

• PEO3-042

Gm

11-12-03

• Attachment

2C & Valeo

Book 7 of 7

• Part 3 of 3

GM644
PE03-042

ATTACHMENT "2C"

Jenny Paris
Claims Administrator
ESIS GM Central Claims

ESIS

An Insurance Services
Company
300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48245-3000
Telephone 313.665-3413
Facsimile 313.665.0911
Jenny.Paris@esis.com

June 9, 2003

Attn: Karen Jackson
The Cincinnati Ins. Co.
P.O. Box 266
Cuyahoga Falls, OH 44222

Your Insured: [REDACTED]
Our File Number: 461825
Your Claim Number: HRA9001438CI
Our Client: General Motors Corporation
Date of Event: 4/22/03

Dear Ms. Jackson:

We are a Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

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

1. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.
2. Advise of any injuries.

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

Respectfully,

Jenny Paris

Service Request Detail

SR No. 148291403 **Ref No.**
Account
Last Name
Daytime #
Evening
City/State State OH ZipC 44224-8453
Make Chevrolet **Model** Malibu 3508 **Serial #/VIN** 1GNEM1RS36F27681
Model Trim **Year** 2003 **Wear Start** 1230/2002

SR Type PAR **Safety** Yes
Category
Approval Not Initiated
UCC Electrical - Power Windows/Wiper - Motor / Blower / Fuse
Involved Dealer Markhor Collision, Inc.
Status Closed
Sub-Status Settled
Abstract BPC PAR - Wiper motor failure
Est. SWT SRC
Ann PAR
Sub-Area Initial PAR - Collision
Source Phone
Updated 8/18/05 2:22:38 PM
Owner MESSL
Opened 4/23/05 9:48:33 AM
Closed 8/18/05 2:19:47 PM

Customer Description THIS IS A PAR FILE Refer all calls to Peach Motors 88210

Pre-PAR

PAR Owner
Make/Model
Drivers
Last Name
DOB 4/18/64 **Height** 62"
of Other 2 **# People in Vehicle** 1
Vehicle
Ignition N **Wet**
Wet
Maint. Oil Changes @ Goodyear, other maintenance in brakes, belts, etc.
Location
Fire Report
Police Unknown
Report #

Incident Date/Time 4/23/05 8:30:30 PM
Driver Lin
Last Name
Occupation None
Component Windshield Wipers
Road Surface Asphalt
Emergency Snow City Police
Name

Incident Description Driving and it was raining fairly hard, while driving the wipers stopped and driver tried to adjust them. Looked down briefly and then vehicle in front stopped and driver hit brakes, due to wet pavement vehicle rear ended vehicle in front.

Damage Description Hood bent/dented. Plastic component below/dent under bumper broken.

Incident Location Canton Rd. just west of Clearing Creek Dr. in Stone, OH
Vehicle Location Ron Markhor Collision Center 1088 Commerce Dr. Stone, OH 44224 330-895-2282
Insurance Schrock **Insurance** Ford
Last Name **First Name**
Insurance DCacece Insurance/Obolenski **Agent** (330) 895-7881
Agency
Add'l Info There was a vehicle in front of the vehicle that was rear ended, however there was no damage and the police officer told driver she could leave. At this time driver feels there are no injuries, however shaker, eyes/ears could matter.

PAR Detail

Collision Y **Non Collision**
Vehicle 30
Brand
Last Service 4/14/03
Make
Val Est \$2,900.00
Repair Cost
Category Personal
Vehicle
Web Damage
Description

Property # **Thermal Shd** N
Brand
Number **Make**
Condition
Last Last Goodyear
Service
Spec Equip 1/2
Inspection
Type

Spec Equip none
Prop Owner
Property
Location
Prop Damage hood, plastic front, grill, mostly underneath of vent. hit back and went up over bumper
Description
Inspected By Inspection Not Performed **Inspection Date/Time**
Explain Other Not necessary/ Dealer has repaired veh with original part 40-603

Service Request Detail

P. 03/18

TO 1136639911

TO

JUN 05 2003 16:06 FR SJTEL

Activities

05/16/03 MESSAL SR Closed - Satisfied Done

Comment

05/16/03 MESSAL Inbound White Mail Done

Comment

05/16/03 MESSAL SR Opened Done

Comment

05/16/03 MESSAL SR Closed - Satisfied Done

Comment

05/16/03 MESSAL Inbound White Mail Done

Comment

05/16/03 MESSAL SR Opened Done

Comment

05/16/03 MESSAL SR Closed - Satisfied Done

Comment

05/16/03 MESSAL SR Opened Done

Comment

P. 04/10

TD 7136652911

TD

JUN 20 2003 15:05 FR 811EL

Activities

000000	MESSAGE	Crash Goodell	Pre-Authorization	Done
--------	---------	---------------	-------------------	------

Comment For Payment to dealership for repairs on vehicle at PAR request. Lary Meakin/Pm57205



000000	MESSAGE	Inbound Voice Mail		Done
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Comment

000000	MESSAGE	Inbound Call	Complex Request	Done
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Comment

Arcl states code not in her system but she needs to have a wording or description of code. FTT states code authorizes repair to vehicle by the GM Product Allegation Group. states they added labor code and will have bodystop used RD. Lary Meakin/Pm57205

000000	MESSAGE	Outbound Call	Make Contact	Done
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Comment

000000	MESSAGE	Inbound Voice Mail	Inquiry	Done
--------	---------	--------------------	---------	------

Comment

Called ringing system wouldn't take ZT02 code. Lary meakin/Pm57205

JUL 19 04 09:07 6987 03 111
 TO 115655811 P. 05/18

Activities

042203 MEEBOL Outbound Call Dealer Made Contact Done

Comment AND ASKED FOR Sven Stone and asked about the repair and advised that bookshop would be doing repairs and was transferred to them and told to ask for bookshop mgr then Kiply did so but he wasn't available was transferred to bookshop warranty clerk identified myself and advised he had file for payment after repairs are done, explained how to fill out FO and provided his contact info and verified the return for number for dealership advised would setup GMINA form and submit sheet to dealer with instructions on filing for payment.

042203 MONEAU Ownership Changed Done

Comment

042203 MEEBOL BRC PAR Workflow - Assign Done

Comment

042203 LOTIM BRC PAR Filed to FTT- GMINA Done

Comment

received and assigned to FTT. Manager Lotim

042203 MONEAU Outbound Call Third Party Made Contact Done

Comment

CRM called insurance Agent, Karen Jackson and advised of cust concern. Agent advised that cust is adamant that the other veh involved be repaired by GIE and not insurance company. CRM advised Agent of EMS address and advised PAR is only repairing veh under GOODWILL due to dr having started repair prior to PAR involvement.

Ms. Jackson advised insurance company does not have any statements from witness yet and does not know if a claim will be issued.

Ms. Jackson thanked CRM for assistance

Female Store, PAR08210

Activities

04/24/03 MOREAU Inbound Voice Mail Inquiry Done

Comment Insurance agent, Karen Jackson, 338-848-4893, left vma for CRM to contact her.

Fernis Moreau/PAP056210

04/24/03 MOREAU Inbound Call Gateway Service Request Update Done

Comment Cust featured (Craig) called and advised vehicle was in accident on 4/23/03. CRM advised cust that the mechanical repairs had been completed prior to CRM pickup of the vehicle. CRM advised that the body damage was not completed and that the vehicle was not ready for pickup. CRM advised cust that the body damage was not completed and that the vehicle was not ready for pickup. CRM advised cust that the body damage was not completed and that the vehicle was not ready for pickup.

Fernis Moreau/PAP056210

04/24/03 MOREAU BFC PAR Close-Resolved with Repair Done

Comment CRM rec'd PAR last
 CRM reviewed PAR facts with cust
 CRM contacted DLR and mechanical repairs have been completed. Body damage not completed.
 CRM contacted AWR, Lee Turner and both agreed to have veh body damage, metal completed by EM.
 CRM contacted cust and advised GM will repair cust veh and rental. Cust agreed.
 CRM forwarding to-FTT group.

Fernis Moreau/PAP056210

04/24/03 MOREAU BFC PAR Close-Resolved with Repair Done

Comment CRM rec'd PAR last
 CRM reviewed PAR facts with cust
 CRM contacted DLR and mechanical repairs have been completed. Body damage not completed.
 CRM contacted AWR, Lee Turner and both agreed to have veh body damage, metal completed by EM.
 CRM contacted cust and advised GM will repair cust veh and rental. Cust agreed.
 CRM forwarding to-FTT group.

Fernis Moreau/PAP056210

P. 05/18
 3136559911
 TC
 JUN 05 2003 16:06 FR SITEL

Service Request Detail

F. 07/10

TO 7136550911

JUN 05 2005 14:16:41 R 5115

Activities

Case No	Case Name	Case Assigned	Date
042903	MOREAU	BRC PAR	

Comments

Case No	Case Name	Case Assigned	Date
042903	MOREAU	Outbound Call Dealer	Made Contact

Comments

Case No	Case Name	Case Assigned	Date
042903	MOREAU	Outbound Call Dealer	Made Contact

Comments CRM contacted dr and spoke with Steve, advising that GM will repair veh body damage and take care of the rental for cost. CRM advised would PO with body damage fixed as soon as possible. Steve advised would have body work start on the estimate today.

Parish Moreau/PARV0210

Case No	Case Name	Case Assigned	Date
042903	MOREAU	Outbound Call Dealer	Made Contact

Comments

Comments CRM contacted AVM, Lee Turner, 330-306-1636 and advised that the repair has been completed. AVM advised that the repair has been completed and that the vehicle will be ready for pickup today. CRM advised that the repair has been completed and that the vehicle will be ready for pickup today.

Parish Moreau/PARV0210

Case No	Case Name	Case Assigned	Date
042903	MOREAU	BRC PAR	

Comments CRM contacted AVM, Lee Turner, 330-306-1636 and left message regarding cust concern and to let AVM know that the repair has been completed.

Parish Moreau/PARV0210



Service Request Detail

Activities

042403 MOREAU BRC PAR Initial Contact Dealer Done

COMMENT CRM contacted and spoke w/ Steve Barilekera, and was advised that the veh has been repaired. Steve stated that the veh wiper motor started out due to water leak into the wiring harness causing a malfunction and corroding the wiper motor plug. CRM asked if Steve could fax the RD to his CRM. Steve agreed to FAX the RD to CRM at 888-880-3083.

CRM advised would contact the cust and will be closing the request.

Parade MoreauPAR758210

042403 MOREAU BRC PAR Initial Contact Floor Done

COMMENT CRM contacted cust. Cust states was called about an issue in the past and the representative that was called in was not able to help. CRM advised that the issue was resolved and the cust was satisfied. CRM advised that the issue was resolved and the cust was satisfied. CRM advised that the issue was resolved and the cust was satisfied.

CRM advised would contact the cust and will be closing the request.

Parade MoreauPAR758210

042403 MOREAU BRC PAR Acknowledgment Done

COMMENT Called cust
Parade MoreauPAR758210

042403 MOREAU BRC PAR Ownership Changed Ownership Reinstated to Done

COMMENT

P.08/10

31356520911

TC

JUN 05 2003 16:07 FR SITE

P. 09/18

3136550911

TD

Activities

042403 MOREAU Research Done

COMMENTS: VIN search completed - no other requests found.
GMVBS does not have any campaigns on this veh.
No warranty work performed.
Fowla Moreau PARUEZ10

042403 MOREAU Ownership Changed - Customer Expected to RUC Done

Comments

042403 LORTM Ownership Changed Done

Comments

042403 MIDDLETS Injured Call Filed - Reported Info Done

Comments

Asst. Ltr. Turner advised that...
[The following text is extremely faint and mostly illegible due to heavy noise and low contrast in the scan.]

JUN 05 2003 16:07 FR S' TEL

Activities

Request ID	Location	Equipment	Issue	Status	Date
0422003	LORAIN	Excavator	Issues PAR	Done	
<p>Comments: Added test sensors from the PAR Department will be contacting them within 24-48 hours.</p> <p>Small Customer/CAC/PO000000R</p> <p>Resolved and assigned to PAR Major LOMPAS</p>					
0422003	BOULDER	Industrial C&I Customer	Complex Request	Done	
<p>Comments: One of the windmills where listed with trying to get them to work, repair within 24-48 hours.</p> <p>Call made with resolution.</p> <p>Small advised they will be contacted by our PAR group within 24-48 hours.</p> <p>Small Customer/CAC/PO000000R</p>					

UCC Information

UCC ID	Equipment	Location - Power/Windmill/Viper-Motor/Station/Ann

P. 10/10

TO 13650511

JUN 05 2003 16:07 FR SITEL

6/10/03
JP

SR No.	1-62591403	Ref No.		BRC Type	PAR	Safety	Yes	Est. Unit	BRC
Last Name	[REDACTED]				Approved	Not Initiated		Area	PAR
Evening #	[REDACTED]					Electrical - Power Windshield Wiper - Motor / Blades / Arms		Sub-Area	Initiate PAR-Collision
	[REDACTED]					Mercedes Chevrolet, Inc.		Updated	6/5/03 3:08:24 PM
	[REDACTED]					Closed			MEKSEL
	[REDACTED]					Initiated			4/23/03 9:48:03 AM
Make	Chevrolet	Mileage	3208	Serial #/VIN	1GNET163238127000				
	TrailBlazer	Year	2003	Warr. Start	12/31/2002	Abstract	BRC PAR - Wiper motor failure	Closed	6/5/03 3:08:00 PM
Customer Description	THIS IS A PAR FILE Refer all calls to Pamela Moreau 68210								

Owner	4/22/03 8:10:00 PM	Driving and it was raining fairly hard, while driving the wipers stopped and driver tried to adjust them. Locked down briefly and then vehicle in front stopped and driver hit brakes, due to wet pavement vehicle rear ended vehicle in front.
Cardin	Use	Hood buckled, Plastic component below and under bumper broken.
4/16/04	52'	None
2	1	Goshen Pk. just west of Charing Cross Dr. in Stow, OH
		Vehicle Location
		Ron Marhofer Collision Center 1885 Cosmance Dr. Stow, OH 44224 390-899-2382
		Bohordack
		Fred
Oil Changes @ Goodyear, other maintenance to brakes, balls, etc would be dealer	Asphalt	Insurance Agency
		DiCress Insurance/Chicknell
	Stow City Police	(330) 336-7951
Unknown		There was a vehicle in front of the vehicle that was rear ended, however there was no damage and the police officer told driver she could leave. At this time driver feels there are no injuries, however strains, sprains could appear later.

RECEIVED

JUN 11 2003

PAR Detail

GM GM CLAIMS UNIT

Duplicate

6/11/2003

PAID FROM 17 2003

_____ 30
_____ 4/14/03
_____ \$2,800.00
_____ Personal

_____ raining
_____ Goodyear
_____ 1/2

_____ Prop Est
_____ Repair Cost
_____ hood, plastic front, grill, rivets underneath of veh. hit
_____ Dull and went up over bumper
_____ Inspection Not Performed
_____ Not necessary/ Dealer has
_____ repaired veh mechanical
_____ part 426703

06/05/03 MEEKSL SR Closed - Satisfied Done
Comment

06/06/03 SULE Inbound Call Third Party Service Request Update Done
Comment
JENNY PARIS FROM EGIS IS SEEKING A COPY OF THE FILE AND CLARIFICATIONS ON THE
FILE. CRM REVIEWED THE FILE WITH JENNY, CRM FAXING THE CASE PRINT TO JENNY
SUE LE / TAMPA PAR 68603

06/06/03 MEEKSL SR Opened Done
Comment

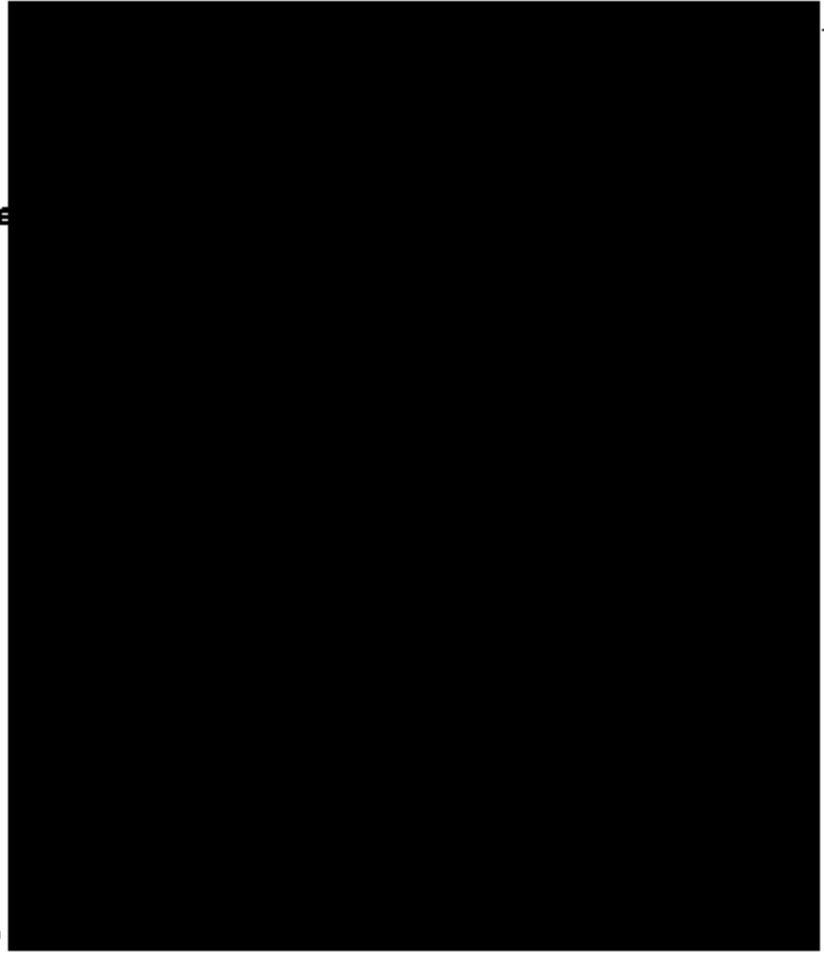
06/10/03 MEEKSL SR Closed - Satisfied Done
Comment

06/10/03 MEEKSL Inbound White Mail Done
Comment

06/10/03 MEEKSL SR Opened Done
Comment

06/10/03 MEEKSL SR Closed - Satisfied Done
Comment

06/14/03 MEEKSL Inbound White Mail Done



Comment

05/16/03 MEEKSL SR Opened Done

Comment

05/06/03 MEEKSL SR Closed - Satisfied Done

Comment

05/05/03 MEEKSL BRC PAR Close Done

Comment GRANA for payment has been fed in 2nd level approver due amount of PD. All Prices have been audited and verified.
Larry Meeker/Pac87255

05/06/03 MEEKSL Create Goodwill Pre-authorization Done

Comment For Payment to dealership for repairs on vehicle at PAR request.
Larry Meeker/Pac87255

05/02/03 MEEKSL Inbound Write Mail Done

Comment

05/02/03 MEEKSL Inbound Call Dealer/Partner Complex Request Done

Comment

Art states code not in her system but she needs to have a wording or description of code. FTT step code authorize repair to vehicle by the GM Product Allegation Group. states has added labor code and will have bodyshop send PD.
Larry Meeker/Pac87255

05/02/03 MEEKSL Outbound Call Dealer Made Contact Done

Comment Art advised had never heard that the Z1342 code wouldn't work as long as he's been in this dept. doesn't know what to tell her as I eat up 5-10 of these everyday using that code. she states she will and speak to her warranty admin and also if she knows how to input...Larry Meeker/Pac87255

05/02/03 MEEKSL Inbound Voice Mail Inquiry Done

Comment Called stating system wouldn't take Z1342 code..Larry meeker/Pac87255

04/29/03 MEEKSL Outbound Call Dealer Made Contact Done

Comment AND ASKED FOR Steve Steve and asked about the repair and advised that bodyshop would be doing repairs and was transferred to them and told to ask for bodyshop mgr Gene Kaply did so but he was

available was transferred to laptop/warranty clerk
identified myself and advised he had file for payment after repairs are done, explained how to fill out
FD and provided his contact data and verified the return fax number for dealership address would
setup GMWA then send substantial check to dealer with instructions on filing for payment.

