

**GM647**  
**PE03-050**

BOOK 1 of 4

**ATTACHMENT "2A"**

GM

1/8/04

CASE NO: 990078191 VIN: 1G3GR530884105467  
 DATE OPENED: 08/22/1998 MODEL YR: 98  
 DATE CLOSED: 05/22/1999 SERIES: AURORA  
 SOURCE: OWNER H T SFA MILEAGE: 056000  
 CUSTOMER: [REDACTED] WEATH: CR  
 ADDRESS: [REDACTED] COLUMBUS  
 HOME PHONE: [REDACTED] BUS. PHONE: - EXT:

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

CON # DESC: CON COMMENTS  
 J46 1 FUEL INJ/NOZZL O/ STS FUEL RAIL LEAKED GAS ALL OVER HOT ENGINE.  
 W/REQUESTED NO'S  
 T30 1 POSSIBLE SAFETY O/STS SAFETY RELATED  
 SAME

\*\*\*\*\* REQUEST INFORMATION \*\*\*\*\*

CONTACT TYPE : OWNER REQUEST SOURCE : H T SFA  
 WARRANTY : 0 (IN/OUT)  
 CASE OPEN DATE : 08 22 98 THIRD PARTY : 1  
 FILE REVISION : 00 TRANSMIT DATE :  
 LAST REVISION DATE : 08 29 98

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

O/ CALLED THIS DATE. W/ CONFERENCED O/ TO A.S. KEM HILLMAN.  
 ANGELA HILLS/OCAH  
 W/SPOKE TO O/WHO STS THAT THE FUEL LINE BEGAN LEAKING OIL AND SPILLED  
 ON THE HOT ENGINE. O/STN THAT HE BEGAN TO SMELL THE FUEL BURNING AND  
 THE ENGINE BEGAN SMOKING. O/STS THAT HE WAS SITTING AT A LIGHT WAITIN  
 G TO GO TO A REPAIR SHOP AND HE WATCHED THE FUEL GAGE DROP A 1/4 OF A  
 TANK AS IT LEAKED. W/APOLOGISED TO O/FOR CONCERN AND ASKED WHAT O/IS  
 THINKING. O/STS THAT IF HE COULD BE REIMBURSED HE WOULD BE HAPPY BUT  
 WERE THAT ANYTHING HE WANTED TO LET THE HO KNOW IN CASE IT'S A COMMON  
 CONCERN. W/ASKED IF INDEPENDENT ADVISED WHAT CAUSED THE LINE TO FAIL  
 AND O/STS THAT THE INDEPENDENT TOLD HIM THAT IT CRACKED. W/REQUESTED  
 ORIGINAL NO'S AND REGISTRATION. W/MADE NO PROBLEME FOR ASSISTANCE BUT  
 W/THINKING OF REIMBURSING IN FULL. W/CLOSING FILE SATISFIED PENDING  
 ARRIVAL OF DOC'S.  
 KEM HILLMAN/OCAH  
 WRITER ASSIGNED DOC1998L4938039 TO THIS FILE. O SENT LTR TO CUSTOMER  
 SERVICE. O STS FUEL RAIL REPAIRED. O SENT COPY OF R/O AND CREDIT CARD  
 BILL. TO H O. O PROVIDED VEH NUMBER. O SEEKS ASSISTANCE FROM HO.  
 WRITER FORWAD TO K/ HILLMAN. JAN LARSON/OCAH

\*\*\*\*\* CASE CLOSING INFORMATION \*\*\*\*\*

CUST SATISFY : Y (Y/N) REGISTRATION LETTER : N (Y/N)  
 DLR CONTACT DATE : 05 22 98 DLR CONCLUSION DATE: 05 22 98  
 CLOSING DATE : 05 22 98 RESPONSIBLE DEALER : 00000  
 HO REVIEW CLOSE : NO REVIEWED : N (Y/N)  
 SE REVIEW CLOSE : YES REVIEWED : N (Y/N)

OT 50306

STATE OF OHIO - BUREAU OF MOTOR VEHICLES		VEHICLE IDENTIFICATION CARD		APPLICATION	
REGISTRATION	SALES TAX	FEES	TYPE	EXPIRES	ISSUE DATE
25.00	57.00		SALE		
REGISTRATION	SALES TAX	77.00			
COLUMBUS	COLUMBUS	OH			
			FROM		
OWNER	CLASSIFICATION	REGISTRATION	SALES TAX	ISSUE DATE	EXPIRES
ADDRESS		COLUMBUS	OH		MI



# N.W. WHEELS, INC.

1335 BETHEL RD.  
451-2111

**AUTO SERVICE ON  
DOMESTIC AND IMP.  
CARS, VANS & LIGHT T.**

DATE 05/21/88

17:19 TIME OUT 1700

NAME [REDACTED]  
ADDRESS [REDACTED]  
CITY Columbus Oh [REDACTED]  
HTEL [REDACTED] STIL [REDACTED]

VEHICLE 1986 Oldsmobile A9  
LICENSE [REDACTED] Trans: [REDACTED]  
MILEAGE 58177 Eng: 4.  
DCH Bar Acc: AC

### MATERIAL

1 17113263 Fuel Rail Assy. 273.95

### SERVICE

Check Fuel Leak

### LABOR

Replaced Fuel Rail Assembly  
Degreased Motor

SHOP MATERIAL 7.00

TOTAL MATERIAL 281.00

### RECOMMENDED SERVICE

Labor  
Material  
Subtotal  
Sales Tax  
TOTAL

WARRANTY: ALL WORK IS GUARANTEED FOR 90 DAYS OR 10,000 MILES, WHICHEVER COMES FIRST. EXCEPT AS NOTED, ALL WORK IS DONE UNDER THE SUPERVISION OF A LICENSED MECHANIC. N.W. WHEELS, INC. IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF PROPERTY OR PERSONAL INJURY CAUSED BY THE USE OF ANY PRODUCT OR SERVICE PROVIDED BY N.W. WHEELS, INC. OR ANY OF ITS EMPLOYEES OR AGENTS.

WARRANTY: ALL WORK IS GUARANTEED FOR 90 DAYS OR 10,000 MILES, WHICHEVER COMES FIRST. EXCEPT AS NOTED, ALL WORK IS DONE UNDER THE SUPERVISION OF A LICENSED MECHANIC. N.W. WHEELS, INC. IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF PROPERTY OR PERSONAL INJURY CAUSED BY THE USE OF ANY PRODUCT OR SERVICE PROVIDED BY N.W. WHEELS, INC. OR ANY OF ITS EMPLOYEES OR AGENTS.

X

**R J WHEELS, INC.**  
**AUTOMOTIVE SERVICE CENTER**

**SERVICE AND INSTALLED PARTS  
LIMITED WARRANTY  
6 MONTHS / 6000 MILES**

**WARRANTY COVERAGE**

- (1) The service performed and parts installed by R J Wheels, Inc. as detailed on the repair order are warranted to be free from defects for 6 months or 6000 miles, whichever comes first, from the date of service.
- (2) Certain parts and services may have extended warranties. When this is the case, coverage of the extended warranty will be noted on the back of the Repair Order.
- (3) This warranty covers factory services when directly related to service performed or parts installed.

**OBTAINING WARRANTY SERVICE**

- (1) The vehicle must be returned to R J Wheels for warranty service. R J Wheels may choose to make the necessary repair at no charge or to refund the entire cost of the original repair.
- (2) If you are without regular service, contact the following in this order:
  - (a) AAA, if you are a member
  - (b) The R J Wheels facility that performed the service
  - (c) If unable to contact R J Wheels, a nearby service of your choice
- (3) If your vehicle requires out of town warranty service, contact the R J Wheels facility that performed the original service. R J Wheels will select and direct you to an area service center near your location. R J Wheels will invoice the required repairs and authorize warranty service directly with the selected repairing facility. R J Wheels will remit payment to the repairing facility for the cost of out of town warranty repairs or refund the cost of the original repair.

