

GM647
PE03-050

GM
1/8/04
ATTACHMENT "2B"

Book 2 of 4
Part 1 of 2

CASE NO: 99-0027207 VIN: 1G6EM82Y4VU841986
DATE OPENED: 07/26/1999 MODEL YR: 97
DATE CLOSED: 07/30/1999 SERIES: KE SEVILLE SL6
SOURCE: LETTER MILEAGE: 025142
CUSTOMER: [REDACTED] STATE: FL
ADDRESS: [REDACTED] MIAMI FL [REDACTED]
HOME PHONE: [REDACTED] BUS. PHONE: [REDACTED] EXT: [REDACTED]

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

DEARSH CALLED CLAIMING THAT ON 7/23/99 A 1997 SEVILLE SL6 STARTED ON FIRE WHICH THE DEARSH THINKS WAS CAUSED BY THE PRESSURE REGULATOR. THE INCIDENT HAPPENED AT SOUTH WEST 57TH AVENUE AND 32ND STREET IN MIAMI, FL AT ABOUT 5:30P.M. THE WEATHER AT THE TIME OF THE INCIDENT WAS SUNNY AND ABOUT 95 DEGREES. THE 1997 SEVILLE WAS THE ONLY VEHICLE INVOLVED IN THE INCIDENT. NO ONE WAS INJURED, BUT THE FRONT END OF THE VEHICLE HAD MELTED. THERE WAS NO POLICE REPORT FILED, BUT THE FIRE DEPARTMENT WAS CALLED TO THE SCENE OF THE INCIDENT. THE VEHICLE WAS LATER TOWED BY TED AND STAN TOWING TO THE DEARSH WHERE IT IS AT THE PRESENT TIME. SO THE PART THAT IS SAID TO BE DEFECTIVE IS THE PRESSURE REGULATOR.

ANDREW DOUGLAS/PHOENIX CENTER/43701
FORWARD TO P.A.R.T.

REVIEWED FILE AND WILL FORWARD TO PAR FOR FURTHER HANDLING.

KATEHA WALKER X3689

I CALLED THE OWNER AND STATED I HAVE HER FILE AND WOULD LIKE TO INSPECT THE VEHICLE TO FIND OUT WHAT HAPPENED. I STATED WE USE AN INDEPENDENT TO INSPECT AND IT COULD TAKE UP TO TWO WEEKS TO COMPLETE. I STATED I WILL FAX THE REQUEST FIRST THING TOMORROW. I GAVE THE OWNER THE 800 # AND STATED IF SHE HAS ANY QUESTIONS TO PLEASE CALL.

OWNER THANKED ME.

LINDA SHAW PHOENIX CENTER 44160

WHEN I SPOKE TO THE OWNER SHE CLAIMED THERE WAS A POLICE REPORT, THE NUMBER IS [REDACTED]. SHE STATED THERE WERE NO INJURIES AND SHE WAS THE ONLY PERSON IN THE VEHICLE. OWNER CLAIMED THE VEHICLE IS TOTALLED, BUT THERE WASN'T ANY MAJOR ITEMS IN THE VEHICLE.

LINDA SHAW EXT. 44160

HAA, HENRY STICKEL CALLED TO LET ME KNOW HE WAS GOING TO GO BY THE DEAR TO LOOK AT THE VEHICLE TOMORROW. HE STATED HE WILL ALSO CALL AND INTERVIEW THE OWNER.

LINDA SHAW

***** REQUEST CODE AND COMMENTS *****
CODE # DESC CODE COMMENTS

052 0

PRESSURE REGULATOR CAUSED THE FIRE
CASE CLOSED BY SYSTEM

701 0

PRESSURE REGULATOR CAUSED FIRE WITH VEHICLE
CASE CLOSED BY SYSTEM

OT 75378



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

DIVISION: CadillacDATE: 08/19/1999

ISS UNIT
 GM Central Claims
 P.O. Box 02489
 Detroit, MI 48202

RE: Claim [REDACTED]Date of Incident: 7/23/99CAC File No.: 990027287FAE Specialist: LINDA SHAW**Comments:**

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

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

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

Forward claim acknowledgments to:

Product Investigation Coordinator
 General Motors Corporation
 M.C. 483-616-830
 16 Jaden
 Pontiac, MI 48342-6008

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

Very truly yours,

General Motors Corporation

Customer Service Center Supervisor
 16 Jaden
 M.C. 483-616-830
 Pontiac, MI 48342-6008

Enclosures:

- | | |
|--|--|
| <input checked="" type="checkbox"/> CAC Case Comments | <input checked="" type="checkbox"/> RAA Regs Notes |
| <input checked="" type="checkbox"/> Photos | <input type="checkbox"/> Estimates |
| <input checked="" type="checkbox"/> Police/Fire Report | <input checked="" type="checkbox"/> R.O.'s |
| <input checked="" type="checkbox"/> Demo Tape | <input checked="" type="checkbox"/> Warranty History |
| <input type="checkbox"/> Other: | |

SAFETY-PRO HCL Form 08/97

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY COLLISION

Page 1 of 6

CLAIMANT: <u>CANLAC</u>	REG: <u>990027207</u>	VIN: <u>1G6KS52Y9V0841955</u>
CLAIMANT'S NAME (LAST, FIRST): <u>[REDACTED]</u>		

Inspected By: H. SECKOL Organization: E.A.A.
 Phone: (561) 488-3760 Inspection Date: 07/30/99 Mileage at Inspection: LNKLLN LAST MILEAGE 25142

I INSPECTION SUMMARY
 Following the inspection, summarize the tests and observations.
SEE APPENDUM

II INTERVIEW - VEHICLE HISTORY
 (Check Name indicate name, address & phone number of person being interviewed)

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitching, trailer brake controller, hydraulic lines, alarm system, etc.)
 Installed, and by whom (name, phone) NO AFTER MARKET EQUIPMENT.

2. Any prior collision damage? (when, where, extent, repaired by, etc.) NO PRIOR DAMAGE

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

- Cooling System (Y/N) N; Repairs (None, Replaced, Disabled) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- A/C System (Y/N) N; Repairs (None, Replaced, Disabled) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- Steering System (Y/N) N; Repairs (None, Replaced, Disabled) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____
- Transmission (Y/N) N; Repairs (None, Replaced, Disabled) _____ Repaired by: (GM, Non-GM, Other) _____
Describe _____

GM-PAR-Flt MC, Rev. 6/24/76

Division Ref#

990027207

VDMC Ref# FI

Page 2 of 8

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

Electrical Systems (Y/N) Y; Repairs (None, Partial, Identified) S Repaired by (GM, Non-GM, Other) GM
 Describe INSTRUMENT PANEL DISPLAYS

Fuel System (Y/N) Y; Repairs (None, Partial, Identified) Y Repaired by (GM, Non-GM, Other) GM
 Describe FUEL PRESSURE REGULATOR

Exhaust System (Y/N) Y; Repairs (None, Partial, Identified) S Repaired by (GM, Non-GM, Other) GM
 Describe RATTLE IN EXHAUST PIPE

Major Engine (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by (GM, Non-GM, Other) _____
 Describe _____

Brake/ABS/FCS System (Y/N) N; Repairs (None, Partial, Identified) _____ Repaired by (GM, Non-GM, Other) _____
 Describe _____

Body (Y/N) Y; Repairs (None, Partial, Identified) S Repaired by (GM, Non-GM, Other) GM
 Describe TRIM

Other (Y/N) Y; Repairs (None, Partial, Identified) S Repaired by (GM, Non-GM, Other) GM
 Describe WINDSHIELD WIPERS

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Other) GM
 Maintenance records? (Y/N) Y Description of last maintenance/repair (by whom?) _____

Any other pertinent vehicle history information (from interview or GM Warranty History)? N

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

TED - OCEAN TOWING IN PLUMMI FL

How was vehicle towed? (On hot, dolly, sling, front or rear end) UNKNOWN If towed on wheels, how far? _____

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

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

If vehicle is a truck, or a car towing cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) _____
 load description N/A load location _____

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

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

Drive length (if vehicle was parked prior to fire, describe how long): Hrs. _____ Min. _____ Distance traveled _____

If not parked, vehicle speed estimate 5 MPH Source of estimate DRIVER-OWNER Posted speed _____ MPH

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

Exact incident location 67th AVE + 67th STREET, IN PLUMMI FL

Weather conditions and visibility SUNNY

Aprox. temperature 95 °F. Any physical visual obstructions? NO

IN A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

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

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

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

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

Describe brake operation: (pedal feel, brake pull or grab, vibration, sound, etc.) NO BRAKES

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) _____ Describe: UNKNOWN

Electrical systems operation: (normal, other) _____

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

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

Steering operation: (normal, other) NORMAL

Powersteer: (any engine mis, sluggish, surge, stall, loss of power or speed, etc.) SLUGGISH

DUNN STATED CAR LOST POWER, WOULD NOT RUN AGAIN WITH GAS

Any unusual noises (bang, pop, tick, grinding, rattle, rump, etc.) from vehicle? THUD & PEDAL ALL THE WAY DOWN

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

Describe any unusual odors. From where? NO

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

Was anyone smoking? (Y/N) N. How long does someone last smoked in the vehicle? NO SMOKING IN CAR

IN B INTERVIEW - AT BEGINNING & DURING THE FIRE

Any flames? (Show where, color, intensity, etc.) UNDER CAR & HOOD

Any steam or smoke? (Show where, color, intensity, etc.) SMOKE UNDER HOOD

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

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

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

Gauges? (Y/N) _____ If so, describe: _____

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

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

Open Hood? (Y/N) NO Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe: _____

DEC

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

Any other comments or observations that have not been covered? OWNER-DRIVER STATED CAR SLOWED DOWN & DRIVEN IN CAR IN FRONT OF HER NOTICED FLAMES UNDER ENGINE. HE MOTIONED FOR HER TO STOP & GET OUT OF CAR.

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

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

A. Take color photographs of the following and your observations/measurements on the forms:

- Left & right side exterior SEE PHOTOS & PHOTOGRAPHIC NOTES
- Front & rear exterior _____
- Head, inner & outer panels _____
- Trunk area and Decal, inner & outer panels _____
- Roof NO ROOF DAMAGE
- Door interior panels NO DAMAGE
- Left & right instrument panel & odometer NO DAMAGE
- Ashtray(s) area NO DAMAGE
- Left & right floor mats and carpet NO DAMAGE EXCEPT FOR CARPET AT ACCELERATOR
- Underbody & exhaust (include hangers) NO DAMAGE
- Option code label _____
- Engine compartment SEE PHOTOS & PHOTOGRAPHIC NOTES
- Radiator, front & rear _____
- Coolant recovery bottle CARBONAT LEVEL NORMAL
- Transmission cooler hoses/connections OK
- Engine compartment engine coolant hoses, connections/clamps OK
- Engine compartment lower hoses, connections/clamps (include those in throttle body) ONE HOSE BURNT NEAR LEFT CARB
- All fuel hoses, filter, connections/clamps FUEL FLEX HOSES BURNT
- FBI, injector rail, or carburetor & fuel line connections OK
- Engine compartment fuel hoses, connections & clamps SEE PHOTOS & PHOTOGRAPHIC NOTES
- Power steering hoses, connections/clamps OK
- Generator & attached wiring NOT VISIBLE

IV - VEHICLE INSPECTION (Continued)

Body & exterior color COLOUR ATTACHED. SIDED BY M.P.D., COLOUR SEE PHOTO 1412
Engine block (note precise location of cracks, holes, etc.) NO VISIBLE CRACKS

Engine oil pan DRY
Engine compartment hinge torque rods OK, NOT DAMAGED
Engine compartment exhaust system (e.g. loose, rust, modified, out of position, damaged, etc.) NORMAL

Any item which is alleged to be the cause of the accident DRIVER ALLEGES FUEL RESERVOIR
Anything on vehicle which is after-market NO AFTER MARKET EQUIPMENT NOTICED

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

B. Examine and measure items for the following on the scene and take color photographs as necessary.

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

Engine coolant COOLANT JAR LEVEL NORMAL
Engine oil NORMAL LEVEL
Transmission fluid NOT CHECKED BUT NO FLUID LEAKS
Power steering fluid FULL
Brake fluid NORMAL CYLINDER RESERVOIR MELTED,
List all driver electrical controls which are in the "On" position (include ignition) NONE

Fuses (Identify all open or not proper size) SEE APPENDUM

Wiring insulation at fuse blocks WIRE INSULATION NORMAL ALL FUSE BLOCKS NORMAL

Fuel filler (Identify all open)
Spark plug wiring and boot condition FRONT WIRES BURN'T
Fuel filler "Lead Free" reminder in place? (Y/N) Y Dents
Location of fuel filler cap (or evidence of removal) OK
Catalytic converter (any discoloration or swelling) NORMAL
Position of windows (if glass missing, do further inspection) ALL WINDOWS CLOSED

C. Photograph any damage to defendant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate if available) NO ESTIMATE AVAILABLE
PR. DAMAGE SEE PHOTOGRAPHIC NOTES

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

Take pictures of the site and near adjacent buildings. If a structure was involved, or if it appears the operating environment was a contributing factor to cause, take pictures as necessary. Examples: building electrical, gas lines, water heaters or other flammable or spark sources, tall grass, dry leaves, rain falling, vehicle was struck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: NO SITE INSPECTION

Lined area for additional notes or comments.

THIS: BASE ACTION: C KEY: 990027207 CAB 07/29/1999 10:37 CABS020M
 NEXT: BASE ACTION: I KEY: 990027207 ID: HOLLIS
 01 TITLE : [REDACTED] CUSTOMER INFORMATION TYPE: GO
 02 FIRST : [REDACTED] 03 MI: [REDACTED] 04 LAST : [REDACTED] YEAR: [REDACTED]
 STREET : [REDACTED]
 CITY : MIAMI 07 ST: FL 08 ZIP : [REDACTED]
 09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED]
 11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

12 VIN : 1G6ES52Y4V0R41955 ENG: 4.6L V8 275HP PLANT: HAMTRAC MI
 13 YR/MDL : 1997 KE SEVILLE SLS 14 DEL : 08 02 97 15 MILEAGE: 025142
 16 DEALER : WILLIAMSON CADILLAC COMPANY 17 EM/DLR : 21 029
 18 CITY : MIAMI 19 STATE : FL

CDE #	DESC	CDE COMMENTS
J52	REGULATOR	20 PRESSURE REGULATOR CAUSED THE FIRE
T81	PRODUCT ALLEGAT	21 PRESSURE REGULATOR CAUSED FIRE WITH VEHICLE
		22
		23
		24

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CSRSCN PF18 DLRLC
 PF19 CRIB PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990027207

CAS 07/29/1999 10:37 CAS030M

NEXT: CMTS ACTION: I KEY: 990027207

ID: H0118

GENERAL COMMENTS

TOTAL CMTS: 3

TYPE: GO

USER: H0000 DATE: 07/26/99 TIME: 11:01 COMMENT #: 1

DRIVER CALLED CLAIMING THAT ON 7/23/99 A 1997 SEVILLE SL4 STARTED ON FIRE WHICH THE DRIVER THINKS WAS CAUSED BY THE PRESSURE REGULATOR. THE INCIDENT HAPPENED AT SOUTH WEST 6TH AVENUE AND 62ND STREET IN MIAMI, FL AT ABOUT 5:30P.M. THE WEATHER AT THE TIME OF THE INCIDENT WAS SUNNY AND ABOUT 85 DEGREES. THE 1997 SEVILLE WAS THE ONLY VEHICLE INVOLVED IN THE INCIDENT. NO ONE WAS INJURED. BUT THE FRONT END OF THE VEHICLE HAD MELTED. THERE WAS NO POLICE REPORT FILED. BUT THE FIRE DEPARTMENT WAS CALLED TO THE SCENE OF THE INCIDENT. THE VEHICLE WAS LATER TOWED BY TED AND STAN TOWING TO THE DRIVER WHERE IT IS AT THE PRESENT TIME. SO THE PART THAT IS SAID TO BE DEFECTIVE IS THE PRESSURE REGULATOR.

ANDREW DOUGLAS/PHOENIX CENTER/43703

FORWARD TO P.A.R.T.

NOTE: Y

PF13 BASE PF14 CMTS PF15 AFTERCL PF16 CLOSE PF17 CRESCH PF18 DIRLOC
PF19 CRIS PF20 TELIST PF21 LISTST PF22 OPENLIST PF23 CORREL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

THIS: CHRS ACTION: I KEY: 990627207

CAS 07/29/99 10:37 CAB030M

NEXT: CHRS ACTION: I KEY: 990627207

ID: HOLLIS

GENERAL COMMENTS

TOTAL CMTS: 3

TYPE: GO

USER: HOOKM DATE: 07/26/99 TIME: 12:00

COMMENT #: 2

MAILED FILE AND WILL FORWARD TO BAR FOR FURTHER HANDLING.

KATEA WALKER X2589

USER: HOLLIS DATE: 07/28/99 TIME: 16:27

COMMENT #: 3

I CALLED THE OWNER AND STATED I HAVE HER FILE AND WOULD LIKE TO INSPECT THE VEHICLE TO FIND OUT WHAT HAPPENED. I STATED WE WERE AN INVESTIGATION TO INSPECT AND IF COULD TAKE UP TO TWO WEEKS TO COMPLETE. I STATED I WILL PAY THE INCIDENT FIRST THING TOMORROW. I HAVE THE OWNER THE 800 # AND STATED IF SHE HAS ANY QUESTIONS TO PLEASE CALL.

OWNER THANKED ME.

LINDA SHAW PHOENIX CENTER 44160

NOTE: N

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

*END OF BOTTOM OF DATA DISPLAYED *

THIS: CMTS ACTION: A KEY: 990027207

CAS 07/29/1999 10:39 CAS030M

NEXT: CMTS ACTION: I KEY: 990027207

ID: H01LS

GENERAL COMMENTS

TOTAL CMTS:

3

TYPE: GO

USER: _____ DATE: _____ TIME: _____ COMMENT #:

WHEN I SPEAK TO THE OWNER SHE CLAIMED THERE WAS A POLICE REPORT. THE
OWNER IS [REDACTED]. SHE STATED THERE WERE NO INJURIES AND SHE WAS THE
ONLY PERSON IN THE VEHICLE. OWNER CLAIMED THE VEHICLE IS TOTALLED. BUT
THERE WASN'T ANY MAJOR ITEMS IN THE VEHICLE.

