVE/REPLACE	PLUGS		New	50.70	1.0*
36	900500	MCH* REMOVE/REPLACE	WIRE HARNESS 1 OF 3		New	34.00	1.0*
37	900500	MCH* REMOVE/REPLACE	WIRE HARNESS 2 OF 3		New	165.45	2.0*
38	900500	MCH* REMOVE/REPLACE	WIRE HARNESS 3 OF 3		New	75.51	2.0*
39	900500	MCH* REMOVE/REPLACE	HOOD RETAINERS		New	9.50	0.0*
40	900500	MCH* REMOVE/REPLACE	VACUUM HOSE		New	20.00	0.5*
41	900500	MCH* REMOVE/REPLACE	EVAPORATOR HOSE 1 OF 4		New	5.00	0.4*
42	900500	MCH* REMOVE/REPLACE	EVAPORATOR HOSE 2 OF 4		New	8.59	0.4*
43	900500	MCH* REMOVE/REPLACE	EVAPORATOR HOSE 3 OF 4		New	4.26	0.4*
44	900500	MCH* REMOVE/REPLACE	EVAPORATOR HOSE 4 OF 4		New	11.17	0.4*
46	900500	MCH* REMOVE/REPLACE	FUEL PRESSURE REGULATOR		New	50.59	2.7*
46	900500	MCH* REMOVE/REPLACE	FUEL HOSES 2		New	6.42	1.0*
47	900800	MCH* REMOVE/REPLACE	WASHER HOSES		New	4.12	0.4*
48	900777	MCH REMOVE/REPLACE	L ENGINE VALVE COVER	-M	24804000 GM PART	44.00	1.8**
49	900500	MCH* REMOVE/REPLACE	OXYGEN SENSOR		New	102.16	0.8*
50	900500	MCH* ADD'L LABOR OP	ALT CORE CHARGE		Subst	40.00	0.0*
51	900500	MCH* ADD'L COST	COOLANT			30.00	
52	900800	MCH REMOVE/REPLACE	R ENGINE VALVE COVER GASKET	-M	10154778 GM PART	32.80	1.5**
53	902300	MCH* REMOVE/REPLACE	REAR AIR CLEANER INTAKE DUCT		24502827 GM PART	30.80	0.3*
54	900500	MCH* REMOVE/REPLACE	MASS AIR FLOW SENSOR		New	179.44	0.8*
55	900500	MCH* REMOVE/REPLACE	HEATER HOSE 1 OF 6		New	12.86	2.0*
56	900500	MCH* REMOVE/REPLACE	HEATER HOSE 2 OF 6		New	2.00	0.3*
57	900500	MCH* REMOVE/REPLACE	HEATER HOSE 3 OF 6		New	24.34	0.3*
58	900500	MCH* REMOVE/REPLACE	HEATER HOSE 4 OF 6		New	7.05	0.3*
59	900500	MCH* REMOVE/REPLACE	HEATER HOSE 5 OF 6		New	2.04	0.2*
60	900500	MCH* REMOVE/REPLACE	HEATER HOSE 6 OF 6		New	9.47	0.2*
61	900800	MCH* REMOVE/REPLACE	AIR BOOSTER HOSE & CHECK VALVE		New	4.89	0.4*
62	900800	MCH* REMOVE/REPLACE	MAP SENSOR		New	65.46	0.8*
63	900800	MCH* REMOVE/REPLACE	HOSES		New	6.00	0.4*
64	900800	MCH* REMOVE/REPLACE	SUBTORS 8 X 112.12		New	672.73	4.0*
65	902378	MCH* REMOVE/REPLACE	EXHAUST PIPE & CONVERTER		24500761 GM PART	230.84	0.8*
66	900800	MCH* REMOVE/REPLACE	THROTTLE CABLE		New	14.21	0.8*
67	900500	MCH* REMOVE/REPLACE	DRIBB CABLE		New	24.80	0.8*
68	900800	MCH* REMOVE/REPLACE	POWER STER HOSE 1 OF 2		New	74.10	1.5*
69	900800	MCH* REMOVE/REPLACE	POWER STER HOSE		New	28.33	1.0*
70	900500	MCH* REMOVE/REPLACE	EVAP BLEND 1 OF 2		New	21.71	0.2*
71	900500	MCH* REMOVE/REPLACE	EVAP BLEND 2 OF 2		New	21.07	0.1*
72	900800	MCH* REMOVE/REPLACE	PVO GROMET		New	2.15	0.1*
73	900600	MCH* REMOVE/REPLACE	BRAKE BOOSTER HOSE GROMET		New	17.78	0.1*
74	900600	MCH* REMOVE/REPLACE	EDR VALVE		New	176.07	0.8*
75	900600	MCH* REMOVE/REPLACE	IAD VALVE		New	30.46	0.4*
76	900500	MCH* REMOVE/REPLACE	SENSOR		New	41.85	0.4*
77	900848	MCH REMOVE/REPLACE	ALTERNATOR	-M	ORDER FROM DEALER	201.66	1.0*
78	AUTO	BOY REMOVE/REPLACE	IGNITION COILS				0.8
79	900600	MCH REMOVE/REPLACE	IGNITION COIL	-M	10472401 GM PART	63.47	0.1**
80	900600	MCH REMOVE/REPLACE	IGNITION COIL	-M	10472401 GM PART	63.47	0.2**

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:46:50 20000902030

Initial Date Version:

APR_00_A

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Date: 4/18/00 02:41 PM
 Estimate ID: 20003093030
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

01	300809	MCH	REMOVE/REPLACE	IGNITION COIL	-M	10472401	GM PART	88.67		NO #
02	300960	MCH	REMOVE/REPLACE	GASKET	-M	1996679	GM PART	2.00		
03	300660	MCH	REMOVE/REPLACE	GASKET	-M	1099579	GM PART	2.00		
04	300690	MCH	REMOVE/REPLACE	GASKET	-M	1996679	GM PART	2.00		
05	300801	MCH	REMOVE/REPLACE	IGNITION COIL MODULE	-M	10469422	GM PART	213.18		0.7*
06	301418	MCH	REMOVE/REPLACE	IGNITION WIRE SET	-M	12192069	GM PART	60.88		1.0*
07	300731	MCH	REMOVE/INSTALL	INSTRUMENT PANEL ASSY	-M					4.0
08	938001	REF	ADD'L OPR	ADDL CLEAR COAT						
09	938025	SDY	ADD'L OPR	RESTORE CORROSION PROTECTION					3.00*	
90	938017	REF	ADD'L OPR	COLOR SAND & BUFF						1.0*
91	933018	REF	ADD'L OPR	MARK FOR OVERSPLAY					10.00*	
92	AUTO		ADD'L COST	PAINT/MATERIALS					60.00*	
93	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL					3.00*	

* - Judgment Item
 # - Labor Note Applies

I. Labor Subtotals	Units	Rate	Adtl Labor Amount	Subst Amount	Totals	II. Part Replacement Summary	Amount
Body	3.9	36.00	3.00	0.00	148.10 T	Taxable Parts	8,882.34
Refinish	0.8	35.00	10.00	0.00	228.00 T	Sales Tax @ 8.000%	-448.99
Mechanical	62.8	46.00	0.00	40.00	2,928.88 T	Total Replacement Parts Amount	8,433.35
		Taxable Labor			3,296.20		
		Labor Tax @ 8.000%			265.66		
Labor Summary	72.7				3,561.86		

III. Additional Costs	Amount	IV. Adjustments	Amount
Taxable Costs	113.80	Customer Responsibility	0.00
Sales Tax @ 8.000%	9.04		
Total Additional Costs	122.84		

I. Total Labor:	3,562.00
II. Total Replacement Parts:	8,433.35
III. Total Additional Costs:	122.84
Grand Total:	12,118.19
IV. Total Adjustments:	0.00
Net Total:	12,118.19

Point(s) of Impact
 18 Non-Collision (R)

Inspection Site: Marina Street
 Arcadia
 Inspection Date: 3/27/00

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:40:00 20003093030

Mitchell Data Version:

APR_00_A

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Page 3 of 4

FROM :

PHONE NO. :

Apr. 18 2000 02:49PM '7

Date: 4/18/00 02:41 PM
Estimate ID: 2000093830
Estimate Version: 0
Certified
Profile ID: CUSTOMIZED

Body Shop: Marlin Bros. Chevrolet
Address: 915 West Main Street
P.O. Box 218
Arcade, NY 14006
Telephone: (716) 486-7379
Fax Phone: (716) 482-2603
State Lic. No: 6610072

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR--REPAIRS MUST BE AUTHORIZED BY OWNER. NO SUPPLEMENTS ACCEPTED WITHOUT PRIOR APPROVAL.