**WARRANTY EXCLUSIONS**

- (1) This warranty does not apply in cases where the problem with the vehicle does not relate to the service performed or parts installed by R J Wheels as detailed in the Repair Order.
- (2) The obligations of R J Wheels under this warranty are limited to replacing or repairing defective parts or materials under the manufacturer's warranty and to correcting defective labor. Incidental expenses such as rental car, loss of time or earnings, per diem payments, inconvenience, or consequential loss are not covered under this warranty.
- (3) Damages due to accident, neglect or misuse are not covered under this warranty.
- (4) This warranty does not apply to services performed or parts installed on vehicles used for commercial purposes.
- (5) This warranty does not apply to the installation of used parts.

**SPECIAL NOTICE I**

**Air Conditioning RECHARGE AND REPAIR Warranty**

Due to the **EXTREMELY HIGH COST** and **LIMITED AVAILABILITY** of R-12 Freon, R J Wheels, Inc. cannot warrant the cost of the R-12 Freon installed in consumer vehicles. Freon leak detection technology prevents discovery of minute leaks in mobile air conditioning systems even with the most advanced measurement equipment. The Company will warrant labor in accordance with the above stated terms but cost of replacement R-12 Freon is the responsibility of the Customer.

**CONVERSION FROM R-12 TO R-134 REFRIGERANT:**

At the customer's request R J Wheels will attempt to convert an R-12 system to the R-134 system. Because the air conditioning system was not designed for use with the R-134 refrigerant, the company cannot guarantee the performance of the system. R-134 refrigerant is readily mixed, low cost, and future availability R J Wheels encourages conversion whenever possible. If conversion to R-134 refrigerant is made, R J Wheels will warrant both labor and materials.

CASE NO: 580078191  
DATE OPENED: 06/10/1998  
DATE CLOSED: 06/10/1998  
SOURCE: OWNER HETVA  
CUSTOMER:  
ADDRESS:  
HOME PHONE:

VIN: 1G3GR52C9B4108467  
MODEL YR: 95  
SERIES: AIRIRA  
MILEAGE: 056000  
COLUMBIA  
BUS. PHONE: - EXT:

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

CODE # DESC CODE COMMENTS  
LOZ 1 FUEL SYSTEM LE O/ STS FUEL RAIL LEAKED GAS ALL OVER HOT ENGINE.  
W/REQUESTING CHECK IN THE AMOUNT OF \$421.97  
TBO 1 POSSIBLE SAFETY O/STS SAFETY RELATED  
SAME

\*\*\*\*\* REQUEST INFORMATION \*\*\*\*\*

CONTACT TYPE : OWNER REQUEST SOURCE : H T HVA  
WARRANTY : 0 (IN/OUT)  
CASE OPEN DATE : 06 10 98 THIRD PARTIES : 1  
FILE REFERENCE : 00 TRANSMIT DATE :  
LAST ALTERED DATE : 06 12 98

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

O/ CALLED THIS DATE. W/ CONFERENCED O/ TO A.S. KAM HILLMAN.  
ANGELA KILLS/OCAM  
W/SPOKE TO O/WHO STS THAT THE FUEL LINE BEGAN LEAKING OIL AND SPILLED  
ON THE HOT ENGINE. O/STS THAT HE BEGAN TO SMELL THE FUEL BURNING AND  
THE ENGINE BEGAN SMOKING. O/STS THAT HE WAS SITTING AT A LIGHT WAITIN  
G TO GO TO A REPAIR SHOP AND HE WATCHED THE FUEL GAUGE DROP A 1/4 OF A  
TANK AS IT LEAKED. W/APOLOGIZED TO O/FOR CONCERN AND ASKED WHAT O/IS  
SEEKING. O/STS THAT IF HE COULD BE REIMBURSED HE WOULD BE HAPPY BUT  
MORE THAN ANYTHING HE WANTED TO LET THE HO KNOW IN CASE IT'S A COMMON  
CONCERN. W/ASKED IF INDEPENDENT ADVISED WHAT CAUSED THE LINE TO FAIL  
AND O/STS THAT THE INDEPENDENT TOLD HIM THAT IT CRACKED. W/REQUESTED  
ORIGINAL RO'S AND REGISTRATION. W/MADE NO PROMISE FOR ASSISTANCE BUT  
W/THINKING OF REIMBURSING IN FULL. W/CLOSING FILE SATISFIED PENDING  
ARRIVAL OF DOC'S.  
KAM HILLMAN/OCAM  
WRITER ASSIGNED DOC#199814938039 TO THIS FILE. O SENT LTR TO CUSTOMER  
SERVICE. O STS FUEL RAIL REPAIRED. O SENT COPY OF R/O AND CREDIT CARD  
BILL. TO H O. O PROVIDED VIN NUMBER. O SEEKS ASSISTANCE FROM HO.  
WRITER FORWARDED TO K/ HILLMAN. JAM LARSEN/OCAM  
W/RECEIVED COPY OF RO. W/LEFT MSG AND ADVISED THAT HO WOULD LIKE  
TO REIMBURSE IN FULL. W/REQUESTED ORIGINAL RO'S AND REGISTRATION.  
WHEN DOC'S ARRIVE PLEASE FORWARD TO W.  
KAM HILLMAN/OCAM  
WRITER ASSIGNED DOC#199814938039 TO THIS FILE. O SENT R/O AND PROOF  
OF OWNERSHIP TO HO. O STS HAD FUEL RAIL ASSEMBLY REPLACED. ORIGINAL IN  
DRAWER. WRITER FORWARDED TO K. HILLMAN. JAM LARSEN/OCAM  
W/RECEIVED AND REVISED RO'S. W/TO REIMBURSE O/IN FULL DUE TO LOW  
AGE AND MILEAGE. W/REQUESTING CHECK IN THE AMOUNT OF \$421.97. W/  
FORWARDING REQUEST TO CAR NOTE FOR APPROVAL. PLEASE DESTROY ORIGINALS  
KAM HILLMAN/OCAM  
WRITER APPROVED CHECK- DESTROYED ORIG INVOICE- VERIFIED PROOF OF  
OWNERSHIP. OCAM/DENVER MOYE  
W/ REVIEWED FILE SENDING CHECK #002082692 IN THE AMOUNT OF \$421.97 TO

\*\*\*\*\*

LISA REMORA/ OGM CHECK TEAM

\*\*\*\*\* CASE CLOSING INFORMATION \*\*\*\*\*

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
ELM CONTRACT DATE	: 06 10 98	ELM CONCLUSION DATE	: 06 10 98
CLOSING DATE	: 06 10 98	RESPONSIBLE DEALER	: D0000
NO REVIEW CLOSE	: OTHER	NO REVIEWED	: Y (Y/N)
SR REVIEW CLOSE	:	SR REVIEWED	: N (Y/N)

CASE NO: 890130909  
DATE OPENED: 08/20/1988  
DATE CLOSED: 08/20/1988  
SOURCE: OWNER RETURN  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED]

VIN: 1G30MS2C584124887  
MODEL YR: 88  
SERIES: RUMORA  
MILEAGE: 108870  
STATE: LA  
NOTICE  
BUS. PHONE: - SEE:

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

CUR @ DESK CUR COMMENTS  
340 1 HNS FUEL & AIR T/ STS FUEL RAIL IS LEAKING.  
W/ DOCUMENTED CONCERN.  
708 1 OCM CLAIM BUT BETWEEN...\$280.00...COPAY \$0.....SEE CRT NO: 2.  
PLEASE SEE ABOVE.  
730 1 POSSIBLE RAYET T/ STS IT IS A SAFETY CONCERN.  
W/ DOCUMENTED CONCERN.