LINDA SHAW EXT. 44150

NOTE:

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

*I8001 TYPE APPROPRIATE INFORMATION AND PRESS ENTER TO ADD *

THIS: CMTS ACTION: I KEY: 990027207

CAS 08/18/1999 11:48 CAB030M

NEXT: CMTS ACTION: I KEY: 990027207

ID: H01LS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: H01LS DATE: 07/29/99 TIME: 10:41 COMMENT #: 4

WHEN I SPOKE TO THE OWNER SHE CLAIMED THERE WAS A POLICE REPORT. THE
NUMBER IS 9094901. SHE STATED THERE WERE NO INJURIES AND SHE WAS THE
ONLY PERSON IN THE VEHICLE. OWNER CLAIMED THE VEHICLE IS TOTALED. BUT
THERE WASN'T ANY MAJOR ITEMS IN THE VEHICLE.

LINDA SHAW EXT. 44160

USER: H01LS DATE: 07/29/99 TIME: 16:46 COMMENT #: 5

MR. HENRY SECKEL CALLED TO LET ME KNOW HE WAS GOING TO GO BY THE
DEA TO LOOK AT THE VEHICLE TOMORROW. HE STATED HE WILL ALSO CALL
AND INTERVIEW THE OWNER.

LINDA SHAW

MORE: Y

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

THIS: CMTS ACTION: I KEY: 990027207 CAS 08/18/1999 11:49 CABS030M

NEXT: CMTS ACTION: I KEY: 990027207 ID: H01LS

GENERAL COMMENTS TOTAL CMTS: 12 TYPE: GC

USER: H01LS DATE: 08/02/99 TIME: 08:44 COMMENT #: 6

A INSPECTOR CALLED AND STATED HE HAS COMPLETED THE INSPECTION AND
WILL BE SENDING THE REPORT THIS WEEK.

I STATED I WILL WAIT TO RECEIVE IT AND THANKED HIM FOR HIS HELP.

LINDA SHAW 44160

USER: H02KH DATE: 08/04/99 TIME: 09:05 COMMENT #: 7

ORDER CALLED AND STATED SHE WANTED TO SPEAK WITH YOU. I ADVISED
ORDER THAT YOU WEREN'T AVAILABLE AND THAT I WOULD HAVE YOU RETURN HER
CALL. THE ORDER THANKS ME AND ENDED THE CALL.

KATISHA GORDON EXT 43703 BOSTIAC PHOENIX CENTER

>>>>IN TO LINDA SHAW >>>>

MORE: Y

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CANSCH PF18 DIRLOC
PF19 CRTS PF20 TELST PF21 LITLST PF22 OPENLST PF23 CORSEL PF24 CAL

THIS: CMTS ACTION: I KEY: 990827207
NEXT: CMTS ACTION: I KEY: 990827207

CAS 08/18/1999 11:49 CABSOJOM

ID: HOLLIS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: HOLLIS DATE: 08/04/99 TIME: 10:52 COMMENT #: 8

CONTINUED THE CHIEF'S CALL. SHE WANTED TO KNOW IF I HAD THE REPORT
FROM THE INSPECTOR. I TOLD HER IT HADN'T COME IN YET BUT AS SOON AS
I RECEIVE IT I WILL CALL HER.

LINDA SWAN
44160

USER: HOLLIS DATE: 08/05/99 TIME: 15:50 COMMENT #: 9

SWAN CALLED SEEKING UPDATES. SHE ASKED TO SPEAK LINDA SHE WAS NOT
AVAILABLE I ADVISED HER I WOULD LEAVE A MESSAGE FOR LINDA TO RETURN
HER CALL.

IN TO LINDA

SWAN: NUMBER PHOENIX CENTER 3568

MORE: Y

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

THIS: CMTS ACTION: I KEY: 990027307

CAS 08/18/1999 11:49 CAS020M

NEXT: CMTS ACTION: I KEY: 990027307

ID: H018

GENERAL COMMENTS

TOTAL CMTS: 13

TYPE: GC

USER: H018 DATE: 08/04/99 TIME: 18:52

COMMENT # 8

RETURNED THE OTHERS CALL. SHE WANTED TO KNOW IF I HAD THE REPORT FROM THE INSPECTOR. I TOLD HER IT HADN'T COME IN YET BUT AS SOON AS I RECEIVE IT I WILL CALL HER.

LINDA SHAM

44140

USER: H028 DATE: 08/04/99 TIME: 18:50

COMMENT # 9

SHAM CALLED ASKING UPDATES SHE ASKED TO SPEAK LINDA SHE WAS NOT AVAILABLE I ADVISED HER I WOULD LEAVE A MESSAGE FOR LINDA TO RETURN HER CALL.

RE TO LINDA

FROM: SCOTT PHOENIX CENTER-3669

MODE: Y

PF13 BASE

PF14 CMTS

PF15 APTACL

PF16 CLOSE

PF17 CRESCH

PF18 DIRLOC

PF19 CRIS

PF20 TELIST

PF21 LITLST

PF22 OPENLST

PF23 CORRSEL

PF24 CAL

THIS: SMTS ACTION: I KEY: 996627207

CAS 08/18/99 11:50 CAB0030M

NEXT: SMTS ACTION: I KEY: 996627207

ID: HOLLIS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

USER: HOLLIS DATE: 08/06/99 TIME: 09:38

COMMENT #: 10

I HAVE RECEIVED THE INSPECTION REPORT AND CALLED THE OWNER TO DISCUSS. I STATED THE INSPECTOR INDICATED IN THE REPORT DUE TO THE SEVERE DAMAGE IN THE ENGINE COMPARTMENT THE ACTUAL CAUSE AND ORIGIN OF THE FIRE COULD NOT BE DETERMINED. I STATED SINCE THE INSPECTOR WASN'T ABLE TO DETERMINE THE CAUSE I WOULDN'T BE ABLE TO COMPLETE WORKING ON THIS FILE. I STATED HE WILL NOT ABANDON THE CONCRETE NUMBER. I WILL FORWARD THE FILE TO OUR CLAIMS ADJUSTOR. I GAVE THE OWNER THE NAME AND ADDRESS OF DATE.

CLOSED THE FILE AND RECOMMENDING TO ERIS.

LINDA HOLLIS PHOENIX CENTER 44160

NOTE: Y

PF13 NAME PF14 CMTS PF15 ATTRCL PF16 CLOSE PF17 CHECK PF18 DLRLC
 PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRECL PF24 CAL

THIS: CMTS ACTION: I KEY: 990827207

CAS 08/18/1999 11:50 CABS010M

NEXT: CMTS ACTION: I KEY: 990827207

ID: H01LS

GENERAL COMMENTS

TOTAL CMTS: 12

TYPE: GC

DEPT: HQ088 DATE: 08/06/99 TIME: 13:00

COMMENT #: 11

WIFE FROM STATED FARM INSURANCE CALLED TO SPEAK WITH LINDA. LINDA NOT AVAILABLE SO I LEFT A MESSAGE FOR HER.

282A STREET X43860

RESEARCH CENTER

NOTE: Y

PF13 BASH

PF14 CMTS

PF15 APTACL

PF16 CLOSE

PF17 CABSCH

PF18 DLRL0C

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORRSHL

PF24 CAL

THIS: CRES ACTION: I KEY: 990027207

CAS 08/18/1999 11:50 CABS03DM

TEXT: CRES ACTION: I KEY: 990027207

ID: H01LS

GENERAL COMMENTS

TOTAL CMTS: 12 TYPE: GC

USER: H01LS DATE: 08/09/99 TIME: 13:25

COMMENT #: 12

CALLER THE OWNER AND STATED I HAD RECEIVED A MESSAGE FROM HER
INSURANCE COMPANY. I STATED I AM NOT ABLE TO WORK WITH INSURANCE CO.
OR LAWYERS. I STATED ERIS GIVES ONLY THE ADDRESS TO HAVE THE INITIAL
CONTACT BE WRITTEN. I THANKED THE OWNER AND WISHED HER A GOOD DAY.

OWNER STATED SHE TOLD THE GENTLEMAN THAT I DIDN'T WORK WITH THE
INSURANCE CO. SHE STATED SHE WOULD CALL HIM AND LET HIM KNOW TO WRITE
SHE THANKED ME FOR CALLING HER AND ENDED THE CALL.

LINDA SHAW

44160

MORE: N

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

*10005 BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990027207
NEXT: CLOSE ACTION: I KEY: 990027207
NAME: NANCY BEARD MIAMI, FL

CAS 08/18/1999 11:50 CAB9040M
ID: H01LS
YR/MDL: 1997 K8 TYPE: GC

CASE CLOSING INFORMATION

FILE RETENTION	: 10	POSSIBLE SAFETY	: Y (Y/N)
DLR CONTACT DATE	: 07 26 99	DLR CONCLUSION DATE	: 07 26 99
CLOSING DATE	: 07 30 99	RESPONSIBLE DEALER	:
CUST SATISFIED	: Y (Y/N)	CLOSE CASE	: Y (Y/N)
CO REVIEW CLOSE	:	CO REVIEWED	: (Y/N) DATE:
RGN REVIEW CLOSE	:	RGN REVIEWED	: (Y/N) DATE:

CDE # DESC	CDE COMMENTS
JS2 0 REGULATOR	PRESSURE REGULATOR CAUSED THE FIRE CASE CLOSED BY SYSTEM

TO1 0 PRODUCT ALLEGAT PRESSURE REGULATOR CAUSED FIRE WITH VEHICLE
CASE CLOSED BY SYSTEM

MORE: N

PF13 BASE PF14 CMTS PF15 AFTRCL PF16 CLOSE PF17 CENSCN PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRSEL PF24 CAL
*E0438 CASE IS CLOSED *

[REDACTED]
BOCA RATON, FL [REDACTED]
[REDACTED]

REF: G011559A

- CADILLAC PRODUCT ALLEGATION RESOLUTION TEAM
ATTENTION: LINDA SHAW
MAIL STOP 483-616-870
16 EAST AUBURN STREET
PONTIAC, MI 48142

DATE: 08-01-99

CASE #: 990027307

NAME: [REDACTED]

PAGE 1 OF 2

ATTACHED PLEASE FIND:
PRODUCT ALLEGATION RESOLUTION REPORT. FIRE (NON-COLLISION)
FIELD PHOTOGRAPHIC NOTES
34 PHOTOS (1 SET OF PRINTS) WITH LAST 6 DIGITS OF VIN & NEGATIVE # STAMPED ON BACK
4 REPAIR ORDERS.

ADDENDUM TO PRODUCT ALLEGATION RESOLUTION REPORT
FIRE (NON-COLLISION)

PLEASE NOTE OWNERS CORRECT LAST NAME. VEHICLE WAS INSPECTED AT WILLIAMSON CADILLAC CO. IN MIAMI FL. ON 07-30-99. EXCEPT FOR THE FRONT GRILL & BUMPER ASSEMBLY, THE RIGHT FRONT FENDER AND RIGHT FRONT OF HOOD THERE WAS NO HEAT DAMAGE TO THE EXTERIOR OF THE CAR. FOR MORE INFORMATION SEE PHOTOS AND DETAILED PHOTOGRAPHIC NOTES. THE MOST EXTENSIVE HEAT DAMAGE IS TO THE RIGHT FRONT OF THE ENGINE COMPARTMENT AND THE RIGHT FRONT FENDER. THE EXTERIOR OF THE R/F HOOD HAS ALL PAINT BURNT OFF AND THE INTERIOR HOOD REINFORCEMENT IS BADLY BUCKLED AND DISTORTED. THE R/F FENDER IS BARE OF PAINT AND THE FENDER WHEEL WELL IS GUTTED. THE TOP OF THE RADIATOR AND PLASTIC PANEL IS PARTIALLY MELTED. THE BATTERY CASE HAS PARTIALLY MELTED ON TOP AND THE SIDE, BUT BOTH BATTERY CABLES ARE STILL ATTACHED. THE MAIN WIRING HARNESS ALONG THE FRONT CROSS MEMBER IS COMPLETELY BARE OF INSULATION AND THE WIRES ARE OF A DARK RED COLOR. IT APPEARS THAT THE POSITIVE BATTERY CABLE TO THE LEFT SIDE OF THE CAR HAS PARTIALLY SEPARATED IN THE MIDDLE OF THE CROSS MEMBER BETWEEN THE TWO RETAINER CLAMPS. SEE PHOTO # 27. SOME OF THE WIRES ARE BEADED. THERE IS NO VISIBLE CAUSE FOR THIS CONDITION UNLESS THE FRONT BUMPER HAD SOME INTERFERENCE. THE POSITIVE CABLE NEAR THE LEFT HEADLIGHT ASSEMBLY STILL HAS THE RED INSULATION. ON THE COWL THE HEATER/AC BLOWER MOTOR HAS SEPARATED FROM THE HOUSING AND THUS ALLOWED THE HEAT TO DAMAGE THE INTERIOR OF THE COWL AND CARPETING NEAR THE ACCELERATOR PEDAL. THIS APPEARS TO BE THE ONLY DAMAGE TO THE INTERIOR PASSENGER COMPARTMENT.

IT APPEARS THAT SOMEBODY SUGGESTS THAT THE CAUSE OF THE FIRE IS DUE TO THE LEAKING FUEL PRESSURE REGULATOR WHICH THE DEALER HAD REPLACED. THE INSPECTION OF THE REGULATOR REVEALED THAT FUEL PRESSURE REGULATOR APPEARS TO HAVE BEEN PROPERLY INSTALLED. THE PLASTIC FUEL EXHAUST HOSE WAS PARTIALLY MELTED. THE REGULATOR WAS REMOVED AND DISASSEMBLED FOR INSPECTION. THE OUTER HOUSING WAS INTACT, ALL "O" RINGS IN REGULATOR AND ON TOP OF FUEL INJECTOR WERE UNDAMAGED AND IN PLACE. THE REGULATOR AND THE REGULATOR RETAINER CLIP WERE PROPERLY INSTALLED SEE PHOTO # 23. AND ALSO THERE WAS NO HEAT DAMAGE TO THE INJECTOR OR THE INJECTOR TERMINAL. THE INJECTOR FUEL RAIL APPEARS TO BE UNDAMAGED. THE ONLY POSITIVE IDENTIFIABLE FUEL LEAK COULD HAVE COME FROM THE FUEL REGULATOR EXHAUST HOSE OR THE HEAT DAMAGED FLEX FUEL HOSES CONNECTING THE FUEL LINES TO THE INJECTOR FUEL RAILS AND THE FUEL LINES COMING UP FROM THE COWL. WHAT CAUSED THE FLEX FUEL LINES PHOTO # 21 AND THE REGULATOR EXHAUST LINE TO BE DAMAGED IS UNCLEAR. THE WIRING TO THE EVAP SYSTEM SOLENOID IS BARE AND HEAT DAMAGED. MOST OF THE ENGINE FUEL CONTROL WIRING HARNESSES ARE ALSO HEAT DAMAGED. THE WIRING TO THE CATALYTIC CONVERTER OXYGEN SENSOR IS BURNT. THE CATALYTIC CONVERTER AND EXHAUST SYSTEM IS NOT HEAT DEFORMED OR HAS ANY INDICATION OF FLUID LEAKS. EXCEPT FOR THE LEFT OUTER AXLE BOOT WHICH IS LEAKING GREASE THERE IS NO LEAK FROM ANY POWER TRAIN COMPONENT. WIRING HARNESS TO THE REAR ALONG THE RIGHT SIDE OF THE CAR IS HEAT DAMAGED. ON THE RIGHT AXLE SHAFT BOTH INNER AND OUTER AXLE BOOTS ARE BURNT. (THAT IS THE SIDE OF THE BURNT R/T TIRE). THE TWO HOT SPOTS IN THE ENGINE COMPARTMENT ARE IN THE RIGHT FRONT CORNER AND THE LEFT REAR AREA NEAR THE BRAKE MASTER CYLINDER AND THE COWL HEATER HOSES NEAR RIGHT SPRING TOWER ARE OK. THE WIRING HARNESSES NEAR THE LEFT SPRING STRUT TOWER ARE OVERHEATED AND BARE OF INSULATION AS WELL AS THE WIRING HARNESS AT THE BRAKE BOOSTER BOTH ON TOP AND BOTTOM. THE WIRING HARNESS TO THE ECM AT THE LEFT INNER FENDER IS UNDAMAGED. ALL UNDAMAGED FUSES IN THE ENGINE COMPARTMENT ARE OK. IN THE TRUNK FUSE PANEL THE FOLLOWING FUSES ARE BLOWN: 10 AMP IGNITION BODY, 10 AMP IGNITION RELAY, 20 AMP B&B, POWER 55, RADIO, 10 AMP RIGHT PARKING LAMP. DUE TO THE SEVERE DAMAGE IN THE ENGINE COMPARTMENT THE ACTUAL CAUSE AND ORIGIN OF THE FIRE COULD NOT BE DETERMINED.

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: CADILLAC

Ref# 990027207

Vin: 1G6KS52Y4VU841955

Claimant's Name (LAST First): [REDACTED]

Inspected By : H. Social

Organization: Engineering Analysis Associates, Inc.

Phone : (561) 488 3760

Inspection Date: 07 / 30 / 99

Mileage at Inspection: UNKNOWN

Roll Number 1

PAGE 1 OF 2

Seq.# Description:

0. _____
1. FRONT VIEW WITH HOOD OPEN. INNER & OUTER PANEL PANEL HEAT DISTORTED IN RIGHT FRONT AREA
2. RIGHT FRONT CORNER. PAINT BURNED OFF TO BARE METAL. BOTH HOOD TORSION RODS UNDAMAGED. NOTE R/F TIRE AND WHEEL DOES NOT BELONG TO THIS CAR. ORIGINAL TIRE AND WHEEL IS ON PHOTO # 9.
3. RIGHT SIDE OF CAR. NO PAINT DAMAGE TO DOORS & 1/4 PANEL. R/F DOOR HAS SMOKE DEPOSITS ON OUTER SURFACE. ALL DOOR GLASSES AND FRONT & REAR WINDSHIELDS UNDAMAGED.
4. RIGHT REAR CORNER. NO PAINT DAMAGE TO TRUNK LID OR 1/4 PANELS
5. REAR VIEW. ALSO NOTE PAINT DAMAGE TO R/F HOOD AREA.
6. LEFT SIDE OF CAR. NO PAINT DAMAGE TO BOTH LEFT DOORS. DARK AREA ARE SMOKE DEPOSITS ONLY
7. LEFT FRONT FENDER AREA. THE BLACK STREAK ON FENDER IS SHADOW REFLECTION OF TOW TRUCK CRANE. THERE IS NO HEAT DAMAGE TO PAINT
8. L/F CORNER
9. ORIGINAL BURNED TIRE & WHEEL WHICH WAS MOUNTED ON R/F
10. VIN PLATE ON DASH
11. L/F DOOR FRAME LABEL
12. FRONT VIEW CLOSE UP OF HOOD & BUMPER ASSEMBLY
13. FRONT VIEW OF UNDERSIDE OF HOOD. ALL HEAT DISTORTION IS CONFINED TO RIGHT FRONT CORNER OF HOOD. THE REMAINING SURFACE OF THE HOOD REINFORCEMENT IS ONLY SMOKE DAMAGED. THE HOOD LINER WAS MISSING.
14. INTERIOR OF CAR. VERY MINOR SMOKE DEPOSITS. NO DAMAGE TO INTERIOR TRIM OR SEATS AND CARPETING EXCEPT AREA NEAR ACCELERATOR PEDAL. SEE # 32
15. VIEW OF ENGINE COMPARTMENT AS SEEN FROM RIGHT FENDER OPENING. COOLANT RESERVOIR LEVEL NEARLY FULL, POWER STEERING FLUID LEVEL NORMAL. HOSES SLIGHTLY SCORCHED.
16. VIEW OF ENGINE FROM RADIATOR TOWARDS COWL.
17. LR ENGINE COMPARTMENT WITH VIEW OF MELTED BRAKE MASTER CYLINDER FLUID RESERVOIR, PARTIALLY MELTED AIR CLEANER HOUSING, AND PARTIALLY MELTED FUSE PANEL. WIRING TO FUSE PANEL UNDAMAGED AT FUSE PANEL. ALSO SHOWS THROTTLE VALVE WHICH IS FREE TO MOVE IF ACTIVATED FROM CRANK.