04/29/03 MOREAU Ownership Changed Done

Comment

04/29/03 MEEKSL BPC PAR Workflow - Assign Done

Comment

04/29/03 LOTTM ERC PAR Fwd to FTT- GMWA Z1242 Done

Comment

received and assigned in FTT. Merge to LogPAR

04/29/03 MOREAU Outbound Call Third Party Made Contact Done

Comment

CRM called Insurance Agent, Karen Jackson and advised of cost concern. Agent advised that cost to
statement that the other veh involved be repaired by GM and not insurance company. CRM advised
Agent of ERIS address and advised PAR is only repairing veh under GOODWILL due to dr having
started repair prior to PAR involvement.

Ms. Jackson advised insurance company does not have any statements from witness yet and does not
know if a claim will be issued.

Ms. Jackson thanked CRM for assistance

Patricia Moreau/PAR58210

04/29/03 MOREAU Inbound Voice Mail Inquiry Done

Insurance agent, Karen Jackson, 330-845-4363, left vmsg for CRM to contact her.

Comment

Patricia Moreau/PAR58210

04/29/03 MOREAU Inbound Call Customer Service Request Update Done

Comment

Cost husband (Craig) called and advised would like an update on the file. CRM advised cost that the
mechanical concern was repaired prior to CRM receiving the request. CRM advised that the AVM has
been involved with the case and agreed with the CRM to goodwill the repair of the body damage and
rental for cost. Cost agreed and thanked CRM for assistance.

Patricia Moreau/PAR58210

04/29/03 MOREAU BPC PAR Close-Received with Repair Done

Comment

CRM rec'd PAR fax
CRM reviewed PAR facts with cost
CRM contacted DLR and mechanical repairs have been completed. Body damage not completed.
CRM contacted AVM, Lee Turner and both agreed to leave with body damage, rental completed by GM.
CRM contacted cost and advised GM will repair cost veh and rental
Cost agreed

CRM forwarding to FTT group.

Franco Moreau/PAR66218

04/24/03 MOREAU BRC PAR GM Decision- Repair Done

Comment CRM contacted cust and advised that due to fact that the dir had repaired wih wiper motor, that GM would repair the cust veh body damage. Cust accepted offer of repair of damages. Forwarding to FTT group.

Franco Moreau/PAR66210

04/24/03 MOREAU BRC PAR Case Assigned Done

Comment

04/24/03 COUGHMAN Ownership Changed Done

Comment

04/24/03 MOREAU Outbound Call Dealer Made Contact Done

Comment CRM contacted dir and spoke with Steve, advising that GM will repair veh body damage and take care of the rental for cust. CRM advised would RO with body damage fixed as soon as possible. Steve advised would have body man start on the estimate today.

Franco Moreau/PAR66210

04/24/03 MOREAU Outbound Call Field Made Contact Done

Comment

CRM contacted AVM, Lee Turner and advised him that the veh mechanical has been repaired. AVM advised that the cust has a rental veh and that being as GM will be repairing the veh body damage, rental should be included. CRM agreed with the AVM and will contact the dir and cust.

Franco Moreau/PAR66210

04/24/03 MOREAU BRC PAR Initial Contact- AVM Done

Comment CRM contacted AVM, Lee Turner, 330-205-1636 left message regarding cust concern and to let AVM know that the repair has been completed.

Franco Moreau/PAR66210

04/24/03 MOREAU BRC PAR Initial Contact- Dealer Done

Comment CRM contacted and spoke w/ Steve Sandstrom, and was advised that the veh has been repaired. Steve stated that the veh wiper motor shorted out due to water leak into the wiring harness causing a malfunction and corroding the wiper motor plug. CRM asked if Steve could fax the RO to this CRM. Steve agreed to FAX the RO to CRM at 808-626-3883.

CRM advised would contact the cust and will be closing the request.

Franco Moreau/PAR66210

04/24/03 MOREAU BRC PAR Initial Contact- Phone Done

Comment CRM contacted cust. Cust stated was doing about 30 mph in the rain and the wipers stopped. Cust stated that she hit veh (Subst) from behind running up over the bumper. Cust stated that the front of the

veh plastic parts were all over the road and the hood is bent. Cust states that the police took report and hit her leaves. Cust states that the veh is at Malheur Clinic. Cust wants to know why the wipers stopped functioning. Cust also stated that the air did not deploy.

Comment

CRM advised would contact the dr for further info as they have the veh.

Pamela Moreau/PAR958210

04/24/03 MOREAU BRC PAR Acknowledgement Done

Comment Called cust
Pamela Moreau/PAR958210

04/24/03 MOREAU Ownership Changed Ownership Escalated to BRC Done

Comment

04/24/03 MOREAU Research Done

Comment VINET188DC8127688
VIN search completed - no other requests found

GMVIB does not have any campaigns on this veh.

No warranty work performed.

Pamela Moreau/PAR958210

04/24/03 MOREAU Ownership Changed Ownership Escalated to BRC Done

Comment

04/24/03 LOTTM Ownership Changed Done

Comment

04/23/03 MIDOLETS Increased Call Field Provided Info Done

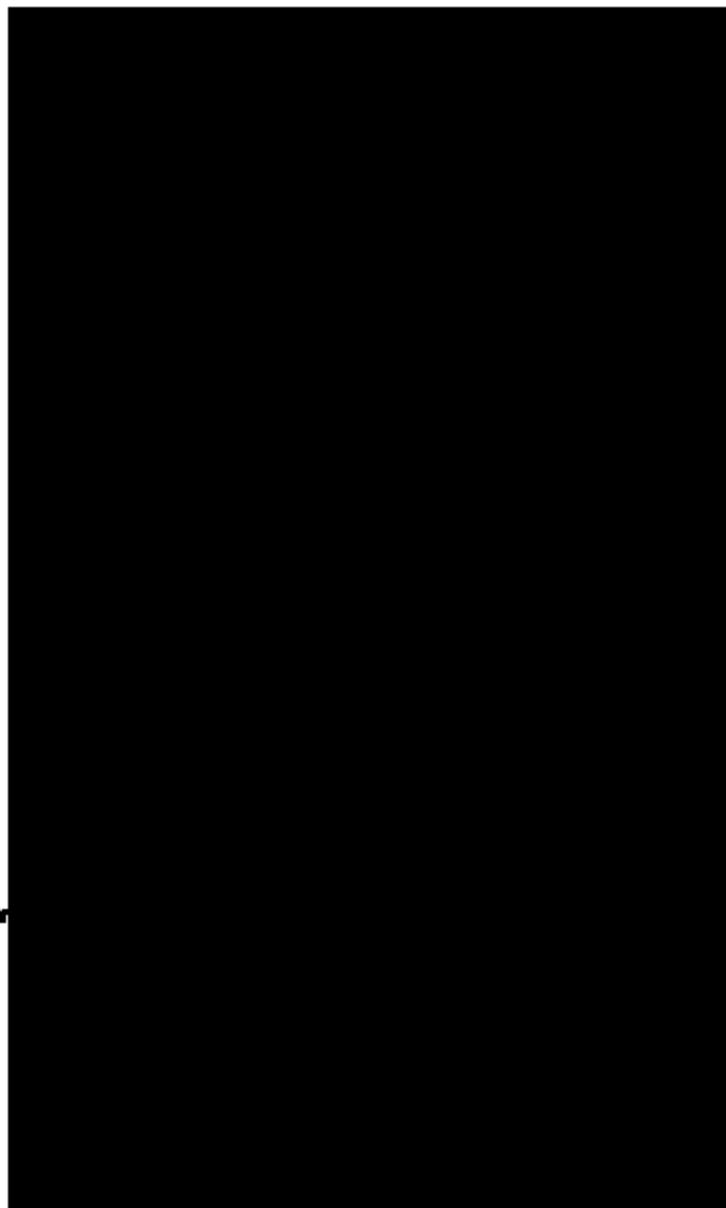
Comment

AVM Lew Turner contacted CAC wanting to update the status veh is at dr now
Synopsis is cust wife Lisa was driving with light raining Airline cust told to turn on wipers and would not work the lateral windshield wiper cust visibility causing accident involving 2 other veh. cust damages is approx \$2000 dr did provide most relevant and AVM did contact dr for info not to stress car to be covered as substitution of liability. AVM Turner says he and Bill Young did have opportunity to view veh and wipers are not functioning
cust not want to be involved w PAR dept and just thought would update the w info he has so far
if PAR CRM has any additional questions can contact him directly at
330-326-1838.

Turner seeks GM rep who oversees PAR dept
own mfr per TM that GM rep is Bob FK
Barbara Middleton/ownership

04/22/03 LOTTM Escalation Initial PAR Done

Comment Advised cust someone from the PAR Department will be contacting them within 24-48 hours.



Send Couchman/CAC/POD/CORR

received and assigned in PAR/Major's Lot/PAR
042303 COUCHMAN Inbound Call Customer Complex Request Done

Comment

Cust states windshield wipers failed and while trying to get them to work, rear ended another veh.

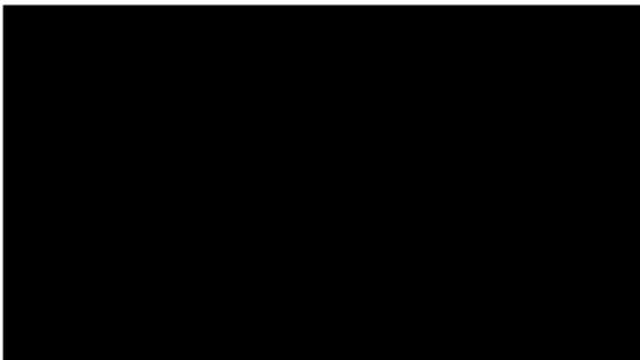
Cust seeks Veh restoration.

CRM advised they will be contacted by our PAR group within 24-48 hours.

Send Couchman/CAC/POD/CORR

N31

Inoperative



003 TRAILBLAZER EXT LT 4WD
 U LT PEWTER METALLIC /LSG
 52 MED PEWTER/DK PEWTER ACCENTS
 R NO. FMDHKT/TRE STOCK NO.
 IN 1GN BT16 SX 36127598

CHEVROLET MO } DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10D65386798

*****13*284478*****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
U15806 TRAILBLAZER EXT LT 4WD	32885.00	29760.93	INVOICE 09/12/02
7E SIDE RUNNINGBOARD STEPS	375.00	322.50	SHIPPED 09/12/02
75 ELECTRIC SLIDING SUNROOF	800.00	688.00	EXP I/T 09/23/02
39 FEDERAL/NY/VT EMISSIONS	N/C	N/C	INT COM 09/23/02
J6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC HFF 09/11/02
A1 HEATED FRONT SEATS	250.00	215.00	KEYS S547C S547C
L8 VORTEC 4200 SPI I6	0.00	0.00	WFP-S QTR OPT-1
30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: BANK ONE, N
20 AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00	CHG-TO 28-447
E3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4955
3J LT EXT PREF EQUIPMENT GROUP	3065.00	2635.90	HP: 32.1
LEATHER PLUS PACKAGE			GVW: 6400
* PREMIUM LEATHER SEATING SURFACES ON 1ST AND 2ND ROW, 8 WAY POWER DRIVER AND PASSENGER SEATS WITH POWER LUMBAR SUPPORT			GVWF: 3200
* DRIVER CONVENIENCE PACKAGE:			GVWR: 3400
* DRIVER MESSAGE CENTER			GMS: 33250.58
* AUTO CLIMATE CONTROL			SUPPLR: 34580.60
* REAR SEAT RADIO AND HVAC CONTROLS			NTR: 1/2
* REDUNDANT HVAC/AUDIO/DMC STEERING WHEEL CONTROLS			DAN: TXLT
* DRIVER'S SEAT MEMORY AND OSRV MIRROR			MEMO 1876.25
* TURN SIGNAL OSRV MIRRORS			
* BODY COLOR HANDLES & GRILLE			
* VEHICLE COMMUNICATIONS PKG			
* ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN			
* LIGHT SENSITIVE ISRV MIRROR			

TOTAL MODEL & OPTIONS	37525.00	33751.33	ACT 237	33250.58
ESTIMATION CHARGE	625.00	625.00	R/B 261	1125.75
DEALER CO-OP ADVERTISING		375.25	ADV 261	375.25
LOCAL ADVERTISING & MARKETING		187.63	EXP 65A	187.63

TOTAL	38150.00	34939.21	PAY 310	34939.21
MINO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		33320.18		

 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.

AMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I
06/13/2003 14:35

VIN: 1GNET169X36127598

OPEN\CLOSED STATUS:

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

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

FW:

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

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN:	1GNB16SX36127598
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VEHICLE INFORMATION

Merchandising Model:	CT15806 - 2003 TRAILBLAZER EXT 4WD	Warranty Start Date:	12/31/2002				
RARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	MARHOPER CHEVROLET, INC. PO BOX 1645 STOW, OH 44224-0645 (330) 688-6644	Selling Source:	13 - CHEVROLET				
		Site Code:	28395				
		Business Associate Code:	113622				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	12/31/2002	5 miles	12/31/2005	36005 miles
72/100000 SHEET METAL RUST-THROUGH	12/31/2002	5 miles	12/31/2008	100005 miles
36/36000 SHEET METAL CORROSION	12/31/2002	5 miles	12/31/2005	36005 miles
96/80000 PCM/CC EMISSIONS	12/31/2002	5 miles	12/31/2010	80005 miles
36/36000 FEDERAL EMISSIONS	12/31/2002	5 miles	12/31/2005	36005 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
05/19/2003	145456	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3500 miles
05/19/2003	145456	#	B9740 - POW STEER GEAR RPL	3500 miles
04/23/2003	144365	#	Z1242 - REPAIR/REIMBURSEMENT-PRODUCT ALLEGATION RESOLUTION	3202 miles
04/23/2003	144386	#	N3520 - W/S WIPER MOTOR RPL	3205 miles
09/24/2002	215622	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	2 miles
09/12/2002	A27598	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/06/2003	375	01	#	N3520 - W/S WIPER MOTOR RPL	15094704 - MODULE	N/A	N/A	\$206.97	N

Repair Order Date:	09/24/2002	Repair Order Number:	215622	Odometer Reading:	2 miles
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Served By:	STAR CHEVROLET, INC. 140 WEST AVE TALLMADGE, OH 44278-2291 (330) 630-2000	Selling Source:	13 - CHEVROLET
		Site Code:	28447
		Business Associate Code:	113624

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/27/2002	312	01	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	N/A	N/A	N/A	\$1.98	N

Repair Order Date:	09/12/2002	Repair Order Number:	A27598	Odometer Reading:	0 miles
--------------------	------------	----------------------	--------	-------------------	---------

Served By:	STAR CHEVROLET, INC. 140 WEST AVE TALLMADGE, OH 44278-2291 (330) 630-2000	Selling Source:	13 - CHEVROLET
		Site Code:	28447
		Business Associate Code:	113624

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/17/2002	309	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$93.10	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System Vehicle Build

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Help

VIN:	1GNBT16SX36127598
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VEHICLE BUILD

Merchandising Model:	CT15806 - 2003 TRAILBLAZER EXT 4WD		
Gross Vehicle Weight Rating:	2904 kg (6408 lb)	Order Number:	FMDHKT
Build Date:	09/12/2002	Build Plant:	13606

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - SLIDING REAR WINDOW
AK5 - AIR BAG	AM7 - FOLDING REAR SEAT
AM9 - SPLIT FOLDING REAR SEAT BACK	AR9 - WITH FULL FLOOR CONSOLE,
AUD - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
BVE - ASSIST STEPS	B30 - WHEELHOUSING & FLOOR CARPETING
B32 - CARPETED FRONT FLOOR MATS	B33 - REAR COLOR KEYED FLOOR MATS
CP5 - ELECTRIC SUNROOF	CJ2 - AIR COND., DUAL ZONE AUTOMATIC
C49 - ELECTRIC REAR WINDOW DEFOGGER	C7H - 6,400 LB GVW RATING
DD7 - ISRV MIRROR W/COMPASS	DH2 - LIGHTED LH & RH VISOR MIRRORS
DK7 - OVERHEAD CONSOLE/TB	DS3 - MIRROR LH/RH REMOTE
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WEL DISC
KA1 - HEATED DRIVER & FRONT PASS SEAT	KG4 - GENERATOR 150 AMP
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE	NF2 - EMISSION SYSTEM, FEDERAL TIER 1
N40 - POWER STEERING	N74 - 17" ALUMINUM SPORT WHEEL
N79 - FULL SIZE SPARE	OEL - PLANT - OKLAHOMA CITY
QTE - P245/65R17 BW ON/OFF ROAD TIRES	SLM - STOCK ORDERS
STW - LEATHER WRAPPED STEERING WHEEL	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM

UB1 - AND STEERING WHEEL CONTROLS	UG1 - HOMELINK 3-CHANNEL DOOR OPENER
UK6 - REAR AUDIO HEADPHONE JACKS	UPC - TRAVEL NOTE
UP0 - AM/FM STEREO/CASS/COMPACT DISC	U68 - DRIVER INFORMATION CENTER
U73 - FIXED MAST ANTENNA	VK3 - LICENSE PLATE FRAME: FRONT
VX8 - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V40 - POWER PASSENGER SEAT PROVISIONS	V73 - /CANADA
V76 - RECOVERY HOOKS	X88 - NAMEPLATE CHEVROLET
YD3 - BASE EQUIP FOR BCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	YES - LT ENHANCEMENT PACKAGE
ZQ3 - DRVR MESSAGE CNTR, AUTO CLIMATE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	18J - * AUTO CLIMATE CONTROL
11U - LT PEWTER METALLIC	688 - COMP FRT LH COMPUTER SEL SUSP
788 - COMP FRT RH COMPUTER SEL SUSP	8HU - REAR SPRING
9HU - RR RH COMPUTER SEL SUSP	951 - MED PEWTER/DK PEWTER INT TRIM
952 - EZSFEC	

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GM Vehicle Inquiry System

Vehicle Component

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VIN:	1GNBT16SX36127598
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Vehicle Component

Component Code:		10 - ENGINE ASSEMBLY			
Source Plant:		V - CPC FLINT, MICHIGAN			
Part/Num Broadcast:		NAD	Traceability:	209050979	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	01

Component Code:		35 - STEERING COLUMN - SIR SYSTEM			
Source Plant:		S - BAGINAW DIVISION BAGINAW, MI			
Part/Num Broadcast:		XRB	Traceability:	004062482	
Date Scanned:	09/11/2002	Time Scanned:	09.20.00	Scan Station:	05