\*\*\*\*\* REQUEST INFORMATION \*\*\*\*\*

CONTACT TYPE : OWNER REQUEST SOURCE : K T RFA  
WARRANTY : C (IN/OUT)  
CASE OPEN DATE : 08 20 88 THIRD PARTIES : 2  
FILE RETENTION : 00 TRANSMIT DATE : 08 21 88  
LAST ALERTED DATE : 08 23 88

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

V/ CONF. W/ RASHY, TO A/S MARGORIS CROUCHER.  
GIVE BURNS/OCM

\*\*\*O/ HAS PREVIOUS FILE 890122135\*\*\*

W/ HNC'S CONFERENCE FROM MR RASHY SOLENOID AND HE STS THAT THE O/ IS A  
VERY GOOD CUSTOMER AND THAT THERE WAS JUST A GOODWILL ADJUSTMENT MADE  
ON THIS VEHICLE.....BUT HE NOW HAS A CONCERN WITH A 'GAS' SMELL IN  
THE INSIDE OF THE VEHICLE AND THEY FOUND THAT THERE WAS A LEAK IN THE  
FUEL RAIL AND THAT THE TOTAL REPAIR AT WORK. BURNS CASE TO ABOUT  
\$280.12.

W/ APPROVED FUEL RAIL REPAIR AT AN ESTIMATED COST OF \$280.12 AT  
MULLER'S WARRANTY FIRM...OWNER WILL HAVE A \$0 COPAY. PLEASE USE NY  
BURN, USE FILE FIRM AND A BRIEF REASON FOR THIS CREDITED GOODWILL  
CREDIT, WHEN YOU BURN THIS FILE 'E' FOR REIMBURSEMENT. THANKS.

V/ TO CLOSE FILE SAFETY.  
MARGORIS CROUCHER/ OCM

\*\*\*\*\* CASE CLOSING INFORMATION \*\*\*\*\*

CONF SILENT : Y (Y/N) ASSURANCE LETTER : Y (Y/N)  
DLR CONTACT DATE : 08 20 88 DLR COMPLETION DATE: 08 20 88  
CLOSING DATE : 08 20 88 RESPONSIBLE DEALER : 00000  
NO REVIEW CLOSE : NO REVIEWED : N (Y/N)  
BY REVIEW CLOSE : BY REVIEWED : N (Y/N)





*Cadillac*

187453  
OT 85397  
L05 042

Date: 5/10/99

To: ESIS/GM Claims

Re: [REDACTED]

Date of Incident: 3/10/99

VIN# 1G6EL12Y6SU607069

From: ADAM BATHILL

**- Preliminary -  
Product Allegation Report**

This is to inform you that Cadillac has conducted a preliminary investigation in the above subject matter. The reason for submission of this report is:

- (X) The following report is for your information and record.  
 ( ) We believe this claim may deserve further investigation by you.  
 ( ) Other:

Please contact me at 248-874-4172 if you have any further questions or concerns.

**Enclosures:**

- \*Cadillac Customer Assistance Center Case Print
- \*Cadillac Database Information
- \*Repair Order's From Miller Cadillac

pc: Central File

THIS: NAME ACTION: C KEY: 220914804 CCRS 04/12/99 15:56 ERBS020M

WENT: NAME ACTION: I KEY: 220914804 ID: H00AS

01 TITLE : CUSTOMER INFORMATION TYPE: RQ

02 FIRST : 03 MI: 04 LAST :

05 STREET :

06 CITY : HUNTING 07 ST: CA 08 ZIP :

09 H PHONE: 10 B PHONE:

11 COMPANY:

VEHICLE/DEALER INFORMATION

12 YR/MDL : 95 EL ELDERADO 13 DEL DTE: 14 MILEAGE: 053054

15 VIN : 1GAEEL12Y68U602862 ENG: 4.6L MPFI/27D PLANT: HAMTRAC MI

16 DEALER : MILLER AUTO CENTER BGN: 16 IN: 60 17 DLR #: 10 193

18 CITY : HUNTING 19 STATE : CA 20 SEL DLR: (Y/N)

CDR # DESC CDR COMMENTS TM DLR : N

201 0 CRIM CHARGE 21 22032

101 0 FUEL SYS LEAKS 22 CRIM. PARKED VEHICLE. VEHICLE CAUGHT FIRE

102 0 SMALL-OILS 23 SMALL OILS IN VEHICLE

103 0 PRODUCT ALLEGAT. 24 FUEL SYSTEM CAUSED FIRE IN VEHICLE

25

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THIS: CMTS ACTION: I KEY: 220014884 CCRS 04/12/99 15:56 CRBS030M  
NEXT: CMTS ACTION: I KEY: 220014884 ID: H00AS

GENERAL COMMENTS

USER: H00PS DATE: 04/09/99 TIME: 17:20 COMMENT #: 1

BRENT EDDY OF MILLER CADILLAC CALLED AND REQUESTED TO SPEAK WITH  
SOMEONE IN THE FAR DEPARTMENT. BRENT CLAIMS HE IS FAIRLY NEW TO  
THE POSITION AND DID NOT KNOW HE WAS SUPPOSE TO REPORT THE INCIDENT  
PRIOR TO REPAIR UNTIL HIS DGM INFORMED HIM.

I ADVISED BRENT IF THERE WAS NOT A FILE ALREADY SET THAT I WOULD SET  
UP THE FILE AND THEN FORWARD IT TO THE FAR TEAM.

BRENT ADVISED THE OWNER OF THE 95' ELDOGRADO BROUGHT THE VEHICLE IN  
ON 3/10/99. BRENT STATED THE OWNER CLAIMS THERE WAS AN AMOUNT OF FUEL  
IN THE VEHICLE SO HE PARKED IT. ONCE PARKED THE OWNER CLAIMS THE  
VEHICLE CAUGHT FIRE. THERE WERE NO INJURIES, OTHER VEHICLES INVOLVED  
AND NO DOCUMENTED POLICE REPORT.

\*\*\*\*\* MORE \*\*\*\*\*

MORE: Y

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSECSN PF18 DLRSCH  
PF19 DLALOC PF20 INQTYPE PF21 CSELIST PF22 LMENU PF23 CORRSEL PF24 CAL  
\*10004 TOP OF DATA DISPLAYED \*

THIS: CCRS ACTION: X KEY: 220218004 CCRS 04/12/99 15:56 CCRS030M  
NEXT: CCRS ACTION: I KEY: 220218004 ID: H00AS

GENERAL COMMENTS

USER: H00PS DATE: 04/09/99 TIME: 17:20 COMMENT #: 2

ST'D

AGENT ADVISED THAT THE DLRSHIP HAS ALREADY REPAIRED THE VEHICLE  
BUT AFTER TEST DRIVING THEY HAVE FOUND THERE IS WATER IN THE FUEL.

AGENT ADVISED THE FUEL RAIL LEAKED ON THE INTAKE PLENUM, THIS WAS THE  
CAUSE OF THE FIRE. THE AIR INLET, FUEL RAIL, INJECTORS, AND WIRING  
HARNESS ALL SHOW SIGNS OF FIRE DAMAGE.

AGENT ADVISED THAT HE HAS REPLACED THE INTAKE PLENUM, FUEL RAIL,  
INJECTORS, PRESSURE REGULATOR, INJECTOR WIRE HARNESS, CROSS VACCUM  
HARNESS, AND AIR FILTER HOUSING.