18. REAR OF ENGINE NEAR LEFT COWL. THE HEAVY BARE WIRING IS FROM THE ACCELERATOR LINKAGE. THE MAIN WIRING HARNESS NEAR COWL AND COWLS IS ONLY DAMAGED ON THE OUTER CONDUIT. THE INDIVIDUAL WIRES IN MAIN HARNESS ARE UNDAMAGED. SOME OF THE ENGINE CONTROL WIRING IS BARE OF INSULATION NEXT TO COWL.
19. CLOSE UP OF TOP LEFT REAR ENGINE TOP COVER AND BARE ENGINE CONTROL WIRING
20. CLOSE UP OF METAL FUEL LINES AND WIRING
21. CLOSE UP OF METAL FUEL LINES NEAR INJECTORS. BOTH FLEX FUEL LINES CONNECTING TO THE SOLID FUEL LINES AT THE COWL ARE DESTROYED BY THE THERMAL EVENT. NOTE FUEL LINE LOCKING CLIPS ARE STILL IN PLACE. SEE ARROWS
22. VIEW OF FUEL REGULATOR VALVE AFTER REMOVING CORNER OF PLASTIC TOP ENGINE COVER. WITH PARTIALLY MELTED FUEL EXHAUST LINE. SEE ARROW.
23. CLOSE UP OF FUEL REGULATOR VALVE WITH PROPERLY INSTALLED RETAINER CLIP WHICH RETAINS VALVE TO INJECTOR AND FUEL RAIL ASSEMBLY. ALSO REFER TO ATTACHED PARTS BOOK COPY.
24. CLOSE UP OF REMOVED FUEL REGULATOR VALVE WITH "O" RING, FILTER SCREEN AND RETAINER WHICH HAS BEEN DAMAGED AND DISTORTED ON REMOVAL. ALSO SHOWN IS PARTIALLY MELTED FUEL EXHAUST PIPE. THERE WAS NO OTHER DAMAGE TO THE VALVE BODY ASSEMBLY.
25. SAME AS # 24
26. CLOSE UP OF FUEL INJECTOR. THERE IS NO DAMAGE TO THE INJECTOR TOP & "O" RING WHICH SEALS INJECTOR AND FUEL REGULATOR VALVE NOR TO THE WIRE TERMINAL OF THE INJECTOR BODY.
27. MAIN CROSS WIRING HARNESS ALONG FRONT CROSS MEMBER. THE HEAVY POSITIVE BATTERY WIRE IS PARTIALLY CUT WITH MELTED & BRADED WIRE ENDS. SEE PEN POINTING TO CUT AND MELTED WIRE ENDS. IT IS UNKNOWN WHAT CAUSED THIS CONDITION AT THIS AREA
28. CLOSE UP OF RIGHT FRONT CHASSIS CORNER. NOTE THIS IS NOT THE ORIGINAL TIRE WHICH BURNT UP SEE # 9
29. CLOSE UP OF R/F HEADLIGHT AREA.
30. CLOSE UP OF FUEL PANELS ON INSIDE OF L/F FENDER. WIRING AT PANELS IS UNDAMAGED.
31. VIEW OF AREA UNDER BRAKE MASTER CYLINDER.
32. INTERIOR OF PASSENGER COMPARTMENT NEAR ACCELERATOR PEDAL. THE HEAT DESTROYED THE COWL NEAR BLOWER MOTOR HOUSING & PENETRATED INTO PASSENGER COMPARTMENT.
33. SAME AS # 32
34. WIRING NEAR ENGINE ELECTRONIC CONTROL UNIT. OUTER WIRING HARNESS IS PARTIALLY DESTROYED.

1845852Y490891959		97/2000/11/14/11/14/11/14		119444	
MIAMI, FL		111817		04/28/99	
071534m		04/28/99		081000m	
STATE REGD N09462		WELLANSON Cadillac		7230 North Kendall Drive, Miami, Florida 33156-7605	
YES		NO		7230 North Kendall Drive, Miami, Florida 33156-7605	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X
 M 01C9Z *109* *GENERAL REP*
CAR WOULD NOT START IN MORNING
Batt failed load test
129 .5 No.110 which also not that replace left

M 01C702
129 *ON*
BATTLE IN R/F END. AREA,,
DOWN IN TALE..
N.T.F. see serial

U-000CZ01 *230* *TRIM*
CHIR CHIR AND TRAY WILL NOT STAY CLOSED
SEE 8/10/98
0.3 C2770
Hydra console arbitrary

WAIT

PLEASE READ CAREFULLY, UNDER ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$750.00.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$750.00. THE SHOP MAY NOT EXCEED THE AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

I hereby authorize through this document and hereby to be done along with the necessary written and signed that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any claims caused by unsuitability of parts or defects in parts furnished by the supplier or installer. I hereby grant you neither your employees permission to operate the vehicle herein described as street, highway or otherwise for the purpose of testing under operation. An express acknowledgment has been acknowledged on above vehicle to operate the amount of repair herein, and any reasonable attorney's fees.

<input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> REBUILT <input type="checkbox"/> PARTS <input type="checkbox"/> OTHER	VIN: 1BAK252Y40N841935 MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED] COLOR: [REDACTED] MIAMI, FL STATE REG NO: HV09432	TITLE NO: 11197 TITLE TYPE: TITLE/MENTA TITLE DATE: 08/02/77 REG NO: NY-4002	PRICE: 71443 DATE: 01/25/77 MILEAGE: 518 YEAR: 1976 PRICE: 7926 PRICE: 3430
---	--	---	--



ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS: WAITING AT WORKSHOP.

1. NO 36281 4/7
 NO 3647
 O.C.

WAITER

Washfield wiper transmission
 not wiper transmission
 done

I AGREE TO THE ABOVE ESTIMATE AND TO THE TERMS AND CONDITIONS OF THE SALE AND TO THE WARRANTY FOR THIS SALE AS DESCRIBED IN THE ESTIMATE.
 I AGREE TO THE ABOVE ESTIMATE AND TO THE TERMS AND CONDITIONS OF THE SALE AND TO THE WARRANTY FOR THIS SALE AS DESCRIBED IN THE ESTIMATE.
 I AGREE TO THE ABOVE ESTIMATE AND TO THE TERMS AND CONDITIONS OF THE SALE AND TO THE WARRANTY FOR THIS SALE AS DESCRIBED IN THE ESTIMATE.
 I DO NOT AGREE TO THE ABOVE ESTIMATE AND TO THE TERMS AND CONDITIONS OF THE SALE AND TO THE WARRANTY FOR THIS SALE AS DESCRIBED IN THE ESTIMATE.

<input type="checkbox"/> NEW <input type="checkbox"/> TRADE-IN <input type="checkbox"/> LEASE <input type="checkbox"/> RENEWAL <input type="checkbox"/> OTHER		MAKE: CADILLAC MODEL: DELVILLE YEAR: 1997 VIN: 1G11172410000000000	LICENSE: 75496 EXPIRES: 11/01/97 REG NO: 11017
DEALER: MIAMI, FL ADDRESS: 1230 4th St CITY: MIAMI, FL STATE: FL ZIP: 33130	REG NO: 11017 REG EXPIRES: 11/01/97 REG FEE: 3 STATE: FL COUNTY: DADE LICENSE: 75496	WILLIAMSON Cadillac Creating A Better Deal. 7250 North Kendall Drive, Miami, Florida 33156-7885 Telephone: (305) 675-7100 FAX: (305) 641-0187	

ORIGINAL CUSTOMER ESTIMATE TOTAL

Wait

M #030201 *195 TRIM*
TRUNK WILL NOT OPEN FROM CONSOLE
Terminal pulled part of diagnostic
NO360-05 problem left terminal

M #030202 *195 TRIM*
FUEL DOOR WILL NOT OPEN FROM CONSOLE
R4060A-06 Air blower blower diagnostic part
Air actuator + repair not to be

M #030206 *195 TRIM*
DO NOT HEAR INFORMATION RIG-LAY... WILL NOT CHANGE WITH
NO995-02 Tapped + heard all
functions

NO NEW LASSER CROSS THREADS
Remaining NO TIME

PLEASE READ CAREFULLY, CHECK ONE OF THE ESTIMATES BELOW, AND SIGN. I UNDERSTAND THE STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$200.00.

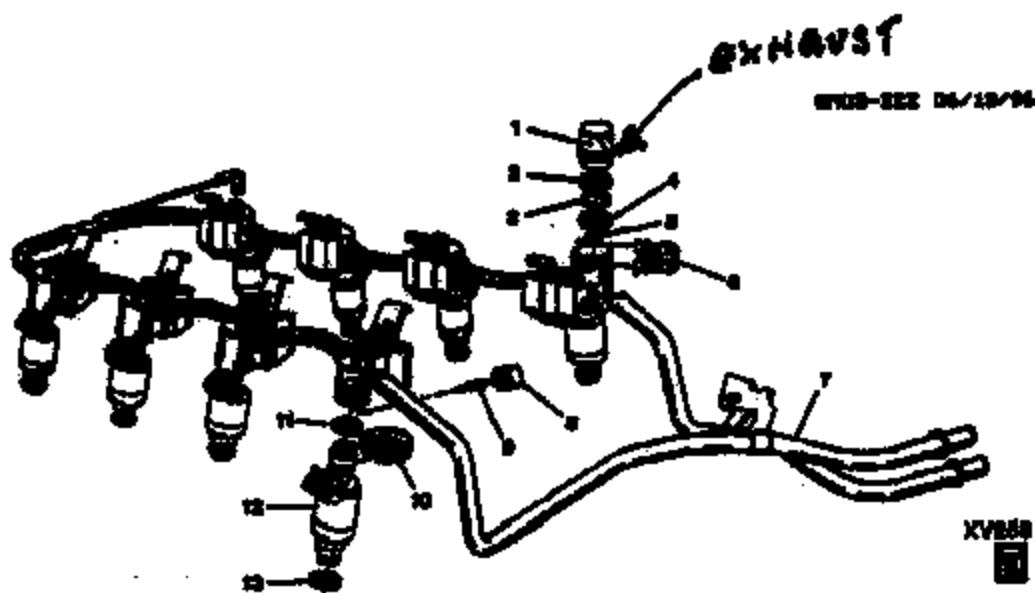
I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$200.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

[Signature]

Make: CADILLAC, Year: 97, Model: Seville/Concours/Deville/Escade



- ① FUEL REGULATOR WITH
FUEL EXHAUST SEE
ARROW.
② RETAINER CLIP

Copyright General Motors Corporation. All rights reserved.
Williamson Cadillac Parts Department phone# 670-7278 fax# 670-7393****
Albert, Bob, Brian, David, Kiki, Larry, Manny, Mike ***Thanks for calling***

Facsimile Cover Sheet

EAA Contact :	Kathy Smith
Phone/Fax:	(348) 642-5252 248-842-4858
Subject:	P.A.R. Investigation
File #:	990027207
Claimant:	[REDACTED]
Vehicle (Model -Year):	1997 SEVILLE 1G8K852Y4VU841985
Vehicle Location:	WILLIAMSON CADILLAC COMPANY MIAMI, FLORIDA 305-870-7100
Contact(s) (Name/ #)	[REDACTED]
Divisional Contact:	[REDACTED]
Division:	Cadillac/PAR Investigations
Address:	18 E. Judson St. MO: 483-818-530 Pontiac, MI 48342
Phone/Fax:	248-874-4180 / 248-874-4291
Sir / EDRU Cartridge:	Mass Cartridge <input type="checkbox"/> 5.0v <input type="checkbox"/> 7.0v <input type="checkbox"/> ** OBD II Cable & VM **98 U-Vans, Ventures, Trans Sport, BWhosts requirements **Buick, Cadillac requirements for '97-'98 OBD II
Date	JULY 26, 1999
Pages including this cover page:	118
<p><small>The information contained in this facsimile is confidential and may also be client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, and return the original message to us at the address above via the U. S. Postal Service. Thank You.</small></p>	

Please Use Form:

Special Instructions:

- Accelerator/Throttle
- Brake/ABS/TC System(s)
- Steering/Suspension/Tires & Wheels
- Side Impact
- Fire (Collision)

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

- Do not interview owner
- Interview Owner
- Remove & Return Part
- Contact PAR Team Member
- Other _____

EAA Internal Use Only

Chevrolet 280-_____

Buick 648-_____

Pontiac/GMC 365-_____

Cadillac 277-_____

Oldsmobile 649-_____

of Pages Transmitted: _____

To: SA: _____

From: **Kathy Smith**

Phone: _____

Date Faxed to SA: ____/____/____

Fax: _____

Due Date: ____/____/____

EAA SA Use Only

Case Acceptance/Investigation: YES NO

Please acknowledge acceptance of this case promptly by phone or fax.

Port Mailed USPS Priority: Date mailed: ____/____/____

Please report completion date by phone or fax.



Cadillac

2823 T1 PRO9384
J01-124

Date: August 4, 1998
To: ESIS/GM Claims

Re:

[REDACTED]
VIN 1G6EL12Y9VU616911

Date of Incident: May 14, 1998

From: Ramon Petrus

**- Preliminary -
Product Allegation Case (PAC)**

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:

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

Should there be any additional questions or concerns, please contact me at 800-458-8006.

Enclosures:

- Cadillac Customer Assistance Center Case File
- Warranty History
- Field Inspection Report
- Copy of Vehicle Title
- Copies of Estimates from Owner
- Copies of Letters sent by Owner to Cadillac
- Copy of Invoice and Window Sticker
- Sales/Purchase Agreement from Private Motorist
- Copy of Signed and Notarized Release of Claim
- *FILE 6/2/98*

pc: Central file

Product Allegation Resolution - General

Documentation Decision Criteria

- Bodily Injury
- Collision
- Property damage outside the confines of the vehicle
- Non-collision damage and fire to subject vehicle above \$2,000
- Personal property damage above \$1,000

Case Number: [REDACTED]

Claimant Name: [REDACTED]

VIN: 1G6K11Z79K0510911

Date & Time of Incident: MAY 14, 1978 7:30 A.M.

Location of Incident: - OWNER SAID INCIDENT OCCURRED IN HER GARAGE
AT HER HOME IN CHARLTON, NJ

Description of Incident: OWNER AROSE WITH HER SLEEPING MARE HORSE
BARNY, (A FEW MINUTES), WENT BACK TO HER VEHICLE, PARKED IN
HER GARAGE & NOTICED IT WAS ON FIRE IN THE FRONT
PASSENGER SIDE PANEL & FIRE SPREAD TO HER HOME.

Current Location of Vehicle: POLKOWITZ MOTORS, PERTH AMBOY, NJ
732-942-0100

Alleged Defective Component: FIRE - UNDERHOOD

Who Notified Division of Incident: RICK LYNALOSA, SERVICE MANAGER
AT POLKOWITZ MOTORS.

**PRODUCT ALLEGATION RESOLUTION
FORM (FOR COLLISION)**

Model: CADILLAC Year: 1980 VIN: 1G6EL13Y9VU610911
 Owner's Name (Last, First): [REDACTED]

Inspected By: DAVID T. [REDACTED] Organization: GA ASSOCIATES INC.
 Phone: (214) 501-2511 x Inspection Date: 5/13/98 Mileage at Inspection: 6101

I INSPECTION SUMMARY
 Following the inspection, summarize the test and observations.

INSPECTION AT PILGRIME MOTORS WITH TRUMAN MANAGER BEN LAMANA
VEHICLE WAS INVOLVED IN A VERY HOT FIRE. HOT SPOT WAS RIGHT
FRONT. VEHICLE WAS ON THE GROUND FRONT TIRES BURST AND THE WHEELS
UNDER THE FRONT FUEL RAIL BECAME ALL WIRDS. THROTTLE BODY,
AIR CLEANER, VALVE BODIES BANGED, RADIATOR, AC HALTED, BUNK
STAINING BUMP, BATTERY CAME OUT HOT. INTERMAN CASE. ALL
FIRE BURST. IT WAS A FUEL END FIRE, VERY HOT

II INTERVIEW - VEHICLE HISTORY
 Class: [REDACTED] (Name, address & phone number of person being interviewed):

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

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

3. For the following systems, list and describe prior repairs or outstanding problems/complaints or date of incident (e.g. no start, stalls, overheating, loss of contact, warning light "On", strange odors, smoke, fluid leaks or dripping, engine noise, engine misf., etc.):

Cooling System (Y/N) [REDACTED]; Repairs (Date, Details, Description) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

AC System (Y/N) [REDACTED]; Repairs (Date, Details, Description) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Steering System (Y/N) [REDACTED]; Repairs (Date, Details, Description) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

Transmission (Y/N) [REDACTED]; Repairs (Date, Details, Description) _____ Repaired by (GM, Non-GM, Owner/Other) _____
 Describe _____

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

Electrical System ; Repairs (None, Detailed, Identified) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Fuel System ; Repairs (None, Detailed, Identified) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Exhaust System ; Repairs (None, Detailed, Identified) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Major Engines ; Repairs (None, Detailed, Identified) _____ Repaired by: (GM, Non-GM, Other) _____

Describe _____

Brake/ABS/TCS System N ; Repairs (None, Detailed, Identified) _____ Repaired by: (GM, Non-GM, Other) _____

Describe _____

Body ; Repairs (None, Detailed, Identified) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

Other ; Repairs (None, Detailed, Identified) _____ Repaired by (GM, Non-GM, Other) _____

Describe _____

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

Maintenance records? Date/description of last maintenance/repair (by whom): 12/17/97 PIKSWITZ

M.T.I.C. - PERTS AGENCY, N.J. OIL CHANGE SERVICE - WARRANTY 4125 HWS

Any other pertinent vehicle history information (from interview or GM Warranty History)? No

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

How was vehicle towed? flat bed, dolly, sling, front or rear end _____ If towed on wheels, how far? _____

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

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

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

load description N/A load location _____

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

If vehicle's ignition was "ON" prior to fire, for how long was it "ON"? 2 MIN Were all doors locked?