Component Code:		50 - INSTRUMENT CLUSTER			
Source Plant:		F			
Part/Num Broadcast:		DSZD	Traceability:	022462RAM	
Date Scanned:	09/11/2002	Time Scanned:	09.18.00	Scan Station:	13

Component Code:		57 - COMBINATION VALVE			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	10

Component Code:		60 - TRANSFER CASE (4 WHEEL DRIVE)			
Source Plant:		N			
Part/Num Broadcast:		SU	Traceability:	0AQ088588	
Date Scanned:	09/11/2002	Time Scanned:	14.00.00	Scan Station:	01

Component Code:		61 - TRANSMISSION			
Source Plant:		Y - HYDRAMATIC TOLEDO, OHIO			
Part/Num Broadcast:		3TDD	Traceability:	34669118	
Date Scanned:	09/11/2002	Time Scanned:	13.56.00	Scan Station:	02

Component Code:		63 - FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES			
Source Plant:		G			
Part/Num Broadcast:		UP7	Traceability:	C6Q186	
Date Scanned:	09/11/2002	Time Scanned:	14.08.00	Scan Station:	20

Component Code:		65 - RRAR AXLE ASSEMBLY			
Source Plant:		C - SAGINAW BUFFALO, NEW YORK			
Part/Num Broadcast:		DN4	Traceability:	241072159	
Date Scanned:	09/11/2002	Time Scanned:	13.52.00	Scan Station:	14

Component Code:		66 - RIGHT FRONT HUB ASSEMBLY			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	22

Component Code:		67 - LEFT FRONT HUB ASSEMBLY			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	21

Component Code:		86 - ELECTRONIC CONTROL MODULE (ECM)			
Source Plant:		K - DELCO ELECTRONICS KOKOMO, IN			
Part/Num Broadcast:		YCTD	Traceability:	022508MWW	
Date Scanned:	09/11/2002	Time Scanned:	19.54.00	Scan Station:	04

Component Code:		87 - BODY CONTROL MODULE			
Source Plant:		M			
Part/Num Broadcast:		5293	Traceability:	1224922AS	
Date Scanned:	09/11/2002	Time Scanned:	19.54.00	Scan Station:	08

Component Code:		AB - IR-MODULE ASM-INFLATOR			
Source Plant:		Q - RIMIR MATAMORS MEXICO			
Part/Num Broadcast:		B511	Traceability:	6CJF6LP	
Date Scanned:	09/11/2002	Time Scanned:	17.48.00	Scan Station:	06

Component Code:		AD - IR-SENSOR-FORWARD			
Source Plant:		X - DELCO ELECTRONICS SINGAPORE			
Part/Num Broadcast:		5679	Traceability:	AEM0Q	
Date Scanned:	09/11/2002	Time Scanned:	15.28.00	Scan Station:	17

Component Code:		AL - IR-MODULE ASM-IP			
Source Plant:		M - MORTON-THIOL			
Part/Num Broadcast:		7542	Traceability:	9WCLL88	
Date Scanned:	09/11/2002	Time Scanned:	09.17.00	Scan Station:	03

Component Code:		AP - RH SIDE IMPACT AIRBAG MODULE			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	09

Component Code:		AQ - LH SIDE IMPACT AIRBAG MODULE			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	
Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	11

Component Code:		AS - SENSING DIAGNOSTIC MODULE			
Source Plant:		K - DELCO ELECTRONICS KOKOMO,IN			
Part/Num Broadcast:		0861	Traceability:	222490N6L	
Date Scanned:	09/11/2002	Time Scanned:	13.33.00	Scan Station:	07

Component Code:		AU - LEFT SIDE IMPACT SENSING MODULE			
Source Plant:		N/A			
Part/Num Broadcast:		N/A	Traceability:	N/A	

Date Scanned:	N/A	Time Scanned:	N/A	Scan Station:	19
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Component Code:	BN				
Source Plant:	Y				
Part/Num Broadcast:	0026	Traceability:	02231B83U		
Date Scanned:	09/11/2002	Time Scanned:	19.54.00	Scan Station:	23

Component Code:	BO				
Source Plant:	Y				
Part/Num Broadcast:	0067	Traceability:	12234CBP4		
Date Scanned:	09/11/2002	Time Scanned:	19.54.00	Scan Station:	24

Component Code:	BP				
Source Plant:	Z				
Part/Num Broadcast:	0049	Traceability:	12244FABS		
Date Scanned:	09/11/2002	Time Scanned:	19.54.00	Scan Station:	25

Component Code:	CB - SBQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ	Traceability:	0350387		
Date Scanned:	09/04/2002	Time Scanned:	04.46.00	Scan Station:	N/A

Component Code:	CC - SBQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1WW	Traceability:	0067374		
Date Scanned:	09/06/2002	Time Scanned:	15.30.00	Scan Station:	N/A

Component Code:	CF - SBQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	1TT	Traceability:	0066611		
Date Scanned:	09/09/2002	Time Scanned:	18.12.00	Scan Station:	N/A

Component Code:	CP - SBQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				

Part/Num Broadcast:	1GA	Traceability:	0066761		
Date Scanned:	09/11/2002	Time Scanned:	08.10.00	Scan Station:	N/A

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GM Vehicle Inquiry System

Delivery Information

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VIN:	1GNBT16SX36127598
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IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	12/31/2002	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	5 miles
Delivering Dealer:	MARHOFER CHEVROLET, INC. PO BOX 1645 STOW, OH 44224-0645 (330) 688-6644	Delivery Selling Source:	13 - CHEVROLET		
		Delivery Site Code:	28395		
		Business Associate Code:	113622		

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GM Vehicle Inquiry System Dealer Information

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VIN:	1GNET16SX36127598
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INVOICE INFORMATION

Invoice Date:	09/12/2002		
Site Address:	STAR CHEVROLET, INC. 140 WEST AVE TALLMADGE, OH 44278-2291 (330) 630-2000	Selling Source:	13 - CHEVROLET
		Site Code:	28447
		Business Associate Code:	113624

SHIP-TO INFORMATION

Ship-To Date:	N/A		
Site Address:	STAR CHEVROLET, INC. 140 WEST AVE TALLMADGE, OH 44278-2291 (330) 630-2000	Selling Source:	13 - CHEVROLET
		Site Code:	28447
		Business Associate Code:	113624

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THE ^{PAT} CINCINNATI INSURANCE COMPANIES

THE CINCINNATI INSURANCE COMPANY THE CINCINNATI INDEMNITY COMPANY
THE CINCINNATI CASUALTY COMPANY THE CINCINNATI LIFE INSURANCE COMPANY

*No Omin
No UP
No 1241
@SPRHS ✓*

P O BOX 266
CUYAHOGA FALLS OH 44222
(330) 945-4393
(330) 945-4867 FAX

May 20, 2003

RSIS
GM VEHICLE MGMT UNIT
300 RENAISSANCE CENTER
MAIL CODE 482C20ALL
DETROIT MI 48265-3000

461825

PD

RE: OUR INSURED: [REDACTED]
INSURED VEHICLE: 2003 CHEVY TRAIL BLAZER
VIN#: 1GNET16FX36127598
POLICY NO.: HRA9001438C1
D/L: 4/22/03
CLAIMANT: PETERSON TRUST

Dear Sir/Madam:

Please be advised that we are the carrier for [REDACTED] with regard to the above-captioned matter.

011-700

During a rainstorm our Insured's windshield wipers stopped working and as a result our Insured was in an automobile accident. It was relayed to us by the dealership, that the seal to the wiper motor was broken. This caused water to get into the motor, which caused it to short out. The claimant has presented a claim against our Insured in this matter. It is our opinion that you may have exposure in this matter, and we ask that you please contact your insurance carrier regarding same. In the event you are not insured or self-insured, please contact me so that we can discuss this matter further.

Thank you for your cooperation in this matter.

Sincerely,

Karen Jackson
Senior Claims Specialist

rec'd
RECEIVED
MAY 27 2003
[REDACTED]

Jenny Paris
Claims Administrator
ESIS-ON CLAIMS

ESIS

An Insurance Service Company

July 15, 2003

Attn: Karen Jackson
The Cincinnati Insurance Co.
P.O. Box 266
Cuyahoga Falls, OH 44222

300 Renaissance Center
Mail Code 482-C20-0771
Detroit, MI 48266-3000
Telephone 313.668-3413
Facsimile 313.668.0913
Jenny.Paris@eis.com

Your File: HRA9001438CI
Your Insured: ██████████
Our File Number: 461825
Our Client: General Motors Corporation
Date of Event: 4/22/03

Dear Ms. Jackson:

This will have reference to the above product liability subrogation claim that you filed with General Motors Corporation.

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of General Motors Corporation.

My initial correspondence of 6/9/03, which was sent to you, requested specific information, which would enable us to perform our evaluation. Unless I hear from you or we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file.

Thank you for your time and attention in this regard.

Sincerely,

Jenny Paris



THE
CINCINNATI INSURANCE COMPANIES

THE CINCINNATI INSURANCE COMPANY THE CINCINNATI INDEMNITY COMPANY
THE CINCINNATI CASUALTY COMPANY THE CINCINNATI LIFE INSURANCE COMPANY

P O BOX 266
CUYAHOGA FALLS OH 44222
(330) 945-4393
(330) 945-4867 FAX

August 14, 2003

MS JENNY PARIS
ESIS
300 RENAISSANCE CENTER
MAIL CODE 482-C20-D71
DETROIT MI 48265-3000

RECEIVED
AUG 21 2003
ESIS-GM CLAIMS UNIT

RE: YOUR INSURED: GENERAL MOTORS CORP
 YOUR CLAIM NO.: 461825
 OUR INSURED: ████████████████████
 OUR POLICY NO.: HRA9001438C1
 D/L: 4/22/03
 CLAIMANT: PETERSON TRUST

Dear Ms. Paris:

In response to your letter dated 7/15/03, I have included documentation of our claim. Please note that I was out of my office and did not return until 7/21/03.

This letter will serve as notice of our subrogation claim regarding the above-captioned matter. Please be advised that we paid out \$7,824.66, in property damage related to this claim.. Enclosed please find all supporting documents regarding our claim.

We request that this claim be reviewed, approved and paid in the amount of \$7,824.66. Please make payment to the Cincinnati Insurance Company, and send it to my attention at the above address.

Information enclosed with this letter will assist you in evaluating our subrogation claim. We are sharing nonpublic personal information about our customer with you in order to pursue subrogation and process a transaction authorized by our customer.

You may use this information only to process the subrogation claim making all reasonable efforts to maintain the confidentiality of the information. We also expect that you will appropriately dispose of the information as soon as this claim is resolved. You are not authorized to use or disclose the personal customer information for any purpose other than to evaluate and process our subrogation claim.

Please feel free contact me if you have any questions.

Sincerely,


Karen Jackson
Senior Claims Specialist

*out by Oct 6
see Hater*

Enclosures



CINCINNATI

FINANCIAL CORPORATION

CINCINNATI, OHIO 45250-5496

THE CINCINNATI

INSURANCE COMPANIES

THE CINCINNATI INSURANCE COMPANY THE CINCINNATI INDEMNITY COMPANY
THE CINCINNATI CASUALTY COMPANY

SERIES 02C

[REDACTED]	DATE OF LOSS 04/22/2003	[REDACTED]	CHECK No. 020494402
		AGENCY DECKERSON INS AGENCY INC	AGENCY NO. 34-00709 DATE 08/14/2003

Amount One Thousand Four Hundred Forty Nine and 90/100

Dollar \$ *****1,449.90

PAY TO
THE
ORDER
OF

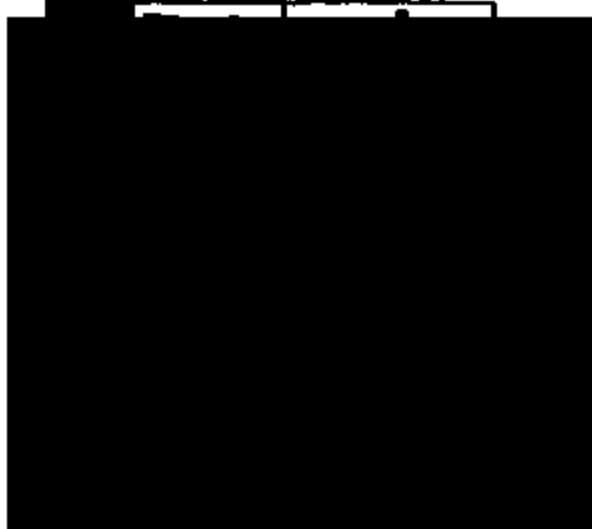


FOR: Property Damage - GLEET RENTAL

PAYABLE AT THE FIRST NATIONAL BANK
CINCINNATI, OHIO 45202

KAREN JACKSON

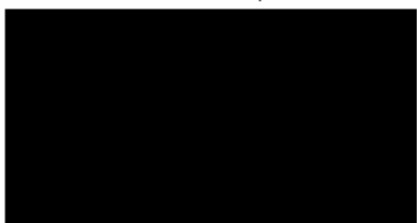
Rental Invoice



Rental Agreement

0289179 - 3842

Description	Rate	Amount
39 DAYS	34.99	1,384.61
SALES TAX	6.25	65.20

Date Out 4/29/03	Date In 6/06/03
	
DOB 10/25/81	Expires 10/25/05

Additional Driver


Name	NO OTHER DRIVER PERMITTED		
Age	Driver License	State	Expires

Color BEIGE	License No. ATF855	Claim #/Policy #/P.O. #	
Model DS TAUR	Unit # QW3304	Insured	
Color BLACK	License No. BU15LA	Date of Loss	Type of Loss
Model DS AVAL	Unit # QP9999	Type of Car LESABRE	Repair Shop KLABEN FORD

RECEIVED

JUL - 6 2003

K. JACKSON

AMOUNT DUE.....  1448.80

Billing Inquiries Call 800-877-4447	Fed Tax ID # 31-1380418
Billing Information TOTAL CHARGES	

Thank You For Choosing Enterprise

WE APPRECIATE YOUR BUSINESS
AND LOOK FORWARD TO SERVING YOUR
RENTAL NEEDS IN THE FUTURE!!

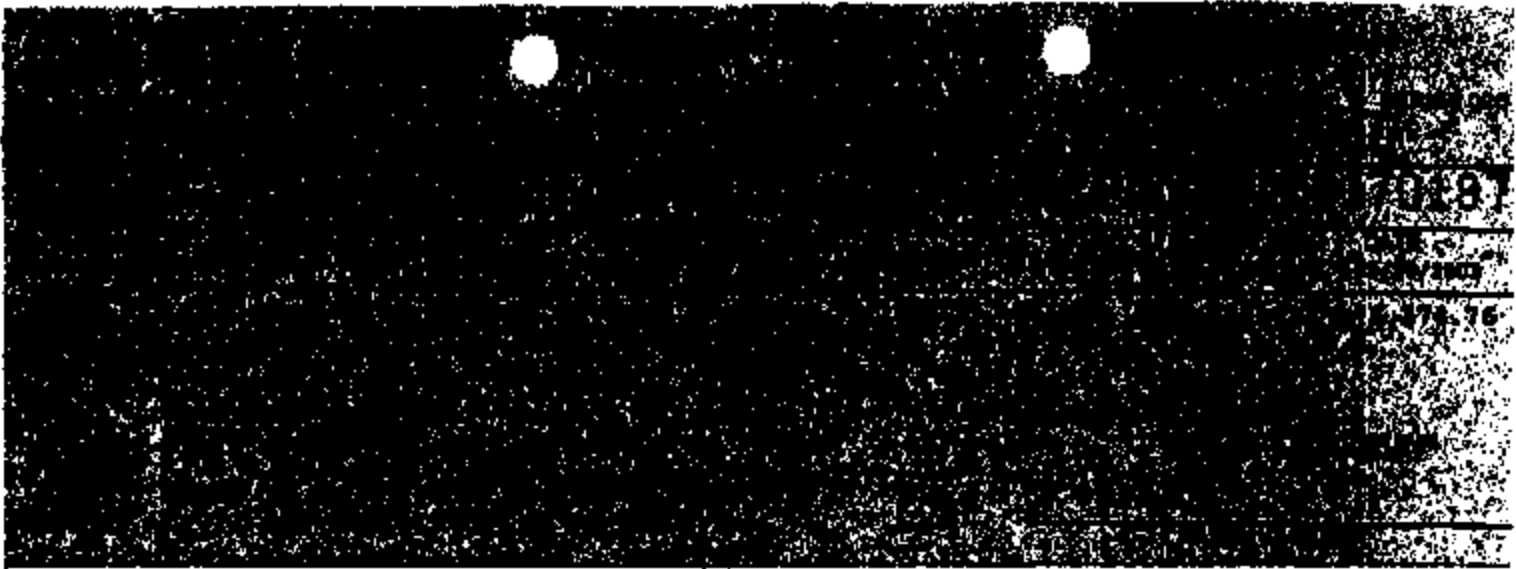
Please Return This Portion with Remittance

Remit to:



AMOUNT DUE.....  1448.80

Paid by:
CINCINNATI INS-OF KAREN JACKSON
ATTN: JACKSON-KAREN
P. O. BOX 286
CUYAHOBA FALLS OH 44222



ACE

1155 Phoenixville Pike, Suite 109
West Chester PA, 19380
(610) 429-5200

To : CINCINNATI INSURANCE
P.O. BOX 43548
CLEVELAND, OH 44143

File Number : 550228 / C21R
Policy Number : HRA9001438C1
Claim Number : HRA9001438C1
Date of Loss : 04/22/03
Date of Billing : 05/20/03

Insured : 
Claimant : 

NOTES:

Estimate Amount: \$ 6,788.31 ACE Audit Amount: \$ 8,374.76 Savings: \$ 413.55

*****VEHICLES REPAIR ARE ALMOST COMPLETED. PLEASE PAY AT YOUR DISCRETION.*****

Claim Rep: KAREN JACKSON
Fax: (330) 945-4387 Phone: (330) 945-4383

May 24, 2003 11:38 AM

ACE REVIEW FOR CINCINNATI INSURANCE

P.O. BOX 43548
CLEVELAND, OH 44143
(888) 816 - 2436
ESTIMATE AUDIT

Insured : XXXXXXXXXX
 Claimant : GEORGE MASON
 Ins Co : ACE REVIEW FOR CINCINNATI
 Assigned By : KAREN JACKSON
 Repair Fac :
 Phone/Fax :
 Federal ID :

File Number : 690228 / C21R
 Policy Number : XXXXXXXXXX
 Claim Number : XXXXXXXXXX
 Date of Loss : 04/22/03
 Date Inspected : 08/20/03
 Auditor : RJK