FORWARDING INFORMATION TO BAR  
FANIELA STEVERSON 43682

NOTE: Y

PF13 BASE PF14 CCRS PF15 APTACL PF16 CLOSE PF17 CRESCH PF18 DLRSCM  
PF19 DLALOC PF20 INQTYPE PF21 CSELIST PF22 LAGNU PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 980014824 CCRS 04/12/99 15:56 CR89030M  
NEXT: CMTS ACTION: I KEY: 980014824 ID: H00AS

GENERAL COMMENTS

USER: H00AS DATE: 04/12/99 TIME: 15:51 COMMENT #: 3

CONTACTED (BRENT EDDY) SVM WHO STATED THAT HE HAS CONTACTED HIS (ASM) WHO HAS ADVISED HIM THAT OUR OFFICE SHOULD HAVE BEEN NOTIFIED BUT THE PERSON WHO STARTED THE REPAIRS IS NO LONGER WITH THE DLH. BRENT STATED THAT THEY ARE IN THE PROCESS OF REPAIRING THE VEHICLE AND THE REPAIRS SHOULD BE COMPLETED NEXT WEEK. BRENT WAS CONCERNED ABOUT GETTING AUTHORIZATION FOR A RENTAL FOR ANOTHER WEEK FOR THE OWNER. BRENT STATED THAT THERE IS STILL WATER IN THE FUEL LINE THAT NEEDS TO BE REPAIRED.

I ADVISED BRENT TO FINISH THE REPAIRS TO THE VEHICLE AND SUBMIT A NET AMOUNT INCLUDING THE RENTAL UNDER LABOR OPP E1242 AND FAX ME THE N.O. WHEN THE REPAIRS ARE COMPLETED. I ASKED THE SVM IF THE OWNER HAS BEEN UPDATED ON THE SITUATION.

\*\*\*MORE\*\*\*

MORE: Y

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CSHSCN PF18 DLRSCN  
PF19 DLSLOC PF20 INQTYPE PF21 CSELIST PF22 LMENU PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 220014804 CCRS 04/12/99 15:56 CRBS030M  
NEXT: CMTS ACTION: I KEY: 220014804 ID: H00AS

GENERAL COMMENTS

USER: H00AS DATE: 04/12/99 TIME: 15:52 COMMENT #: 4  
AGENT STATED THAT THE OWNER HAS BEEN BROUGHT UP TO DATE.

I THANKED HIM AND WILL WAIT FOR THE COMPLETED R.O.

ADAM SATCHELL X4172 (PAR)

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CRESCH PF18 DLRSCN  
PF19 DLRLOC PF20 INQTYPE PF21 CSELIST PF22 LMENU PF23 CORRSEL PF24 CAL

\*10008 BOTTOM OF DATA DISPLAYED \*

THIS: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:38 CAB9030M

NEXT: CMTS ACTION: I KEY: 990014804

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: H00AS DATE: 04/16/99 TIME: 14:03

COMMENT #: 6

RYAN (SYM) RETURNED MY CALL AND STATED THAT THE OWNERS VEHICLE NEEDS  
NEW "LONG BLOCK" WHICH COULD COST UP TO \$10,000 TO REPAIR.

I ASKED (SYM) IF HE THOUGHT THE CRACK COULD HAVE BEEN CAUSED BY THE  
FIRE. (SYM) STATED THAT HE WAS NOT SURE BUT IT MAY HAVE OCCURRED WHEN  
THE FIRE WAS PUT OUT.

I ADVISED RYAN THAT I NEED TO REVIEW THIS SITUATION AND WOULD CALL  
HIM AS SOON AS POSSIBLE.

ADAM SATCHEL, X4172 (PAR)

MORE: Y

PF13 BASE

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CBESC

PF18 DLRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORREL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:38 CABS030M

NEXT: CMTS ACTION: X KEY: 990014804

ID: H00RS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: H00RS DATE: 04/16/99 TIME: 16:18

COMMENT #: 7

LEFT A MESSAGE WITH (BRENT) SVM. STATING THAT HE CAN CONTINUE  
MATTERS ON THE VEHICLE AS I AM WORKING ON GETTING AUTHORIZATION.  
ED YER (SUPERVISOR) AND MYSELF ARE WORKING ON ATTEMPTING TO GET  
THE CLAIM (H-ROOFED).

ADAM BATHELL X 4172 (BAR)

MORE: Y

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



THIS: CMTS ACTION: I KEY: 990014804  
NEXT: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:38 CAS030M  
ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 12 TYPE: GC

USER: H00AS DATE: 04/20/99 TIME: 12:05 COMMENT #: 8

VIEWED SITUATION WITH ELMER DEAN THOMPSON (GM PAR SUPERVISOR) WHO  
STATED THAT THE BILL AND THE RO WITH THE DATE OF THE REPAIR NEED  
TO BE SENT TO OUR OFFICE SO THAT SHE IS ABLE TO AUTHORISE THE REPAIR.

I LEFT A MESSAGE FOR BRENT EDDY (SVM) REQUESTING THAT HE SEND THE BILL  
AND R.O TO MY WHEN THE VEHICLE IS REPAIRED.

ADAM SATCHEL, X4172 (PAR)

USER: H00AS DATE: 04/27/99 TIME: 10:20 COMMENT #: 9

PLACED RELEASE OF CLAIM TO SVM (BRENT) ON 4/20/99 FOR THE OWNER  
TO SIGN. WAITING FOR REPAIRS TO BE COMPLETED.

ADAM SATCHEL, X4172 (PAR)

NOTE: Y

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

THIS: CMTR ACTION: I KEY: 990014804

CAS 05/10/1999 15:41 CABR030M

NEXT: CMTR ACTION: I KEY: 990014804

ID: H00AS

GENERAL COMMENTS

TOTAL CMTR: 13

TYPE: GC

USER: H00AS DATE: 04/20/99 TIME: 12:05 COMMENT #1: 8

MAINTAINED ATTENTION WITH KIMBER DEAN THOMPSON (GM PAR SUPERVISOR) WHO  
STATED THAT THE BILL AND THE R.O WITH THE DATE OF THE REPAIR NEED  
TO BE SENT TO OUR OFFICE SO THAT SHE IS ABLE TO AUTHORISE THE REPAIR.

I LEFT A MESSAGE FOR WESLEY BUDY (SUN) REQUESTING THAT HE SEND THE BILL  
AND R.O TO MY HOME THE VEHICLE IS REPAIRED.

ADAM BATTLE X4172 (PAR)

USER: H00AS DATE: 04/27/99 TIME: 10:28 COMMENT #1: 9

PAID RELEASE OF CLAIM TO SUN (SUN) ON 4/20/99 FOR THE CHECK  
TO SIGN. WAITING FOR REPAIRS TO BE COMPLETED.