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

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

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) Full When last fueled? DAY BEFORE

Exact incident location QUEENS HOME

Weather conditions and visibility CLEAR

Approx. temperature 40-50 °F. Any physical visual obstructions? No

III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)

Roof Condition: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Details: JAMBLE HOME

Roof Condition: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? Details:

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

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

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

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) (Y) Describe

Electrical systems operation: normal, other? NOTHING WAS ON

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

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

Steering operation: normal, other?

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

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

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

Describe any unusual odors. From where? NONE

Any smoke? (See where, color, intensity, etc.) SMOKE AND

Was anyone smoking? (Y/N) (Y) How long since someone last smoked in the vehicle? NONE

III B INTERVIEW - AT SCENE/DURING & DURING THE FIRE

Any flames? (See where, color, intensity, etc.) WHEN SHE CAME IN THE GARAGE, FROM THE

RIGHT SIDE FRONT PASSENGER SEAT AND FLAME (COLOR NOT KNOWN)

Any steam or smoke? (See where, color, intensity, etc.) SEE ABOVE

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

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

Other? (Y/N) (Y) Describe: Warning Light? (Y/N) (Y)

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

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

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

Open Hood? (Y/N) (Y) Open Trunk? (Y/N) (Y) Other? (Y/N) (Y) Describe STARTED GETTING

BACKED OUT OF THE GARAGE TO SAVE THE HOME.

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

Battery & attached cables # 19

Engine block (note precise location of cracks, holes, etc.) _____

Engine oil pan OK

Engine compartment hinge torque rods LEFT SIDE BURNED IN HALF

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

Any parts which is alleged to be the manufacturer's _____

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NO

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

B. Enter observational remarks for the following on the form and take color photographs as necessary:

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

Engine coolant GREEN RADIATOR BURNED #14 #15

Engine oil _____

Transmission fluid _____

Power steering fluid GREEN RAMP BURNED OFF

Brake fluid # 25 GREEN BURNED

List all driver electrical controls which are in the "On" position (include ignition) IGNITION ON

Fuses (identify all open or not proper size) BURNED

Wiring insulation at fuse blocks ALL BURNED

Fusable links (identify all open) _____

Spark plug wiring and boot condition BURNED

Fuel filter "Lead Free" restrictor in place? (Y/N) Y Details _____

Location of fuel filter top (or evidence of remains) TOP BURNED OFF SMALL PIGTAILS

Catalytic converter (any discoloration or swelling?) NO DISCOLORATION NO SWELLING

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

C. Photograph any damage to claimant's vehicle resulting from the allegations and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available):

TOTAL

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

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

Comments: NO CONTRIBUTING FACTORS,

SMOKE DAMAGE WILL BE CLEANED JUNE 1, 99

CASE NO. 8 88827758

CUSTOMER INFORMATION

NAME : ██████████
 FIRST : ██████████ MI: LAST ██████████
 SECOND : ██████████
 CITY : CANTON ST: NY ZIP ██████████
 E PHONE: ██████████ B PHONE:
 CREDIT:

VEHICLE-DEALER INFORMATION

VIN : 1G6L2T770W12811 DEL DATE: 02 18 97
 YA/ML : 87 EL HEDORNO MILEAGE: 006101
 DEALER : MOPOLKOWITZ HERS/DIA/POLKOWITZ EX/MLR : 25 23197
 CITY : FRENCH AMBLY STATE : NY

AFTER CALL INFORMATION

CUSTOMER REQUEST INFORMATION

REQUEST AREA :	PRD	REQUEST SOURCE :	C T 120
CONTACT TYPE :	OWNER	IN CASE SEQ # :	
WARRANTY :	0 (IN/OUT/USE)	THIRD PARTIES :	
DEAL SERVICE AREA:	03		
FIRST DELAY START:		PART DELAY END :	
CASE OPEN DATE :	04 02 98	SCRAP DATE :	03 03 04
HOPIERS CEN :	CNC CEN LOC: INCL		
GROUPS TYPE :		TRANSFER DATE :	
FILE SELECTION :	10	CENTRAL FILE :	Y (Y/N)
LAST ALIGNED ID :	80008	LAST ALIGNED DATE :	02 04 98

CASE CLOSING INFORMATION

REVISION :	10	CENTRAL FILE :	Y (Y/N)
DEL CONTACT DATE :	04 03 98	DEL COMPLETION DATE:	04 03 98
CLOSING DATE :	03 03 98	RESPONSIBLE DEL :	22
CO REVIEW CLOSE :		CO REVIEWED :	(Y/N) DATE:
BY REVIEW CLOSE :		BY REVIEWED :	(Y/N) DATE:

CUE 8 INCL CUE COMMENTS
 T88 8 PRODUCT ALERTS UNDERWOOD FIRE DAMAGED VEHICLE
 VEHICLE BEING REFINANCED \$22,600

V84 8 SPEC CUE FROM \$4000 OWNER LOYALTY CERTIFICATE VALID 12 MONTHS
 OFFERED IN THE INTEREST OF CUSTOMER LOYALTY

V04 8 UNDERWOOD FIRE FIRE APPEARS TO HAVE ORIGINATED UNDER HOOD
 OWNER LOYALTY CERTIFICATE

W08 8 RE-REFINANCE INTRACK
 TRANSACTION COMPLETED

GENERAL COMMENTS

0001/0000 DATED: 5/19/96 TIME: 12:04

0001/ 1 ***18-38**

0001/ 2

0001/ 3 DEANEY CALLED TO REPORT A PAR CASE.

0001/ 4

0001/ 5 RICH LARROSA, SWM, CALLED TO REPORT A FIRE THAT APPEARED TO

0001/ 6 ORIGINATE FROM UNDER THE HOOD OF THE VEHICLE. RICH DESCRIBES THE

0001/ 7 INCIDENT AS IT WAS RELEASED TO HIM: OWNER NOTICED THAT HER VEHICLE

0001/ 8 WAS ON FIRE, AT THIS TIME IT WAS IN HER GARAGE AND OWNER DROVE

0001/ 9 VEHICLE OUT OF THE GARAGE SO IT WOULD NOT CAUSE HER HOUSE ON FIRE.

0001/10

0001/11 INCIDENT HAPPENED ON 5-14-96. NO OTHER VEHICLES WERE INVOLVED AND

0001/12 THERE WAS ONLY DAMAGE TO THE VEHICLE. NO INJURIES WERE REPORTED.

0001/13 THE VEHICLE WAS TOWED TO THE DEANEY BY THE DEANEY AND IS CURRENTLY

0001/14 LOCATED AT THE DEANEY.

0001/15 *****

0002/0000 DATED: 5/19/96 TIME: 12:05

0002/ 1 *****CONF.

0002/ 2 OWNER IS CURRENTLY IN A LOANER VEHICLE.

0002/ 3

0002/ 4 I WILL FORWARD THE FILE ON TO THE PAR TEAM FOR FURTHER INVESTIGATION.

0002/ 5

0002/ 6 I ADVISED [REDACTED] TO EXPECT TO HEAR FROM AN INSPECTOR BY THE END OF THIS

0002/ 7 WEEK OR EARLY NEXT WEEK.

0002/ 8

0002/ 9 FORWARDING TO PAR TEAM.

0002/10

0002/11 DOWN BLANCHETT 24266

0003/0000 DATED: 5/20/96 TIME: 13:25

0003/ 1 CONTACTED DEB AND SPOKE WITH SWM, RICH. SWM ADVISED ME

0003/ 2 THAT THE OWNER WAS PROVIDED WITH A LOANER VEHICLE AND

0003/ 3 IS STILL IN IT.

0003/ 4

0003/ 5 I ADVISED SWM THAT AN IIA INSPECTOR WILL COME OUT TO

0003/ 6 THE IIA TO CHECK OUT THE VEHICLE.

0003/ 7

0003/ 8 I CONTACTED OWNER, [REDACTED] I ADVISED HER WHO I WAS

0003/ 9 AND WHO I WAS REPRESENTING. I ASKED HER IF SHE COULD

0003/10 PROVIDE ME WITH ADDITIONAL INFORMATION.

0003/11

0003/12 OWNER CLAIMS THAT HER 1997 HONDA HAS PASSED "INSPECTIONS

0003/13 IN NY" POSSIBLY REFERRING TO HER IMPLICATION THAT HER VEHICLE

0003/14

0003/15 <<CHECK>>

0004/0000 DATED: 5/20/96 TIME: 15:28

0004/ 1 CAN'T....

0004/ 2

GENERAL COMMENTS

0004/ 3 WAS WELL-MAINTAINED. OWNER CLAIMS SHE PURCHASED VEHICLE
0004/ 4 BACK IN FEBRUARY OF '97. OWNER CLAIMS INCIDENT OCCURRED
0004/ 5 THURSDAY MAY 14TH AT APPROX 7:35 A.M. OWNER CLAIMS THAT
0004/ 6 SHE WAS DOING HER NORMAL MORNING ROUTINE, SETTING THE
0004/ 7 MORNING PAPER ETC. WHEN SHE DROVE HER CADILLAC OUT OF THE
0004/ 8 FRONT GARAGE. OWNER WENT DOWN THE STREET BUT REALIZED SHE
0004/ 9 HAD FORGOTTEN SOMETHING AT HOME. OWNER CLAIMS THAT IT WAS
0004/10 A COLD MORNING. OWNER CLAIMS SHE WENT BACK INTO HER GARAGE
0004/11 CLOSED THE GARAGE DOOR AND TURNED OFF IGNITION BUT LEFT
0004/12 THE KEYS IN. OWNER CLAIMS TO HAVE GONE INTO THE HOUSE FOR
0004/13 A FEW MINUTES. OWNER CLAIMS WHEN SHE WENT BACK INTO THE
0004/14
0004/15 <<END>>

USER: H00P DATE: 3/10/98 TIME: 11:36

0005/ 1 CON'T.....
0005/ 2
0005/ 3 THE GARAGE SHE SAW THE RIGHT FRONT PASSENGER SIDE OF THE
0005/ 4 VEHICLE INCLUDING THE NUMBER WAS ON FIRE. OWNER CLAIMS
0005/ 5 TO HAVE GOTTEN INTO THE CAR DROVE A SMALL DISTANCE
0005/ 6 OUT THE GARAGE INTO THE DRIVE WENT AWAY FROM THE HOME AND
0005/ 7 PROCEEDED TO CALL 9-1-1. OWNER CLAIMS POLICE FIRST
0005/ 8 ARRIVED AND TRIED TO EXTINGUISH THE FIRE WITH NO SUCCESS
0005/ 9 AND THEN TWO FIRE TRUCKS CAME AND FINISHED THE JOB.
0005/10 OWNER CLAIMS THERE IS A POLICE REPORT BUT SHE DOES NOT HAVE IT.
0005/11 OWNER CLAIMS HER INSURANCE COMPANY IS U.S.A.A.
0005/12
0005/13 I ADVISED OWNER AN INVESTMENT INSPECTOR WILL CHECK THE VEHICLE
0005/14 AND THAT I WOULD BE IN TOUCH WITH HER.
0005/15 RANNE PATRIC/P.A.R.T 24179

USER: H00JC DATE: 6/ 3/98 TIME: 14:32

0006/ 1 OWNER CALLED SENDING HOME CROCKSTON.
0006/ 2
0006/ 3 I ADVISED OWNER THAT RANNE WAS HANDLING THE FILE.
0006/ 4 I ADVISED OWNER THAT I WOULD LEAVE A MESSAGE FOR RANNE
0006/ 5 TO CALL HER.
0006/ 6
0006/ 7 OWNER SAID THAT WOULD BE FINE. OWNER GAVE HIS WORK #:
0006/ 8
0006/ 9
0006/10 I ADVISED OWNER I WOULD GIVE RANNE THE INFO.
0006/11 THANKED OWNER FOR CALLING.
0006/12
0006/13 *** FIRE SLIP TO RANNE FRIEND ***
0006/14
0006/15 JODI CHAMBERSKI 24261

USER: H00FA DATE: 6/ 3/98 TIME: 18:43

0007/ 1 SPOKE TO MR. LOCK. OWNER CLAIMS THAT THE VEHICLE IS
0007/ 2 TOTALLED. OWNER CLAIMS HE DID NOT FILE A CLAIM WITH

GENERAL COMMENTS

0007/ 2 INSURANCE COMPANY. OWNER CLAIMS THERE IS SIGNIFICANT
0007/ 4 DAMAGE TO THE DRIVE WAY, GARAGE DOOR AND OVERHEAD DOOR,
0007/ 6 AND THE CAUSE OF THE SAME REQUIRES STORM CLAIMING.
0007/ 8 OWNER ASKED IF THERE WAS A DETERMINATION TO THE CAUSE OF THE
0007/ 9 TIRE.
0007/ 10 I ADVISED OWNER OF INSPECTION RESULTS AND THAT THE CAR WAS
0007/ 11 SO DETERMINATION OF CAUSE OF TIRE. I ADVISED OWNER
0007/ 12 THAT CADILLAC WILL LOOK INTO POSSIBLY REPAIRING THE
0007/ 13 VEHICLE.
0007/ 14 <<OWNER>>

TIME: 0007 DATE: 6/ 9/98 TIME: 15:13

0008/ 1 OK'T.....
0008/ 2
0008/ 3 OWNER CLAIMS TO HAVE "PAID CLAIM" FOR THE VEHICLE. OWNER
0008/ 4 CLAIMS THAT HE HAS HEARD OF CADILLAC BEING PAID IN
0008/ 5 THREE INSTANCES OF VEHICLE FIRE THEREFOR HE DID NOT
0008/ 6 PURCHASER FILING A CLAIM WITH HIS INSURANCE COMPANY BEFORE
0008/ 7 HE BECAME FROM CADILLAC.
0008/ 8
0008/ 9 OWNER TOOK ADDRESS INFORMATION AND FAX NUMBER CLAIMING HE WOULD
0008/ 10 FORWARD THE NECESSARY INFORMATION AS I REQUESTED ANY
0008/ 11 NECESSARY AND VEHICLE PURCHASER INFORMATION.
0008/ 12

0008/ 13 NAME FERRIS/ P.A.R.T 24179

TIME: 0008 DATE: 6/17/98 TIME: 14:54

0009/ 1 OWNER CALLED WANTING TO SPEAK WITH NAME, NAME WAS N/A SO I OFFERED
0009/ 2 TO TAKE A MESSAGE, OWNER CLAIMED HE COULD BE REACHED AT THE
0009/ 3 BUSINESS # [REDACTED] AND WOULD APPRECIATE IT IF NAME WOULD
0009/ 4 CALL. OWNER CLAIMS HE SENT A LETTER TO NAME ON THE 15TH OF THIS
0009/ 5 MONTH AND WANTED NAME TO BE ANSWER.
0009/ 6
0009/ 7 I THANKED OWNER AN ASSURED HIM I WOULD LEAVE A MESSAGE FOR NAME.
0009/ 8
0009/ 9 LINDA SEAN

TIME: 0009 DATE: 6/18/98 TIME: 08:50

0010/ 1 SPEAK TO OWNER YESTERDAY, 6-17-98. I ADVISED OWNER THAT
0010/ 2 I HAD THE NAME RECALLED OF HIS VEHICLE FROM FOLLOWING
0010/ 3 AND THAT I HAD RESEARCHED SOME POSSIBLE FIRING TO
0010/ 4 RESEARCH THE VEHICLE IN CONSIDERATION OF WHEN THE
0010/ 5 VEHICLE WAS PURCHASED, THE MILEAGE AT THE TIME
0010/ 6 OF THE INCIDENT, AND CURRENT MILEAGE AND RETAIL
0010/ 7 VALUE OF THE VEHICLE.
0010/ 8
0010/ 9 OWNER CLAIMS HE SENT A LETTER CERTIFIED MAIL TO THE
0010/ 10 OFFICE AND THAT I SHOULD RECEIVE IT SOON. OWNER KNOWS
0010/ 11 THAT AND CLAIMS HE HAS HEARD THAT IN INSTANCES SUCH AS

GENERAL COMMENTS

0000/12 TERRY, "CADILLAC STEPS IN AND REPLACES THE VEHICLE"

0000/13

0000/14 <SOUND>

USER: ESOPE DATE: 6/18/90 TIME: 02:04

0011/ 1 CON'T....

0011/ 2

0011/ 3 I ADVISED OWNER THAT EVERY SITUATION IS DIFFERENT AND THAT

0011/ 4 CADILLAC LOOKS AT A CASE BY CASE BASIS. IN HIS PARTICULAR

0011/ 5 SITUATION THE VEHICLE IS TOWED AND WHEN CADILLAC WAS

0011/ 6 CONSIDERING A SUMMARY INFORMATION OF THE VEHICLE. I ADVISED

0011/ 7 OWNER THAT THE TIME IS TIME WHEN HEAVEN AND THAT I DID

0011/ 8 NOT EVEN PROVIDE MY CONCLUSIONS OR OPINIONS AS OF YET.

0011/ 9

0011/10 OWNER CLAIMS THAT I WAS UNWILLING AND UNWANTING TO GET

0011/11 HIS INFORMATION INVOLVED OR HIS ATTORNEY.

0011/12

0011/13 I ADVISED OWNER TO REFRAIN FROM BEING UNWILLING AND THAT

0011/14

0011/15 <<SOUND>>

USER: ESOPE DATE: 6/18/90 TIME: 02:05

0012/ 1 CON'T....

0012/ 2

0012/ 3 I WILL WANT TO RECEIVE HIS LETTER AND CONTACT HIM AGAIN.

0012/ 4 CALL TERRY.

0012/ 5

0012/ 6 OWNER IS CLEARLY INTERESTED ON OBTAINING A REPLACEMENT

0012/ 7 VEHICLE. I WILL REVIEW FILE ONCE AGAIN.

0012/ 8

0012/ 9 BARRY FERRIS/ P.A.R.T 24179

USER: ESOPE DATE: 6/18/90 TIME: 15:32

0013/ 1 RECEIVED OWNER LETTER.

USER: ESOPE DATE: 6/18/90 TIME: 15:43

0014/ 1 LEFT MESSAGE FOR OWNER TO CONTACT OFFICE.