Vehicle : 2001 Buick LeSabre Custom

THIS DOCUMENT IS NOT AN APPRAISAL

#	Operation	Description	Part Type/Part Number	Price	Labor	Paint
1	REMOVE/INSTALL	FRT BUMPER ASSY			INC	
2	OVERHALL	FRT COVER ASSY			2.2	
3	REPAIR	FRT BUMPER COVER	Existing		*4.5	
4	REFINISH	FRT BUMPER COVER				2.8
5	REMOVE/REPLAC	FRT BUMPER IMPACT CUSHION	25648528 GM PART	112.45	INC	
6	ADDL LABOR OP	UNIBODY STRUCTURE	Existing		*4.0	
7	BLEND	R REAR DOOR OUTSIDE				0.9
8	BLEND	L REAR DOOR OUTSIDE				0.9
9	REMOVE/INSTALL	R REAR DOOR TRIM PANEL			0.4	
10	REMOVE/INSTALL	L REAR DOOR TRIM PANEL			0.4	
11	REMOVE/INSTALL	R REAR OTR DOOR HANDLE			*0.3	
12	REMOVE/INSTALL	L REAR OTR DOOR HANDLE			*0.3	
13	REMOVE/REPLAC	BACK WINDOW REVEAL MLDG	26701028 GM PART	58.89	*0.0	
14	REMOVE/REPLAC	R SIDE BODY PANEL ASSEMBLY	-S 12482637 GM PART	619.41	*13.0	
15	REFINISH/REPAIR	R SIDE BODY PANEL ASSEMBLY	-S			*3.2
16	REPAIR	L SIDE BODY PANEL ASSEMBLY	-S Existing		*8.0	
17	REFINISH/REPAIR	L SIDE BODY PANEL ASSEMBLY	-S			*3.2
18	REMOVE/REPLAC	R QUARTER ADHESIVE NAMEPLATE	26646731 GM PART	7.45	0.2	
19	REMOVE/REPLAC	L QUARTER ADHESIVE NAMEPLATE	26646731 GM PART	7.45	0.2	
20	REMOVE/REPLAC	LUGGAGE LID PANEL	Qual Recycled Part	*625.00	1.3	
21	REFINISH	LUGGAGE LID OUTSIDE				2.6
22	REFINISH	LUGGAGE LID UNDERSIDE				1.5
23		LINE MARKUP 15.25.00		151.25		
24	REMOVE/REPLAC	REAR BODY PANEL	12481383 GM PART	228.99	8.5	
25	REFINISH	REAR BODY PANEL				1.7

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ACE REVIEW FOR CINCINNATI INSURANCE

P.O. BOX 43548
CLEVELAND, OH 44143
(888) 818 - 2438
ESTIMATE AUDIT

Insured : XXXXXXXXXX
 Claimant : GEORGE MASON
 Ins Co : ACE REVIEW FOR CINCINNATI
 Assigned By : KAREN JACKSON
 Repair Fac :
 Phone/Fax :
 Federal ID :

File Number : 590228 / C21R
 Policy Number : XXXXXXXXXX
 Claim Number : XXXXXXXXXX
 Date of Loss : 04/22/03
 Date Inspected : 05/20/03
 Auditor : RJK

Vehicle : 2001 Buick LaSabre Custom

THIS DOCUMENT IS NOT AN APPRAISAL

#	Operation	Description	Part Type/Part Number	Price	Labor	Paint
26	REFINISH	REAR BODY EDGE				0.8
27	REPAIR	REAR BODY FLOOR PAN	Existing		*12.0	
28	REFINISH/REPAIR	REAR BODY FLOOR PAN				*1.0
29	REMOVE/REPLAC	REAR BODY COMPARTMENT TRIM	2570828 GM PART	25.05	0.2	
30	REMOVE/REPLAC	R COMBINATION LAMP ASSEMBLY	1683058 GM PART	173.68	INC	
31	REMOVE/REPLAC	R COMBINATION LAMP FILLER	2858328 GM PART	31.47	0.2	
32	REFINISH	R LAMP FILLER				0.3
33	REMOVE/REPLAC	COMBINATION LAMP ASSEMBLY	28718872 GM PART	*INC	0.2	
34	ADDL LABOR OF	FOUR WHEEL ALIGNMENT	Sublet	*78.96	*0.0	
35	ADDL LABOR OF	FRAME	Existing		*8.0	
36	OVERHAUL	REAR COVER ASSY				0.4
37	REMOVE/REPLAC	REAR BUMPER COVER	Qual Recycled Part	*665.00	INC	
38	REFINISH	REAR BUMPER COVER				2.4
39		LINE MARKUP \$28.00		118.28		
40	REMOVE/REPLAC	REAR BUMPER IMPACT CUSHION	2584836 GM PART	*INC	INC	
41	REMOVE/REPLAC	REAR BUMPER IMPACT BAR	2584832 GM PART	*INC	INC	
42	ADDL COST	HAZARDOUS WASTE DISPOSAL		*3.00		
43	ADDL OPR	CLEAR COAT				*2.5
44	ADDL OPR	FRAME/RACK SET UP				*2.0
45	ADDL OPR	MASK FOR OVERSPRAY		*6.00		
46	ADDL OPR	PAINTED STRIPE				*1.5
47	ADDL COST	PAIN/MATERIALS		*980.00		

* - Judgement Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

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ACE REVIEW FOR CINCINNATI INSURANCE

P.O. BOX 43548
 CLEVELAND, OH 44143
 (888) 818 - 2438
 ESTIMATE AUDIT

Insured : XXXXXXXXXX

File Number : 680228 / C21R

Parts	Labor	Addl. Labor	Additional Costs
Taxable Parts	2,226.73	Body 88.10 @ 38.00 = 5.00 = 2,024.80	Additional Costs 353.00
Parts Adjustments	247.50	Frame 8.00 @ 40.00 = 0.00 = 240.00	Tax on Add. Costs 22.00
Sales Tax	154.64	Mechanical 0.00 @ 38.00 = 0.00 = 78.85	
		Refinish 28.00 @ 38.00 = 0.00 = 828.00	
		Tax on Labor 168.28	
Subtotals	2,628.87	88.10	3,370.83

Total Labor:	3,370.83
Total Replacement Parts:	2,528.87
Total Additional Costs:	375.08
Gross Total:	6,374.78
Total Adjustments:	0.00
Net Total:	6,374.78

REMARKS:

**This is NOT an Authorization to Repair. No Supplements without prior approval.
 NON AGREED AUDIT ONLY. 05-20-03**

person who, with the 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.

FAX TO 330 945-4867

05/19/2003 at 09:49 AM
0212

Job Number:

KAREN JACKSON
330-945-4293

KLAREN AUTO STORES COLLISION CENTER
WE'RE CLOSER THAN YOU THINK
2100 E. MAIN ST.
KENT, OH 44240
(330) 678-0555 Fax: (330) 677-2894

[Handwritten marks]

PRELIMINARY REPORT

Written by: **BETH CANNON** &
Adjuster:

Insured:
Owner:
Address:

Day:
Cellular:



Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 6. Rear

Inspect **KLAREN AUTO STORES COLLISION CE**
Location: 2100 E. MAIN ST.
KENT, OH 44240

Business: (330) 678-0555

Insurance **CINCINNATI INSURANCE**
Company:

Days to Repair

2001 BUIC LESABRE CUSTOM 5-3.8L-FI 4D SED SILVER Int:
VIN: 1G4HP54K714277757 L4c: CTA2895 OH Prod Date: 05/2001 Odometer: 36782
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Auto Level
Keyless Entry Body Side Moldings Dual Mirrors
Roof Console Clear Coat Paint Power Steering
Power Brakes Power Windows Power Locks
Power Driver Seat Power Mirrors Power Trunk/Tailgate
AM Radio FM Radio Stereo
Cassette Search/Seek CD Player
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
Front Side Impact Air Bag 4 Wheel Disc Brakes Cloth Seats
Split Bench Seats Automatic Transmission Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		REAR BUMPER				
2		O/H rear bumper			1.5	
3		Deduct for Rear Bumper R&I			-1.0	
4	Repl	Bumper cover custom	1	383.36 ✓	Incl.	2.6
5		Add for Clear Coat				1.0
6	Repl	Energy absorber	1	107.28 ✓	Incl.	
7	Repl	Impact bar	1	227.03	Incl.	
8		REAR BODY & FLOOR				
9*	Rpx	Rear floor pan			12.0	1.0
10	Repl	Panel below lid	1	226.96 ✓	5.2	1.3
11		Add for Clear Coat				0.5
12		Add for Inside				0.7

PRELIMINARY ESTIMATE
2001 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
13	Repl	Tail panel trim	1	25.05	Incl.	
14		PILLARS, ROCKER & FLOOR				
15	Sact	RT Uniside assy quarter panel cut in sail & rocker	1	613.41 ✓ s	13.0	3.2
16		Overlap Major Adj. Panel				-0.4
17		Add for Clear Coat				0.6
18*	Rpr	<u>LFT QTR PANEL</u>			<u>6.0</u>	<u>3.2</u>
19		Overlap Major Adj. Panel				-0.4
20		Add for Clear Coat				0.6
21		TRUNK LID				
22	Repl	Trunk lid power release	1	556.97 ✓	1.3	2.4
23		Overlap Major Adj. Panel				-0.4
24		Add for Clear Coat				0.4
25		Add for Underside (Complete)				1.2
26		REAR LAMPS				
27	Repl	RT Tail lamp assy	1	173.66 ✓	Incl.	
28	Repl	Backup lamp assy	1	419.98	Incl.	
29#	Rpr	FRAME SET UP AND MEASURE			2.0	
30#	Repl	FOUR WHEEL ALIGN	1	79.95 T		
31#	Rpr	FRAME PULL			6.0 ✓ F	
32#	Rpr	BODY PULL			4.0	
33	R&I	LT Tail lamp assy			Incl.	
34	Repl	RT Filler	1	31.47	0.3	0.3
35		REAR DOOR				
36	Blnd	RT Outer panel				1.0
37	Blnd	LT Outer panel				1.0
38	R&I	LT Handle, outside silver			0.3	
39	R&I	RT Handle, outside silver			0.3	
40	R&I	R&I trim panel			0.5	
41	R&I	R&I trim panel			0.5	
42		BACK GLASS				
43	R&I	Back glass GM w/GFS			Incl.	
44	Repl	Molding	1	38.89 ✓		
45		QUARTER PANEL				
46	Repl	RT Nameplate "LESABRE CUSTOM"	1	7.43 ✓	0.2	
47	Repl	LT Nameplate "LESABRE CUSTOM"	1	7.43	0.2	
48		FRONT BUMPER				
49	R&I	R&I bumper assy			1.2	
50*	Rpr	Bumper cover Custom			<u>4.5</u>	2.0
51		Add for Clear Coat				1.1
52#	Repl	PAINTED STRIPE	1			1.5
53	Repl	Energy absorber	1	112.43 ✓		
54#	Repl	COVER CAR	1	5.00 T		
55#	Repl	HAZARDOUS WASTE REMOVAL	1	3.50 T		
Subtotals ==>				3019.80	58.0	25.2

Line 31 : RT FRAME SAIL BUCKLE WILL PULL FIRST BEFORE DETERMINING TO REPLACE

05/19/2003 at 09:49 AM
13212

Job Number:

PRELIMINARY ESTIMATE
2001 BUIC LESABRE CUSTOM 6-3.8L-FI 4D SED SILVER Int:

Estimate Notes:

TEAR DOWN NEEDED TO COMPLETE ESTIMATESQUEAKING NOISE FROM BRAKES . . .

Parts		2931.35
Body Labor	52.0 hrs @ \$ 36.00/hr	1872.00
Paint Labor	25.2 hrs @ \$ 36.00/hr	907.20
Frame Labor	6.0 hrs @ \$ 40.00/hr	240.00
Paint Supplies		350.00
Sublet/Misc.		88.45

SUBTOTAL		\$ 6389.00
Sales Tax	\$ 6389.00 @ 6.2500%	399.31

GRAND TOTAL		\$ 6788.31
INSURANCE PAY		\$ 6788.31

THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN VEHICLE MANUFACTURER.

SIGNATURE _____

DATE _____

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.

Estimate calculated using a preset user threshold amount for the paint and material cost.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DELIAGG Database Data 5/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AN or Qual Repl Parts. Used parts are described as LKQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recon. NIMS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

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144386

INVOICE

Page 1

6425 Duffin Blvd. Ste. 205 44122
Tel: 416-291-8111
Service Express Lane (SOL) 888-484-2222

SERVICE ADVISOR: 20 STEVE SIMINATORE

PLATE	03	CHEVROLET TRAIL BLAZ	1GMT16SX36127E98	230628	3206/3206	T1
DATE	11DEC2002		17:00	23APR03		CASH
						24APR200
	23APR03	24APR03	OPTIONS: BZE:230628			

OTHER RECORDS TECH TYPE NOISE LIST NET TOTAL
 CAUSE CUSTOMER TO COLLIDE WITH ANOTHER VEHICLE/ON AVH
 CAUSE:

708WLT94 (W/C)
 FC: 6C
 COUNT: 1
 AUTH CODE:

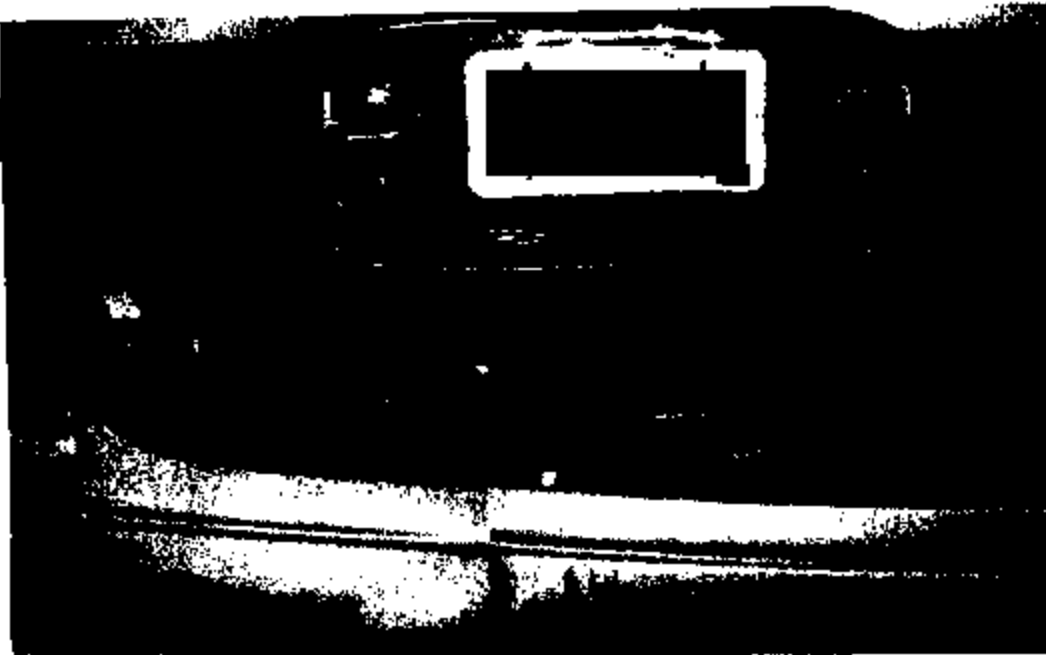
3206 \$708/6C REMOVED CORNEL PANEL TO DIAGNOSE AND FOUND WIPER MOTOR
 BEFORE I PLUGGED IN THE WIPER MOTOR HOSES PROPERLY NOW I PUT TRUCK ALL

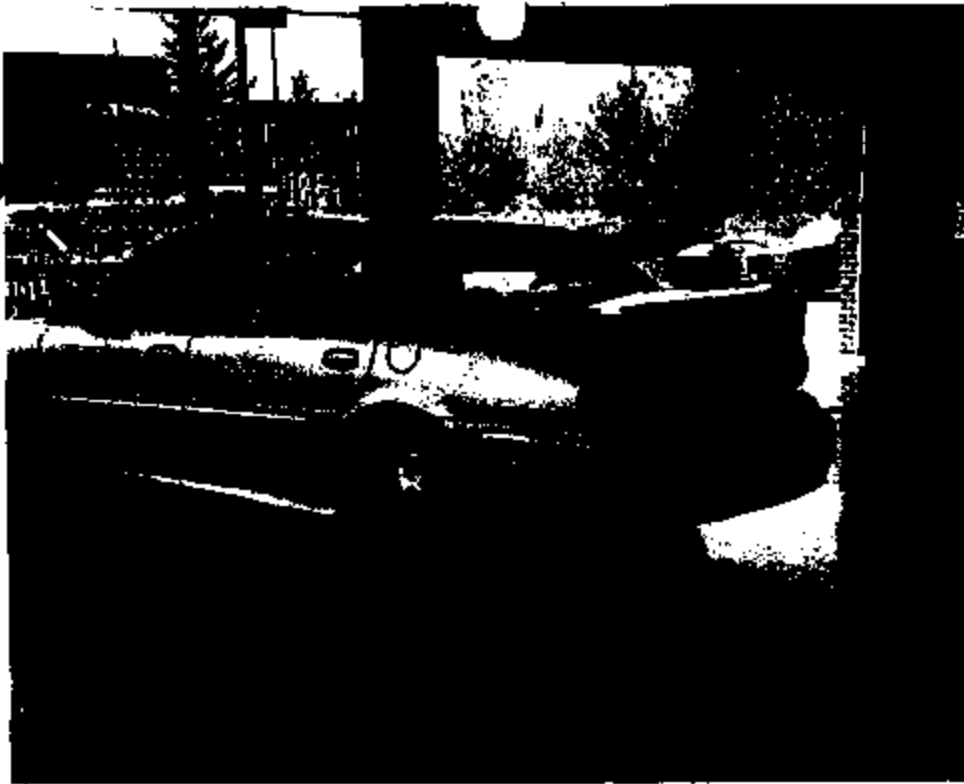
BE CORRODED AND STAINED FROM LIQUID INTO DESIGN
 OR EMAIL AT:

STATEMENT OF DISCLOSURE
 THE FACTORY WARRANTY covers all of the major components of the vehicle for the life of the vehicle. The dealer is not responsible for the cost of any repairs or parts not covered by the factory warranty. The dealer is not responsible for the cost of any repairs or parts not covered by the factory warranty. The dealer is not responsible for the cost of any repairs or parts not covered by the factory warranty.