ADAM BATTLE X4172 (PAR)

MORE: Y

PF13 BASE PF14 CMTR PF15 APTACL PF16 CLOSE PF17 CHSCH PF18 DLLOC  
PF19 CMIS PF20 TELST PF21 LITLST PF22 OVERLST PF23 CORRSL PF24 CAL

THIS: CLOSE ACTION: I KEY: 990014804

CAS 05/10/1999 15:41 GABSO40M

NEXT: CLOSE ACTION: I KEY: 990014804

ID: H00AS

NAME: RICHARD MILLER REDDING, CA

YR/MDL: 1998 EL TYPE: GC

CASE CLOSING INFORMATION

RETENTION :	10	POSSIBLE SAFETY :	Y (Y/N)
CONTACT DATE :	04 09 99	DLR CONCLUSION DATE :	04 09 99
CLOSING DATE :	05 10 99	RESPONSIBLE DEALER :	
CUST SATISFIED :	Y (Y/N)	CLOSE CASE :	Y (Y/N)
CO REVIEW CLOSE :		CO REVIEWED :	(Y/N) DATE:
RM REVIEW CLOSE :		RM REVIEWED :	(Y/N) DATE:

CDE #	DESC	CDE COMMENTS
A01	OPEN CAMPAIGN	98032
		PER NO # 662781 VEHICLE WAS REPAIRED DUE TO THERMAL EVENT
L02	FUEL SYS LEAKS	OWNER PARKED VEHICLE; VEHICLE CAUGHT FIRE PER. SVN BERTT HODDE VEHICLE IS REPAIRED
L02	SMELL-ODOR	SMELL OCCURED IN VEHICLE FORWARDED TO NIS

NOTE: Y

PF13 BASE    PF14 CRIS    PF15 AFERCL    PF16 CLOSE    PF17 CSESCN    PF18 DIRLOC  
 PF19 CRIS    PF20 TRILST    PF21 LITLST    PF22 OPENLST    PF23 CORRSEL    PF24 CAL

\*20438 CASE IS CLOSED \*

THIS: CMTS ACTION: I KEY: 990014004

CAS 05/10/1999 15:41 CABS030M

NEXT: CMTS ACTION: I KEY: 990014004

ID: H00RS

GENERAL COMMENTS

TOTAL CMTS: 13

TYPE: GC

FROM: H00RS DATE: 05/04/99 TIME: 08:54 COMMENT #: 10

REMOVED THE FINAL HOUR TO REMAIN UNDER TOMMORROW (GM SUPERVISION)  
WE WILL CREDIT THE DLR THROUGH THE (GMSA) SYSTEM IN THE AMOUNT OF  
\$12,594.75

FROM: HATCHELL KA172 (PBR)

FROM: H00RS DATE: 05/05/99 TIME: 10:12 COMMENT #: 11

ACQUIT

SEE DATE REFERR TO H00R

WEEK SUPPLY

MORE: Y

PF13 BASE	PF14 CMTS	PF15 AFTRCL	PF16 CLOSE	PF17 CSEARCH	PF18 DLRLCC
PF19 CHIE	PF20 TELLS	PF21 LITLST	PF22 DFHELS	PF23 CORRSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:38 CABS030M

NEXT: CMTS ACTION: I KEY: 990014804

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: H00AS DATE: 05/04/99 TIME: 08:54

COMMENT N: 10

MAILED THE FILE 2016 TO BLAKE FROM THOMSON (GM SUPERVISOR)  
WE WILL CREDIT THE DLR THROUGH THE (H00A) SYSTEM IN THE AMOUNT OF  
THE REPAIRS 219 824 73

FROM SATCHEL 24173 (RR1)

USER: H00AS DATE: 05/04/99 TIME: 16:12

COMMENT N: 11

REPLY

RE-ADSC REQUEST TO H00A

USER: H00AS

NOTE: Y

PF13 BASE	PF14 CMTS	PF15 APTNCL	PF16 CLOSE	PF17 CRRSCH	PF18 DLRLC
PF19 CRIS	PF20 TLLST	PF21 LIVLST	PF22 OPENLST	PF23 COURSEL	PF24 CAL

THIS: CMTS ACTION: I KEY: 990014804  
NEXT: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:41 CABS030M  
ID: H00AS

GENERAL COMMENTS

TOTAL CNTS: 13 TYPE: GC

USER: H00AS DATE: 05/10/99 TIME: 14:46 COMMENT #: 13

RECEIVED A CALL FROM CARY (WARRANTY ADMINISTRATOR) REQUESTING  
DEFERANCE ON BEING PAID FOR THE REPAIRS TO THE VEHICLE.

REF TO HOME CONNECTION (VLP)

REF: SATCHELL X4172 BAR)

MODE: Y

PF13 BASE PF14 CNTS PF15 APTACL PF16 CLOSE PF17 CSESCN PF18 DLRLC  
PF19 CRIS PF20 TELLST PF21 LISTST PF22 OPENLST PF23 CORRSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990014804  
NEXT: CMTS ACTION: I KEY: 990014804

CAS 05/10/1999 15:41 CABS030M

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 13

TYPE: GC

USER: H00AS DATE: 05/10/99 TIME: 15:40 COMMENT #: 13

ROSE CROOKSTON (WLP) WHO AUTHORIZED THE REPAIRS AND PUT THEM INTO

CONTACTED CASEY (URGENTLY ADMINISTRATION) AND ADVISED HER TO SUBMIT THE  
CLAIM WITHOUT ANY AUTHORIZATION SCHEM AND NOT TO H-ROUTE

AND THANKED ME AND ENDED THE CALL.

DEAN SATCHELL 34172 (SAB)

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CRRCTY PF18 DLRLC

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

\*IG005 BOTTOM OF DATA DISPLAYED \*

*Cash warranty admin*

601994

602751

WARRANTY

**MILLER  
AUTO CENTER**

1 MILPITAS BLVD. (10 MI. N. 210)  
1180 CALIFORNIA STREET, REDWOOD, CALIFORNIA 96071  
E.A.R. NO. AA-10001

PAGE 7

SERVICE ADVISOR: 7301 DON RICHMOND

MODEL: [REDACTED]

DEIN: [REDACTED]

QTY	UNIT	DESCRIPTION	UNIT PRICE	AMOUNT	TAX	TOTAL
1	30	CADILLAC VECTRA	10000.00	3000.00	530.00	3530.00
		OPTIONAL EQUIPMENT		1200.00		1200.00
		SALES TAX			100.00	100.00
		REGISTRATION			100.00	100.00
		TOTAL				5930.00

*Asst. Mgr.  
W.E.G.*

*Cadillac  
VIN code  
30 193*

*9900-74004*

*Case #*

CONF. SALE & CONF. TOTALS 602749 12534.73 0

DESCRIPTION	AMOUNT
SALES TAX	100.00
REGISTRATION	100.00
TOTAL	200.00
CONF. TOTAL	12534.73

WARRANTY COPY









601494

682751

"WARRANTY"

# MILLER AUTO CENTER

1-800-954-1141 (IN CA 248-2181)

1750 CALIFORNIA STREET - BERRING, CALIFORNIA 94001

CALL 408.248.10827

MEDOT32 CA  
LARGE: [REDACTED]

TRR:

PAKES 3

SERVICE ADVISOR: 7201 FOR [REDACTED]

DATE	TIME	DESCRIPTION	BY	CLASS	STATUS IN/OUT	TAX
04/20/89	17:00	WORKERS				
04/20/89	17:00	WORKERS				

04/01 11:40:00 04/20 17:00:00

ITEM	DESCRIPTION	QTY	UNIT PRICE	TOTAL
1	353916 P-FILTERS A		12.00	26.88

PC:  
PART#: 353916  
COUNT: 3  
CLAIM TYPE:  
AUTH CODE:  
VN

4085 5691 PARTS  
950 3443 LABOR

\*\*\* AIR FILTER HOODING DAMAGED FROM FIRE  
CAUSE: AIR FILTER HOODING DAMAGED  
35010 FILTER, AIR CLEANER - REPLACE

496 HQ1 0.20  
1 2509935 DUCT ASM

108.00 13.77 13.77  
157.92 157.92

PC: 6C  
PART#: 2509935  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
VN

11280 15792 PARTS  
380 1377 LABOR

\*\*\* PCV HARNESS ENTIRE DAMAGED FROM FIRE

CAUSE: LIKINGO PCV HARNESS  
3600 VALVE, PCV - REPLACE  
486 HQ1 0.20

1 12558723 P-HARNESS

40.7b 13.77 13.77  
34.23 34.23

PC: 6C  
PART#: 12558723  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
VN