0014/ 2

0014/ 3 BARRY FERRIS/ P.A.R.T 24179

USER: ESOPE DATE: 6/21/90 TIME: 09:17

0015/ 1

0015/ 2 I CONSIDERATELY REVIEWED OWNER A REPLACEMENT OF VEHICLE

0015/ 3 OF \$31,000 FROM A \$2,000 OWNER LOANST CHECKING.

0015/ 4 VEHICLE IS A '97 IMPORADO WITH 6,100 MILES. THE

0015/ 5 WHOLESALE/ AUCTION VALUE WAS \$24,400 AND THE

0015/ 6 RETAIL VALUE WAS \$30,700. OWNER FINALLY REQUESTED

0015/ 7 INFORMATION. I REVIEWED FILE AND CONTACTED OWNER AND

0015/ 8 ADVISED HIM THAT A REPLACEMENT COULD BE PROVIDED

0015/ 9 UNDER THE CONDITION THAT HE WOULD PAY THE TAXES AND

0015/10 FEES. OWNER REQUESTED CLAIMING HE WILL TAKE NOTHING

GENERAL COMMENTS

0015/11 MORE THAN A TENTATIVE REPLACEMENT FROM OF ANY COST TO
 0015/12 HIM. I CONTACTED SALES DIRECTOR AT FORDWITE YESTERDAY,
 0015/13 6/25/88 AND HE ADVISED ME THAT THERE WAS NO POSSIBILITY
 0015/14
 0015/15 <<END>>

USER: MOORE DATE: 6/25/88 TIME: 09:21

0016/ 1
 0016/ 2 THAT THERE WAS NO POSSIBILITY OF PROVIDING A LOWER
 0016/ 3 MODEL TO HIM.
 0016/ 4
 0016/ 5 *I LEFT MESSAGE TODAY, 6/25/88, WITH [REDACTED]
 0016/ 6 REQUESTING ASSISTANCE THAT OTHER CONTACT OFFICE. I
 0016/ 7 ADVISED HER THAT I WOULD BE UNAVAILABLE AFTER
 0016/ 8 TODAY BUT SOMEBODY ELSE IN THE OFFICE COULD HELP
 0016/ 9 [REDACTED] I WAS CONSIDERING ADVISING MR. LUCK
 0016/10 THAT A SIMILAR VEHICLE IS NOT AVAILABLE SO HE
 0016/11 CAN CHOOSE ONE OF TWO THINGS IF HE WAS INTERESTED.
 0016/12 1. WAIT UNTIL THE '89 MODELS BECOME AVAILABLE OR
 0016/13 2. GO TO DCA & CHOOSE A VEHICLE THAT WE COULD WORK
 0016/14
 0016/15 <<END>>

USER: MOORE DATE: 6/26/88 TIME: 09:22

0017/ 1 CON'T....
 0017/ 2
 0017/ 3 ON PROVIDING AN ANOTHER REPLACEMENT.
 0017/ 4
 0017/ 5
 0017/ 6 JOHN FERRY/ P.A.R.T #4179

USER: MOORE DATE: 6/26/88 TIME: 10:16

0018/ 1 OTHER, [REDACTED] CONTACTED OFFICE. I ADVISED HIM THAT
 0018/ 2 I WAS WORKING TO OBTAIN HIM A REPLACEMENT VEHICLE
 0018/ 3 HOWEVER THE AVAILABILITY OF A SIMILAR MERCADO
 0018/ 4 IS NOT AT FORDWITE. I ADVISED MOORE THAT IF AN
 0018/ 5 IDENTICAL MERCADO WAS AVAILABLE I WOULD ADVISE HIM
 0018/ 6 AS SOON AS THAT INFORMATION CAME, HOWEVER SINCE THERE
 0018/ 7 ARE NOW NO CAR DEALERS GOING INTO THE CAR AND
 0018/ 8 ARE THAT MERKLE IS AVAILABLE. I ADVISED MOORE THAT,
 0018/ 9 IF HE WISH TO CONSIDER A MODEL THAT COST MORE THAN,
 0018/10 OF COURSE, THERE WOULD BE DISCOUNTS IN THE AMOUNT NOT
 0018/11 THAT I WOULD WORK WITH HIM.
 0018/12
 0018/13 <<END>>

USER: MOORE DATE: 6/26/88 TIME: 10:20

0019/ 1 CON'T....
 0019/ 2
 0019/ 3 MOORE CLAIMS HE IS HAPPY WITH MY OFFER AND INQUIRED ABOUT THE
 0019/ 4 OTHER CLAIMS, I.E., THE DELIVERY DAMAGE... I ADVISED MOORE

GENERAL COMMENTS

0019/ 5 THAT I HAVE NOT COME TO A CONCLUSION TO THESE CLAIMS YET
0019/ 6 IF I CAN WORK WITH HIM AT MY OFFICE I WILL DO SO. I ADVISED
0019/ 7 OWNER THAT PRESENTLY I WAS CONCENTRATING ON THE ACTUAL VEHICLE
0019/ 8 REPLACEMENT.

0019/ 9

0019/10 OWNER CLAIMS IF "HE CEN" THE ALL FACTORS IN HE WOULD APPRECIATE
0019/11 IT BUT CURRENTLY HE IS HAPPY WITH MY OFFER OF AN EVENT REPLACEMENT
0019/12 AND CLAIMS HE WILL TELL HIS WIFE AND GET BACK WITH THE OFFICE.
0019/13

0019/14 TAMIA SMITH/ P.A.R.S 20179

TIME: HOUR DATE: 7/ 7/98 TIME: 08:43

0020/ 1 CALLED THE OWNER, HE WAS N/A, LEFT A MESSAGE ON THE MACHINE
0020/ 2 TO CALL ME BACK AT THE 1-800 NUMBER.
0020/ 3
0020/ 4 TAMIA SMITH 4-4185

TIME: HOUR DATE: 7/ 8/98 TIME: 08:29

0021/ 1 DLR CALLED WANTING TO KNOW THE STATUS OF THE SITUATION IN REGARDS
0021/ 2 TO THE OWNER. I TOLD HIM THAT I WAS WAITING TO HEAR FROM THE OWNER
0021/ 3 AND THAT I LEFT A MESSAGE FOR HIM TO GET BACK WITH ME. DLR TOLD
0021/ 4 ME HE WAS CONCERNED ABOUT THE LOSSER THE OWNER WAS IN, THAT THE
0021/ 5 OWNER HAS BEEN IN THAT CAR FOR OVER 64 DAYS AND HE NEEDS TO KNOW
0021/ 6 WHO IS GOING TO PAY FOR IT. DLR SAID HE WOULD TOUCH BASE WITH THE
0021/ 7 OWNER AND LET HIM KNOW TO CALL ME ASAP.

0021/ 8

0021/ 9 TAMIA SMITH 4-4185

TIME: HOUR DATE: 7/ 8/98 TIME: 11:11

0022/ 1 CALLED THE OWNER AGAIN, HE WAS N/A, I LEFT HIM A MESSAGE
0022/ 2 ON THE MACHINE STATING THAT IT IS VERY IMPORTANT THAT HE SPEAK
0022/ 3 AND TO CALL ME AT THE 1-800 NUMBER.
0022/ 4

0022/ 5 TAMIA SMITH 4-4185

TIME: HOUR DATE: 7/ 9/98 TIME: 11:30

0023/ 1 OWNER CALLED TO SPEAK WITH TAMIA. AS SHE WAS NOT AVAILABLE, I
0023/ 2 OFFERED TO TAKE A MESSAGE. OWNER STATES THAT SHE HAS BEEN OUT
0023/ 3 OF TOWN AS WAS NOT ABLE TO RETURN MESSAGES. SHE ADVISED THAT SHE
0023/ 4 COULD BE REACHED LATER THIS AFTERNOON.

0023/ 5

0023/ 6 ***MESSAGE TO TAMIA SMITH

0023/ 7 JOEL ROSSIGNOL-CAC

0023/ 8 82215

TIME: HOUR DATE: 7/ 9/98 TIME: 14:12

0024/ 1 CALLED THE OWNER, N/A, LEFT A MESSAGE TO CALL ME AT THE
0024/ 2 1-800 NUMBER.
0024/ 3
0024/ 4 TAMIA SMITH 4-4185

TIME: HOUR DATE: 7/ 9/98 TIME: 11:30

GENERAL COMMENTS

0025/ 1 OWNER CALLED FOR TANIKA, AND SHE WAS NOT AVAILABLE.
 0025/ 2
 0025/ 3 OWNER ASKED THAT I HAVE TANIKA CALL HER BACK AT HOME.
 0025/ 4
 0025/ 5 I ADVISED I WOULD DO SO AND THANKED HER.
 0025/ 6
 0025/ 7 **WAVE TO TANIKA SMITH
 0025/ 8
 0025/ 9 -DOLLY JOHNSON

TIME: MURKIN DATE: 7/ 9/98 TIME: 16:40

0026/ 1 I SPOKE WITH THE OWNER AND INFORMED HER THAT I WOULD BE
 0026/ 2 HANDLING THE CASE FOR HER. I TOLD THE OWNER I COULD
 0026/ 3 NOT HAVE HER WAIT UNTIL THE 89 MONTHS CASH OUT, BUT I COULD
 0026/ 4 BUY HER OUT OF THE NEW VEHICLE AND TRY TO PUT HER IN A 98
 0026/ 5 MODEL. OWNER SAID SHE WOULD TRY AND GET IN TOUCH WITH HER
 0026/ 6 HUSBAND TO SEE WHAT IS GOING ON.
 0026/ 7
 0026/ 8 TANIKA SMITH 4-4185

TIME: MURKIN DATE: 7/ 9/98 TIME: 16:55

0027/ 1 OWNER CALLED ASKING TANIKA, AS TANIKA WAS UNAVAILABLE, I OFFERED
 0027/ 2 TO LEAVE A MESSAGE.
 0027/ 3
 0027/ 4 **OWNER STATED HE CAN BE REACHED AT [REDACTED]
 0027/ 5
 0027/ 6 **WAVE LEFT FOR TANIKA SMITH**
 0027/ 7
 0027/ 8 JENNIFER ALLEN
 0027/ 9 X-4120

TIME: MURKIN DATE: 7/15/98 TIME: 11:03

0028/ 1 TRIED TO CONTACT THE OWNER, HE WAS N/A, I LEFT A MESSAGE
 0028/ 2 ON THE ANSWERING MACHINE TO CALL ME BACK AT THE 1-800 NUMBER.
 0028/ 3
 0028/ 4 TANIKA SMITH 4-4185

TIME: MURKIN DATE: 7/16/98 TIME: 14:07

0029/ 1 LEFT MESSAGE FOR OWNER AT WORK NUMBER, [REDACTED]
 0029/ 2 TO CONTACT OFFICE. INDIVIDUAL ADVISED ME THAT HE
 0029/ 3 WOULD NOT BE BACK UNTIL NEXT MONDAY 7-20-98.
 0029/ 4
 0029/ 5 MARGE WYNDY/ F.A.R.T 24179

TIME: MURKIN DATE: 7/20/98 TIME: 03:54

0030/ 1 I CONTACTED OWNER AFTER I RECEIVED A MESSAGE THAT HE
 0030/ 2 CALLED 9:18 A.M 7/20/98 AND LEFT THE MESSAGE [REDACTED]
 0030/ 3 [REDACTED] I ASKED OWNER IF HE HAD THE OPPORTUNITY TO GO
 0030/ 4 TO FLA TO LOOK AT VEHICLES. OWNER SAID NO AND ASKED
 0030/ 5 IF I RECEIVED HIS LETTER. I CONFIRMED SO.
 0030/ 6

GENERAL COMMENTS

0030/ 7 OWNER CLAIMS HE WOULD LIKE TO WAIT FOR THE 1989 MODEL.

0030/ 8 I ADVISED OWNER THAT I APOLOGIZED NOW THERE IS NOT AN OPTION.

0030/10 I ADVISED OWNER THAT THAT THE TWO OPTIONS I CAN PROVIDE
0030/11 FOR HIM IS A 1986 MODEL WHICH HE WILL HAVE TO GO TO THE
0030/12 DLR TO PICK UP OR A REFUND OF HIS TOWARD VEHICLE AS
0030/13 THE PREVIOUS DISCUSSED AMOUNT.

0030/14

0030/15 <<CHGR>>

CALL: 80478 DATE: 7/20/90 TIME: 09:59

0031/ 1 CON'T....

0031/ 2

0031/ 3 OWNER WAS UPSET TO HEAR THAT HE COULD NOT WAIT FOR A 1989

0031/ 4 MODEL. I ADVISED HIM THAT DUE TO THE CIRCUMSTANCES,

0031/ 5 AVAILABILITY OF VEHICLES, AND OTHER FACTORS THAT I

0031/ 6 WOULD LIKE TO MAKE A TRANSACTION NOW AS I WILL HAVE TO

0031/ 7 SETTLE THE MOTOR CLAIM TO OUR WORKS PARTY. OWNER

0031/ 8 INQUIRED ABOUT THE OTHER CLAIMS HE PREVIOUSLY MENTIONED, I.E.

0031/ 9 PAYMENT DAMAGE ETC. I ADVISED HIM THAT I WOULD NOT BE ABLE

0031/10 TO HANDLE THOSE CLAIMS AND THAT I UNDERSTOOD HE WOULD LIKE

0031/11 TO SETTLE THE WHOLE SITUATION THROUGH ME, BUT THAT I WAS

0031/12 UNFORTUNATELY UNABLE TO HANDLE ALL HIS CLAIMS.

0031/13 OWNER CLAIMS HE WILL TALK WITH HIS WIFE ABOUT GOING TO

0031/14

0031/15 <<CHGR>>

CALL: 80478 DATE: 7/20/90 TIME: 10:01

0032/ 1 CON'T....

0032/ 2

0032/ 3 POLONITE TO SEE THE 1986 MODEL. OWNER CLAIMS IF THEY

0032/ 4 DO NOT SEE A VEHICLE ON THEIR LINES IF THEY HAD THE

0032/ 5 OPTION TO GO TO ANOTHER DLR. I COMPRISE DO NOT SEEMED

0032/ 6 I WOULD PREFER THEY WORK WITH POLONITE AS THEY ARE

0032/ 7 FAMILIAR WITH SITUATION AND DID PREVIOUSLY SELL THE

0032/ 8 1987 HEDGADO.

0032/ 9

0032/10 NAME FRIEND/ D.A.R.T 24179

CALL: 80478 DATE: 7/20/90 TIME: 11:16

0033/ 1

0033/ 2 RECEIVED A CALL FROM BILL WEALE, SERVICE AT DLR.

0033/ 3 HE INQUIRED FOR AN UPDATE FOR THE OWNER HIS NAME

0033/ 4 IN A LOANER VEHICLE FOR OVER TWO MONTHS.

0033/ 5

0033/ 6 I ADVISED MR. WEALE THAT OWNER IS IN THE PROCESS

0033/ 7 OF DISCUSSING WITH HIS WIFE THE POSSIBILITY OF

0033/ 8 GOING TO POLONITE FOR A REPLACEMENT VEHICLE.

0033/ 9 I ADVISED HIM THAT I WILL CONTACT OWNER TODAY

0033/10 AND I WILL CONTACT HIM WITH AN UPDATE ON THE FILE.

0033/11

GENERAL COMMENTS

0018/18 *2 LEFT MESSAGE FOR OWNER AT HOME NUMBER TO CONTACT
0018/19 OFFICE AT HIS EARLIEST CONVENIENCE.
0018/20
0018/21 BARGE NUMBER/ P.A.N.T 24179

NUM: 800TH DATE: 7/22/79 TIME: 14:32
0018/ 1 OWNER CAN BE REACHED AT [REDACTED] OWNER WANTED TO SPEAK TO
0018/ 2 NAME AS HE HAS N/A I ADVISED I WOULD BRING NAME A MESSAGE.
0018/ 3
0018/ 4 LINDA HULLAN 24434 THE TO NAME NUMBER

NUM: 800TH DATE: 7/22/79 TIME: 15:04
0018/ 1 I CONTACTED OWNER AND ASKED HIM IF HE WAS SPEAKING WITH HIS
0018/ 2 WIFE REGARDING PURCHASE. OWNER CLAIMS HE HAS NOT BEEN
0018/ 3 HOME AND HAS BEEN AWAY ON BUSINESS BUT HAS AGREED TO
0018/ 4 MEET WITH ME NEXT WEEK AFTERNOON TO LOOK AT THE '78 JAGUAR
0018/ 5 FOR A PURCHASE. OWNER CLAIMS HE WILL GO TO PORTLAND
0018/ 6 WEDNESDAY 7/25/79.
0018/ 7
0018/ 8 I ADVISED OWNER THAT I WILL KEEP THE PERIOD OF THE LOAN
0018/ 9 UNTIL EARLY NEXT WEEK.
0018/10
0018/11 BARGE NUMBER/ P.A.N.T 24179

NUM: 800TH DATE: 7/27/79 TIME: 09:14
0018/ 1 LEFT MESSAGE FOR OWNER HOME NUMBER TO CONTACT OFFICE.
0018/ 2
0018/ 3 OWNER TO HOME NUMBER AT DEB. HE ADVISED ME THAT OWNER
0018/ 4 WAS AT THE LAST SATURDAY AND THAT THEY ATTEMPTED TO DO
0018/ 5 A LOCATOR FOR A SEVERAL VEHICLE. THEY COULD NOT FIND ONE
0018/ 6 IN THE WHEEL REGION. HE ALSO TRIED TO FIND ONE AT THE
0018/ 7 FACTORY, NONE WERE FOUND. KENNY ASKED OWNER WAS AT THE
0018/ 8 BAR FOR THREE HOURS TO RESOLVE SITUATION. KENNY ADVISED
0018/ 9 HE HAD BEEN LOOKED AT VEHICLES AT THREE LOT AND THEY
0018/10 WERE ABOUT AN HPC. OWNER SAID THE VEHICLE BUT HAD BEEN
0018/11 THAT IT WAS \$1,000 MORE THAN OTHER SEVERAL VEHICLES.
0018/12 OWNER CLAIMS THAT THE VEHICLE INTO AN HPC WOULD RESOLVE
0018/13
0018/14 <<OWNER>>

NUM: 800TH DATE: 7/27/79 TIME: 09:16
0018/ 1 GUY'S....
0018/ 2
0018/ 3 SITUATION AND HE WOULD SPEAK. OWNER CLAIMS THAT 'LATER
0018/ 4 ALL HIS BEST THROUGH (OR) THROUGH THE COMMUNICATIONS
0018/ 5
0018/ 6 I ASKED OWNER TO FAX IN THE INVOICE ON THIS VEHICLE AND
0018/ 7 THAT I WOULD REVIEW THE BILLING FILE AND GET BACK WITH
0018/ 8 HIM.
0018/ 9
0018/10 BARGE NUMBER/ P.A.N.T 24179