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:42:58 2000093830

Mitchell Data Version:

APR_DLA

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Page 4 of 4

Date: 4/18/00 02:41 PM
 Estimate ID: 2000030930-R
 Estimate Version: 0
 Consisted:
 Profile ID: CUSTOMIZED

A.F. STAGER INC

3615 CALIFORNIA RD ORCHARD PARK, NY 14127-3220
 (716) 887-8845
 Fax: (716) 887-8831

Damage Assessed By: John Hopkins

Appraised For: New York Central Mutual

LICENSE NUMBER 706097

Condition Code: Good
 Date of Loss: 3/21/00
 Assign Date: 3/21/00
 Deductible: UNKNOWAN
 Claim Number: 2000030930-R

Type of Loss: Collision
 Date Assigned: 3/24/00

Insured:
 Address:
 Telephone:



Michael Gerard: 813493

Description: 1999 Chevrolet Lumina
 Body Style: 4D Sed
 VIN: 3G7M16324W230448
 Mileage: 20,432
 DEMO: 0

Drive Train: 3.1L Inj 6 Cyl AO

Options: AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER DOOR LOCKS, TILT STEERING WHEEL, ELECTRIC DEFOGGER, AM-FM STEREO CASSETTE, AUTOMATIC OVERDRIVE, PASSENGER SIDE AIR BAG, MANUAL REMOTE MIRROR, FRONT WHEEL DRIVE, 4-DOOR, FUEL INJECTION, DRIVER SIDE AIR BAG

Search Code: SUPT

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900800	BDY*	ADD'L LABOR OP	DEALER PREP	Sublet		0.0*
2	800800	BDY*	ADD'L LABOR OP	EXTERIOR	Sublet	36.00*	0.0*
3	900800	BDY*	ADD'L LABOR OP	INTERIOR	Sublet	36.00*	0.0*
4	900800	BDY*	ADD'L LABOR OP	MOTOR	Sublet	30.00*	0.0*

* - Judgment Item

APR 18 2000

I. Labor Subtotals						II. Part Replacement Summary	
Body	Units	Rate	Add'l Labor Amount	Sublet Amount	Total	Amount	Amount
	0.0	36.00	0.00	180.00	180.00 T		
Totable Labor					100.00	Total Replacement Parts Amount	0.00
Labor Summary					0.0		

ESTIMATE RECALL NUMBER: 4/18/00 14:41:18 2000030930-R

Michael Data Version:

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Date: 4/18/00 02:47 PM
 Estimate ID: 20003093830-R
 Estimate Version: 0
 Committed
 Profile ID: CUSTOMIZED

III. Additional Costs	Amount	IV. Adjustments	Amount
Total Additional Costs	0.00	Customer Responsibility	0.00
Dealer Prep 100.00		I. Total Labor:	100.00
UNRELATED Damage 0		II. Total Replacement Parts:	0.00
		III. Total Additional Costs:	0.00
		Gross Total:	100.00
		IV. Total Adjustments:	0.00
		Net Total:	100.00

Point(s) of Impact
 16 Non-Collision (R)

Inspection Site: Martin Bros
 Arcade
 Inspection Date: 3/27/00

Body Shop: Martin Bros. Chevrolet
 Address: 616 West Main Street
 P.O. Box 218
 Arcade, NY 14009
 Telephone: (716) 465-7876
 Fax Phone: (716) 462-2803
 State Lic. No: 0810073

THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR--REPAIRS MUST BE AUTHORIZED BY OWNER. NO SUPPLEMENTS ACCEPTED WITHOUT PRIOR APPROVAL.

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

APR 18 2000

ESTIMATE RECALL NUMBER: 4/18/00 14:01:18 20003093830-R

Michel Data Vendor:

APR_00_A

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Page 2 of 2

ALBERT E. JONES, INC.

5/27/2000

INSURED



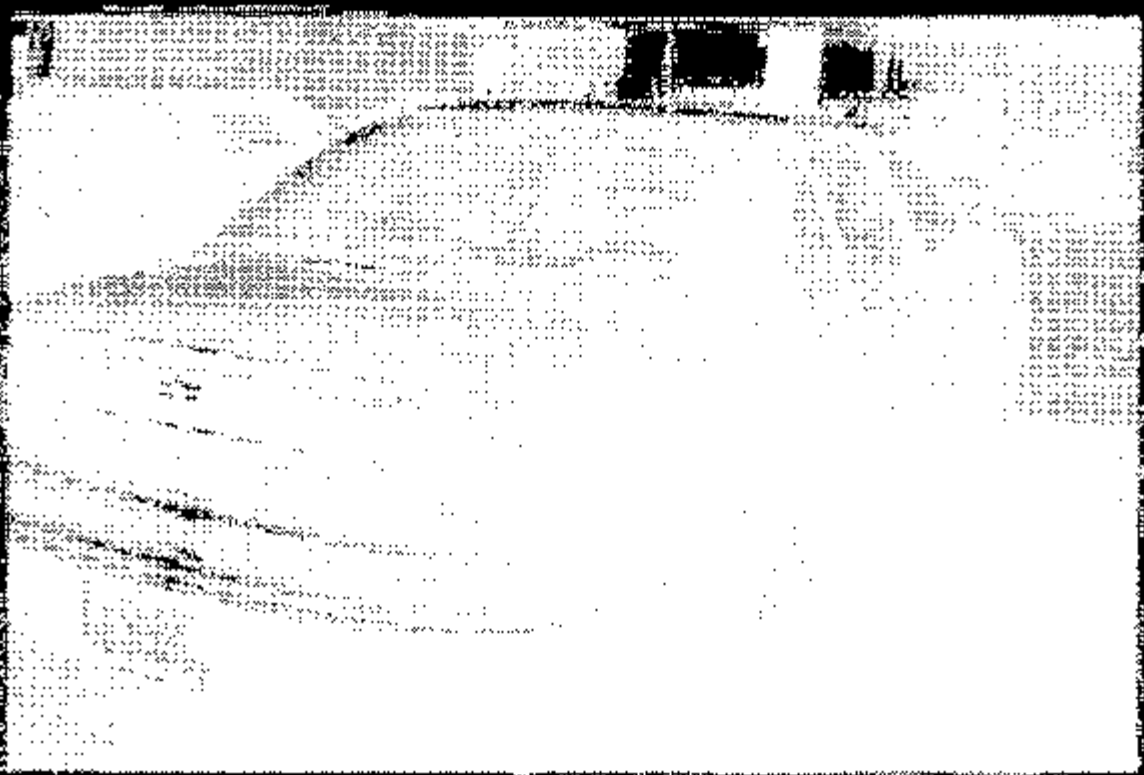
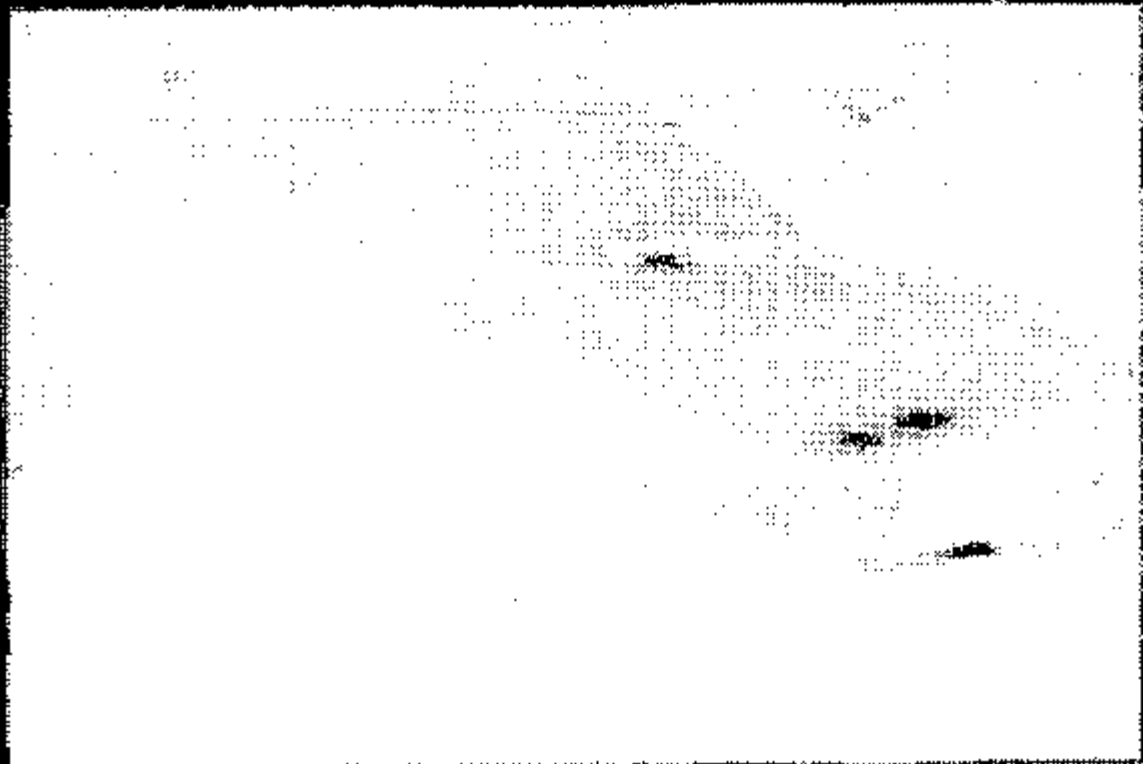
FILE #