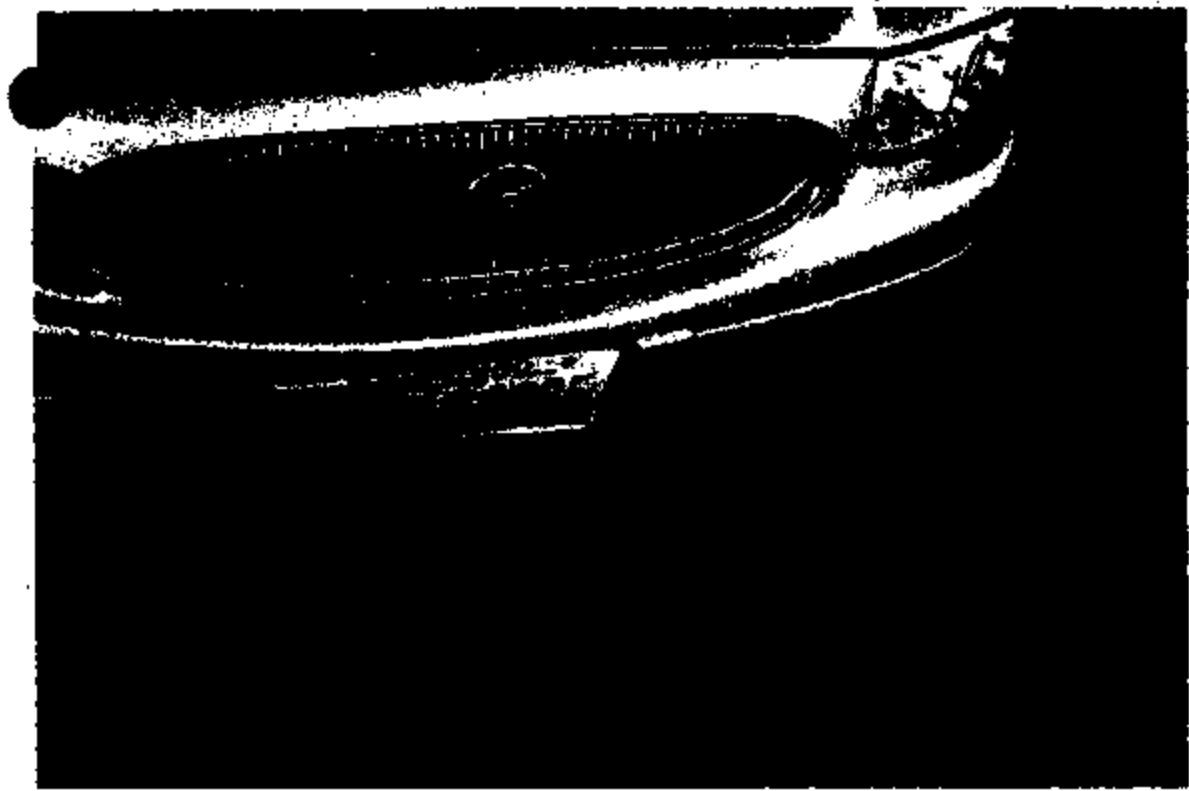
THE #1 SERVICE TEAM
WE FEATURE RAPID LANE
MONDAY - FRIDAY 8:00 AM TO 4:00 PM
NO APPOINTMENT NECESSARY
WE SERVICE ALL MA MODELS
The Only Place You Need To Go!

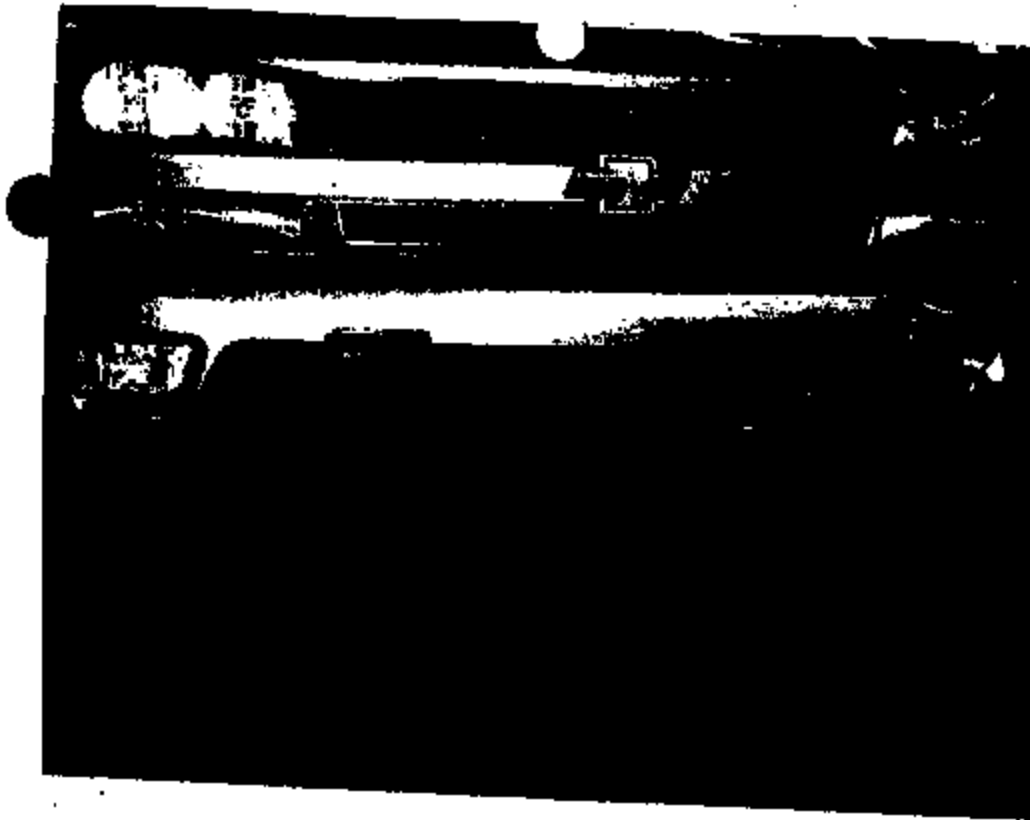
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.
SMILEY AMOUNT	0.
LMSC. CHARGE	0.
TOTAL CHARGES	0.
CCIR INSURANCE	0.
SALES TAX	0.
CUSTOMER SIGNATURE	PLEASE PAY THE AMOUNT

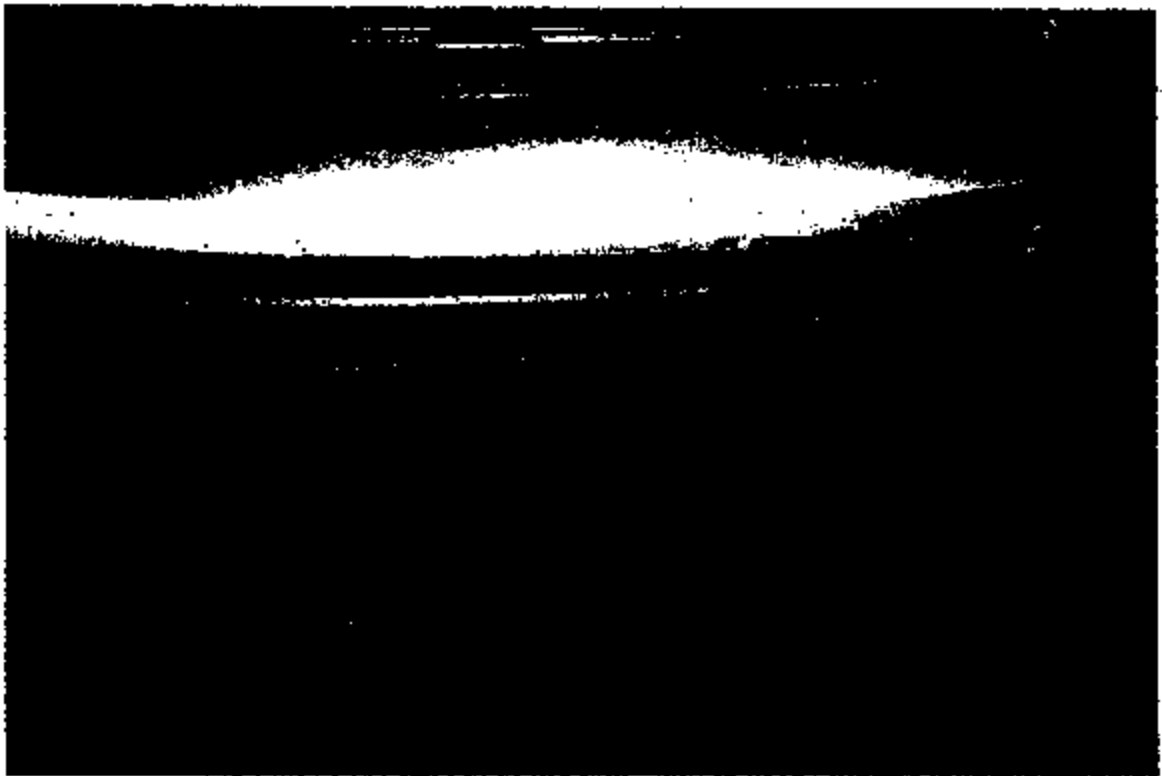


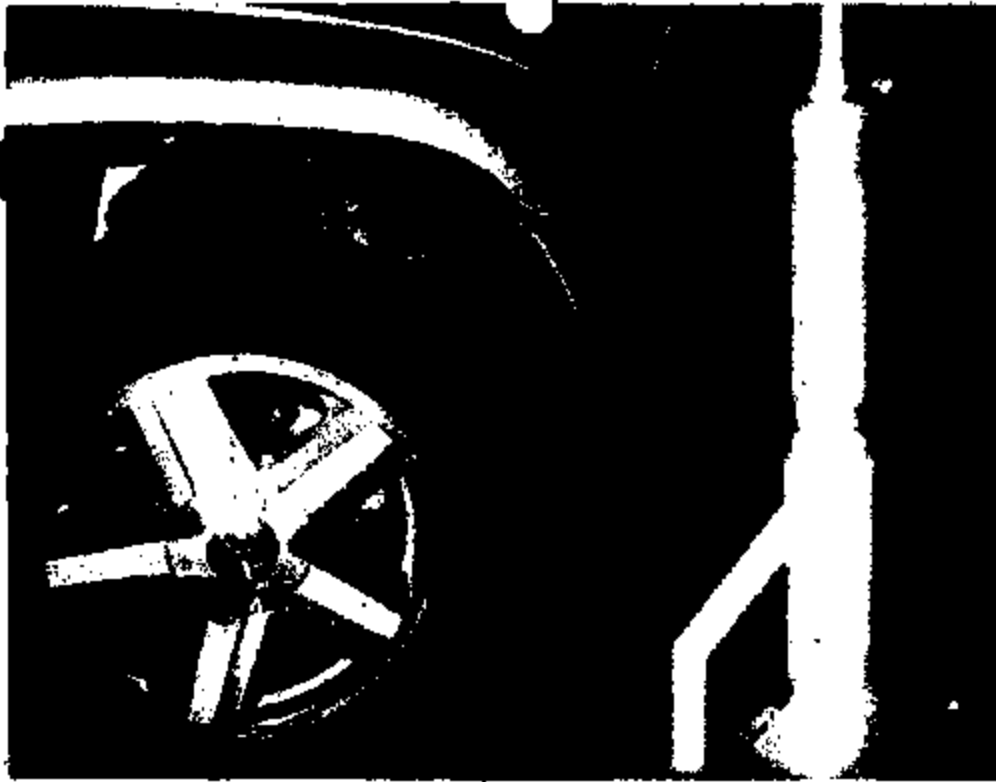












TRAFFIC CRASH REPORT



03-6004

CLAIM SEVERITY
1 FATAL 2 FROG
2 SERIOUS 4 DAMAGE

PROPERTY
1 RENT DAMAGE
2 DAMAGE
3 UNINSURED

PHOTOS TAKEN
[] [] [] []

07712

Stow AD

02 02

04222003

1810 TUE X

Stow 77

TYPE LOCATION	TYPE ROAD	TYPE INTERSECTION	TYPE SIGN
60FW	Charring Cross Dr	02	

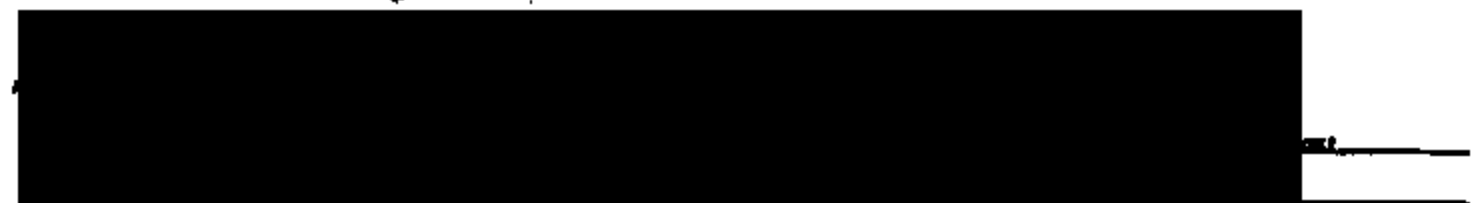


PLATE	REGISTRATION	EXPIRES	ISSUED
OH	OH	07/2003	

PLATE	MAKE	MODEL	COLOR	DEALER
2001	Buick	LeSabre	Silver	Lumberman's

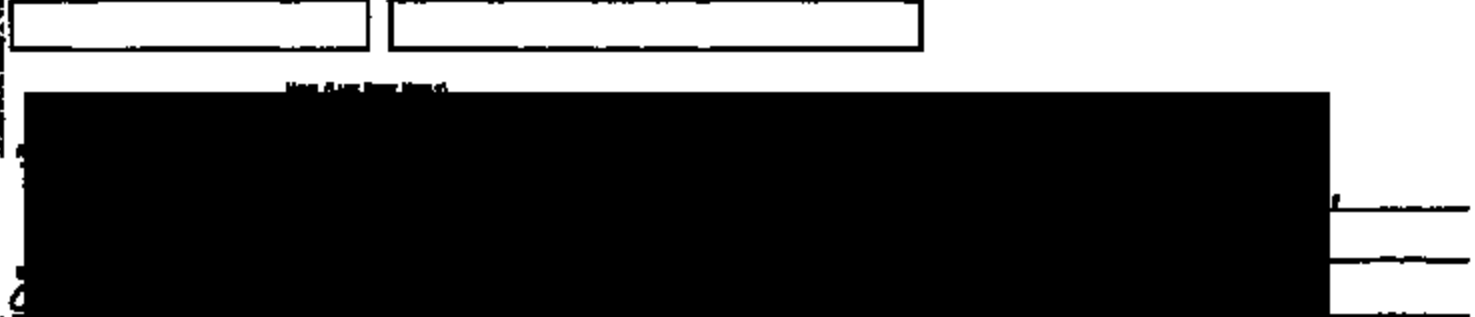


PLATE	MAKE	MODEL	COLOR	DEALER
2003	Chevrolet	Trailblazer	Gold	Cincinnati

PLATE	DESCRIPTION	PLATE
381.34	Driver Inattention	90649

Occupant

NAME (Last, First, Middle)	SEAT POSITION	ISSUES TAKEN BY	TRANSPORTED BY	ISSUES TAKEN TO
		1 None 4 Other		
		2 Driver 5 Uninjured		
		3 Passenger 6 Fatality		

01

- 01 Front - Left Side
- 02 Front - Right
- 03 Front - Center
- 04 Middle - Left Side
- 05 Middle - Right
- 06 Middle - Center
- 07 Rear - Left
- 08 Rear - Right
- 09 Rear - Center
- 10 Second Row - Left
- 11 Second Row - Right
- 12 Second Row - Center
- 13 Third Row - Left
- 14 Third Row - Right
- 15 Third Row - Center
- 16 Fourth Row - Left
- 17 Fourth Row - Right
- 18 Fourth Row - Center

04

- 01 Driver
- 02 Front Passenger
- 03 Rear Passenger
- 04 Middle Passenger
- 05 Middle - Left
- 06 Middle - Right
- 07 Middle - Center
- 08 Middle - Left
- 09 Middle - Right
- 10 Middle - Center
- 11 Middle - Left
- 12 Middle - Right
- 13 Middle - Center
- 14 Middle - Left
- 15 Middle - Right
- 16 Middle - Center
- 17 Middle - Left
- 18 Middle - Right
- 19 Middle - Center

1

- 1 Non-Fatal
- 2 Serious Injury
- 3 Serious Injury
- 4 Serious Injury
- 5 Serious Injury
- 6 Serious Injury
- 7 Serious Injury
- 8 Serious Injury
- 9 Serious Injury
- 10 Serious Injury
- 11 Serious Injury
- 12 Serious Injury
- 13 Serious Injury
- 14 Serious Injury
- 15 Serious Injury
- 16 Serious Injury
- 17 Serious Injury
- 18 Serious Injury
- 19 Serious Injury

4

- 1 Non-Fatal
- 2 In Car Fatality
- 3 In Car Fatality
- 4 In Car Fatality
- 5 In Car Fatality
- 6 In Car Fatality
- 7 In Car Fatality
- 8 In Car Fatality
- 9 In Car Fatality
- 10 In Car Fatality
- 11 In Car Fatality
- 12 In Car Fatality
- 13 In Car Fatality
- 14 In Car Fatality
- 15 In Car Fatality
- 16 In Car Fatality
- 17 In Car Fatality
- 18 In Car Fatality
- 19 In Car Fatality

1

- 1 Not Reported
- 2 Partially Reported
- 3 Partially Reported
- 4 Not Reported
- 5 Uninjured

1

- 1 Not Reported
- 2 Reported by
- 3 Reported by
- 4 Reported by
- 5 Reported by
- 6 Reported by
- 7 Reported by
- 8 Reported by
- 9 Reported by
- 10 Reported by
- 11 Reported by
- 12 Reported by
- 13 Reported by
- 14 Reported by
- 15 Reported by
- 16 Reported by
- 17 Reported by
- 18 Reported by
- 19 Reported by

1

01

- 01 Front - Left Side
- 02 Front - Right
- 03 Front - Center
- 04 Middle - Left Side
- 05 Middle - Right
- 06 Middle - Center
- 07 Rear - Left
- 08 Rear - Right
- 09 Rear - Center
- 10 Second Row - Left
- 11 Second Row - Right
- 12 Second Row - Center
- 13 Third Row - Left
- 14 Third Row - Right
- 15 Third Row - Center
- 16 Fourth Row - Left
- 17 Fourth Row - Right
- 18 Fourth Row - Center

04

- 01 Driver
- 02 Front Passenger
- 03 Rear Passenger
- 04 Middle Passenger
- 05 Middle - Left
- 06 Middle - Right
- 07 Middle - Center
- 08 Middle - Left
- 09 Middle - Right
- 10 Middle - Center
- 11 Middle - Left
- 12 Middle - Right
- 13 Middle - Center
- 14 Middle - Left
- 15 Middle - Right
- 16 Middle - Center
- 17 Middle - Left
- 18 Middle - Right
- 19 Middle - Center

1

- 1 Non-Fatal
- 2 Serious Injury
- 3 Serious Injury
- 4 Serious Injury
- 5 Serious Injury
- 6 Serious Injury
- 7 Serious Injury
- 8 Serious Injury
- 9 Serious Injury
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- 17 Serious Injury
- 18 Serious Injury
- 19 Serious Injury

4

- 1 Non-Fatal
- 2 In Car Fatality
- 3 In Car Fatality
- 4 In Car Fatality
- 5 In Car Fatality
- 6 In Car Fatality
- 7 In Car Fatality
- 8 In Car Fatality
- 9 In Car Fatality
- 10 In Car Fatality
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- 17 In Car Fatality
- 18 In Car Fatality
- 19 In Car Fatality

1

- 1 Not Reported
- 2 Partially Reported
- 3 Partially Reported
- 4 Not Reported
- 5 Uninjured

1

- 1 Not Reported
- 2 Reported by
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- 18 Reported by
- 19 Reported by

1

02

11012020

TRAFFIC CONTROL

0404

- 1 Non
- 2 Stop
- 3 Turn Right, Uncontrolled
- 4 Turn Right, Right of Way
- 5 Turn Right, Right of Way
- 6 Turn Right, Right of Way
- 7 Unkn

DATE TIME TYPE

- 1 Non
- 2 Stop
- 3 Unkn
- 4 Crsk

DATE TIME TYPE

- 1 Non
- 2 Stop
- 3 Unkn
- 4 Crsk
- 5 Turn
- 6 Turn
- 7 Unkn
- 8 Unkn

TYPE OF INCIDENT

- 01
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FRONT SUSPENSION AREA

0602

COMMERCIAL CARRIAGES

0117

0602

43

- 1 Non
- 2 Stop
- 3 Turn Right, Uncontrolled
- 4 Turn Right, Right of Way
- 5 Turn Right, Right of Way
- 6 Turn Right, Right of Way
- 7 Unkn
- 8 Unkn
- 9 Crsk
- 10 Crsk
- 11 Crsk
- 12 Crsk
- 13 Crsk
- 14 Crsk
- 15 Crsk
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- 4 Turn Right, Right of Way
- 5 Turn Right, Right of Way
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032

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COMMERCIAL CARRIAGES

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- 3 Turn Right, Uncontrolled
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VEHICLE SERVICE

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03-6004

03-6004 Both units were operating southbound on Graham Rd just west of Charing Cross Dr. Unit #1 stopped in traffic. The driver of unit #2 stated that her windshield wipers stopped working and she was looking down pushing the wiper button and didn't see unit #1 stop. Unit #2 struck unit #1 from behind, damaging both vehicles. Unit #1 bumped another vehicle from behind but no damage was caused.