GENERAL COMMENTS

USER: HOVER DATE: 7/27/98 TIME: 17:22

0030/ 1 OWNER CALLED FOR BAKER, WHO WAS UNAVAILABLE AND SAID THAT HE WOULD
 0030/ 2 TRY TOMORROW.
 0030/ 3
 0030/ 4 I ADVISED HE WAS UNAVAILABLE AND THXED HIM.
 0030/ 5
 0030/ 6 **FYI VAN TO RANDE PETER.
 0030/ 7
 0030/ 8 -DOLLY JOHNSON

USER: HOVER DATE: 7/28/98 TIME: 10:25

0039/ 1 SPoke to OWNER YESTERDAY 7-27-98, OWNER WAS NOT INTERESTED
 0039/ 2 IN THE ETC AS MR. KEVIN MORRIS ADVISED MR. OWNER CLAIMS
 0039/ 3 HE WOULD LIKE A 1995 MODEL AND WAS ADVISED THAT THE CAR
 0039/ 4 COULD ACCOMMODATE THAT SINCE OTHER VEHICLES ARE AVAILABLE.
 0039/ 5
 0039/ 6 I ADVISED OWNER I WOULD REVIEW FILE AND CONTACT THE AGENT.
 0039/ 7 I REVIEWED FILE WITH SUPERVISOR AND OBTAINED DEA FOR
 0039/ 8 ADDITIONAL INFORMATION.
 0039/ 9
 0039/10 OWNER CONTACTED OFFICE. I ADVISED OWNER THAT I COULD NOT
 0039/11 LOOK INTO PROVIDING A 1995 MODEL FOR VARIOUS REASONS AND
 0039/12 THAT THE OPTIONS, ALTH, WERE TO PROVIDE POSSIBLY THE
 0039/13 HILARIOUS TOURING COUPE OFF THE DEK LOT OR LOOKING AT
 0039/14
 0039/15 <<DOLLY>>

USER: HOVER DATE: 7/28/98 TIME: 10:40

0040/ 1 CON'T.....
 0040/ 2
 0040/ 3 A STRAIGHT REPURCHASE. I ADVISED OWNER THAT THE ORIGINAL
 0040/ 4 FIGURES WERE I RECEIVED AT, (\$31,000 PLUS A \$2,000 OWNER
 0040/ 5 LOYALTY CREDIT/CASH), WAS BASED ON THE RETAIL VALUE OF
 0040/ 6 THE VEHICLE WITH AROUND 8,000 MILES. I ADVISED OWNER THAT
 0040/ 7 FINANCIAL THAT I WOULD SUFFICIENTLY COUNTER REIMBURSE HIM
 0040/ 8 AN AMOUNT VERY CLOSE TO WHAT HE ORIGINALLY PAID. I ADVISED
 0040/ 9 OWNER THAT I WOULD CHARGE .21 CENTS MILE USAGE, WHICH IS
 0040/10 STANDARD FROM THE IRS AND THAT I WOULD EVEN COVER HIS TAXES.
 0040/11 I EXPLAINED TO HIM WHAT O.K. NORMALLY AND DOES NOT COVER TAXES.
 0040/12 I REITERATED OWNER THAT MY POSITION IN OFFERING THIS IS
 0040/13 FINANCIAL CONTROL. I ADVISED OWNER THAT I WAS IN THE PROCESS
 0040/14
 0040/15 <<DOLLY>>

USER: HOVER DATE: 7/28/98 TIME: 10:41

0041/ 1 CON'T....
 0041/ 2
 0041/ 3 OF GOING OVER THE EXACT FIGURES.
 0041/ 4
 0041/ 5 OWNER SIGNED ACCEPTING OF INFORMATION AND CLAIMS IN

INTERNAL SECURITY

0043/ 6 WILL WAIT FOR MY CONTACT AGAIN.

0043/ 7

0043/ 8 BANKS FRIENDS/ P.A.S.W 24179

INFO: MOVER DATE: 7/30/98 TIME: 08:43

0043/ 1

0043/ 2 SPOKE TO OWNER YESTERDAY 7-19-98. AFTER REVIEWING THE

0043/ 3 RECORDS IT IS CONFIRMED THAT [REDACTED] PAY \$1,000

0043/ 4 DEPOSIT ON NOVEMBER 12, 1996. ON FEBRUARY 18, 1997.

0043/ 5 OWNER PAID \$38,450.25 WHICH MAKES A TOTAL OF \$39,450.25.

0043/ 6 IN NEGOTIATION, IN GOOD FAITH WITH OWNER, I INCLUDED

0043/ 7 31 CENTS A MILE USAGE, WHICH IS STANDARD FOR INDUCTION,

0043/ 8 AND MULTIPLIED BY THE MILES ACCUMULATED ON THE

0043/ 9 TOTALED VEHICLE AT THE TIME OF THE FINE, 6,101 MILES.

0043/10 THAT AMOUNT WAS \$1,831.31. I INCLUDED THEM FROM THE

0043/11 TOTAL AMOUNT THAT OWNER PAID FOR 1997 DEPOSITS WHICH

0043/12 CAME OUT TO \$37,628.94. I ALSO INCLUDED OWNER'S SHARE

0043/13 TAX RATION I ADVISED OWNER S.H DOES NOT USUALLY PAY.

0043/14

0043/15 <<SCHEB>>

INFO: MOVER DATE: 7/30/98 TIME: 08:56

0043/ 1 CON'T....

0043/ 2

0043/ 3 I ADVISED OWNER THAT THIS IS A BIG CONCERN ON MY

0043/ 4 BEHALF. ALSO I REMINDING OWNER THAT HE DID OWN

0043/ 5 VEHICLE FOR OVER A YEAR AND THAT THE MARKET VALUE

0043/ 6 ON THE VEHICLE WITH 6,000 MILES WAS ABOUT \$31,000.

0043/ 7

0043/ 8 MR. LOCK CLAIMS THAT HE ACTUALLY PAID \$42,750.20 FOR THE

0043/ 9 VEHICLE BECAUSE HE WENT OUT OF HIS WAY TO SAVE MONEY

0043/10 ON THE REGISTRATION AND DOCUMENTARY FEES. OWNER CLAIMS

0043/11 HE WOULD OF BEEN CHARGED IF HE DID NOT TAKE AN INITIATIVE

0043/12 TO TAKE THIS AND ACTUALLY DO THE REGISTRATION. (THOSE AMOUNTS

0043/13 CAN BE REVIEWED ON THE SALES AGREEMENT FROM POLARIS)

0043/14

0043/15 <<SCHEB>>

INFO: MOVER DATE: 7/30/98 TIME: 08:59

0044/ 1 CON'T....

0044/ 2

0044/ 3 DATED 12-19-98) OWNER CLAIMS THAT HE IS CERTAIN THAT

0044/ 4 S.H SHOULD CONSIDER THE \$42,750.20 AS THE AMOUNT HE

0044/ 5 PAID FOR THE VEHICLE. OWNER CLAIMS THAT INDUCTION

0044/ 6 THE MILEAGE USAGE OF \$1,831.31 MAKES \$40,928.89.

0044/ 7 OWNER ALSO CLAIMS THAT HE SHOULD NOT BE CHARGED

0044/ 8 FOR THE S.H CARD MERCHANT BANKING WHICH TOTALLED \$2,928.41.

0044/ 9

0044/10 I ADVISED OWNER THAT S.H CARD IS A SEPARATE ENTITY IN

0044/11 ITSELF NOT VINCULATED OUR OFFICE MAY APPLY FOR HIS

0044/12 BANKING TO BE REIMBURSED TO HIS ACCOUNT BECAUSE OF

GENERAL COMMENT

0046/13 A POSSIBLE NUMBER OF HIS VEHICLE.

0046/14

0046/15 <<<CHIME>>

NUM: 8047A DATE: 7/30/88 TIME: 09:04

0046/ 1 CUN'T.....

0046/ 2

0046/ 3 OWNER CLAIMS HE SHOULD NOT BE PENALIZED FOR LOSING WHAT

0046/ 4 ACCOUNT FROM THE G.M. CARD. OWNER CLAIMS HE CANCELED HIS

0046/ 5 G.M. CARD.

0046/ 6

0046/ 7 I ADVISED OWNER THAT AS A COURTESY I WOULD CONTACT G.M.

0046/ 8 CARD AND INQUIRE IF MAKING AN ERROR COULD HAVE BEEN PREVIOUS

0046/ 9 BANKING REVERSALS ON A NEW CARD. I CONTACTED G.M. CARD

0046/10 AND FOUND TO AN INDIVIDUAL AT WELLS. SHE ADVISED ME

0046/11 THAT OWNER HAD NOT HAD THESE BANKING APPLIED TO A NEW

0046/12 ACCOUNT BUT WAS RESPONSIBLE FOR HIS OLD ACCOUNT AND THAT

0046/13 CONTRIBUTION FOR THE OLD BANKING WAS GOOD.

0046/14

0046/15 <<<CHIME>>

NUM: 8047B DATE: 7/30/88 TIME: 09:12

0046/ 1 CUN'T..

0046/ 2

0046/ 3 I ADVISED OWNER THAT HE WOULD HAVE TO APPLY FOR HIS OLD ACCOUNT

0046/ 4 FOR CONSIDERATION OF THE BANKING BUT, FROM THEN, I COULD

0046/ 5 NOT GUARANTEE ANYTHING BECAUSE, AGAIN, G.M. CARD IS A

0046/ 6 SEPARATE ENTITY FROM MY OFFICE AND THEY DO HAVE THEIR OWN

0046/ 7 POLICY AND PROCEDURES WHICH I HAVE NO CONTROL OVER. AS FOR

0046/ 8 HIS REQUESTED AMOUNT OF \$40,000.00 AND \$27,000.00, WHICH

0046/ 9 BOTH INCLUDES MILWAUKEE WAGES, I DEDUCTED BOTH AMOUNT AND

0046/10 THEY EQUALLED \$1,307.01 DEFERENCE. I ADVISED OWNER THAT

0046/11 IF HE WENT TO AGENT A DEFERENCE AMOUNT OF \$27,000.00 AND AN

0046/12 OWNER LOANERS CERTIFICATE OF \$1,500, GOOD FOR A YEAR TOWARDS

0046/13 THE NEXT NEW PURCHASE OR LEASE, THEN HE WOULD HAVE A SETTLEMENT.

0046/14

0046/15 <<<CHIME>>

NUM: 8047C DATE: 7/30/88 TIME: 09:16

0047/ 1 CUN'T.....

0047/ 2

0047/ 3 [REDACTED] WANT OVER THE PROCEEDS FROM THESE AND CLAIMS IF

0047/ 4 WE COULD WORK IN THE G.M. CARD INSTANCES INTO THE OTHER,

0047/ 5 WE WOULD HAVE A DEAL.

0047/ 6

0047/ 7 I ADVISED OWNER THAT I POSSIBLY COULD DO THAT BUT SINCE I

0047/ 8 WAS UNFAMILIAR WITH G.M. CARD I MIGHT HAVE TO CONTACT THEM

0047/ 9 ABOUT BECAUSE [REDACTED] CLAIMS HE CANCELED G.M. CARD EARLIER

0047/10 AND IT WAS DETERMINED THAT HIS OLD ACCOUNT WAS NEVER CANCELED,

0047/11 IT WAS JUST INACTIVE SINCE LAST YEAR.

0047/12

GENERAL COMMENTS

0047/03 OWNER CLAIMS IF HE WERE TO GO FOR A REPLACEMENT, WHAT WOULD

0047/04
0047/05 <<REDACTED>>

NOTE: NOTE DATE: 7/30/98 TIME: 09:18

0048/ 1 CONT'Y....

0048/ 2

0048/ 3 RE HIS SITUATION.

0048/ 4

0048/ 5 I ADVISED OWNER THAT I THOUGHT HE WAS NOT INTERESTED IN THE

0048/ 6 1998 FTD REPLACEMENT THOUGH I NEVER MENTIONED IT TO HIM IN OUR

0048/ 7 CONVERSATIONS.

0048/ 8

0048/ 9 OWNER CLAIMS HE WOULD LIKE TO GIVE HIS WIFE THE OPTION BEFORE

0048/10 TIME.

0048/11

0048/12 I ADVISED OWNER THAT I WILL AGREE TO PROVIDE THE REPLACEMENT

0048/13 VEHICLE AND THAT ALL HE WOULD BE RESPONSIBLE IS THE DIFFERENCE

0048/14

0048/15 <<REDACTED>>

NOTE: NOTE DATE: 7/30/98 TIME: 09:25

0049/ 1 CONT'Y.....

0049/ 2

0049/ 3 IN THE NEW WHICH WAS \$1,289.00. (THE NEW FOR THE '97

0049/ 4 WAS \$44,215.00 AND THE '98 WAS \$45,000) I ADVISED

0049/ 5 [REDACTED] THAT I WOULD COVER TAKE JOB OFFERS IN A 12

0049/ 6 MONTH PERIOD BECAUSE HE DID HAVE THAT OPTION ON THE

0049/ 7 '97 VEHICLE. I ADVISED OWNER THAT THERE WERE TWO

0049/ 8 OPTIONS: OPTION ONE: THE '98 HONDA FOURDOOR COUP

0049/ 9 REPLACEMENT WHICH WOULD COST HIM ON THE DIFFERENCE

0049/10 IN NEW, (WHICH WAS NO MORE THAN \$1,000.00) OR

0049/11 OPTION TWO: THE DIFFERENCE ON THE TOTALLED

0049/12 VEHICLE OF THE AMOUNT OF \$37,000.00 AND AN OWNER

0049/13 LOYALTY CREDIT OF \$3,000.00.

0049/14

0049/15 <<REDACTED>>

NOTE: NOTE DATE: 7/30/98 TIME: 09:29

0050/ 1 CONT'Y.....

0050/ 2

0050/ 3 OWNER WANTS S.E WITH INFORMATION AS HE RECEIVED FROM

0050/ 4 ALL THE TIME.

0050/ 5

0050/ 6 AFTER RECEIVING HIS NEW TRUCK, I COULD NOT RECEIVE THE

0050/ 7 OPTION OF AGREEMENT FOR THE S.E CARD HANDLING WITH THE

0050/ 8 REPUBLICAN BANK [REDACTED] WOULD BE RESPONSIBLE

0050/ 9 COMPENSATION FOR THE SITUATION. I ADVISED HIM THAT I COULD

0050/10 APPLY FOR S.E CARD HANDLING IF HE COULD HANDLE THE OWNER

0050/11 LOYALTY CREDIT TO \$1,000. \$2,000 LESS THAN MY

0050/12 ORIGINAL OFFER.

GENERAL COMMENTS

0001/13

0001/14 <<SECRET>>

USER: R007R DATE: 7/20/98 TIME: 08:33

0001/ 1 CON'T.....

0001/ 2

0001/ 3 OWNER FIRST CLAIMS THAT HE WAS OFFERED TO GO FOR THE
 0001/ 4 REPOSSESSION, OWNER WAS OFFERED WHEN I ADVISED HIM THAT
 0001/ 5 I COULD NOT PROCEED THE REPOSSESSION AMOUNT OF \$27,580.98
 0001/ 6 AND AND OTHER LOCALTY CERTIFICATES OF \$2,500 AND THE
 0001/ 7 S.M CARD HANDLING OF \$1,783.41. I ADVISED OWNER THAT THIS
 0001/ 8 IS WELL OVER THE AMOUNTS HE ACTUALLY PAID FOR THE VEHICLE.
 0001/ 9 OWNER WAS OFFERED AND HE BOKE WHAT OVER THE BETTER FIRM AND
 0001/10 DETAILS OVER AGAIN. OWNER CLAIMS I WENT BACK ON MY PROMISE
 0001/11 I MADE TO HIM.

0001/12

0001/13 I ADVISED OWNER THAT I WAS WORKING VERY HARD WITH HIM AND

0001/14

0001/15 <<SECRET>>

USER: R007R DATE: 7/20/98 TIME: 08:33

0002/ 1 CON'T.....

0002/ 2

0002/ 3 I HAVE COME OVER AND REVIEWED NORMAL NEGOTIATING BECAUSE
 0002/ 4 FIRST OF ALL HE HAS BEEN IN A SEVERAL VEHICLES, AS A GOODWILL
 0002/ 5 GESTURE, FOR OVER TWO MONTHS, I HAVE INQUIRED COVERING HIM
 0002/ 6 TRAIL IN THE HILL WHICH IS NOT SUFFICIENT DONE AND I HAVE
 0002/ 7 OFFERED A GOODWILL OWNER LOCALTY CERTIFICATES WHICH IS AN
 0002/ 8 INCENTIVE OFFER ON MY BEHALF.

0002/ 9

0002/10 OWNER WANT OVER NOW ALL THE OFFERINGS I HAVE MADE AND
 0002/11 REQUESTED THE ACTUAL REPOSSESSION. OWNER CLAIMS THAT TO
 0002/12 SUFFER THE REAL LOSS AND FOR ALL HE WOULD TAKE THE
 0002/13 \$27,580.98 CHECK, THE CERTIFICATES FOR \$2,500.00 AND ASKED
 0002/14
 0002/15 <<SECRET>>

USER: R007R DATE: 7/20/98 TIME: 08:43

0003/ 1 CON'T.....

0003/ 2

0003/ 3 TELL ME "EXACT" THE S.M CARD HANDLING AMOUNT ONLY OF
 0003/ 4 \$1,783.41 WHICH IS \$1,478.71
 0003/ 5
 0003/ 6 I ADVISED OWNER THAT I WOULD REVIEW HIS REQUEST AND ASKED
 0003/ 7 IF I COULD PROCEED THE \$1,478.71, HOW WOULD HE LIKE THAT?
 0003/ 8 (INCLUDED IN THE CHECK OR CERTIFICATES?)

0003/ 9

0003/10 OWNER CLAIMS IT DID NOT MATTER.

0003/11

0003/12 AFTER REVIEWING OWNER FILE AGAIN THE ABOVE ACCOUNTS WERE
 0003/13 AS FOLLOWS:

GENERAL COMMENTS

0000/14

0000/15 <<CHECK>>

USER: M007R DATE: 7/30/98 TIME: 09:48

0000/ 1 CONT'D.....