2445 3421 PARTS

TOTAL		TOTAL	
12558723	34.23	12558723	34.23
353916	26.88	353916	26.88
2509935	108.00	2509935	108.00
35010	13.77	35010	13.77
496	13.77	496	13.77
486	34.23	486	34.23
4085	5691	4085	5691
950	3443	950	3443
11280	15792	11280	15792
380	1377	380	1377
2445	3421	2445	3421

WARRANTY COPY

601994

662751

\*WARRANTY\*

# MILLER AUTO CENTER

1 800-864-1111 • (310) 246-2111

7150 CALIFORNIA STREET • FORTY-NINE, CALIFORNIA 90741

CALIF. REG. NO. AA 190037

FAIR 2

SERVICE ADVISOR: 7201 DIM ONTECANA

RICHMOND, CA

10000

2115:

YEAR	MAKE	MODEL	VIN	ENGINE	TRANS	DRIVE	DATE
95	CADILLAC	WILDMANO	1G6MT1Z7XG8ND70GU				17:00 30APR99
							17:00 30APR99
							17:00 30APR99

QTY	DESCRIPTION	UNIT PRICE	TAX	TOTAL
0	0 PARTS			
1330	4820 LABOR			
<b>DIE INTAKE DAMAGED FROM FIRE</b>				
<b>CAUSE: FIRE DAMAGE</b>				
10200 MANTLE/OLD AND/OR GASKET, TRIUMPH RWDYACH				
	496 WD1 1.40			
1	12554170 F-MANTLE/OLD	292.00	245.28	245.28
2	3527121 GASKET-IN	10.05	9.06	19.72
1	3542601 GASKET-OUT	2.50	2.10	7.10
1	17113153 F-SEAL KIT	19.33	13.52	13.52
1	17113386 RING-WHOLE	131.91	92.34	92.34
1	17101798 SEAL, THRO	8.90	7.48	7.48
1	10244495 SEAL, OTT.	1.50	1.26	1.26
PC: 7H				
PART#: 12554170				
COUNT: 8				
CLAIM TYPE:				
AUTO CODE:				
VH				

QTY	DESCRIPTION	UNIT PRICE	TAX	TOTAL
27264	38170 PARTS			
7660	4040 LABOR			
<b>** HVAC AND CRUISE VACUUM LINES DAMAGED FROM FIRE</b>				
<b>CAUSE: HVAC VACUUMS DAMAGED</b>				
11707 HARBINE, VACUUM HOSE - RAR OR REPLACE				
COMPLETE				
	496 WD1 0.50			
1	3543816 F-TIME ARM-	4.25	3.57	1.07
1	3537362 HOSE-TIME	4.87	3.42	3.42
1	125345H F-TIME	4.25	3.57	1.07
1	14091622 CONNECTOR	0.38	0.33	0.32
1	3541676 F-TIME ARM	1.50	1.34	1.34
1	25451164 F-MARKING	8.38	6.97	6.97
1	3540740 F-TIME ARM-	12.50	10.84	10.84

STATEMENT OF WORKMANSHIP Repair Limited 90 Day or 10000 mile labor warranty for all repairs unless otherwise specified by the manufacturer, only when repaired in this department. Repairs only with this invoice.		I have read this statement of workmanship and agree to the terms and conditions of this warranty.
APPROVED BY THE SERVICE MANAGER: _____ DATE: _____		APPROVED BY THE CUSTOMER: _____ DATE: _____

WARRANTY COPY

04/30/99 FRI 11:07 (TEL/EX NO 8648)

601994

662751

\*WARRANTY\*

# MILLER AUTO CENTER

1-800-884-8111 • (714) 243-2151

1180 CALIFORNIA STREET • RIVERSIDE, CALIFORNIA 92501

F.A.R. NO. AA 180037

PAID 1

SERVICE ADVISOR: 7201 DUN MISTANA

MISSING NO. CA  
PCN: [REDACTED]

SUB:

COLOR	YEAR	DESCRIPTION	VIN	COINS	WARRANTY/OUT	TAX
	85	CADILLAC ELDERADO	1G5EL12Y65U607049		53054/53054	167.15
REG. DATE	REG. DATE	WARR. EXP.	FRONT	RATE	FAVORIT	INV. DATE
13A0798		12-00 30A0799			CASH	10A0799
REG. DATE	REG. DATE	WARR. EXP.	FRONT	RATE	FAVORIT	INV. DATE
13A0798		12-00 30A0799			CASH	10A0799

OR: 01 10MAY88 08:36 30A0799	LINE	UPGRADE	TRUCK	TYPE	MODEL	UNIT	TOTAL
------------------------------	------	---------	-------	------	-------	------	-------

A YESTERDAY ROLLING GAS AND PARKED CAR OFFROAD, AND WHEN DID ENGINE CADAPT PTRF.

CAUSE: FUEL RAYL LEAKING  
J5660 RAIL, FUEL - REPLACE  
496 W01 2.3)

1 17112216 F-RATE-INJC	171.81	158.38	158.38
2 17091474 W-INJECTOR	109.93	120.27	120.27
1 25312442 SPARKPLUG	10.57	78.94	153.88
		8.86	8.86

PC: 6N PARTS: COUNT: 0  
CLAIM TYPE:  
AUTH CODE: E  
OT

20216 28301 TPARTS  
4370 15838 TTAROR

RENTAL

RENTAL

27905 CAR RENTAL

999 W01 0.0)  
PC: 98 PARTS: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
NT

0.00 0.00

0 0 TPARTS  
0 0 TTAROR

SUB. ENTERPRISE INV#522371  
FO#17210

1699.74 1699.74

CAUSE: CUSTOMER REQUESTED PERFORM REPAIR.

CAUSE: CAMPAIGN 98032

V0188 RECALL 98032 AIRMASS WATER SEAL MODULE

496 W01 0.7)  
PC: 96 PARTS: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:

48.20 48.20

STATEMENT OF DECLARATION		TOTALS	
I, the undersigned, Dealer, Limited 90 Day or 4,000 mile labor warranty on all repairs unless otherwise specified by the manufacturer, only when returned to the Dealer. Returns only with the Invoice.		LARGE AMOUNT	
		FRONT	
		BACK	
		WARRANTY	
		PARTS MATERIALS	
		LABOR	
		TAX	
		PLEASE PAY THIS AMOUNT	

WARRANTY COPY



CASE NUMBER: 01422430 VIN: 1G6KD52Y6VU220881  
 DATE OPENED: 08/30/00 MODEL YEAR: 1997  
 DATE CLOSED: 09/07/00 SERIES: DEVILLE  
 SOURCE: MILEAGE: 64975  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL

DELIVERY DATE: DEALER NAME: SAN TAYLOR BUICK-CADILLAC, INC.