1007 307 2530

CLAIMANT

DATE LOSS

2000-10-11



PHOTOS

ENVELOPE

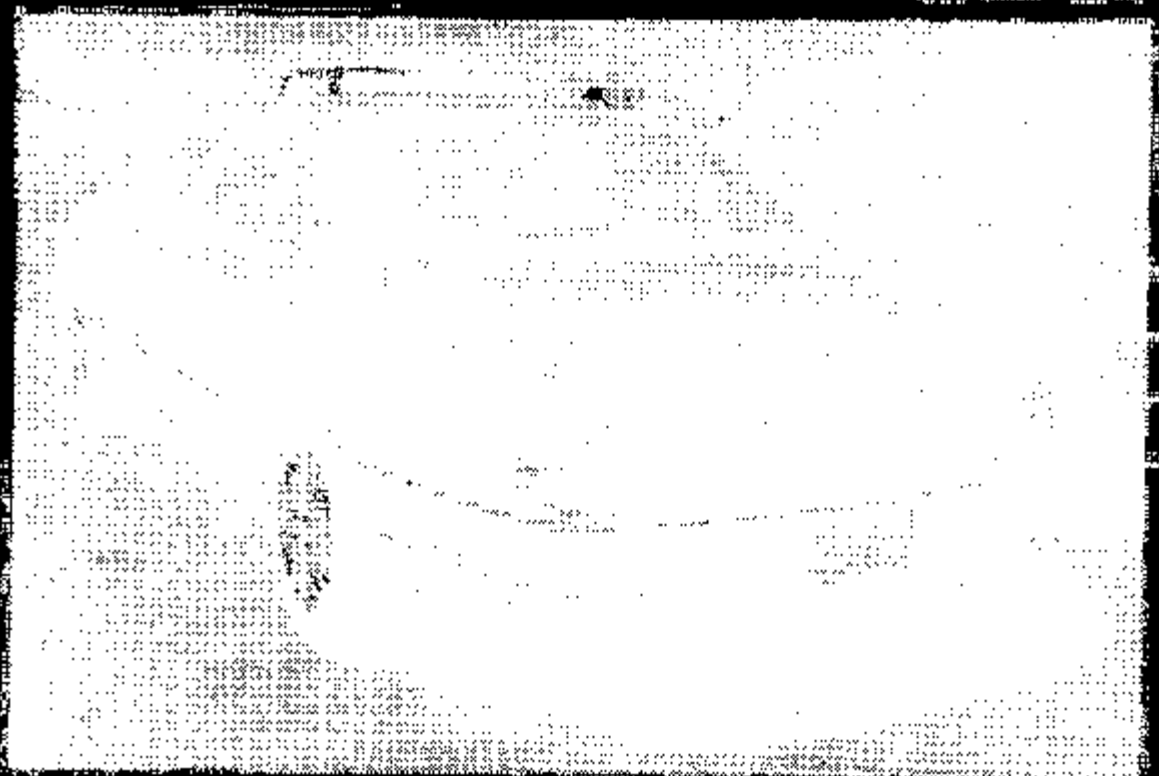
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FILE #

2000 300 16 70

CLASSIFICATION

TOP SECRET



TOP SECRET

PHOTOS

ENCLOSURE

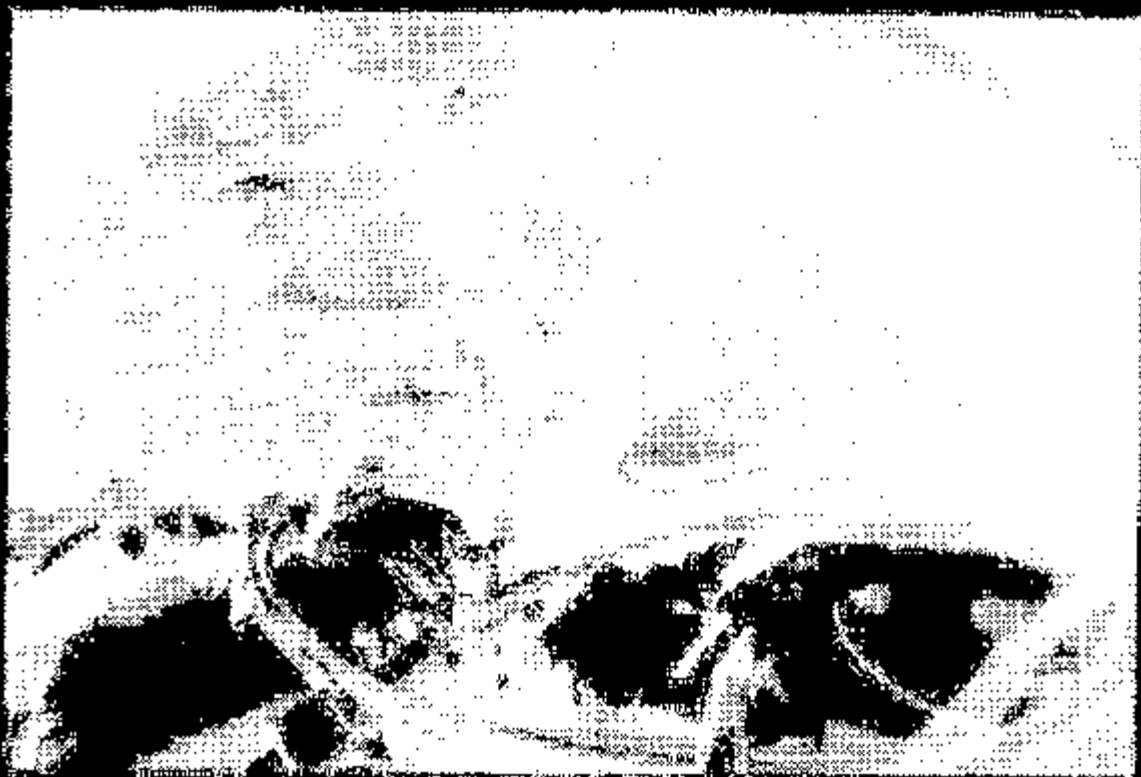
[REDACTED]