0000/ 2

0000/ 3 \$37,500.00 REIMBURSEMENT CHECK

0000/ 4 \$ 2,500.00 OWNER LOYALTY

0000/ 5 \$ 1,475.00 (REIMBURSEMENT AMOUNT PAID BY OWNER FROM G.M. CARD BALANCE)

0000/ 6

0000/ 7 \$42,525.00

0000/ 8

0000/ 9 I CONTACTED OWNER AND ADVISED THAT I WAS HAPPY THAT I CAN ACCRY

0000/10 HIS REQUESTS BUT I WOULD APPLY THE FINAL AMOUNT IN THIS FASHION:

0000/11 A REIMBURSEMENT CHECK OF \$37,500.00 (A CHECK LESS THAN \$1,000 WARE

0000/12 FURNITURE), AND AN LOYALTY CERTIFICATE OF \$4,000.00, WHICH MAKES A

0000/13 TOTAL OF \$42,500.00.

0000/14

0000/15 <<CHECK>>

USER: M007R DATE: 7/30/98 TIME: 10:00

0000/ 1 CONT'D.....

0000/ 2

0000/ 3 [REDACTED] STATED OWNER INTERVIEWED WITH OFFER SENT TO HIS SISTER, HE

0000/ 4 REQUESTED AN ACTION ON THE DAMAGED LICENSE PLATE ON THE TORNADO

0000/ 5 VEHICLE, WHICH HE CLAIMS IS ABOUT \$100 IN NEW JERSEY.

0000/ 6

0000/ 7 I ADVISED OWNER THAT MY FINAL OFFER IN CONSIDERATION OF ALL THE

0000/ 8 FACTORS, WOULD BE \$38,000.00 AND \$4,000.00 IN AN OWNER LOYALTY

0000/ 9 CERTIFICATE. I INCREASED THE AMOUNT FROM \$100 FOR THE ABOVE

0000/10 MENTIONED DAMAGED LICENSE PLATE. I ADVISED OWNER THAT I WOULD FAX

0000/11 HIM THE RELEASE FOR HIS REVIEW.

0000/12

0000/13 I FOUND THE RELEASE OF CLAIM NOT INCLUDING PROPERTY DAMAGE .

0000/14

0000/15 <<CHECK>>

USER: M007R DATE: 7/30/98 TIME: 10:15

0000/ 1 CONT'D.....

0000/ 2

0000/ 3 OWNER CHALLENGED OFFER THAT OVER THE RELEASE OF CLAIM FROM

0000/ 4 [REDACTED] CLAIM IN GENERAL DOES INCLUDE MERCH IN CLAIMS

0000/ 5 WOULD NOT HOLD G.M. RESPONSIBLE FOR DAMAGES IN FURNITURE

0000/ 6 MENTIONED IN HIS WRITTEN LETTERS.

0000/ 7

0000/ 8 I ADVISED OWNER THAT THE RELEASE DOES NOT INCLUDE PROPERTY

0000/ 9 DAMAGE SENT FROM NEWARK G.M. FROM PERSONAL INJURY. I ADVISED

0000/10 OWNER THAT THIS RELEASE OF CLAIM IS STANDARD AND MUST BE

0000/11 SIGNED IN ORDER FOR US TO SETTLE, OWNER SAYS I MUST FORWARD

0000/12 THE LETTER FROM TO OUR THIRD PARTY INSURANCE, ETC.

0000/13

GENERAL COMMENTS

0000/04 <<WORK>>

0000/01 WORK DATE: 7/28/98 TIME: 10:13

0000/02 1 CONF'.....

0000/03

0000/04 I ADVISED OWNER THAT I HAVE WORKED VERY HARD WITH HIM OVER THE

0000/05 LAST TWO WEEKS AND I HAVE RECEIVED MY ACKNOWLEDGEMENT TO SATISFY

0000/06 HIM. I ADVISED [REDACTED] THAT CANNOT AND WILL NOT ALTER THE

0000/07 INFORMATION IN THE RELEASE.

0000/08

0000/09 [REDACTED] CONTINUED TO BE UPSET AND GAVE ME HIS IMMEDIATE

0000/10 OP OF THE RELEASE. HE EVENTUALLY INQUIRED ON SPEAKING TO HIS

0000/11 SUPERVISOR FOR HE WAS NOT HAPPY WITH WORKING THE SCHEDULE.

0000/12

0000/13 I ADVISED [REDACTED] I WOULD REVIEW INFORMATION AND SOMEONE WOULD

0000/14 CONTACT HIM.

0000/15

0000/16 BAKER PERSON/7.A.1.2 K4178

0000/01 WORK DATE: 7/30/98 TIME: 11:07

0000/02 I SPEAK TO [REDACTED] 7-28 AS A SUPERVISOR CALL. [REDACTED] REQUESTED

0000/03 CONSIDER WITH FIRE [REDACTED] STATED THAT HE HAD APPLIED TO THE

0000/04 SUPERVISOR AMOUNT OF \$20,000 AND AN OWNER LOYALTY CERTIFICATE OF

0000/05 \$4000 IN CONSIDERATION OF THE VEHICLE ONLY. [REDACTED] CLAIMS THAT

0000/06 HE ALSO HAS BILLS TOTALING ALMOST \$7000 FOR CLEANING THE MOTOR

0000/07 AND THE DRIVEWAY DUE TO THE FIRE DAMAGE. [REDACTED] STATED THAT

0000/08 ALSO HE WOULD LIKE \$10,000 DUE TO HIS WIFE'S EMOTIONAL TRAUMA.

0000/09 [REDACTED] CLAIMS THAT THE RELEASE SPECIFICS THAT HE CANNOT FILE

0000/10 ANY ADDITIONAL CLAIMS AGAINST CADILLAC, INCLUDING PERSONAL INJURY

0000/11 AND PROPERTY DAMAGE.

0000/12

0000/13 I ADVISED THE OWNER THAT WE ARE NOT HANDLING THE PROPERTY DAMAGE

0000/14 CLAIM AND THIS WOULD NEED TO BE HANDLED BY HIS, OUR THIRD PARTY

0000/15 ADMINISTRATOR. I ADVISED [REDACTED] THAT HE IS NOT PERMITTED FROM

0000/16

WORK...

0000/01 WORK DATE: 7/30/98 TIME: 11:12

0000/02 1 ...CONF

0000/03 SPEAKING REARRANGEMENT FROM HIS AS THE PROPERTY DAMAGE CLAIMS AND

0000/04 BEEN ELIMINATED FROM THE RELEASE OF CLAIM. I ADVISED THE OWNER THAT

0000/05 THE RELEASE OF CLAIM IS RELIEVING CADILLAC FROM ANY POSSIBLE FUTURE

0000/06 INJURY CLAIMS AND NOT PROPERTY DAMAGE. I ADVISED OWNER THAT IN

0000/07 REFERENCE TO THE \$10,000 EMOTIONAL TRAUMA CLAIM, THAT IS AN UNREASONABLE

0000/08 AMOUNT THAT HE APPARENTLY HAD FLOORED FROM THE AIR AND THIS WILL NOT

0000/09 BE PAID BY EITHER CADILLAC OR HIS, OUR THIRD PARTY ADMINISTRATOR,

0000/10 I ADVISED OWNER THAT IN REVERSING SUCH A CLAIM, WE WOULD NEED SOME

0000/11 TYPE OF RECEIPTS FOR MEDICAL CARE OF SOME KIND, OR LAST WEEKS DUE

0000/12 TO TIME OFF WORK. I ADVISED OWNER THAT IT HAS TO BE SOMETHING

0000/13 QUANTIFIABLE AND CANNOT JUST BE AN AMOUNT THAT HE HAS COME UP WITH

0000/14 OFF THE TOP OF HIS HEAD.

0000/15

GENERAL COMMENTS

NONE...

0000/10

TIME: 0000 DATE: 7/30/98 TIME: 11:25

0000/1 ...CONT

0000/2 I ADVISED OWNER THAT WE COULD NOT TAKE OUT THE PERSONAL INJURY
 0000/3 CLAIM OUT OF THE RELEASE. I ADVISED OWNER THAT IF HE DID THAT,
 0000/4 THEN HE WOULD ONLY BE RELINQUISHING US FROM THE VEHICLE CLAIM ITSELF
 0000/5 WHICH WE ARE PUTTING BACK THROUGH DO NOT HAVE TO WORRY ABOUT
 0000/6 ANYWAY. I ADVISED OWNER THAT THIS IS A STANDARD ON-LINE APPROVED
 0000/7 RELEASE FORM AND THIS FORM MUST BE SIGNED IN ORDER TO GET BACK
 0000/8 HIS VEHICLE.
 0000/9
 0000/10 THE OWNER STATED THAT HE WOULD LIKE TO MAKE CHANGES IN THE RELEASE
 0000/11 FORM AND GET TO ME THE AMOUNTS UNDER WHICH HE WOULD SIGN THE
 0000/12 RELEASE. THE OWNER STATED THAT HE COULD NOT SIGN THE RELEASE OR
 0000/13 CLAIM FORM AS IT STANDS. THE OWNER STATED THAT IF ALL WE WERE GIVING
 0000/14 HIM WAS JUST FOR THE VEHICLE REPAIRS, THEN THAT IS ALL THAT THE
 0000/15 NONE...

TIME: 0000 DATE: 7/30/98 TIME: 11:32

0000/1 ...CONT

0000/2 RELEASE OF CLAIM SHOULD COVER. THE OWNER STATED THAT HE WISH
 0000/3 I WERE INSURE IN ASKING HIM TO SIGN THIS. THE OWNER ADVISED THAT HE
 0000/4 FEEL THAT WE WERE JUDGING ON THE ORIGINAL AGREEMENT AS HE HAD BEEN
 0000/5 ADVISED THAT HE COULD SIGN THE PROPERTY DAMAGE CLAIM AND THE FRAMES
 0000/6 CLAIM THROUGH THIS, AND NOW HE IS BEING ASKED TO SIGN OFF ON THE
 0000/7 FRAMES CLAIM AND THE PROPERTY DAMAGE CLAIM.
 0000/8
 0000/9 I ADVISED OWNER OWNER ASKING THAT WE ARE NOW INCLUDING THE PROPERTY
 0000/10 DAMAGE CLAIM IN THE RELEASE FORM SO HE IS FROM TO PURSUE THAT
 0000/11 AVERAGE WITH THIS. I ADVISED OWNER THAT I DID NOT WANT TO ARGUE
 0000/12 WHO INFORMATION WAS CORRECT IN THIS INSTANCE. I ADVISED OWNER
 0000/13 THAT OUR INTENT WAS NOT TO PREVENT HIM FROM SEEKING REIMBURSEMENT
 0000/14 FROM THIS. OF WHICH HE WAS WELL AWARE.
 0000/15 NONE...

TIME: 0000 DATE: 7/30/98 TIME: 11:39

0000/1 ...CONT

0000/2 I ADVISED OWNER THAT AS TO THE INJURY CLAIM, WE ARE ASKING HIM
 0000/3 TO RELEASE US FROM THIS AS EITHER COUNCILOR FOR THIS WOULD BE
 0000/4 PAYING THE MEDICAL THIRD CLAIM AND WE DO NOT WANT FUTURE
 0000/5 CLAIM ARISING FOR PERSONAL INJURY. I ADVISED OWNER THAT THIS
 0000/6 WAS ONE OF THE REASONING FOR OFFERING TO REIMBURSE HIM
 0000/7 VEHICLE. I ALSO POINTED OUT TO THE OWNER THAT WHEN HE WAS RECEIVING
 0000/8 FOR THE REPAIRS HE WAS NOW SIGN OFF AS IT WAS BASICALLY THE
 0000/9 PRICE HE HAD PREVIOUSLY PAID FOR THE VEHICLE IN BODEN ACO.
 0000/10
 0000/11 THE OWNER STATED THAT HE AGREED THAT IT WAS A GOOD PRICE FOR THE
 0000/12 VEHICLE AND HE WOULD NOT HAVE ANY PROBLEMS SIGNING OFF IN THE RELEASE
 0000/13 OF CLAIM SPECIFIED THAT IT WAS ONLY FOR THE VEHICLE CLAIM AND DID
 0000/14 NOT INCLUDE INJURY OR PROPERTY DAMAGE. THE OWNER POINTED OUT THAT

CENTRAL DOCUMENTS

WORK..

0002/12

0002 DATE: 7/30/82 TIME: 11:30

0002/ 1 ...CONT

0002/ 2 HE HAD BEEN WORKING WITH BANKS FOR ALMOST TWO MONTHS NOW AND JUST
0002/ 3 WANTED TO COME TO A RESOLUTION.

0002/ 4

0002/ 5 I ADVISED [REDACTED] THAT BANKS HAD MADE A GOOD FAITH EFFORT TO
0002/ 6 SETTLE WITH HIM AND BY THE NEW CHRISTIAN BANKS' STATE THAT
0002/ 7 A SETTLEMENT HAD NOT YET BEEN REACHED. I ADVISED THE OWNER
0002/ 8 THAT WE WERE TRYING OUR BEST TO SETTLE HIM WHILE ALSO
0002/ 9 FULFILLING OUR OBLIGATIONS IN THAT WE DO NOT WANT TO SEE FUTURE
0002/10 LITIGATION BASED ON THIS INCIDENT. I ADVISED MR. LOCK THAT I
0002/11 WAS SORRY BUT THAT HE COULD NOT CHANGE THE POLICIES OF CLARK
0002/12 AS HE WISHED. I ADVISED MR. LOCK THAT IN THIS EVENT WHERE WE
0002/13 CANNOT SETTLE, WE WOULD SEND OUR FILM TO HIS AND HE WOULD NEED
0002/14 TO BE IN CONTACT WITH THEM.

0002/15

WORK...

0003 DATE: 7/30/82 TIME: 11:52

0003/ 1 ...CONT

0003/ 2 THE OWNER STATED THAT HE DID NOT KNOW WHY THE FILM HAD NOT ALREADY
0003/ 3 BEEN FORWARDED. THE OWNER STATED THAT HE WAS "BACK TO SQUARE ONE"
0003/ 4 AND HE WOULD HAVE TO NEGOTIATE FOR ANOTHER COUPLE OF MONTHS.
0003/ 5 THE OWNER ALSO STATED THAT HE NEVER WANTED ME TO SAY THAT I WAS
0003/ 6 SUREY AGAIN AS IT "DID NOT MEAN ANYTHING."

0003/ 7

0003/ 8 I ADVISED THE OWNER THAT AS WE WERE NOT GOING TO SETTLE, I WOULD
0003/ 9 FORWARD THE FILM TO HIS AND ADVISE HER EAR THAT THE LAST DAY THAT
0003/10 WE WOULD PAY FOR THE RENTAL VEHICLE WOULD BE FRIDAY 7-31. I
0003/11 ADVISED THE OWNER THAT I WOULD LET HIS KNOW TO CONTACT HIM ONCE
0003/12 THEY HAD RECEIVED THE FILM.

0003/13

0003/14 THE OWNER STATED THAT HE WANTED A VIDEOGRAPH OF OUR NEGOTIATIONS.

0003/15

WORK...

0004 DATE: 7/30/82 TIME: 11:54

0004/ 1 ...CONT

0004/ 2 THE OWNER STATED THAT AGAIN HE WERE DISCUSSING ON OUR DEAL AS HE
0004/ 3 HAD BEEN ADVISED PREVIOUSLY THAT HE COULD RENT THE RENTAL VEHICLE
0004/ 4 8-10.

0004/ 5

0004/ 6 I ADVISED OWNER THAT THIS WAS PART OF OUR RECOMMENDATION OFFER AND AS
0004/ 7 HE HAD NOT ACCEPTED HE WOULD NEED TO TURN THE VEHICLE IN 7-31.
0004/ 8 I ADVISED OWNER THAT I WAS NOT VIDEOGRAPHING OUR TELEPHONE CALLS
0004/ 9 AND THEREFORE COULD NOT SEND HIM A TAPE. I ADVISED OWNER THAT
0004/10 THE FILM WOULD BE FORWARDED TO HIS TODAY AND HIS DEAR WOULD ALSO
0004/11 BE CONTACTED TODAY. THE OWNER STATED THAT HE WOULD TALK TO
0004/12 THE PRESIDENT AND WOULD USE CALL.