SVC PART#: DEALER ADDRESS: 329 MIRACLE STRIP HWY, SW, FORT WALTON  
 BEACH, FL, 32548, USA

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

L07 Fuel Line Chassis Other  
 1 REPAIR ATTEMPT(S) FUEL RAIL ASSEMB. REPLACED

FUEL SYSTEM PART FAILURE

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES THAT A --FUEL RAIL ASSEMBLY-- HAD TO BE REPLACED IN HIS VEH.....SINCE THIS PART IS NOT A NORMAL PART FAILING THE COST IS SEEKING ASSIST WITH THIS IN THE FORM OF A REIMB..... THE BILL FOR THIS WAS \$638.....TALKED TO THE SVC MGR WARD LEVINGSTON.....ASKED IF THIS COULD BE A POSSIBLE FULL OR PARTIAL REIMB FOR THE COST.....STATED THAT HE WOULD LEAVE IT ON THE AREA MGR'S DESK TO ADDRESS THIS WITH HIM.....WILL TELL COST OF THIS AND WILL CHECK ON IT IN A WEEK.....; 0; 336525463  
 2000-09-01

CUSTOMER CALLED AND STATED THAT ON PAGE 17 OF WARRANTY MANUAL, 7/70, THERE WAS K19 FUEL MOUNTING: FUEL RAIL ASSEMBLY WHICH IS MARKED BY ONE APOSTROPH, WHICH INDICATES 7/70  
 THEODORE JOHNS/AUSTIN/CARS; 0; 326686560  
 2000-09-06

TALKED TO --STEVE-- IN SVC.....ASKED IF THE COST WILL GET A REIMB FOR THE UNUSUAL PART REPLACEMENT.....HE IS NOT FAMILIAR WITH THE COST CONCERN.....HE WILL FIND OUT WHAT WILL BE THE ASSIST ON THIS.....PLEASE CALL BACK IN A COUPLE HOURS AFTER THEY HAVE BEEN ABLE TO GO OVER THE FILE.....; 0; 32714498  
 2000-09-06

TALKED TO THE ACTING SVC MGR --STEVE-- STATED THAT THE COST REQUEST HIS VEH IN TO GET THE PARTED PART FIXED.....TOLD DLR TO FIX IT BECAUSE HE NEEDED HIS VEH.....SINCE THE COST HAS ALREADY PAID FOR IT THE DLR DOESN'T FEEL THEY WANT TO REIMB THE COST FOR NOTHING.....; 0; 357133219  
 2000-09-07

CUSTOMER SEEMS TO KNOW IF REIMBURSEMENT IS DENIED...CRM CALLED DEALERSHIP TO VERIFY THAT THEY WOULD NOT REIMBURSE...THAT IS TRUE...DEALERSHIP STATES THEY WILL NOT REIMBURSE BECAUSE COST UNKND REPAIR....CRM ADVISED THIS TO THE COST....CRM ALSO ADVISED THE COST THAT THE



GM RESTRICTED

326828

770 IS FOR CALIFORNIA REGISTERED VEHICLES ONLY....GM ADVISED CUST THAT REIMBURSEMENT HAS BEEN DENIED BECAUSE OF MILEAGE OF VEHICLE...CUST STATES MIGHT IS HIS NEXT STEP....GM ADVISED CUST THAT THE DENIAL IS FINAL....AND IF HE IS DISSATISFIED HE CAN WRITE TO CHRYSLER.

DEALER LOVELL/TAMPA; 8; 337190311

\*\*\*\*\*EAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

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

MARK INFORMATION:  
SALESPERSON LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTOR NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WORK WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
GMS INSPECTED:  
INVESTIGATIVE SUMMARY:  
GSA STATUS:

\*\*\*\*\*EAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER SAC:  
DEALER NAME:

GM RESTRICTED

326825

DEALER ADDRESS: . . .

CONTACT: .  
PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:

UPGRADE:  
APPRECIATION:  
LEASE TERM:

DEALER:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
KMC WARRANTY DATE:  
MSRP: 0  
SALES TAX:

NAME:

INTEREST PAID:  
DEALER BUYOUT:LEGAL TYPE:  
LEASING LOAN:  
VEHICLE REGISTRATION:  
LEASING PAYOFF:  
TITLE BOARD:

\*\*\*\*\*SOCIAL INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: .

CITY/STATE: .

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

&amp; BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

REGISTRATION COUNTY:

\*\*\*\*\*KRC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

GM RESTRICTED

326825

COMPANY:

CONTACT TYPE:  
CONTACT PHONE:

ADDRESS:



09-12-00P03:41 RCVD

CADILLAC MOTORCAR DIVISION  
P.O. BOX 53169  
DETROIT, MICHIGAN 48232

48232/5169 A POSTNET barcode consisting of vertical bars of varying heights.

Cadillac Motor Car Division  
P.O. Box 33169  
Detroit, Michigan 48232

6 September 2000

File [REDACTED]

Gentlemen,

I am writing in regard to a problem with my 1997 Cadillac DeVille, Vin 1G8KD82Y8VU220081, purchased on 8 October 1996 from Sam Taylor Cadillac, Fort Walton Beach Florida under the GM Family Plan.

On 23 August I noted an odor of gasoline while driving the car. On 25 August I brought the car to my dealer (above) for inspection. Service Technician Ward Livingston reported a dangerous fuel leak on the engine and strongly suggested I park the car and not drive it until repaired. I followed his recommendation. He stated that the repair would cost 'over \$500'. He offered no alternative to having the car repaired. I agreed to the repair. He offered no transportation while the car was being repaired. The car was returned to us on 30 August at which time we paid the bill of \$660.14. (At Mr. Livingston's suggestion, I also had the throttle body serviced (\$57.95). At this time I was advised that this repair was not covered by warranty as my mileage was 84979.

I returned home and consulted my warranty booklet ( Part No. 25649942 A) and noted that the part which failed was listed on page 19 and warranted for 7 years/70,000 miles in California, Massachusetts, and New York.

I then contacted Ms. Elsie Dahl at the Customer Assistance Center. She contacted the dealer. The dealer declined any adjustment. We were so informed. I then contacted Ms. Marissa Lovell Customer relations manager: she spoke with the dealer. The dealer stated that they had got their money and 'that was that'. Ms. Lovell informed me she was the final authority and no more assistance was available.

Please be advised that neither the service staff at the dealership, the Customer Assistance office or a service representative I contacted in California had ever heard of the Fuel Rail Assembly falling. Obviously, this potentially dangerous situation could not have been ignored and, since it was not a 'moving' part, must have been a defective part, full refund of the repair cost should be forthcoming.

For your information this is my 7th Cadillac.

Please advise me of your decision in this matter.

I remain,

[REDACTED]  
Destin, Florida  
[REDACTED]





11-19-00P01:27 RCVD

CADILLAC MOTOR CAR DIVISION  
P.O. BOX 33169  
DETROIT, MICHIGAN 48232



Cadillac Motor Car Division  
P.O. Box 33169  
Detroit, Michigan 48232

File [REDACTED]

Gentlemen,

Are you planning to answer my letter of 6 September 2000 soon?

I remain,

[REDACTED]  
Destin, Florida [REDACTED]  
[REDACTED]





GM RESTRICTED

339033

AGENT NAME:  
AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WORKS WAS INSPECTIONS DONE:

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS:  
CONTACT:  
PHONE NUMBER:  
PRODUCT CODE:

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

ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MILES:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
FINANCE:  
OTHER:  
REASON:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
BENEFITS:



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

339220

CASE NUMBER: 00753369 VIN: 1G6EL12Y1VU606979  
 DATE OPENED: 06/27/00 MODEL YEAR: 1997  
 DATE CLOSED: 06/27/00 SERIES: ELDOURO  
 SOURCE: MILEAGE: 43000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: IL  
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: FRANK SHIRY CADILLAC, INC.  
 ERC PARENT: DEALER ADDRESS: 10125 S. CICERO, OAK LAWN, IL, 60453, USA