FOIA b 7

2025 RELEASE UNDER E.O. 14176

CONTINUED

10/11/52



10/11/52

PHOTOS

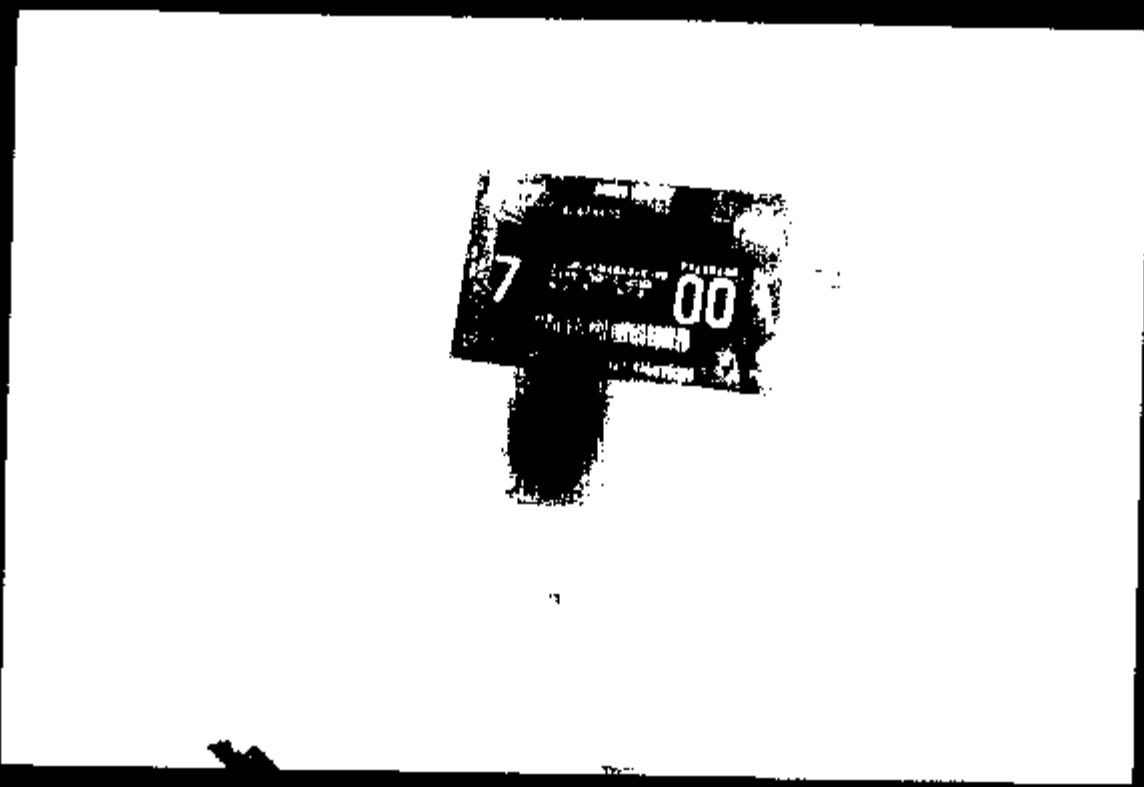
3.21-2000 DL

Page 3
001346

2000-309363 Sch



1. Overall view of the front of the vehicle.



2. View of the vehicle identification number plate, registration and inspection stickers.

Copyright © 2000

3-21-2000
DOL

AL00-309363
DOL



3. View of the manufacturer's identification label on the driver's door.

AL00-309363-004
DOL

3-21-2000 DOL

2000-309363

SCH



4. Overall view into the passenger compartment from the driver's side.

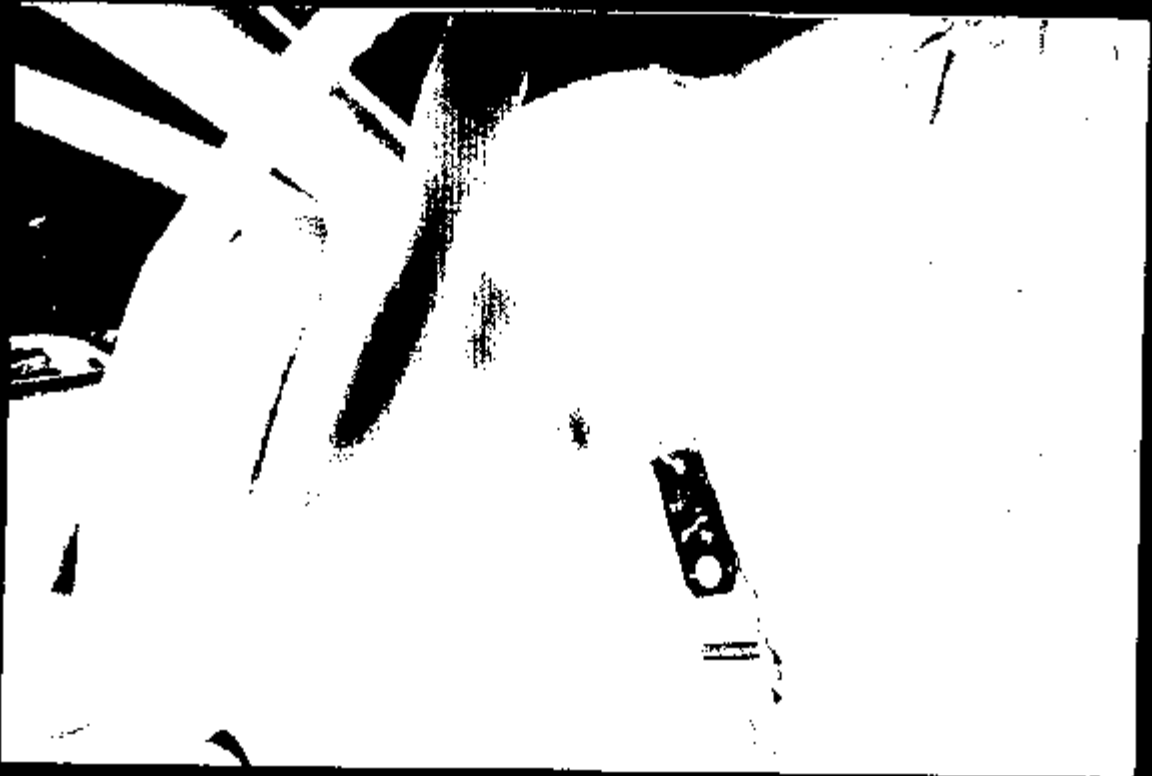


5. View of the mileage on the odometer.

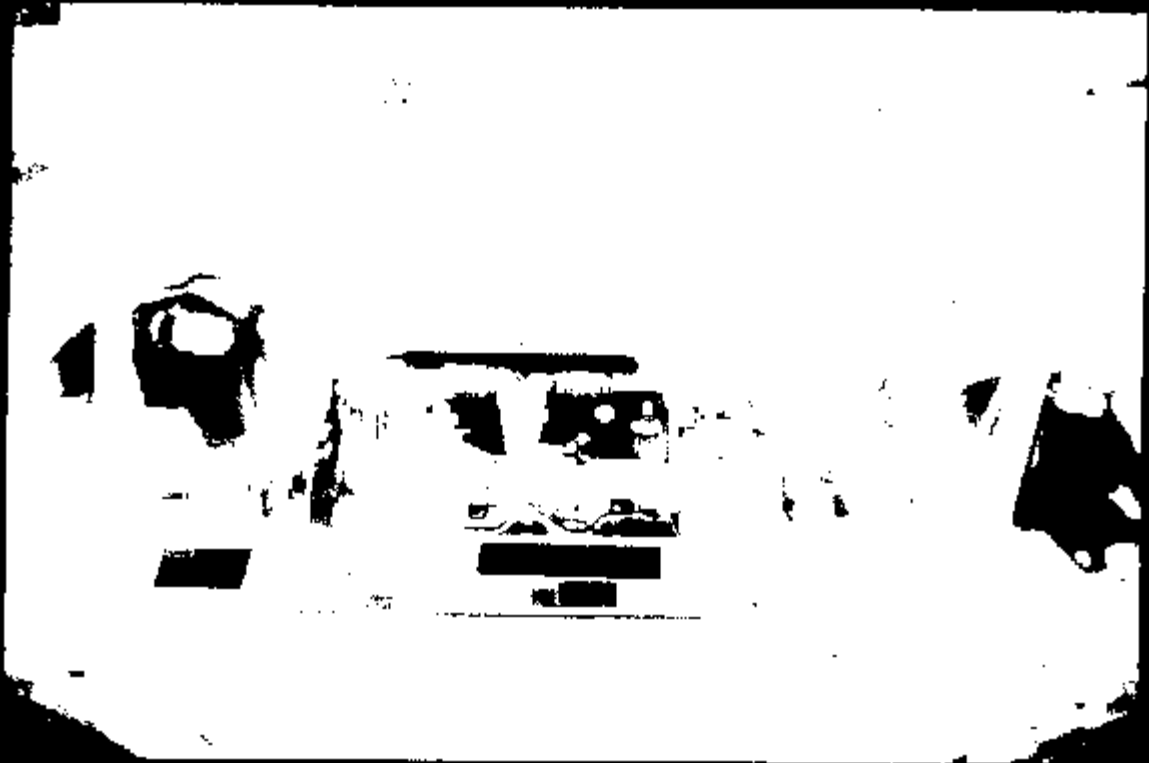
3-21-2000 10:00 AM
SCH

2000-309343

SEL



6. View of the key and ignition.



7. Overall view into the engine compartment.

2000-309343

3000-309343
Sck



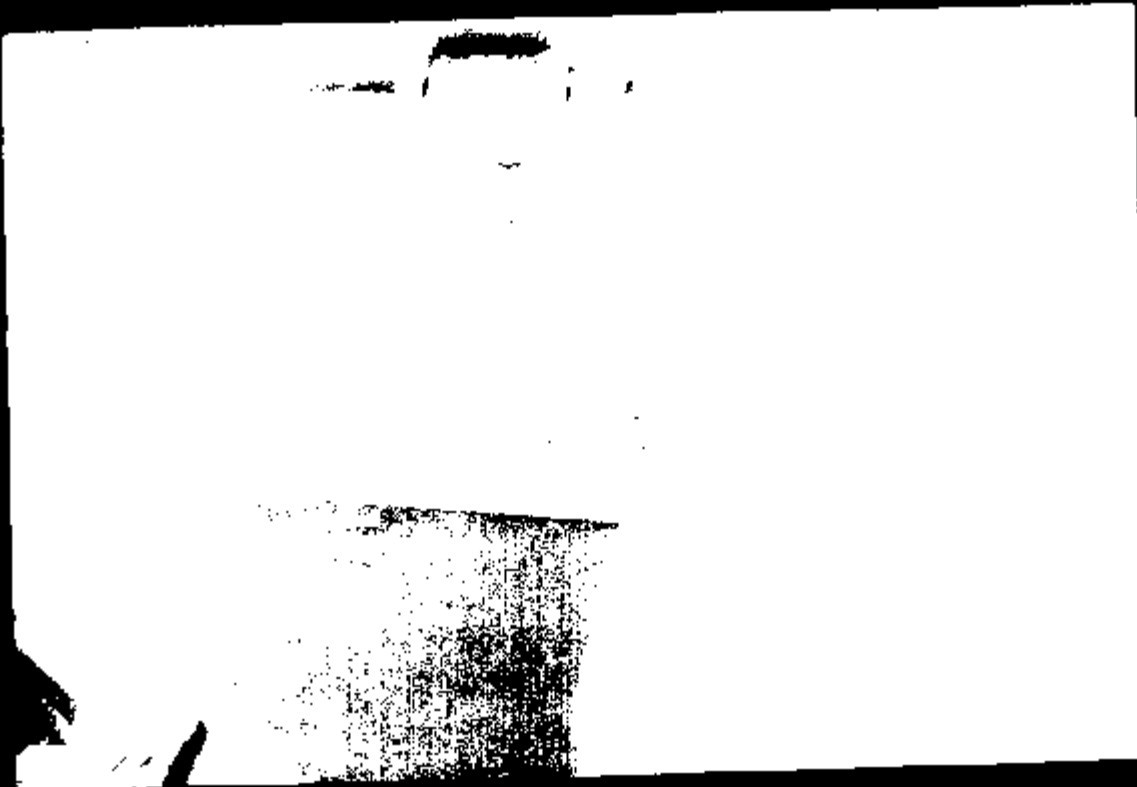
8. View of the engine compartment from the right side.