Vehicle 2

1 No Collision Barrier
2 Yes Impact of Trailer
3 Forward
4 Right-Hand
5 Rear-View
6 Driver
7 Passenger, Seat Position
8 Occupant, restraint system
9 Other

Vehicle 1

1 No
2 Yes, directly involved
3 Yes, indirectly involved
4 Unknown

What Kind Collision

1 No
2 Yes
3 Unknown

Type of Road Sign

04

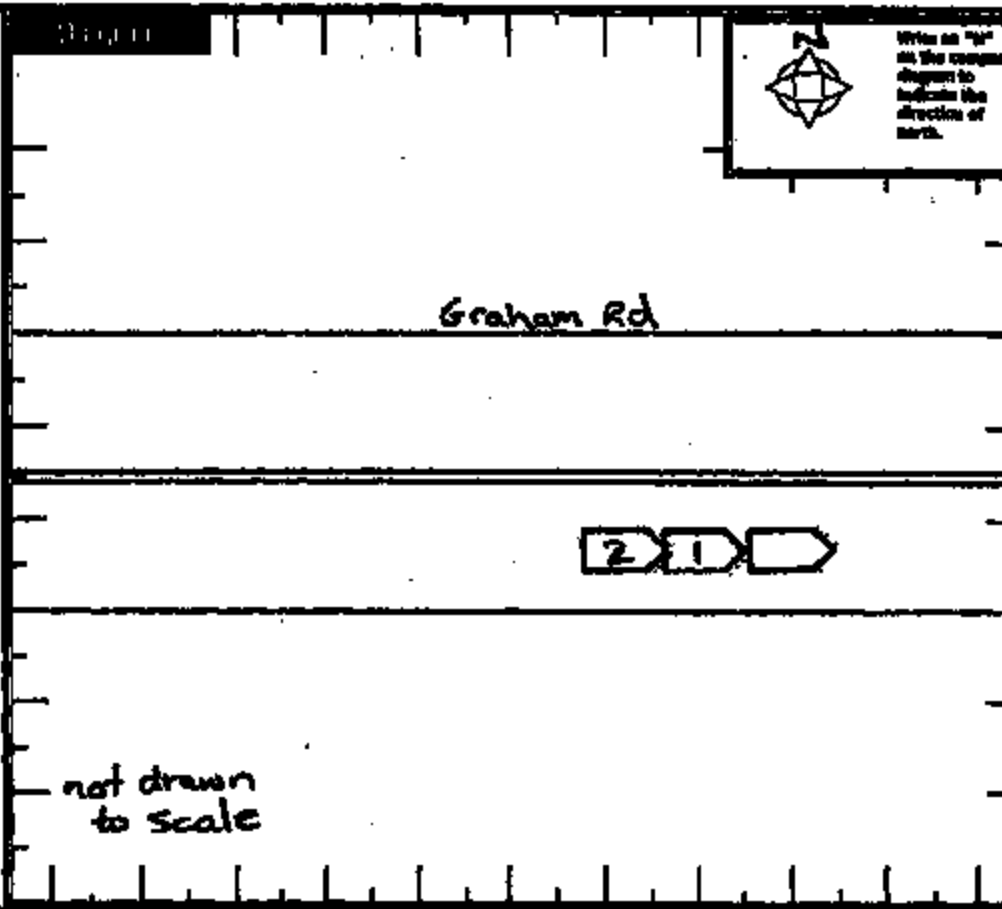
01 Sign
02 Signpost
03 Post, beam, base
04 Post
05 Sign, sign post, sign post cap
06 Sign
07 Street Closures
08 Change Sign, Sign, Out Sign
09 Sign
10 Unknown

1 Low Clearance
2 Lane Departure
3 Wrong Directional Clearance
4 Information/Warning Sign
5 Other

Location of Sign on Road, Sign

1 Driver From Work Zone
2 Unknown Sign
3 Advanced Warning Sign
4 Information Sign
5 Advisory Sign
6 Unknown Category

1 No
2 Yes
3 Unknown



03-6004

THE CRASH INVOLVED ONE OR MORE OF THE FOLLOWING:
 A. VEHICLE INVOLVED WITH A GVWR (GROSS VEHICLE WEIGHT RATING) OF 10,000 POUNDS OR MORE.
 B. VEHICLE INVOLVED WITH A LICENSE PLATE NUMBER PLACING IT IN A CATEGORY FOR AT LEAST 2 YEARS, INCLUDING TRUCKS.

A. FATALITY OR
 B. ANY OTHER PERSON TEMPORARILY OR PERMANENTLY DISABLED, INCLUDING AN AT LEAST ONE PERSON WHO WAS NOT TO BE CONSIDERED AS A PERSON RECEIVING MEDICAL SERVICES OR PERSONS UNDER PROTECTIVE CARE.

CRASH DATE (MM/DD/YYYY) **03/18/04** REPORT DATE **03/18/04**

CRASH TIME (MM/DD/YYYY) **03/18/04** REPORT TIME **03/18/04**

PLATE	REG	REG	TYPE	TYPE	TYPE

CLASS	CLASS	CLASS	CLASS	CLASS	CLASS
01 Not Available	02 Full	03 Commercial	04 Motor Vehicle	05 Motor Vehicle	06 Motor Vehicle
07 Non-Commercial	08 Other	09 Other	10 Other	11 Other	12 Other

CLASS	CLASS	CLASS	CLASS
1 Class A	2 Class B	3 Class C	4 Class D
5 Class E	6 Class F	7 Class G	8 Class H

03-6004

REPORT MADE BY **Drummond** 722

REPORT MADE AT **03-6004**

03-6004

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code: 482-C20-071
Detroit, MI 48265

313.665.3402 tw/
313.665.0911 fax

joyce.jackson@esis.com

Joyce R. Jackson
Claims Administrator

September 17, 2002



Re: File Number: 435141
Date of Event: 12/17/01
Your claim#: [REDACTED]
Client/Account: General Motors Corporation

Dear Ms. Fontanilla:

The release form that I mentioned in your conversation is enclosed. The form requires a Notary Public to witness its signing. Upon return of the signed release, I will immediately forward the check in the amount of \$1,329.51.

Please submit tax-id number that the payment will be applied.

If you have any questions, please call me at 313.665.3402.

Sincerely,

Joyce R. Jackson

RELEASE OF ALL CLAIMS

FILE NO: 8213-259-435141 (Your file DX3014B98)

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, being of lawful age, [REDACTED], for the sole consideration of one thousand two hundred twenty nine dollars and 51/100 dollars (\$1,229.51) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge ESIS/General Motors Corporation, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about the 17th of December, 2001, at or near Stockton, CA.

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

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital. It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

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

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

Signed, sealed and delivered this _____ day of _____, 20__.

CAUTION: READ BEFORE SIGNING

WITNESS (at least 1 witness) _____ LS

_____ LS

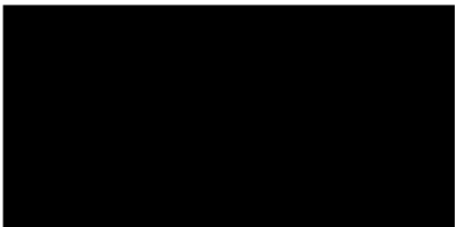
State of _____

County of _____

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

My term expires _____, 20____

Notary Public



RECEIVED

SEP 30 2002

ESIS-GM CLAIMS UNIT

September 23, 2002

ESIS
300 Renaissance Center
Mail Code: 482- C20-D71
Detroit, MI 48265
Attn: Joyce Jackson

RE: File No: 8213-259-435141
Date of Loss: 12/17/02
Our File No.: DX3014B98

Tax ID#

43-154861

Dear Ms. Jackson:

I have received your release to sign for payment. I am unable to sign your release due to [REDACTED]; cannot release any physical injury on behalf of our renter as we are only the owners of the vehicle, not the driver of the vehicle. I have sent a release for Property Damage only that has been signed and witnessed. Should you have any questions, please contact me at the above number.

Sincerely,

Jennifer Fontanilla
Loss Control Administrator
Enterprise Rent-A-Car



PROPERTY DAMAGE RELEASE

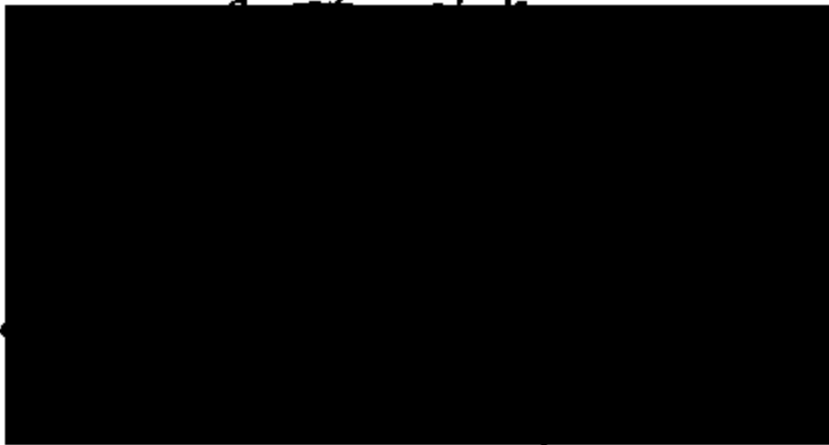
The undersigned, [REDACTED] for and in consideration of the payment in the amount of *One Thousand Two Hundred Twenty Five Dollars and 51/100 (\$1,229.51)*, the receipt of which is hereby acknowledged, do/does hereby release, acquit and forever discharge *EIS/General Motors Corporation* and (his/her or their) heirs, successors and assigns from any and all actions, causes of action, claims or demands for property damage, and associated costs, loss of use, expenses, compensation, consequential damage or any other relating thing whatsoever, on account of, or in any way growing out, of an accident which happened on or about the *17th* day of December, *2001*, in the City/Town/Village of *Stockton* in the *State of California*.

Any claim for bodily injury is hereby reserved unto the undersigned and is not released.

The undersigned further understands that this settlement is a compromise of a doubtful and disputed claim and that the payment is not to be construed as an admission of liability on the part of the persons, firms, and corporations hereby released by whom liability is expressly denied.

This release contains the entire agreement between the parties hereto and the terms of this release are contractual and not mere recitals.

The undersigned further state(s) that (he/she/they) has (have) carefully read the foregoing release and know(s) the contents thereof and sign(s) (his/her/their) name(s) as (his/her/their) own act on the *23rd* day of *September, 2002*.



GT
10/18/02



PAR CASE INFORMATION

Problem ID: 08584745

CONTACT INFORMATION

Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED]

VEHICLE INFORMATION

VIN: 1GN0T138822100900
MAKE: CHEVROLET
MODEL: TRAILBLAZER 4WD (4-D
YEAR: 2002
ODOMETER: 21,238

BRC CONTACT INFORMATION

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

ACCOUNT/POLICY:
SERVICE DEALER: TRACY CHEVROLET-SUICK-OLD
CONTRACT: UNK
SELLING DEALER: TRADEWAY CHEVROLET CO
CONTRACT: NONE
PAYEE: No

PAR DETAILS

CONTACT ID: 08584745
DRIVER NAME: [REDACTED]
DRIVER AGE: 32
DISABILITIES: NO
ROAD SURFACE: Asphalt
ROAD CONDITION: Wet
PEOPLE IN VEHICLE: 1
INJURIES: No
OTHER VEHICLES INVOLVED: No
NUMBER INVOLVED:
DEFECTIVE COMPONENT: WINDSHIELD WIPER MOTOR
POLICE REPORT: No
INSURANCE: Yes
INSURANCE COMPANY: [REDACTED]
INSURANCE COMPANY ADDR: [REDACTED]
INSPECTION: INSP NAME: No
INSP DATE:
INSP MILES:
INSP DONE:
PROPERTY DAMAGE:
INCIDENT LOCATION: JACKSON SLOUGH BOULEVARD
INCIDENT RESULT: FWD TO ERS 3/08/02
VEHICLE LOCATION: [REDACTED]
MAINTENANCE LOCATION: DIABLO AUTO BODY
OWNER DESC: CUST STATES THAT THE TIME WAS 8:30 AM & IT WAS RAINING & THE WINDSHIELD WIPERS STOPPED. CUST COULD N
MORE INFO: WHEN CONTACTING ENTERPRISE REFER TO CLAIM#03014896 JENNY FONTANILLA

BODY INJURY: No
COLLISION: Yes
PROPERTY DMG: No
NON COLL: No
DMB ABY K: No
NOTIFY NAME: [REDACTED]
AGENT NAME: [REDACTED]
STATUS: Accepted
REJECT REASON:
ROAD TEST: No
ROAD TEST DESC:
ROAD TEST RESULT:
COMP INSPECTED:
INVEST SUMMARY: REIMBURSEMENT REQUEST
AGENT PHONE: 905-345-8730
INCIDENT DATE & TIME: 12/17/2001 08:30:00 AM

REIMBURSEMENT INFORMATION

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

PAR CASE INFORMATION

Problem ID: 06584745

04/01/2002 - 02:36:12 AM REPAIRS. JENNY STATED THAT REPAIRS WERE \$1,530.34. LATASHA HAWKINS/PAR 58042
8. BUSINESS SUMMARY-1-CRM REVIEWED FILE. 2-CRM CONTACTED THE NUMBER ON FILE
IN ORDER TO VERIFY THE 1241 FACTS. 3-CRM ADVISED AGENT, FILE BEING FORWARDED
TO ESI8 DUE TO COMPENSATION REQUEST. 4-CRM CLOSING FILE AND FORWARDING TO
ESI8.NO OFFERS OF REPURCHA
SE/REPAIR/RESPONSIBILITY EXTENDED. LATASHA HAWKINS/PAR 58042

04/01/2002 - 02:35:09 AM 5. CRM RCVD DOCS FROM JENNY. CRM CLOSING FILE AND FORWARDING TO ESI8 FOR
HANDLING. LATASHA HAWKINS/PAR 58042

04/01/2002 - 01:43:18 AM 4. CRM ADVISED JENNY THAT UPON RCPT OF DOCUMENTS, FILE WILL BE FORWARDED TO
ESI8 FOR HANDLING. JENNY STATED OKAY. LATASHA HAWKINS/PAR 58042



PAR CASE INFORMATION

Problem ID: 08684745

Name:	VEH: 1GNDY13882180000
Address:	MAKE: CHEVROLET
Phone:	MODEL: TRAILBLAZER 4WD (4-D
	YEAR: 2002
	ODOMETER: 21,328

NAME:	ACCOUNT/POLICY:
COMPANY:	SERVICE DEALER: TRACY CHEVROLET-BUICK-OLD
ADDRESS:	CONTRACT: UNK
PHONE:	SELLING DEALER: TRADEWAY CHEVROLET CO
TYPE: CUSTOMER	CONTRACT: NONE
	PAYEE: No

CONTACT ID: 080002107001	BODY INJURY: No
DRIVER NAME: [REDACTED]	COLLISION: Yes
DRIVER AGE: 22	PROPERTY DMG: No
DISABILITIES: NO	NON COLL: No
ROAD SURFACE: Asphalt	DMB ASY K: No
ROAD CONDITION: Wet	NOTIFY NAME: [REDACTED]
# PEOPLE IN VEHICLE: 1	AGENT NAME: [REDACTED]
INJURIES: No	STATUS: Accepted
OTHER VEHICLES INVOLVED: No	REJECT REASON:
NUMBER INVOLVED:	ROAD TEST: No
DEFECTIVE COMPONENT: WINDSHIELD WIPER MOTOR	ROAD TEST DESC:
POLICE REPORT: No	ROAD TEST RESULT:
INSURANCE: Yes	COMP INSPECTED:
INSURANCE COMPANY:	INVEST SUMMARY: REIMBURSEMENT REQUEST
INSURANCE COMPANY ADDR: [REDACTED]	AGENT PHONE: 204-348-8738
INSPECTION: No	INCIDENT DATE & TIME: 12/17/2001 02:00:00 AM
INSP NAME:	
INSP DATE:	
INSP MILES:	
INSP DONE:	
PROPERTY DAMAGE:	
INCIDENT LOCATION: JACKSON GLOUGH BOULEVARD	
INCIDENT RESULT: PWD TO 8000 688/12	
VEHICLE LOCATION: [REDACTED]	
MAINTENANCE LOCATION: DISABLE AUTO BODY	
OWNER DESC: CUST STATED THAT THE TRUCK WAS 8:30 AM & IT WAS RAINING & THE WINDSHIELD WIPERS STOPPED. CUST COULD N	
MORE INFO: WHEN CONTACTING ENTERPRISE REFER TO CLAIM#000914908 -JENNY FONTANILLA	

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



PAR CASE INFORMATION

Problem ID: 06584745

DESCRIPTION

SOLUTION:

- COMPONENT CODE 1: T01
- COMPONENT DESCRIPTION 1: FAULTY WINDSHIELD MOTOR
- COMPLAINT CODE 1: Other
- COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
- REPAIR ATTEMPTS 1: 1

- COMPONENT CODE 2: A04
- COMPONENT DESCRIPTION 2: CURT-CLD NOT SEE
- COMPLAINT CODE 2: Other
- COMPLAINT DESCRIPTION 2: Possible Safety Concern
- REPAIR ATTEMPTS 2: 1

- COMPONENT CODE 3: N01
- COMPONENT DESCRIPTION 3: STOPPED WHILE RAINING
- COMPLAINT CODE 3: Other
- COMPLAINT DESCRIPTION 3: Windshield Wipers Including Blades/Arms
- REPAIR ATTEMPTS 3: 1

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

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

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



PAR CASE INFORMATIO.N

Problem ID: 06584745

03/26/2002 - 12:09:31 AM

1. CRM RYND FILE. CRM PHONED [REDACTED] CONTACT PERSON, [REDACTED] WAS NOT AVAIL. CRM LEFT MSG ON VME. LATASHA HAWKINS/PAR 68042

03/26/2002 - 12:26:48 AM

2. CRM RESEARCHED VIN HISTORY. ON 1/28/02 W/B WIPER MOTOR WAS REPLACED BY TRACY CHEV. R/O # 028327. CRM PHONED DLKSNP AND LEFT MSG ON VME FOR FRED ROSETTL REQUESTING COPY OF R/O. LATASHA HAWKINS/PAR 68042

04/01/2002 - 12:54:08 AM

3. CRM RCVD MSG FROM JENNY. CRM PHONED JENNY AND OBTAINED ADDITIONAL INFORMATION ABOUT INCIDENT:

JENNY STATED THAT WHEN VEH WAS IN THE SHOP AFTER INCIDENT, THEY TESTED WIPERS AND NO CONCERNS WERE FOUND. JENNY STATED THAT BODY DAMAGES WERE REPAIRED.