## \*\*\*\*\*GENERAL CASE INFORMATION\*\*\*\*\*

T01 Product Allegation GM 1241 Other  
 0 REPAIR ATTEMPT(S) veh caught on fire

veh fire

## \*\*\*\*\*WORK HISTORY\*\*\*\*\*

It states-veh parked-cust got in veh and turned key-veh turned over but would not start. suddenly veh started and there was a pop. cust had appt in 2 days due to veh hard starting, and service engine light coming on in dash. adult daughter in front seat saw smoke and cust and daughter removed infant from infant seat. front end of veh under hood was on fire, flames and smoke coming from under hood. fire dept pried hood open and put out fire. dealer told cust to call cac. bonnie harris/pdx; 0; 330996940  
 2000-06-27

cust giving work ( [REDACTED] ) bonnie harris/pdx; 0; 330997592

## \*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
 INCIDENT LOCATION:  
 DRIVER NAME: DRIVER AGE:  
 DRIVER DISABILITY:  
 OWNER DESCRIPTION:  
 ALLEGED DEFECTIVE COMPONENT:  
 INCIDENT RESULT:  
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
 NUMBER OF PEOPLE: 0 BODY INJURY:  
 INJURIES:

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

339220

ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
TEST TYPE:  
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BMC WARRANTY DATE:  
MADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSEP:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:

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

GM RESTRICTED

339220

TITLE BRAND:

PLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADJ INFORMATION\*\*\*\*\*

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

DATE:  
BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



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## 4) Establish &amp; document a diagnosis and repair plan

Coordinate with dealership to assist with customer's repair request  
 prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase  
 Link RUN C:\Progra-1\Plus\1\Micros-1\Iexplor.exe  
 http://carsweb/webknowledge/CARSCP/SBS/html/CustomRequestsVehicleRepurchase.htm]]  
 Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST IS 2ND OWNER OF THE VEH. CUST STATES WANT TO REPORT WHAT SHE CONSIDERS A SAFETY  
 DEFECT. CUST STATES SHE SMELLED GAS. CUST STATES THE DLR ADV HER THE FUEL RAIL LEADING TO  
 THE FUEL INJECTORS MELTED...CUST STATES THIS LEAKED GAS ALL OVER THE MOTOR AND THIS COULD  
 HAVE CAUSED AN EXPLOSION OR FIRE....CUST SEEMS TO HAVE HER CONCERNS DOCUMENTED.  
 CUST ALSO SEEKS CAMPAIGN INFO..

MARY GRIMM/ATX/CAD/CAC; 0; 382489791  
 2002-02-13

CRM SPOKE TO MARYBETH, SVC ADV. SHE STATES IT DIDNT MELT. IT GOT A PINHOLE IN IT. THIS  
 LINE IS VERY HARD PLASTIC PART OF THE FUEL RAIL. AN EIGHTH OF INCH THICK. SHE CAN  
 ONLY GUESS AS TO WHAT CAUSED IT TO GET A HOLE IN IT. SHE BELIEVES OVER TIME THEREAT THAT  
 COMES FROM THE ENGINE WEAKENED THE PLASTIC...SHE ALSO PROVIDED THE VIN # AND CURRENT  
 MILEAGE

CRM ADV CUST OF THIS INFO  
 CRM CLOSING FILE SATISFIED  
 MARY GRIMM/ATX/CAC/CAD; 0; 382490133  
 2002-02-13

CRM ALSO REFERED THE CUST TO NHTSA @ 800 424 9393  
 CUST WAS SATISFIED WITH THE INFO THAT SHE WAS GIVEN.  
 MARY GRIMM/ATX/CAC; 0; 382490310

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
 DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
 BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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



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MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

ADDRESS: ,  
CITY/STATE: ,

LOCATION:

GM RESTRICTED

PHONE NUMBER:  
SERIES POSITION:  
OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GM RESTRICTED

CASE NUMBER: 06100141 VIN: 1G3GR62C2V4110661  
 DATE OPENED: 02/04/02 MODEL YEAR: 1997  
 DATE CLOSED: 02/05/02 SERIES: AURORA  
 SOURCE: NO MILEAGE: 48000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: IL  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 OLDSMOBILE DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED] CAROL STREAM IL [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06300141 VIN: 1G3GR62C2V4110661  
 MODEL YEAR: 1997  
 DATE OPENED: 2002-02-04 SERIES: AURORA  
 DATE CLOSED: 2002-02-05 MILEAGE: 48000  
 PRICE: Phone DELIVERY DATE:  
 TYPE: No DEALER NAME:  
 SRC PARENT: DEALER ADDRESS:

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

L04 Fuel Tank Broken  
 1 REPAIR ATTEMPT(S) FUEL RAIL BURSTED OPEN AND THE GAS IN  
 HER VEN POURED OUT.

Vehicle operation or design

- INSTRUCTIONS TO CRM:
- \* Pinpoint / understand concern
  - \* Determine Customers expectation
  - \* Validate feature is on vehicle
  - \* Review owners manual with owner - ([Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Explor.exe http://carsweb/webknowledge]). Click the Product Center Tab
  - \* Review specific solutions. ([SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Explor.exe http://carsweb/common/ProductCenter/GeneralInfo/content/GMC/SolutionsByComponentCode\_Core point.htm])
  - \* Validate with dealership if necessary
  - \* Coordinate with dealership to compare with another vehicle if necessary
  - \* Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

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

CUST STATES THAT SHE OWNS A 97 ACURA AND THAT HER VEH FUEL RAIL BURSTED OPEN AND THAT HER GAS Poured OUT. CUST STATES THAT HER VEH GOT REPAIRED AT A INDEPENDENT SHOP AND THAT THEY TOLD HER THAT IT WAS THE FUEL RAIL. CUST STATES THAT THEY ADVISED HER THAT IF SHE WAS ON THE HIGHWAY THAT HER VEH WOULD OF CAUGHT ON FIRE AND MAYBE EXPLODED. CUST STATES THAT SHE FEARED FOR LIFE ONCE SHE FOUND THAT OUT. CUST STATES THAT SHE IS CALLING IN TO FIND OUT WHY HER VEH DID THIS. CUST SEEKS TO FIND OUT IF THIS IS COVERED UNDER WNTY. CRM STATES THAT WE WILL NEED THE VIN TO FURTHER ASST CUST TO SEE IF THIS IS COVERED UNDER WNTY. CUST STATES THAT SHE WILL CALL BACK WITH VIN TO LET US KNOW. \*\*NEXT CRM PLEASE ASST CUST TO LET HER KNOW THIS SITUATION. MATCO MEXQUITIC/ATX./CAC; 0; 381709152 2002-02-05

CUST. STATES THAT SHE IS CALLING BACK W/VIN NUMBER. CUST. SEEKS TO LET OLDSMOBILE KNOW ABOUT THIS ISSUE. CUST. STATES THIS IS SAFETY ISSUE. CRM ADVSD CUST. TO CALL HER DLR AND SEE IF THEY CAN LOOK AT VEH OR DETERMINE IF THIS IS A WARRANTY ISSUE. CRMADVSD CUST. THAT VEH WAS REPAIRED AT INDEPENDENT SO WE CAN'T DETERMINE IF THIS IS WARRANTY OR NOT. CRM ADVSD CUST. TO CALL US BACK IF SHE FINDS OUT ANYTHING FURTHER. CUST. SAT. CLOSING FILE SAT. CHRISTY STONEBRAKER/CAC/TPA; 0; 381770891

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

VEH DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

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

ROAD TEST DESCRIPTION:  
TEST RESULT:  
INSPECTED:  
INVESTIGATIVE SUMMARY:  
DAM STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:  
MSRP: NADA: 0  
SALES TAX:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OWNER:  
LICEN: NAME:  
ACCOUNT NUMBER: INTEREST PAID:  
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL: LEGAL TYPE:  
LENDW LAW:  
DEALER ADMINISTRATION: VEHICLE DESTINATION:  
RELEASE: LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER: DATE:  
TITLE NAMES:

GM RESTRICTED

BUSINESS:	0 BUSINESS: 0
IDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

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