9. View of the engine compartment from the left side.

3000-309343
Sck

2000 309343
selu



10. View of the engine oil level.



11. View of the transmission fluid level.

05 MAY 2000 10:00 AM
2000 309343

3-21-2000 DOL

3000-309363
SCH



12. View of the power steering fluid level.



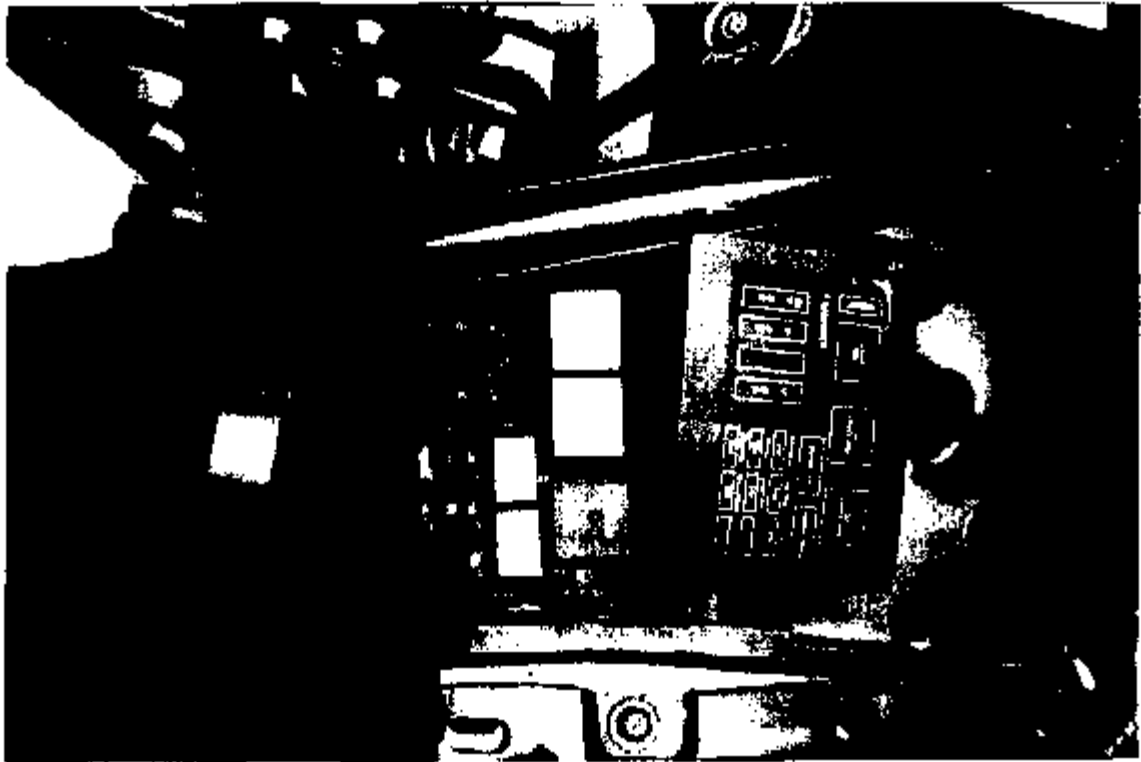
13.

(Photos 13 and 14 are views of the fuse panels that were in the engine compartment.)

3-21-2000
DOL

2001-309843
SW

3-2 2000
DOL



14.



15. Closer view of the area of fire origin on top of the engine as viewed from the left side.

2001-309843

SW

9000-3092563

Sch

3-21-2000

DOL

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001346



16. Close up view of the electrical wiring that was damaged in the fire on the right rear corner of the engine compartment.



17. Overall view of the rear of the vehicle.

3000-309913
SCL

3-21-2000 DE



18. View into the trunk. Note the presence of components from the engine compartment.



19. View of the transmission fluid level dipstick that was found in the trunk.

001346

2000-309343
SCL

3-21-2000 DOL

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001346



20. View of the alternator.



21.
(Photos 21 through 24 are views of the manifold and throttle
body.)

02 001346 3-21-2000

100-309343

Sub

3-21-2000 DOL



22.

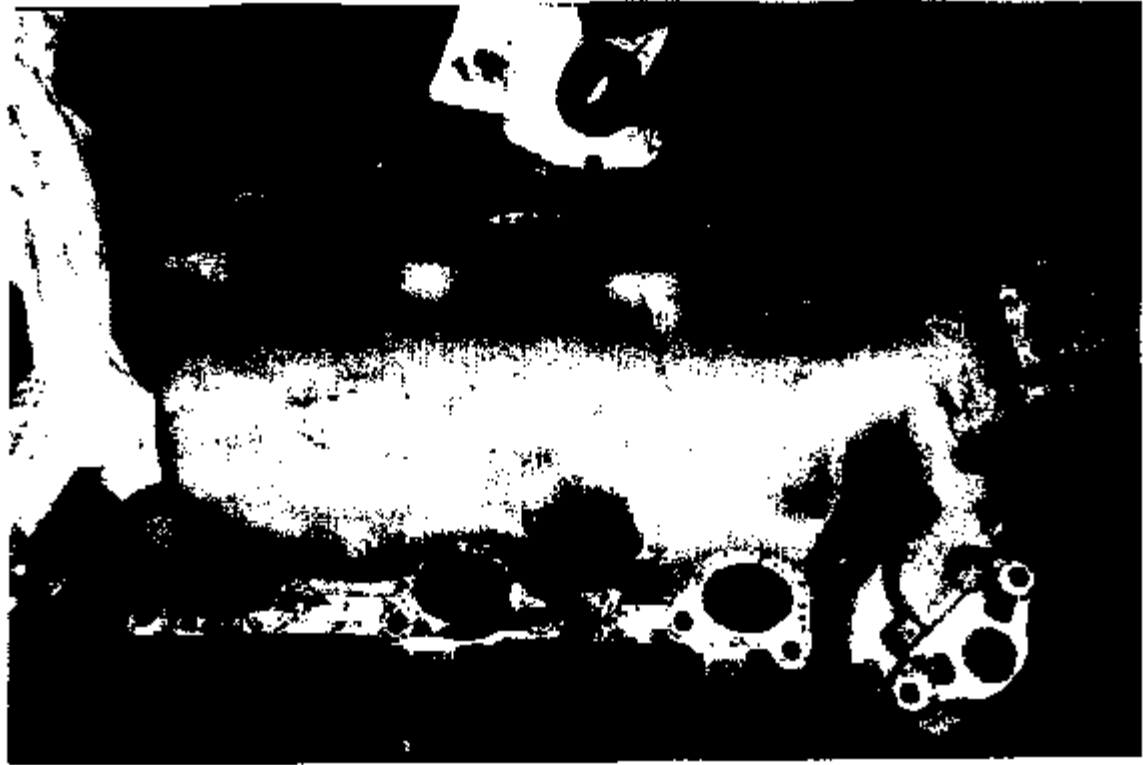


23.

2000-03-21 14:25

2000-304503
SCN

3-21-2000 DOL



24.



25.

(Photos 25 and 26 are views of the air cleaner.)

2000-304503
SCN

3-21-2020 DOL

2001-309313
SCL



26.



27.

(Photos 27 through 30 are views of other components that were in the trunk.)