JENNY STATED THAT IN THE FIRST RENTAL AFTER THE VEH WAS REPAIRED, THE RENTER RETURNED THE VEH AND STATED THAT THE WINDSHIELD WIPERS DID NOT WORK. JENNY STATED THAT IS WHEN VEH WAS TAKEN TO TRACY MOTORS AND A CONCERN WAS FOUND WITH THE WINDSHIELD WIPER MOTOR. JENNY STATED THAT VEH WAS REPAIRED UNDER WARRANTY. JENNY STATED THAT THEY ARE SEEKING COMPENSATION FOR REPAIRS. JENNY STATED THAT REPAIRS WERE \$1,599.34. LATASHA HAWKINS/PAR 68042

04/01/2002 - 03:36:12 AM

6. BUSINESS SUMMARY-1-CRM REVIEWED FILE. 2-CRM CONTACTED THE NUMBER ON FILE IN ORDER TO VERIFY THE 1241 FACTS. 3-CRM ADVISED AGENT, FILE BEING FORWARDED TO E818 DUE TO COMPENSATION REQUEST. 4-CRM CLOSING FILE AND FORWARDING TO E818. NO OFFERS OF REPURCHA SE/REPAIR/RESPONSIBILITY EXTENDED. LATASHA HAWKINS/PAR 68042

04/01/2002 - 02:38:09 AM

5. CRM RCVD DOCS FROM JENNY. CRM CLOSING FILE AND FORWARDING TO E818 FOR HANDLING. LATASHA HAWKINS/PAR 68042

04/02/2002 - 01:43:18 AM

4. CRM ADVISED JENNY THAT UPON RCPT OF DOCUMENTS, FILE WILL BE FORWARDED TO E818 FOR HANDLING. JENNY STATED OKAY. LATASHA HAWKINS/PAR 68042

122

LINK

144

TRACTOR TRAILER EQUIPMENT

ITEM REPAIRED

1333

DAMAGE

LINK

TENT

LINK

LINK



CAC - CASE PRINT

Request Date: 03/26/2002

PROBLEM TO 808368

VIN NUMBER 1GDMT1E22RT10000

CONTACT NAME

MAKE CHEVROLET

ADDRESS

MODEL TRAILBLAZER 4WD 4-3

CITY, STATE

YEAR 2002

ZIP

VEHICLE MILEAGE 21,375

COUNTRY

PHONE NUMBER

COMPONENT CODE 1 Y81
 COMPONENT DESCRIPTION 1 FAULTY WINDSHIELD MOTOR
 COMPLAINT CODE 1 Other
 COMPLAINT DESCRIPTION 1 Product Allegation GM 1241

COMPONENT CODE 2 AD4
 COMPONENT DESCRIPTION 2 CUST OLD NOT SEE
 COMPLAINT CODE 2 Other
 COMPLAINT DESCRIPTION 2 Possible Safety Concern

COMPONENT CODE 3 N11
 COMPONENT DESCRIPTION 3 STOPPED WHILE RAINING
 COMPLAINT CODE 3 Other
 COMPLAINT DESCRIPTION 3 Windshield Wipers including Blades/Arms

COMPONENT CODE 4
 COMPONENT DESCRIPTION 4
 COMPLAINT CODE 4
 COMPLAINT DESCRIPTION 4

COMPONENT CODE 5
 COMPONENT DESCRIPTION 5
 COMPLAINT CODE 5
 COMPLAINT DESCRIPTION 5

COMPONENT CODE 6
 COMPONENT DESCRIPTION 6
 COMPLAINT CODE 6
 COMPLAINT DESCRIPTION 6

03/25/02 CUST CALLED FROM TAMPA REGARDING A 2002 CHEVY TRAILBLAZER WHICH THEY ARE THE ORIGINAL OWNER OF. WHICH HAS 21398MILE. WHICH WAS PURCHASED FROM TRADE WAY CHEVROLET. CUST STATED THAT THE VEHICLE HAD A FAULTY WINDSHIELD MOTOR. CAUSING AN ACCIDENT. CU
 03/26/02 ST STATES THAT THE WEATHER CONDITIONS WAS RAINY & DARK. THE WINDSHIELD WIPERS STOPPED WORKING CAUSING THE DRIVER TO LOOSE VISION OF OBJECTS IN FRONT OF VEHICLE. CUST STATES CONTINUED.....
 CONTINUED.....THE VEHICLE THEN HIT A TRACTOR EQUIPMENT. CRM ADVISED CUST THAT THIS CASE NEEDS FURTHER RESEARCH & CRM WILL CONTACT CUST BACK 02/7/02 9:0PM CUST AGREED. SUSPENDING REQ. KENYA GILBERT/GAR/TAMPA.



EMERGENCY • SERVICE • CALIFORNIA • SERVICE
 8400 AUTO PLAZA WAY
 TRACY, CA 95304
 920-936-9800 FAX 920-936-8828

**REPAIR ORDER
 INVOICE**

CAR # 1471281 EPA # 3A0000000000000000

16606	TRUCK	120	2522	01/11/02	5700127
	4075411		21,000		
12 (COMMERCIAL TRUCK/TRACTOR/BLADE/S) 000					
1 0 0 0 7 1 3 5 5 2 1 1 0 0 0 0					
01/28/02					
NO: 11008					

LABOR & PARTS
 REPAIR ORDER NO. 16606
 TRUCK/TRACTOR/BLADE/S
 12 (COMMERCIAL TRUCK/TRACTOR/BLADE/S) 000
 1 0 0 0 7 1 3 5 5 2 1 1 0 0 0 0

QTY	UNIT PRICE	AMOUNT
1	LABOR	5.00
JOB # 1 TOTAL PARTS		5.00
JOB # 1 TOTAL LABOR & PARTS		5.00

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> CR. DL.	<input type="checkbox"/>
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	
<input type="checkbox"/> AMEX	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHANGE	
TOTAL INVOICE \$		5.00	

THANK YOU FOR YOUR BUSINESS!!

DUPLICATE INVOICE

002 TRAILBLAZER LS 4WD
 1U LT PEWTER METALLIC /L6G
 5D MED PEWTER/DK PEWTER ACCENTS
 ORDER NO. DFB288/FDR STOCK NO.
 IN 1GM DT13 88 22160900

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1001
 VEHICLE INVOICE 1AD70324339

*****13*066308

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
115506 TRAILBLAZER LS 4WD	27380.00	23957.50	INVOICE 05/29/01
1U ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED 05/29/01
5N GVW RATING - 5750 LBS	N/C	N/C	EKP I/T 06/14/01
U6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 06/14/01
L8 VORTEC 4200 SFI I6	N/C	N/C	PRC EFF 01/01/01
30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C	KEYS S263K S263K
FD RETAIL AMENITY DELETE	0.00	20.28-	WFP-8 QTR OPT-1
Q2 FLEET ORDERING & ASSIST. PROG. WITHOUT HOLDBACK	0.00	0.00	FAN: 000805331
X7 FLT-LONG TERM DAILY RENTAL	0.00	1000.00-	BANK: GMAC - 085
F5 50-STATE LOW EMISSION VEHICLE	N/C	N/C	CHG-TO 06-630
5B LS PREFERRED EQUIPMENT GROUP 2	880.00	730.40	SHIP WT: 4466
* POWER HEATED MIRRORS			HP: 32.1
* FLOOR MATS, FRONT & REAR			GVW: 5750
* REAR WINDOW DEFOGGER			GVWF: 2950
* DEEP TINTED GLASS W/DEEP TINT REAR			GVWR: 3200
* CRUISE CONTROL			NTR: 1/2
* BODY SIDE MOLDING			COST PO NUMBER:
			3D015146
			DAN: 00002
			MEMO 1413.00

TOTAL MODEL & OPTIONS 28260.00 23667.62 ACT 237 24267.62
 ESTIMATION CHARGE 600.00 600.00

TOTAL 28860.00 24267.62 PAY 310 24267.62

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

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

RADEWAY CHEVROLET CO.

REMIT TO GMAC NO. 085
 VIN 1GNDT138822160900
 \$ 24267.62 INV 1AD70324339
 DUE 06/14/01 DEALER 06-630

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPBA06I

05/02/2002 10:35

VIN: 1GNDT138822160900

OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR	REPAIR PREV.	CAMPAIGN
CODE NUMBER		DATE	DEALER NUMBER	TYPE
01065	DEALER REPAIRED	2002/03/12	06154	SAFETY
TRANSMISSION TRANSFER CASE - REPROGRAM				

INQUIRY COMPLETE

FN:

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

GM Vehicle Inquiry System Summary

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

Help

VIN:	1GNDT138822160900
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	CT15506 - 2002 TRAILBLAZER 4WD (4-DOOR)	Warranty Start Date:	05/31/2001				
BARB Order Type	50 - FLEET						
Delivering Dealer :	TRADEWAY CHEVROLET CO. PO BOX 1328 MANTECA, CA 95336-1146 (209) 823-3167	Selling Source:	13 - CHEVROLET				
		Site Code:	06630				
		Business Associate Code:	112186				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
01065	TRANSMISSION TRANSFER CASE - REPROGRAM	10/31/2001	Open
11191	SOFTWARE UPGRADE MAY BE NECESSARY. REFERENCE BULLETIN 01-06-04-032.	N/A	See Bulletin

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/31/2001	10 miles	5/31/2004	36010 miles
72/100000 SHEET METAL RUST-THROUGH	05/31/2001	10 miles	5/31/2007	100010 miles
36/36000 CORROSION	05/31/2001	10 miles	5/31/2004	36010 miles
96/80000 PCM/CC EMISSIONS	05/31/2001	10 miles	5/31/2009	80010 miles
36/36000 FEDERAL EMISSIONS	05/31/2001	10 miles	5/31/2004	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/28/2002	028327	#	N3520 - W/S WIPER MOTOR RPL	21960 miles
05/29/2001	A60900	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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GM. Vehicle Inquiry System Summary

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

[Help](#)

VEHICLE INFORMATION

CAMPAIGN ELIGIBILITY

APPLICABLE WARRANTIES

CLAIM HISTORY

CHECK HISTORY INFORMATION

GM Vehicle Inquiry System

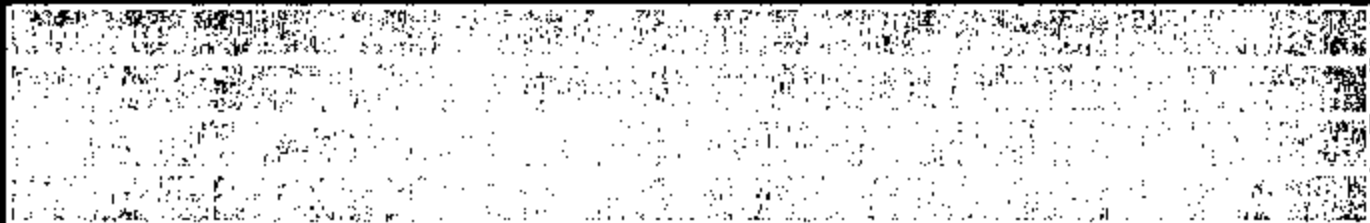
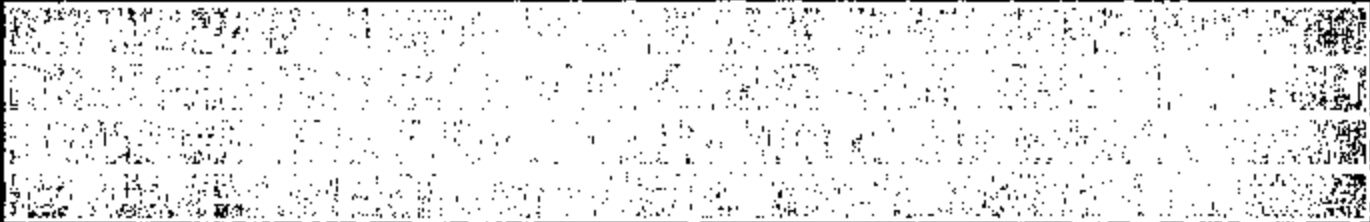
Vehicle Component

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

Help



Vehicle Component



Part/Num Broadcast:	TF2	Traceability:	31126
Date Scanned:	05/27/2001	Time Scanned:	01:05:00
Scan Station:	11		

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)		
Source Plant:	K - DELCO ELECTRONICS KOKOMO, IN		
Part/Num Broadcast:	YBLR	Traceability:	611321NFG
Date Scanned:	05/29/2001	Time Scanned:	14:03:00
Scan Station:	20		

Component Code:	87 - BODY CONTROL MODULE		
Source Plant:	M		
Part/Num Broadcast:	2135	Traceability:	111404BPC
Date Scanned:	05/29/2001	Time Scanned:	14:03:00
Scan Station:	20		

Component Code:	92 - BRAKE PRESSURE MODULATOR VALVE ASSEMBLY		
Source Plant:	K - KELSEY-HAYES JASPER, INDIANA		
Part/Num Broadcast:	3077	Traceability:	00052401
Date Scanned:	05/27/2001	Time Scanned:	08:11:00
Scan Station:	15		

Component Code:	AB - IR MODULE ASM INFLATOR		
Source Plant:	Q - REMR MATAMOROS MEXICO		
Part/Num Broadcast:	0687	Traceability:	9RZVDY5
Date Scanned:	05/29/2001	Time Scanned:	06:49:00
Scan Station:	06		

Component Code:	AB - IR SENSOR FORWARD		
Source Plant:	X - DELCO ELECTRONICS SINGAPORE		
Part/Num Broadcast:	5645	Traceability:	A10B1
Date Scanned:	05/27/2001	Time Scanned:	03:28:00
Scan Station:	14		

Component Code:	AL - IR MODULE ASSEMBLY		
Source Plant:	M - MORTON THICKOL		
Part/Num Broadcast:	1217	Traceability:	TVAB023
Date Scanned:	05/27/2001	Time Scanned:	01:08:00
Scan Station:	04		

Component Code:	AB - SENSING DIAGNOSTIC MODULE		
Source Plant:	K - DELCO ELECTRONICS KOKOMO, IN		
Part/Num Broadcast:	0860	Traceability:	2119A1A7H

[REDACTED]

[REDACTED]

[REDACTED]

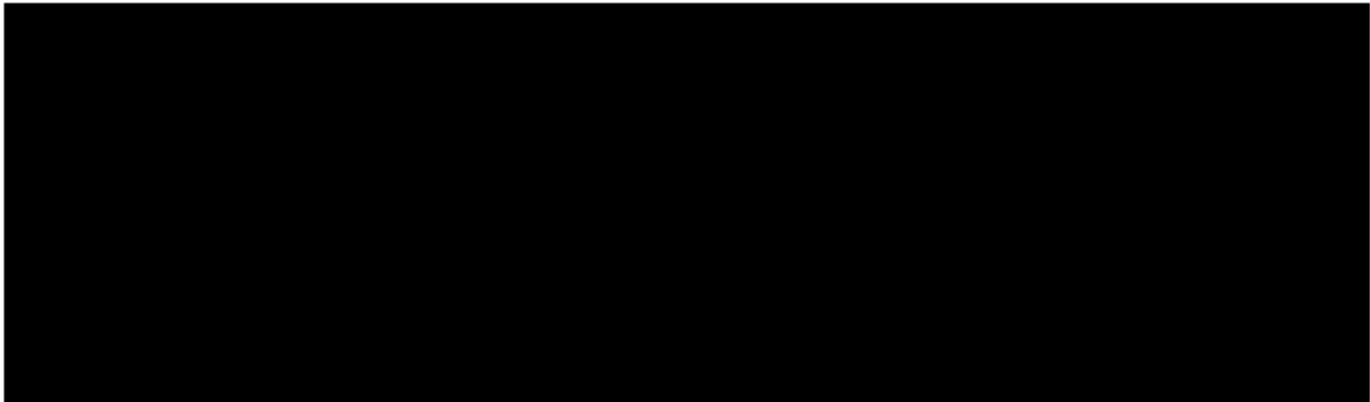
[REDACTED]

[REDACTED]

[REDACTED]


[REDACTED]

[REDACTED]



Date 4/1/02

FACSIMILE TRANSMISSION COVER SHEET

To: LaTasha
06584745
From: 
Log Control Administrator

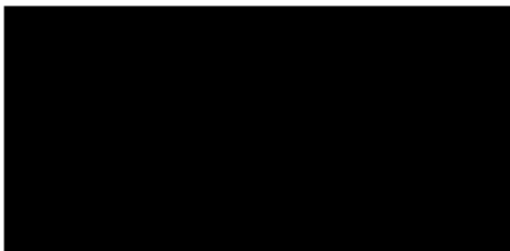
Phone Number: _____
Fax Number: 816-293-0800
Phone Number: (209) 342-5700 x230
Fax Number: (209) 528-7241

Total number of pages including cover sheet: 12

Remarks: _____

If you have any problems making this message, please call (209) 342-5700.





April 1, 2002

Chevrolet Motor Company
Claims Department
Attn: LaTasha

RE: Date of Loss: 12/17/01
Our Claim #: DX3014B9H
Your Claim #: 04884745

Dear Claims Department:

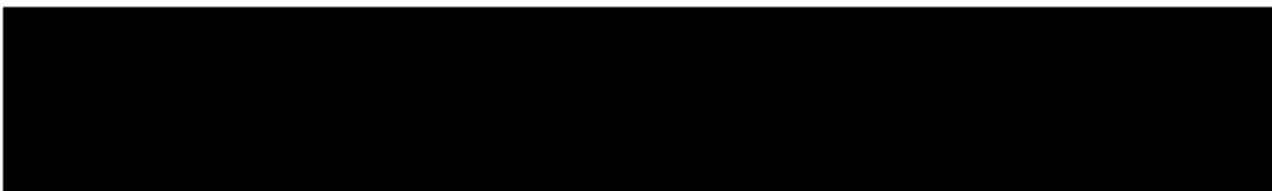
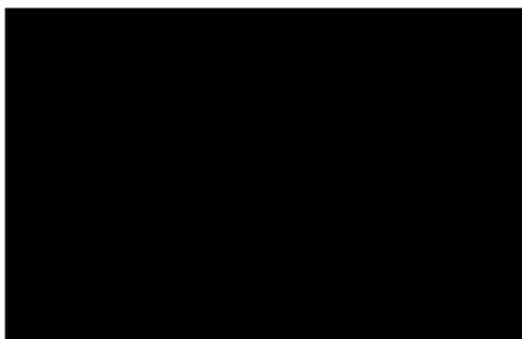
Please find enclosed documentation of our claim for damages to our vehicle as a result of the above referenced loss.

We are presenting a claim to you that includes the following:

Damage:	\$1539.34
Additional Damage:	\$1300.00
Total Amount Due:	\$1689.34

Please forward your draft in the amount of \$1689.34 to my attention at the address noted above. Also, please reference our claim number on your draft.

Thank you for your prompt attention to this matter.