2001-309313
SCL

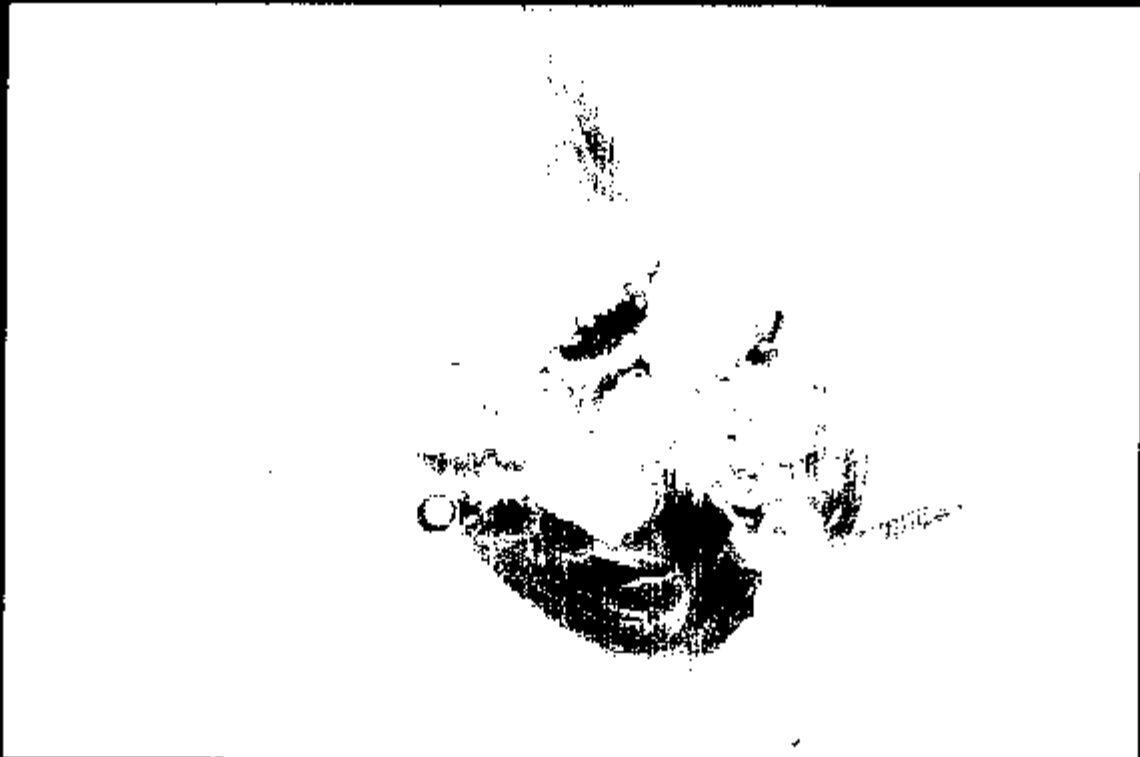
2000-309303 SCH

3-21-2000 DOL

Page 17
001346



28.



29.

2000-309303
SCH

2000-309343

SOA

3-21-2000

DOL



COMBAT - 1 APR 98 25

REPT 1000 1000 1000

Michael K. Schulte
PD Claim Administrator
ESIS/AGM Central Claims

ESIS

An Insurance Services Company

October 24, 2000

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

Ms. Wanda M. Inman
New York Central Mutual
1899 Central Plaza East
Edmeston, NY 13335-1899

Claim Number: 413181
Your Claim Number: 2000309363-0
Date of Event: March 21, 2000
Claimant: Robert [REDACTED]
Client: General Motors Corporation

Dear Ms. Inman:

ESIS is the third-party administrator on behalf of General Motors Corporation for matters involving allegations of product liability. In that regard, this claim has been forwarded to me for handling. ESIS is on notice of this matter and I will contact you as soon as a determination has been made.

During this entire process, the subject vehicle and it's components should remain available for inspection if necessary. If you should choose to pursue this matter further, you have a duty to preserve the evidence in its immediate post incident condition.

If you have any questions, please call me.

Sincerely,

Michael K. Schulte
PD Claim Administrator
313.665.3403

ESIS

An Insurance Services Company

ESIS/GM Central Claims
300 Renaissance Center
M/C 482 C20 D71
Detroit, MI 48265-3000

313.665.3403 tel/
313.665.0911 fax

GT
2-29-2001

Michael K. Schulte
Claims Administrator

February 26, 2001

Wanda M. Inman
Subrogation / Salvage Examiner
New York Central Mutual Insurance
1899 Central Plaza East
Edmeston, NY 13335-1899

Re: File Number: 413181
Date of Event: 03/21/2000
Claimant: Robert [REDACTED]
Client/Account: General Motors

Dear Ms. Inman,

A review of the above matter has been completed. Our evaluation of your submitted material discloses that you have not met your burden of proof in support of your claim.

Your expert is vague about the cause and origin. He concludes in his determination of cause and origin, "the fire originates in the engine compartment. The point of origin is at the top and rear of engine block. The exact cause is undetermined at this time. (emphasis is my own). As you can see, this explanation does not specify any definite product defect as is required for you to meet your burden of proof.

Also, a review of the file shows that your insured may have failed to mitigate the damage to the vehicle as they kept driving until the engine quit running even though the "Service Engine Soon" light was on.

You have failed to provide any evidence to show that anything was defective in the subject 1998 Chevrolet Lumina. Should you have real evidence of a product defect in the above vehicle, and not mere speculation, as is needed to meet your burden of proof under the law, please submit that evidence and we will reevaluate your claim. Until then, we must respectfully deny your claim.

If you should choose to pursue this matter further, you have a duty to preserve the evidence in its immediate post incident condition.

Thank you for your time and attention to this matter.

Sincerely,

Michael K. Schulte

ESIS

An Insurance Services Company

ESIS/GM Central Claims
300 Renaissance Center
M/C 4B2 C20 D71
Detroit, MI 48265-3000

313.665.3403 tel/
313.665.0911 fax

Michael K. Schulte
Claims Administrator

GT
3-8-2001

March 8, 2001

Wanda M. Inman
Subrogation / Salvage Examiner
New York Central Mutual Insurance
1899 Central Plaza East
Edmeston, NY 13335-1899

Re: File Number: 413181
 Your Claim Number: 2000309363-0
 Date of Event: 03/21/2000
 Claimant: Robert [REDACTED]
 Client/Account: General Motors

Dear Ms. Inman,

As we discussed, GM is not interested in attending an inspection of the vehicle at this time. We would, however, request that any inspection completed by your company be fully documented by video and photographs. Further, all evidence should be preserved for potential inspection by a General Motors representative at a later date.

Sincerely,

Michael K. Schulte

458413

SR No. 1-87128707
 Last Name Hughes
 Evening # (706) 638-9412
 (706) 638-9412
 Make Chevrolet Mileage 53000
 Lumina Year 2001

Ref No.
 Site
 First Name Tony
 Street 149 Maham Ave
 City Lafayette
 State GA ZipCd 30728
 Serial #VIN 231WL52J711140744
 Warr. Start 08/23/2000

BRC Type PAR Safety Yes Sum. Unit Area PAR
 Approval Not Initiated Sub-Area Initiate PAR-Thermal Event
 Engine - General Phone
 Jackson Chevrolet Updated 4/8/03 1:38:37 PM
 Oldsmobile Pontiac
 Buick GMC, Inc.
 Closed 8ULE
 Satisfied 1/27/03 8:12:29 AM
 Abstract Thermal Event Closed 4/8/03 1:38:33 PM

Customer Description This is a Par file, refer calls to Kevin Drew/57792

Owner 1/29/08 7:30:00 AM
 Hughes Tony
 11/26/01 511* RSD
 0 0
 Component engine
 N Wet
 WalMart Gravel
 unk unk
 n/a

After a repair at car, cust smelled gas, then pulled veh out of garage into cust driveway, veh caught fire from engine area. Cust called Fire Dept
 Burned all wiring melted all plastic, burned hood
 Cust residence Vehicle Location Cust residence
 Wheeler Carlton
 Insurance Agency State Farm (706) 638-3549

PAR Detail

0 N Y
 wet

1/27/03		Jackson Chevrolet Oldsmobile Pontiac Buick GMC, Inc.		Prop Est Repair Cost
	Personal			Thermal event in engine compartment
				Inspection Not Performed

04/06/03	SULE	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.
<u>Comment</u>					<u>Confidential</u>
04/08/03	SULE	Other		Done	ESIS
<u>Comment</u> CRM FORWARD THE FILE TO ESIS. CUSTOMER'S ADDRESS:					<u>Confidential</u>
		140 MAHAM AVENUE LYNEROCK, NY 11503 708-636-8412			<u>Comment</u>
04/08/03	SULE	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC
<u>Comment</u>					<u>Confidential</u>
04/08/03	DREWK	Ownership Changed		Done	Service Request Ownership has changed FROM: DREWK TO: SULE
<u>Comment</u>					<u>Confidential</u>
04/08/03	SULE	BRC PAR	Case Reassigned - IN	Done	reassigned file to Su Le at ext. 58509
<u>Comment</u>					<u>Confidential</u>
04/08/03	LOTTM	BRC PAR	Case Reassigned - OUT	Done	reassigned file from Kevin Drew at ext. Su Le
<u>Comment</u>					<u>Confidential</u>
04/07/03	LOTTM	BRC PAR	ESIS- Insurance Involvement	Done	Forward to ESIS- Insurance Involvement
<u>Comment</u>					<u>Confidential</u>
		Cortina Reynolds, State Farm Ins., states she has settled with Cust and is subrogating with GM. CRM advised he will forward file to ESIS and they should Contact her in 8-10 working days. File #11-4058831. Kevin Drew/Par/9792			<u>Comment</u>
		received and assigned to ESIS Nelson. Marjorie Lotz/Par			
04/07/03	DREWK	Outbound Call Third Party	Made Contact	Done	Called Insurance Co

Comment

Carletha Reynolds, State Farm Ins., states she has settled with Cust and is subrogating with GM. CRM advised he will forward file to EBIS and they should Contact her in 8-10 working days. File #11-4058831. Kevin Drew/Par/57792

09/27/03 DREWK Inbound Voice Mail Service Request Update Done

Confidential
Comment

Insurance Co Called

Comment

Ms Reynold, State Farm, request a call 708-275-7834 file #11-4058831. Kevin Drew/Par/57792

09/27/03 DREWK SR Opened Done

Confidential
Comment

SR In Status of Closed has been Re-Opened by DREWK

Comment

02/06/03 DREWK SR Closed - Satisfied Done

Confidential
Comment

Service Request has been Closed Satisfied.

Comment

02/06/03 DREWK BRC PAR Close-No Offer to Repair/Rep Done

Confidential
Comment

Closing Par File

Comment

Business summary--1-crm reviewed par file. 2-crm contacted customer and confirmed 1241 facts. 3-crm advised customer that GM would decline repairs 4-crm closed file ... NO REPAIR OR REPURCHASE WAS OFFERED TO THE CUSTOMER Kevin Drew/Par/57792

02/06/03 DREWK BRC PAR GM Decline-Decline Done

Confidential
Comment

GM Declines

Comment

Cust states the Insurance Co is moving veh and the Fire Marshall took a pipe that was not connected properly. CRM advised cust the file will be closed. Kevin Drew/Par/57792

Confidential
Comment

02/06/03 DREWK BRC PAR Inspection Not Required Done

No Inspection

Comment

No inspection - Cust states the Insurance Co is moving veh and the Fire Marshall took a pipe that was not connected properly. Kevin Drew/Par/57792

Confidential
Comment

02/04/03 DREWK Inbound Call Customer Service Request Update Done

Cust called

Comment

Cust states his insurance co sent a Fire Marshall to inspect the veh and he found a pipe that was not connected correctly causing gas to leak. Cust states the Fire Marshall took the pipe with him and the insurance co has deemed the veh totaled and are going to move the veh. CRM states we were going to offer to inspect the veh but if the pipe was removed and the insurance co is moving the veh we can not very well inspect the veh. Kevin Drew/Par/57792

Confidential
Comment

02/04/03 DREWK Outbound Call Customer Left Message Done

Called Cust

Comment

CRM tell VM for Cust to call. Kevin Drew/Par/57792

Confidential
Comment

02/03/03 DREWK BRC PAR Initial Contact- AVM Done

Called AVM

Comment

Advised AVM of Allegation. AVM recording states he is out until 3/5/03. Kevin Drew/Par/57792

Confidential
Comment

02/03/03 DREWK BRC PAR Initial Contact- Dealer Done

Called Dealer

Comment

CRM advised dealer of allegation and dealer states he heard about it from an employee who is a Fibronex. Dealer states the Cust should have had the Fire Marshall investigate to find the cause of thermal event. Cust advised we will probably have the veh inspected. Dealer states it should be. Dealer states the veh was repaired on 1/27 and picked up

Confidential

					on 1/28. Kevin Drew/Par/57782	
02/03/03	DREWK	BRC PAR	Initial Contact- Phone	Done		Comment Called Cust <u>Confidential</u> Comment
<u>Comment</u>	Cust states he purchased veh used from a GM dealer, Herb Adcock, in Chattanooga TN. Cust states the veh has been making a clicking noise and the dealer did not seem to want to repair. Cust took veh to an independent and the mechanic called the dealer and talked them into the repair. Cust has a GMPP 7272000 Major Guard and the dealer replaced the lifters. Cust states after picking up the veh they smelled gas and when Cust backed veh out of garage, flames came from the hood area. Cust extinguished. Cust states the veh sat in the yard for about 8 hrs and then they noticed flames again and the veh sounded like the starter was engaged, Fire Dept. extinguished. Cust states he has not notified the dealer because of the problems getting the veh repaired originally. CRM advised he will research and call back. Kevin Drew/Par/57782					
02/03/03	DREWK	BRC PAR	Acknowledgement	Done		Comment Called cust <u>Confidential</u> Comment
<u>Comment</u>						
02/03/03	DREWK		Research	Done		Comment File Scan <u>Confidential</u> Comment
<u>Comment</u>	CRM did a file scan and found no other files. Kevin Drew/Par/57782.					
02/03/03	DREWK		Inbound Call Customer Voice Mail Received	Done		Comment Cust Called <u>Confidential</u> Comment
<u>Comment</u>	Cust left message requesting a call. Kevin Drew/Par/57782					
02/03/03	DREWK		Inbound Call Customer Voice Mail Received	Done		Comment Cust called <u>Confidential</u> Comment
<u>Comment</u>	Cust left VM stating the veh had another thermal event. Kevin Drew/Par/57782					
02/03/03	BOYCER		Ownership Changed	Done		Comment Service Request Ownership has changed FROM: BOYCER TO: DREWK <u>Confidential</u> Comment
<u>Comment</u>						
01/30/03	LAWSA		Outbound Call Customer Made Contact	Done		Comment Instructed by TM to contact cust and provide PAR Est <u>Confidential</u> Comment
<u>Comment</u>	CRM contacted cust and advised no longer can address the concern at CAC, has been escalated, provided est for Kevin Drew, and BRC main #. CRM transferred cust. Angie Laws/cac/pdx					
01/30/03	LAWSA		Other	Done		Comment Documenting VME <u>Confidential</u> Comment
<u>Comment</u>	Left @8:16 am pt Cust states veh caught fire again. Cust seeks cb. Angie Laws/cac/pdx					
01/30/03	LAWSA		Other	Done		Comment Documenting VME <u>Confidential</u> Comment
<u>Comment</u>	CRM rec'd vme from cust seeking where to tow veh, as insurance co has advised to tow to a drshp. CRM not returning call, case assigned to PAR. Angie Laws/cac/pdx					
01/30/03	DREWK	BRC PAR	Case Assigned	Done		Comment THIS FILE HAS BEEN ASSIGNED TO KEVIN DREW @ 57782 <u>Confidential</u> Comment
<u>Comment</u>						

01/30/03	LAWSA	Ownership Changed	Done	Service Request Ownership has changed FROM: LAWSA TO: BOYCER
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
01/30/03	LAWSA	Notify CRM	Done	Cust called in requesting to speak with Angela Laws
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		Sandra Hesse/cac/pdx		
01/29/03	LAWSA	Notify CRM	Done	Please call cust
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		This is PAR, there is already an open ID in assigned field of escalation activity... "BOYCER", Angie Laws/cac/pdx		
01/29/03	JOHNSD	Inbound Call Customer Transfer/Referral	Done	transferred to Laws
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		Cust stated that he needed to speak with the person that was working on his file. Crm transferred the cust. dechantjohn/cac/slx		
01/28/03	BOYCER	Escalation Initiate PAR	Done	Pre PAR Form Done
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		File has been received and assigned in PAR Ruth Boyce /PAR		
01/26/03	POWELLM	Ownership Changed	Done	Service Request Ownership has changed FROM: POWELLM TO: LAWSA
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
01/23/03	LAWSA	Inbound Call Customer Complex Request	Done	Veh Caught Fire
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		Cust states had veh repaired at dr, drove home, pulled in to garage and smelled gas, very strong. Cust pulled veh out of garage afraid it would catch fire and burn house down. Veh did catch fire causing damage. Fire Dept was contacted, and responded, report will be ready tomorrow. CRM filled out Pre PAR Form. Cust seeks to GM responsible, and is he entitled to all transportation. CRM advised agent from PAR will contact cust w/in 2 business days, and once investigation is complete these decisions will be made. Cust states if unable to reach him on day #, can call call 4235330858. Angie Laws/cac/pdx		
01/27/03	POWELLM	Notify CRM	Done	Request Updated
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
		rec'd email, same concern as phone call, crm attached and referred cust to POWELLM as working crm. you can view outbound email by clicking the outbound email in the list view zabulin magby/pdx/cac/M-2		
01/27/03	POWELLM	SR Opened	Done	SR in Status of Closed has been Re-Opened by MAGBYZ
<u>Comment</u>				<u>Confidential</u> <u>Comment</u>
01/27/03	MAGBYZ	Email - Outbound	Done	RE: Chevrolet Other Owner Assistance
<u>Comment</u>				<u>Confidential</u>

01/27/03 POWELLM SR Closed - Satisfied Done Comment
 Service Request has been Closed Satisfied.