APR 23 2002 15:11 FR BUSINESS RES CNTR #3 813554882 TO 91313988911 P.12/21

QTY	DESCRIPTION	UNIT	PRICE	TOTAL
1	DISK 3.5" 144MB	EA	10.00	10.00
1	DISK 3.5" 144MB	EA	10.00	10.00
1	DISK 3.5" 144MB	EA	10.00	10.00
1	DISK 3.5" 144MB	EA	10.00	10.00
1	DISK 3.5" 144MB	EA	10.00	10.00
4	DISK 3.5" 144MB	EA	10.00	40.00
1	DISK 3.5" 144MB	EA	10.00	10.00



770 MURPHY DRIVE - BUCKINGHAM, CALIFORNIA 95604
 BALSAPARTS - 916-435-0071 - FAX 916-435-0072

JAF 10485

1346/01

DP9547
 014892

Chung
 Paul
 Ryan
 21238

12/21/01

1-21-02

1-14-02

Repair of the die cast knob

DIY 898
 1482-11
 81394-34
 AS 3/1/02

12/21/01

1-21-02

1-14-02

578

78

44

5

2.99

813554882 TO 91313988911



813554882 TO 91313988911

COLLECTION SPECIALIST

12/28/2001 08:57 PM
18842

Final

Sub Number:

DIABLO AUTO BODY
 License #: AS178839 Federal ID #: 686212053
 "WE DO IT RIGHT THE FIRST TIME"
 7718 Murray Drive
 Stockton, CA 95210-8907
 (209) 478-9971 Fax: (209) 478-9974

Handwritten initials/signature

PRELIMINARY ESTIMATE

Written by: **WALTER MONTES** &
 Adjuster:

Insured: [Redacted] Claim # [Redacted]
 Owner: [Redacted] Policy # [Redacted]
 Address: [Redacted] Deductible:
 Date of Loss:
 Type of Loss:
 Event: [Redacted] Point of Impact:
 Location:
 Insurance Company: [Redacted]

1003 CHEV TRAILBLAZER 4X4 LTR 6-4.2L-V6 4D UVV Van:
 VIN: 1GDFT13222160900 Lin: 48216 Prod Date: 06/2001 Odometer: 21238

Air Conditioning	Rear Defogger	Rite Wheel
Cruike Control	Intermittent Wipers	Climate Control
Keyless Lock	Theft Deterrent/Alarm	Dual Air Condition
Rear Wiper	Body Side Moldings	Dual Mirrors
Privacy Glass	Rear Console	Luggage/Rear Rack
Fog Lamps	Clear Coat Paint	Two Tone Paint
Power Steering	Power Windows	Power Windows
Power Locks	Power Driver Seat	Power Passenger Seat
Power Mirrors	Anti-Lock Brakes (4)	Driver Airbag
Passenger Airbag	Front Side Impact Air Bag	4 Wheel Disc Brakes
Anti-Lock Brakes	Bucket Seats	Rear Stop Camper
Valleyance Package	Aluminum Wheels	

NO.	QTY	DESCRIPTION	UNIT	PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/R Front bumper			1.0	
3*	1	repl bumper bar	1	214.00	Incl.	
4*	1	repl bumper cover w/color combination solid w/fog lamp	1	228.00	Incl.	2.0
5		Add for Clear Coat				1.0
6		Add for Two Tone				1.0
7		Add for fog lamps			0.3	
8*	4	repl bumper cover retainers	4	14.00	Incl.	
9*	1	repl bumper cover fastener	1	0.01	Incl.	

11/28/2002 11:09:07 AM
1000

Job Number:

PRELIMINARY ESTIMATE
2001 CHEV TRAILBLAZER 4X4 2DR 6-4.8L-FI 4DR UTV Int.

NO.	QTY.	DESCRIPTION	QTY	EST. PRICE	LABOR	PAINT
100		Flux Additive	1	5.00	%	
110		Excessive Grime Removal	1	5.00	%	
12		FRONT FENDER				
13	repl	Front panel Chevrolet	1	152.00	1.0	
14		FRONT LAMP				
15	repl	RT Headlamp assembly	1	247.00	0.4	
16		PERSON				
17	pr	RT Fender Chevrolet			1.0	0.2
18		Add for Clear Coat				0.2
19	repl	RT Wheelhouse panel front	1	15.00	0.6	
200		Color Match	1			0.5
Subtotal ==>			899.00	5.0	0.2	

Parts		992.00
Parts Discount	\$ 992.00 -20.00	-198.40
Body Labor	6.0 hrs @ \$ 30.00/hr	180.00
Paint Labor	3.2 hrs @ \$ 30.00/hr	96.00
Paint Supplies	3.2 hrs @ \$ 30.00/hr	96.00
Sublet/Misc.		5.00

SUBTOTAL \$ 1029.60
GRAND TOTAL \$ 1029.60

ADJUSTMENTS:
Deductible 0.00
CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 1029.60

THIS ESTIMATE IS GOOD FOR A PERIOD OF THIRTY DAYS ONLY (UNLESS OTHERWISE SPECIFIED IN WRITING.) SINCE THIS ESTIMATE IS BASED ON OUR VISUAL INSPECTION ONLY, IT CANNOT BE HELD UPON AS AN OFFER TO REPAIR UNLESS A REPAIR AUTHORIZATION HAS BEEN SIGNED.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU FOR COMING TO BEARLO AUTO BODY!

BEARLO AUTO BODY WARRANTS ALL WORKMANSHIP INCLUDING REFINISHING FOR A PERIOD OF ONE YEAR FROM THE DELIVERY DATE.

WAS DELIVERED _____ VALIDATED BY _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

50' 

1/28/2002 - 08:07 AM
1882

Job Number:

PERMITS

1002 CIVIL ENGINEER 424 LHM 4-4.21-F1 4D UTV Xat:

items shown on MICHIGAN CHECK SHEETS ONLY. Unless otherwise noted all items are derived from the State of Michigan Database Date 4/2001 and the parts selected are OEM-parts manufactured by the original equipment manufacturer. Attention (*) or Double Asterisk (**) indicates that the information provided by MICHIGAN may have been notified by any laws from such as Liberate (187) cases. Non-Original Equipment Manufacturer (N.O.E.M.) parts are described as N.O.E.M. parts. Used parts are described as Used, Used New Parts, etc. or Used. Non-original parts are described as Used. Revised parts are described as Revised. 1992 Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Round signs (R) indicate round entries.

Permits - A product of CID Information Services Inc.



1882

APR 23 2002 15:11

RED MATTHEWS

ANTAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
80% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 90 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE.

THANK YOU

OVER PART	REV	DESC	QTY	UNIT	SELL	REMARKS
002.015081365		GMSTEK LINER	1	SL. 30	34.00	34.00

RD
PO
AC
AC



SUBTOTAL 34.00
TAX .00
QUOTE ONLY 34.00

TOTAL LINES 1
PAGE 001 OF 001 YOUR ORDER HAS BEEN FILLED BY JON RO GRAM

ALFRED MATTHEWS

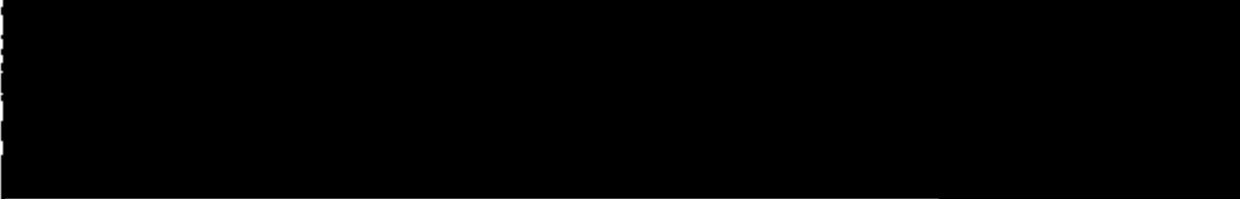
PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577267 / Modesto, CA 95357-7267

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
50% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 90 DAYS ON WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE.

X 

SENT TO



GM PART	BIN	DESC	QTY	LIST	SELL	ISELL
000-014093088	172	RETAINER	1	.68	.43	.43
000-018088810	0MFK	RETAINER	4	3.60	3.45	9.80

RD #
PO #
ACC #
ACC #
DATE
SIGN



SUBTOTAL 10.28
TAX .00
QUOTE ONLY 10.28

TOTAL LINES 2
PAGE 001 OF 001 -- YOUR ORDER HAS FILLED BY JON MC GRAY



ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile


209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95857-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
 80% HANDLING CHARGE ON ALL RETURNED ITEMS.
 NO REFUND ON PARTS AFTER 90 DAYS OR WITHOUT INVOICE.
 NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
 GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE. X

THANK YOU

VEN	PART	BIN	DESC	QTY	LIST	SELL	XSMLL
000	015074857	ONSTK	HEADLAMP	1	167.00	167.96	167.96
000	015011720	ONSTK	PANEL	1	133.30	89.96	89.96
000	015077844	ONSTK	PANEL	1	15.10	10.27	10.27

RD
 PO
 ACC
 ACC
 DAY
 SIG



SUBTOTAL 268.19
 TAX .00
 QUOTE ONLY 268.19

TOTAL LINES 3
 PAGE 001 OF 001 YOUR ORDER HAS FILLED BY SEENA DALMED

ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95857-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
50% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 90 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE.

THANK YOU

VEN PART	SIN	DESC	QTY	LIST	SELL	XSLL
000 088937008		QUICK PABER	1	223.00	223.04	223.00

NO # 1018
 PO#
 ACCT. #
 ACCT. #
 DATE
 SIGN


SUBTOTAL 223.04
 TAX .00
 QUOTE ONLY 223.04

TOTAL LINES 1
 PAGE 001 OF 001 YOUR ORDER WAS FILED BY SHEENA DALAND

ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
30% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 30 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GMC PARTS GUARANTEED 1-YEAR FROM DATE OF INVOICE.

THANK YOU

CUSTOMER SERVICE

VEN	PART	BIN	DESC	QTY	LIST	SELL	WELL
000	015150838	OMSTK	BBR	1	284.50	173.08	173.08

PAID
Date 1-4-02
CL. No. 3158
Amount 638.02
From 2121

NO # 1015
FROM
ACQ
DATE
SIGN



SUBTOTAL 173.08
TAX .00
QUOTE ONLY 173.08

TOTAL LINES 1
PAGE 001 OF 001 YOUR ORDER HAS FILLED BY JON NO GRAN

ST. LOUIS, MISSOURI 63102

P.02



800 AUTO PLAZA WAY
TRACY, CA 95394
909-825-4800 Fax 909-825-4848

REPAIR ORDER
INVOICE

15696	TRACY	177	217	6/21/02	618117
		217	217		
			22,990		
				6/21/02	
					No: 2180

JOB 1 CHARGE

REPLACED WATER INTAK. MICHEAL SPONZON - CR

DATE	QTY	PRICE	DESCRIPTION	TOTL. AMT.	AMOUNT
	1				9.00

JOB 1 TOTAL 9.00

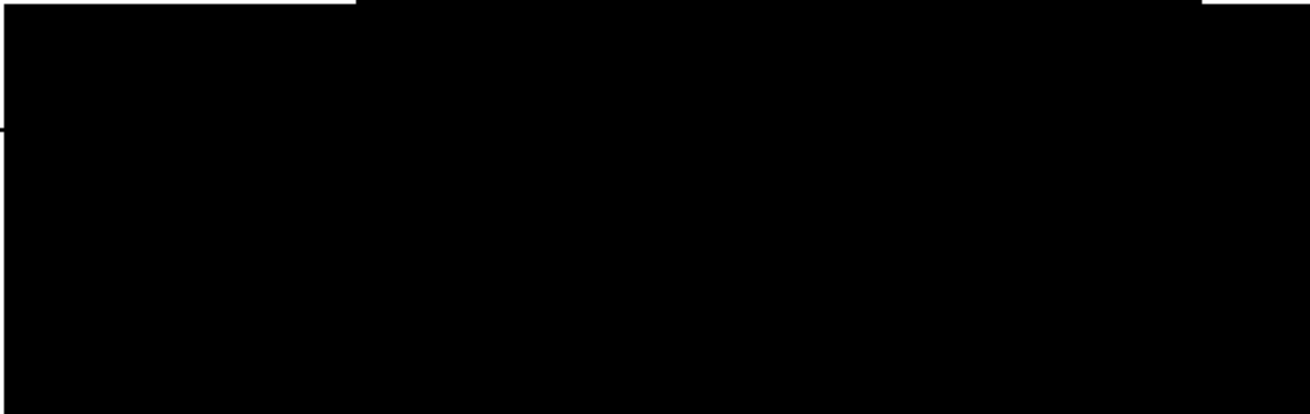
TOTAL				9.00
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	OR NO. []		
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER		
<input type="checkbox"/> AMEX	<input type="checkbox"/> OTHER	<input type="checkbox"/> CREDIT		
			TOTAL INVOICE \$	9.00

THANK YOU FOR YOUR BUSINESS!

ORDER NUMBER

ST. LOUIS, MISSOURI 63102

9101 2002-10-14



Date: 8/14/02

FACSIMILE TRANSMISSION COVER SHEET

To: Joyce
OC # 435141

Fax Number: _____

Fax Number: 313-665-0911

From: _____
Loss Control Administrator

Phone Number: (209) 342-5700 x230

Fax Number: (209) 529-7241

Total number of pages including cover sheet: 2

Remarks: Joyce - Here is a copy of
cc 19362

Thanks -
Jennie

If you have any problems receiving this message, please call _____

value, as determined in the customary market for the sale of that vehicle, resulting from vandalism occurring after, or in connection with, the theft of the rented vehicle; however, the renter shall have no liability for any damage due to vandalism if the renter would have no liability for theft pursuant to paragraph (2).

(4) Physical damage to the rented vehicle up to a total of five hundred dollars (\$500) resulting from vandalism unrelated to the theft of the rented vehicle.

(5) Actual charges for towing, storage, and impound fees paid by the rental company if the renter is liable for damage or loss.

(6) ~~An administrative charge which shall include the cost of appraisal and all other costs and expenses incident to the damage, loss, repair, or replacement of the rented vehicle.~~

(c) The total amount of the renter's liability to the rental company resulting from damage to the rented vehicle shall not exceed the sum of the following:

(1) The estimated cost of parts which the rental company would have to pay to replace damaged vehicle parts. All discounts and price reductions or adjustments that are or will be received by the rental company shall be subtracted from the estimate to the extent not already incorporated in the estimate or otherwise promptly credited or refunded to the renter.

(2) The estimated cost of labor to replace damaged vehicle parts which shall not exceed the product of (A) the rate for labor usually paid by the rental company to replace vehicle parts of the type that were damaged and (B) the estimated time for replacement. All discounts and price reductions or adjustments that are or will be received by the rental company shall be subtracted from the estimate to the extent not already incorporated in the estimate or otherwise promptly credited or refunded to the renter.

(3) (A) The estimated cost of labor to repair damaged vehicle parts which shall not exceed the lesser of the following:

(i) The product of the rate for labor usually paid by the rental company to repair vehicle parts of the type that were damaged and the estimated time for repair.

(ii) The sum of the estimated labor and parts costs determined under paragraphs (1) and (2) to replace the same vehicle parts.

(B) All discounts and price reductions or adjustments that are or will be received by the rental company shall be subtracted from the estimate to the extent not already incorporated in the estimate or otherwise promptly credited or refunded to the renter.

(4) For the purpose of converting the estimated time for repair into the same units of time in which the rental rate is expressed, a day shall be deemed to consist of eight hours.

(5) Actual charges for towing, storage, and impound fees paid by the rental company.

(6) The administrative charge described in paragraph (6) of subdivision (b) shall not exceed (A) fifty dollars (\$50) if the total estimated cost for parts and labor is more than one hundred dollars (\$100) up to and including five hundred dollars (\$500), (B) one hundred dollars (\$100) if the total estimated cost for parts and labor exceeds five hundred dollars (\$500) up to and including one thousand five hundred dollars (\$1,500), and (C) one hundred fifty dollars (\$150) if the total estimated cost for parts and labor exceeds one thousand five hundred dollars (\$1,500). No administrative charge shall be imposed if the total estimated cost of parts and labor is one hundred dollars (\$100) or less.

(d) (1) The total amount of an authorized driver's liability to the rental company, if any, for damage occurring during the authorized driver's operation of the rented vehicle shall not exceed

Statement of Supporting Information for Request for Confidentiality
Regarding Valeo Wiper Systems Information

Valeo Wiper Systems ("VWS") supplies certain wiper system components to its customer General Motors Corporation ("GM"). VWS is informed that by letter dated September 29, 2003, Thomas Z. Cooper of ODI requested information from GM in connection with PE03-042. In order to respond to Mr. Cooper's letter, GM requested certain information from its supplier, VWS, and VWS has provided information to GM in response. Portions of the information provided to GM by VWS have been designated "Confidential" by VWS. The "Confidential" information is contained in Attachment Valeo to GM's submission to NHTSA and includes documents relating to design modification testing in order to complete validation, validation testing and validation test summaries.

VWS requests that the designated portions of these documents be afforded confidential treatment by the NHTSA. This information is not customarily made public by VWS and contains trade secrets and commercial information which is privileged or confidential under 5 USC § 552(b)(4), 49 USC 30167(a) and 49 CFR Part 512.

The documents relating to design modification testing in order to complete validation, validation testing and validation test summaries or portions thereof for which VWS seeks confidential treatment have commercial value that can only be obtained independently at considerable cost. This information can be used by competitors of VWS to identify important areas of product performance, thereby enabling them to improve their own products without the expenditures associated with the evaluation of products, all at the expense of VWS. This information would also be useful in benchmarking by competitors. In addition, knowledge of such information would

allow VWS's competitors to avoid testing expenses of their own. The documents relating to design modification testing in order to complete validation, validation testing and validation test summaries or portions thereof designated as "Confidential" contain commercial information, the disclosure of which would be likely to cause substantial harm to the competitive position of VWS.


VWS treats this information as confidential and proprietary information which is available only to authorized VWS personnel and, when necessary, its customer, GM, and not otherwise available to the public. The documents designated as "Confidential" are maintained under a record keeping system which is intended to control dissemination of the information within VWS, and to assure that it is not disseminated outside the corporation, except as described in the attached Certificate in Support of Request for Confidentiality made pursuant to 49 CFR 512.4(b).

To the best of our knowledge, no prior determinations of the confidentiality of these documents inconsistent with this request have been made by the NHTSA, other federal agencies or the federal courts. Documents such as these, however, have, to the best of our knowledge, normally been granted confidential treatment by the NHTSA in the past.

The VWS documents for which confidential treatment is being requested, along with a copy of this Supporting Information, are being submitted to the NHTSA Office of General Counsel by GM. It is requested that notice concerning the Agency's determination of confidentiality for this material and any questions relating to confidentiality be addressed to Joshua Sherbin, North American Corporate Counsel, Valeo, 3000 University Drive, Auburn Hills, MI 48326, 248-340-8452.

The documents subject to this request for confidentiality have been clearly stamped "Confidential". Confidential treatment of this material is requested for an indefinite period. If a request for disclosure of any or all of the VWS Confidential information is received by the NHTSA, VWS requests notification of receipt of each such request and, if necessary, an opportunity to further explain the reasons why such material is trade secret and commercial information which should not be disclosed under the applicable statutes and regulations.

VALEO WIPER SYSTEMS

By: 
Kenneth W. Hensley
Customer Director, General Motors,
Valco Wiper Systems

61R710v2