Comment

01/27/03 POWELLM Outbound Call Dealer Made Contact Done Comment
 CRM called dr to assist

Comment

CRM spoke w/ Mike Leming

Svc Mgr advised that they are trying to get the work done today but if it looks like they are not going to be able to do it they will call the cust and get him a rental.

01/27/03 POWELLM Inbound Call Customer Complex Request Done Comment

Comment

Michael L Powell/CAC/ATX

Cust states that he purchased a 2001 Chevrolet Lumina and when he purchased the veh after about two months he started hearing a pecking noise in the veh and took it to the dr (Jackson Chevrolet) and the dr told him that all Lumina make that noise. Cust took for a second opinion once the noise got worse and the dr (Herb Adcock) advised him that he would have to leave it for 2-3 days so a rep could look at it. So then the cust took it to independant mechanic and they advised that the cust needed lifters. Mechanic contacted Jackson Chevrolet and they stated that as a favor to the mechanic they would fix the cust veh.

Cust seeks assist with getting rental

CRM advised the cust they are trying to get the work done today but if it looks like they are not going to be able to do it they will call the cust and get him a rental.

01/28/03 MAGEYZ Email - Inbound Done Comment

Comment

Michael L Powell/CAC/ATX

Name : Terry Hughes
 Address : 149 Mahan Ave.

: LaFayette, GA 30728 -

Daytime Phone Number : (706) 638 - 6412

OK

Evening Phone Number : (423) 603 - 0658

OK

Vehicle : 2001 Other
 VIN : 2g1wb2j711140744
 Mileage : 63000

Dealer :

Comments : I don't think this will do any good but I'm trying anyway. After buying a 2001 Lumina we started having problems with the car having a pecking noise in the motor. I took it to Jackson Chevrolet in LaFayette Ga. and was told that all Lumina make this noise from the roller sockets. I know other people who have the same car and they don't have this problem. The car also does not idle correctly. The noise has become alot worse. I took the car to Herb Adcock in Chattahoochee, TN. and they said I would have to leave the car for three or four days and it would be checked out but would probably not be fixed. I called the 800 number on the warranty and was told I did not have to let a dealer fix the car, so I took it to a mechanic and was told that the car needs a set of lifters. He checked on doing the work and he said

Veh Concerns
Confidential
Comment

Chevrolet Other Owner Assistance
Confidential
Comment

that it did not pay enough under warranty for him to do it. He is a friend with the service manager at Jackson Chevrolet (Mike Lemming) and Mike told him as a favor to him...

J10

Loose

Engine - Camshaft / Lifter / Related Parts

J01

Thermal Event

Engine - General

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VIN:	2G1WL52J711140744
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VEHICLE INFORMATION

Merchandising Model:	1WL69 - 2001 LUMINA LS SEDAN	Warranty Start Date:	08/23/2000				
BARS Order Type	50 - FLEET						
Delivering Dealer :	JIM BURKE CHEVROLET PO BOX 8347 BIRMINGHAM, AL 35218-0347 (205) 780-3680	Selling Source:	13 - CHEVROLET				
		Site Code:	08269				
		Business Associate Code:	132560				
Service Contract:	Yes	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	08/23/2000	10 miles	8/23/2003	36010 miles
72/100000 SHEET METAL RUST-THROUGH	08/23/2000	10 miles	8/23/2006	100010 miles
36/36000 SHEET METAL CORROSION	08/23/2000	10 miles	8/23/2003	36010 miles
96/80000 PCM/CC EMISSIONS	08/23/2000	10 miles	8/23/2008	80010 miles
36/36000 FEDERAL EMISSIONS	08/23/2000	10 miles	8/23/2003	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/28/2003	113240	#	J0627 - BTH LIFTER VLV RPL	34511 miles
10/24/2001	102959	#	J9991 - CUST COMPLAINT NOT DUPLICATED-ENG. MECHANICAL	32102 miles
10/24/2001	102959	#	J6355 - POWERTRAIN CONTROLLER - REPROGRAM	32102 miles
10/24/2001	102959	#	E7660 - STEER COLUMN R&R	32102 miles
08/17/2000	A40744	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

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Vehicle Has No Associated Check History Information.

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VIN:	2G1WL52J711140744
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CLAIM HISTORY

Repair Order Date:	01/28/2003	Repair Order Number:	113240	Odometer Reading:	34511 miles				
Serviced By:	JACKSON CHEVROLET OLDSMOBILE PONTIAC BUICK GMC, INC. PO BOX 587 LA FAYETTE, GA 30728-0587 (706) 638-4222			Selling Source:	13 - CHEVROLET				
				Site Code:	08076				
				Business Associate Code:	112530				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/31/2003	348	.01	#	J0627 - BTH LIFTER VLV RPL	17120070 - LIFTER	N/A	N/A	\$510.61	N

Repair Order Date:	10/24/2001	Repair Order Number:	102959	Odometer Reading:	32102 miles				
Serviced By:	JACKSON CHEVROLET OLDSMOBILE PONTIAC BUICK GMC, INC. PO BOX 587 LA FAYETTE, GA 30728-0587 (706) 638-4222			Selling Source:	13 - CHEVROLET				
				Site Code:	08076				
				Business Associate Code:	112530				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/04/2001	227	01	#	J9991 - CUST COMPLAINT NOT DUPLICATED-ENG. MECHANICAL	N/A	N/A	N/A	\$13.67	N
12/04/2001	227	02	#	J6355 - POWERTRAIN CONTROLLER - REPROGRAM	N/A	N/A	N/A	\$50.12	N
12/04/2001	227	03	#	E7660 - STBR COLUMN R&R	N/A	N/A	N/A	\$86.56	N

Repair Order Date:	08/17/2000	Repair Order Number:	A40744	Odometer Reading:	0 miles
Serviced	CAR AND TRUCK RENTALS, INC.			Selling Source:	13 - CHEVROLET

By:				5500 AIRLINE DRIVE BIRMINGHAM, AL 35212-1000 (205) 592-8901		Site Code:		99952	
						Business Associate Code:		127126	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/22/2000	93	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$29.94	N

CHECK HISTORY

Vehicle Has No Associated Check History.
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VIN:	2G1WLS2J711140744
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VEHICLE BUILD

Merchandising Model:	1WL69 - 2001 LUMINA LS SEDAN		
Gross Vehicle Weight Rating:	2015 kg (4443 lb)	Order Number:	CPZD11
Build Date:	08/17/2000	Build Plant:	211W - GENERAL MOTORS OF CANADA LTD.

OPTION CODES

AK5 - INFLATABLE RESTRAINT SYSTEM	AM6 - LEATHER 55/45 SEAT
AU0 - REMOTE KEYLESS ENTRY	A90 - POWER TRUNK OPENER
B34 - COLOR-KEYED FRONT FLOOR MATS	B35 - COLOR-KEYED REAR FLOOR MATS
C60 - AIR CONDITIONING	DG7 - TWIN REMOTE ELECTRIC MIRRORS
DL5 - DECAL	PCA - FLT--AVIS LICENSES
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	FB3 - TRANS/AXLE 3.05 RATIO
IQB - INTERIOR TRIM DESIGN - AM6	J41 - POWER DISC FRONT BRAKES
K43 - GENERATOR 102 AMP	LG8 - 3.1L V6 SFI 170HP ENGINE
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	M15 - TRANSMISSION, AUTOMATIC 4-SPEED
NF7 - EMISSION SYSTEM, FEDERAL NLEV	N36 - 4 SPOKE SPORT STEERING WHEEL
OST - OSHAWA PLANT #2	PG1 - 15 X 6 STEEL WHEEL
QIN - P205/70R15 AL2 S/B RADIAL B/W	UB3 - GAGE PACKAGE WITH TACHOMETER
UN0 - AM/FM STEREO W/CD PLAYER & ATC	US6 - FIXED MAST ANTENNA-BLACK
U62 - DUAL COAX 6-SPEAKER SYSTEM	VK3 - FRONT LICENSE PLATE MOUNT
VM3 - CONSUMER INFORMATION LABEL	VN9 - 100% FLEET REPURCHASE PROGRAM
V2G - FULL FUEL FILL CREDIT	V73 - /CANADA
1SB - INCLUDES:	15P - SILVER METALLIC WHEELS

40U - WHITE / MEDIUM GRAY METALLIC	6PY - FRT LH COMPUTER SEL SUSP
7PY - FRT RH COMPUTER SEL SUSP	8JB - RR LH COMPUTER SEL SUSP
9JB - REAR SPRING	92B - MEDIUM GRAY CLOTH
92I - GRAY INTERIOR TRIM	

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