0004/13

0004/14 LATER RECAP FOR ITEM 2180

GENERAL COMMENTS

MOORE DATE: 8/3/88 TIME: 14:24
0066/ 1 OWNER CONTACTED OFFICE AFTER HE SPOKE TO MY SUPERVISOR.
0066/ 2 LADRA S. 7/13/88. OWNER STATED THIS CADILLAC WAS "STOLEN
0066/ 3 HIM THE NIGHT BEFORE".
0066/ 4
0066/ 5 I ADVISED OWNER THAT I PROVIDED HIM ALL THAT I COULD AND
0066/ 6 COULD NOT MAKE ANY MORE CONSIDERATIONS.
0066/ 7
0066/ 8 OWNER CLAIMS IF I ADDED A SENTENCE TO THE RELEASE STATING,
0066/ 9 "THIS RELEASE OF CLAIM DOES NOT INCLUDE PROPERTY DAMAGE",
0066/10 THEN HE WOULD AGREE TO SIGN IT. I PUT OWNER ON HOLD AND
0066/11 REVIEWED THIS REQUEST WITH TEAM AND ADVISED OWNER THAT I
0066/12 WOULD ADD THIS SENTENCE AND FAX IT OVER.
0066/13
0066/14 <<CHUCK>>

MOORE DATE: 8/3/88 TIME: 14:25
0067/ 1
0067/ 2 I RECEIVED ADJUSTED AMOUNT OF CLAIM THIS MORNING 8/03/88.
0067/ 3
0067/ 4 OWNER CONTACTED OFFICE WANTED TO CONFIRM I RECEIVED THE
0067/ 5 FAX. OWNER ASKED WHEN HE WOULD RECEIVE THE CHECK.
0067/ 6
0067/ 7 I ADVISED OWNER THAT I WOULD BEGIN PROCESSING THE CHECK
0067/ 8 AND THAT OUR DATE OF AUGUST 10TH STILL DOES STAND.
0067/ 9
0067/10 OWNER ASKED WHEN HE TURN IN VEHICLE AT AN ESTABLISHMENT
0067/11 NEAR HIS LOCATION 3 OR 4 MILES AWAY AND THAT THE DEALER
0067/12 COULD FAX AND
0067/13
0067/14
0067/15 <<CHUCK>>

MOORE DATE: 8/3/88 TIME: 14:28
0068/ 1
0068/ 2 COU'T.....
0068/ 3
0068/ 4 HE COULD HAVE IT REPAID AND SENT BACK TO HIM, SAVING HIM A
0068/ 5 TRIP TO THE DEAL.
0068/ 6
0068/ 7 I ADVISED OWNER THAT WELLS IS STEERING TO GO INTO THE DEAL.
0068/ 8 TURN IN GENERAL VEHICLE, SIGN AN OCCASIONAL STATEMENT, AND
0068/ 9 A POWER OF ATTORNEY STATEMENT. I ADVISED HIM THAT I WILL
0068/10 LOOK INTO HIS REQUEST AND GET BACK WITH HIM. I REVIEWED THE
0068/11 REQUEST WITH OWNER WOULD LIKE TO TURN IN THE GENERAL AT ANOTHER
0068/12 LOCATION OTHER THAN THE DEAL AND HAVE THE DEAL SEND HIM THE
0068/13 NECESSARY PAPERWORK. TEAM LEADER CONFIRMED THAT OWNER HAS TO
0068/14
0068/15 <<CHUCK>>

MOORE DATE: 8/3/88 TIME: 14:29

GENERAL COMMENTS

0060/ 1 DON'T.....
0060/ 2
0060/ 3 GO INTO THE DEB TO COMPLETE TRANSACTION.
0060/ 4
0060/ 5 I CONTACTED OWNER AND ADVISED HIM THAT HE WOULD HAVE TO
0060/ 6 GO INTO DEB ON THE MONDAY THE 10TH. I ADVISED OWNER THAT
0060/ 7 I COULD RETURN THAT TIME IF NECESSARY.
0060/ 8
0060/ 9 RAMESH PUNJIB/ P.A.R.T 24179

USER: HOLMC DATE: 8/ 3/98 TIME: 16:18

0070/ 1 I RECEIVED THE TRM FROM RAMESH ON THIS DATE. THIS IS A STRAIGHT
0070/ 2 REPURCHASE WITH CASHBACK TO PAY THE REPURCHASE AMOUNT OF \$28,600
0070/ 3 AND A \$4,000 OWNER LOYALTY CERTIFICATE.
0070/ 4
0070/ 5 RAMESH PROVIDED ME WITH THE RELEASE OF CLAIM SIGNED AND STAMPED
0070/ 6 BY THE OWNER AND THE WORKSHEET. (TRM FORM I DID NOT SEND
0070/ 7 THE OWNER AN OTHER LETTER AS THE VEHICLE HAD ALREADY BEEN ACQUIRED
0070/ 8 UPON)
0070/ 9
0070/10 I OBTAINED THE NECESSARY PAPERWORK (TMS, BMS, WARRANTY HISTORY
0070/11 SALES AGREEMENT..) AND FILLED OUT THE WORKSHEET. I HAVE FILLED
0070/12 OUT THE CHECK REQUEST AND THE OWNER LOYALTY CERTIFICATE REQUEST,
0070/13 AND WILL RETURN FOR SIGNATURES ON THIS DATE.
0070/14
0070/15 MELISSA GALE/PTA

USER: HOOFV DATE: 8/ 4/98 TIME: 11:18

0071/ 1 OWNER CALLED FOR RAMESH. I OFFERED TO TAKE A MESSAGE
0071/ 2 AS RAMESH WAS UNAVAILABLE.
0071/ 3
0071/ 4 OWNER GAVE ME A NEW NUMBER AND ASKED THAT RAMESH CALL HIM
0071/ 5 RIGHT NOW AS IT IS IMPORTANT.
0071/ 6
0071/ 7 CALL [REDACTED]
0071/ 8
0071/ 9 *VMS TO RAMESH
0071/10
0071/11 PAULA VANCOVENEK

USER: HROCO DATE: 8/ 4/98 TIME: 11:57

0072/ 1 OWNER CALLED SURESH RAMESH. I ADVISED HIM THAT RAMESH WAS NOT
0072/ 2 AVAILABLE. WE ASKED HIM IF HE WAS IN DEBT. I TOLD HIM THAT I
0072/ 3 BELIEVE THAT HE IS IN DEBT. OWNER ASKED ME TO LET RAMESH KNOW THAT
0072/ 4 HE HAS CALLED FOR THE SECOND TIME TODAY AND IT IS VERY IMPORTANT.
0072/ 5 [REDACTED]
0072/ 6 ***VMS TO RAMESH***
0072/ 7
0072/ 8 CHRISTINE O'CONNOR X 4378

USER: HROOC DATE: 8/ 4/98 TIME: 14:34

GENERAL COMMENTS

0073/ 1 OWNER CALLED RANNEY RANNEY, R/A.
0073/ 2 OWNER SAID HE WAS CALLED TWICE TODAY AND HAS NOT HEARD BACK FROM
0073/ 3 RANNEY. OWNER INQUIRED IF HE WAS IN THE OFFICE TODAY AND I TOLD HIM
0073/ 4 THAT HE WAS AND WAS UNAVAILABLE AT THE TIME HE CALLED. OWNER WOULD
0073/ 5 LIKE TO BE CALLED BACK AT [REDACTED]
0073/ 6
0073/ 7 VIB TO RANNEY,
0073/ 8
0073/ 9 GLENN LARASTORA
0073/10 244286

USER: HOOFR DATE: 8/ 4/98 TIME: 14:58

0074/ 1 CONTACTED OWNER.
0074/ 2
0074/ 3 OWNER CLAIMS INTERPOLICE HAS BEEN REPERMITION CALLING
0074/ 4 HIM AND THEY CHARGED OVER \$1,000 TO HIS WIFE'S CREDIT
0074/ 5 CARD. OWNER WAS UPSET.
0074/ 6
0074/ 7 I CONTACTED ANNEE HENRIK AT DLR FROM TO CALLING OWNER.
0074/ 8 HE ADVISED ME THAT HE WOULD TAKE CARE OF RENTAL VEHICLE
0074/ 9 AND THESE CHARGES WOULD BE REVERSED.
0074/10
0074/11 I ADVISED OWNER THAT I APOLOGIZED FOR THE ACTIONS OF
0074/12 INTERPOLICE BUT ASSURED HIM THAT HE WOULD NOT BE RESPONSIBLE
0074/13 FOR ANY RENTAL CHARGES.
0074/14
0074/15 RANNEY RANNEY/ P.A.R.T 24179

USER: HOOFR DATE: 8/ 4/98 TIME: 15:23

0075/ 1 PRESENTLY I AM FORWARDING THE FILE TO HHS FOR
0075/ 2 FURTHER INVESTIGATION/ INVOLVEMENT. FILE DOES
0075/ 3 CONTAIN SIGNED COPY OF NOTICED RELEASE.
0075/ 4
0075/ 5 RANNEY RANNEY/ P.A.R.T 24179

1997 CRD WLD 4 DR.
 1G6EL12Y9V0610911
 STANDARD 8 SLVR 29872H 2
 20.00 03-03-1997 15 A
 CHATHAM NJ
 1

I, THE SELLER OF THIS VEHICLE, HEREBY CERTIFY THAT THE INFORMATION ON THIS DOCUMENT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

I298581

C. Richard Kamin

State of New Jersey
DIVISION OF MOTOR VEHICLES



VIN: _____
 MAKE: _____
 MODEL: _____
 YEAR: _____
 COLOR: _____
 TITLE: _____
 TAX: _____

AB MR970620397

↑ FILE AND SIGN AT PURCHASER ↑

THIS IS A RECEIPT DOCUMENT ONLY
 VIN: 1G6EL12Y9V0610911 MILEAGE: 15 A DUP: STATUS:
 CRD 1997 4 DR. WLD SLVR 8 AXLE: 2 DEALER ID: 29872H
 CHATHAM NJ
 AB MR970620397 20.00 I STANDARD
 TOTAL : 20.00
 I 298581

1997 CAD ELD 2 DR.

TYPE OF TAX: COLLECTION
 PERCENT: 0
 MILEAGE: EL
 RATE: 2
 20.00 07-18-1997 15 A

[REDACTED]
 CERTAIN [REDACTED]

PLATE NUMBER
 PLATE TYPE
 LICENSE
 SALES TAX
 SALES TAX RATE
 SALES TAX AMOUNT
 TOTAL TAX
 1

STATE OF NEW JERSEY DEPARTMENT OF TREASURY AND REVENUE
 DIVISION OF MOTOR VEHICLES

J588801

R. Richard Kamin

State of New Jersey
 DIVISION OF MOTOR VEHICLES



REGISTRATION
 SALES TAX
 LICENSE
 SALES TAX
 TOTAL

88 80971990063

↑ FOLD AND TUCK AT PERFORATION ↑

THIS IS A RECEIPT DOCUMENT ONLY

VIN:	1G8K12Y9V0610931	MILEAGE:	15 A DUP:	STATUS:
CAD	1997 2 DR. ELD	EL	8 RATE: 2	
[REDACTED]		TITLE C	:	20.00
[REDACTED]		SALES TAX	:	20.00
[REDACTED]		TOTAL	:	20.00
CERTAIN	BY [REDACTED]			
[REDACTED]		20.00 C COLLECTION		

J588801

ASTROCARE FIRE AND WATER RESTORATION, INC.
50 South Center St., Suite 12
Orange, New Jersey 07050
(973) 677-1234
Fax-(973) 677-2203
06/05/98

Client: [REDACTED]
Address: [REDACTED]
Chatham Township, NJ [REDACTED]

Res. Ph: [REDACTED]

Estimator: Wendy Grisea

Bus. Ph: (973) 677-1234 Ext: 237
Fax: (973) 677-2203

Reference: Steve Cogdill
Adjuster
Company: Great American
Address: P O Box 755
Andover, NJ 07921

Bus. Ph: (973) 579-0057
Fax: (973) 579-3484

Estimate: [REDACTED]

File Number: 409235397

Dear Steve,

Attached is our revised estimate for the cleaning, painting and pressure washing needed at the Lock's home. We have included the pressure washing of the short side of the house up to the roofline. The painting work is for the soffit down. Please advise us to the status of the job as soon as know.

Should you have any questions, please do not hesitate to call.

Wendy Grisea
Wendy Grisea

ASTROCARE FIRE AND WATER RESTORATION, INC.

06/01/98 Page:2

Building Cleaning

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Room: Garage				
704 SF Walls	480 SF Ceiling	2,184 SF Walls & Ceiling		
480 SF Floor	61 SF Flooring	88 LF Floor Perimeter		
192 SF Long Wall	180 SF Short Wall	88 LF Ceil. Perimeter		
Clean the walls & ceiling - Heavy	2,184 SF *		0.14=	168.76
Clean window - 1/2	1 EA *		3.00=	3.00
Clean door opening	1 EA *		4.00=	4.00
Clean garage overhead door & hardware	2 EA *		16.00=	16.00
Clean light fixture	2 EA *		2.00=	4.00
Clean concrete on the floor	480 SF *		0.18=	86.40
Clean pipes and wires	1 LB *		20.00=	20.00
Clean and deodorise exterior of ducts	1 LB *		15.00=	15.00
Clean shelving - built in	24 LF *		1.00=	24.00
Paint/seal masonry	480 SF *		0.43=	201.60
Room Total: Garage				589.76

ASTROCARE FIRE AND WATER RESTORATION, INC.

08/05/93 Page:1

Room: Recreation Room
 Subroom 1: Stairwell

913 SF Walls
 452 SF Floor
 304 SF Long Wall

452 SF Ceiling
 18 SF Flooring
 153 SF Short Wall

Length: 26'0" x 12'0" x 8'0"
 Width: 12'0" x 3'0" x 8'0"
 1,364 SF Walls & Ceiling
 114 LF Floor Perimeter
 114 LF Cell. Perimeter

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean acoustic ceiling tile	452 SF @		0.33=	149.76
Clean paneling	913 SF @		0.15=	136.95
Clean window - 1/1	1 EA @		3.00=	3.00
Clean door opening	2 EA @		4.00=	8.00
Clean light fixture - fluorescent	3 EA @		8.00=	24.00
Clean spot lights	3 EA @		6.00=	18.00
Clean floor - vinyl sheet goods	452 SF @		0.18=	81.36
Scum clean carpeted steps	13 EA @		3.00=	39.00

Room Total: Recreation Room 360.92

Room: Bath

224 SF Walls
 49 SF Floor
 98 SF Long Wall

49 SF Ceiling
 6 SF Flooring
 94 SF Short Wall

Length: 7'0" x 7'0" x 8'0"
 373 SF Walls & Ceiling
 38 LF Floor Perimeter
 28 LF Cell. Perimeter

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean acoustic ceiling tile	49 SF @		0.13=	6.37
Clean paneling	113 SF @		0.12=	13.56
Clean wallpaper	113 SF @		0.12=	13.56
Clean window - 1/1	1 EA @		1.00=	1.00

ASTROCARE FIRE AND WATER RESTORATION, INC.

06/05/98 Page:14

DESCRIPTION	Continued - Bath UNITS	REMOVE	REPLACE	TOTAL
Clean door opening	1 EA @		4.00=	4.00
Clean light fixture	1 EA @		4.00=	4.00
Clean floor - vinyl sheet goods	49 SF @		0.15=	7.35
Clean vanity - faucets only	1 EA @		8.00=	8.00
Clean bathroom fixtures	2 EA @		6.00=	12.00
Clean medicine cabinet	1 EA @		4.00=	4.00
Room Total: Bath				78.58

Room: Laundry Room

576 SF Walls

288 SF Floor

192 SF Long Wall

Room: 24'0" x 12'0" x 8'0"

264 SF Walls & Ceiling

72 LF Floor Perimeter

72 LF Ceil. Perimeter

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean the ceiling - wood - vaporizer only	264 SF @		0.15=	39.60
Clean the long wall	192 SF @		0.10=	19.20
Clean masonry on part of the walls	264 SF @		0.10=	26.40
Clean window - 1/2	1 EA @		3.00=	3.00
Clean door opening	1 EA @		4.00=	4.00
Clean light fixtures - fluorescent	3 EA @		8.00=	24.00
Clean concrete on the floor	288 SF @		0.15=	43.20

ASTROCARE FIRE AND WATER RESTORATION, INC.

06/02/98 Page:1

Continued - Laundry Room

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean pipes and wires	1 LB @		20.00=	20.00
Room Total: Laundry Room				186.36

Room: Floors Only

Subroom 1: Kitchen	LOCKER:	17'8" x	11'9" x	8'0"
Subroom 2: Back Hallway	LOCKER:	16'0" x	6'0" x	8'0"
Subroom 3: Den	LOCKER:	16'2" x	15'2" x	8'0"
Subroom 4: Foyer	LOCKER:	15'2" x	7'8" x	8'0"
Subroom 5: Foyer Offset	LOCKER:	7'6" x	4'8" x	8'0"
1,888 SF Walls	698 SF Ceiling		2,586 SF Walls & Ceiling	
698 SF Floor	88 SF Flooring		339 LF Floor Perimeter	
560 SF Long Wall	373 SF Short Wall		219 LF Ceil. Perimeter	

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Steam clean carpet	541 SF @		0.25=	135.25
Clean floor	157 SF @		0.18=	28.26
Room Total: Floors Only				163.51
Area Total: Building Cleaning				1,349.17

Contents Cleaning

Room: Garage

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean misc. contents	1 LB @		50.00=	50.0
Room Total: Garage				50.0

ASTROCARE FIRE AND WATER RESTORATION, INC.

06/02/98 Page 16

Room: Recreation Room
Subroom 1: Stairwell

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Steam clean sofa	1 EA @		65.00=	65.00
Steam clean arm chair	1 EA @		24.00=	24.00
Clean stereo system - console	1 EA @		12.00=	12.00
Leather clean chair	1 EA @		12.00=	12.00
Clean table	2 EA @		6.00=	12.00
Clean ping pong table	1 EA @		15.00=	15.00
Clean television	1 EA @		3.00=	3.00
Clean bookcase	1 EA @		15.00=	15.00
Clean bookcase contents	1 LB @		30.00=	30.00
Clean wall objects	1 LB @		20.00=	20.00
Room Total: Recreation Room				206.00

Room: Laundry Room

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Clean washer - exterior	1 EA @		8.00=	8.00
Clean dryer - exterior	1 EA @		8.00=	8.00
Clean misc. contents	1 LB @		55.00=	55.00
Room Total: Laundry Room				71.00

ASTROCARE FIRE AND WATER RESTORATION, INC.

06/02/88 Page 17

Area Total: Contacts: Cleaning

399.00

Room: Exterior Of Home

1,440 SF Walls

0 SF Floor

720 SF Long Wall

0 SF Ceiling

0 SF Flooring

0 SF Short Wall

Leads: 30'0" x 8'0" x 24'0"

1,440 SF Walls & Ceiling

60 LF Floor Perimeter

60 LF Ceil. Perimeter

DESCRIPTION	UNITS	REMOVE	REPLACE	TOTAL
Pressure Washing heated unit with degreasing detergent.	1,440 EA	0	0.25	360.00
Clean soffit - wood	30 SF	0	0.75	22.50
Clean Garage Doors	3 EA	0	16.00	48.00
Paint single garage door opening and trim	2 EA	0	35.85	71.70
Scrape the surface area & prep for paint	2.5 LR	0	34.80	87.50
Sand wood	30 SF	0	3.45	103.50
Paint exterior soffit - wood	30 SF	0	1.55	46.50
Acid wash exterior front steps	6 EA	0	6.60	39.60
Painting Overhead and profit	1 EA	0	144.00	144.00
Room Total: Exterior Of Home				1,291.20
Line Item Subtotal:				2,992.40

ASTROCORE FIRE AND WATER RESTORATION, INC.

06/06/88 Page: 6

Summary

Total Line Items			2,983.43
Sales Tax	x	84 x	157.83
Grand Total		2,430.43	<u>3,117.26</u>

Grand Total Areas:

5,754 SF Walls	1,967 SF Ceiling	7,721 SF Walls & Ceiling
1,967 SF Floor	250 SF Flooring	601 SF Floor Perimeter
2,044 SF Long Wall	836 SF Shore Wall	601 SF Ceil. Perimeter

Wendy Grises
Wendy Grises
Representative

ASTROCAVE FIRE AND WATER RESTORATION, INC.

06/05/98 Page: 5

Receipt By Room

Area Totals: Building Cleaning

Room: Garage		989.76	18.914
Room: Recreation Room		380.82	12.289
Room: Bath		78.88	2.664
Room: Laundry Room		186.36	6.304
Room: Floors Only		143.61	5.834

4,214 SF Walls W	1,967 SF Ceiling C	6,281 SF Walls & Ceiling WC
1,967 SF Floor F	250 SF Flooring NY	541 LF Floor Perimeter FY
1,324 SF L Wall LW	836 SF S Wall SW	541 LF Ceil. Perimeter FC

Area Totals: Contents Cleaning

Room: Garage	50.00	1.894
Room: Recreation Room	388.00	7.034
Room: Laundry Room	71.00	2.404
Room: Exterior Of Home	1,281.30	43.304

Summary

Total Line Items			2,889.43
Sales Tax @	6% x	173.30	107.03
Grand Total			<u>3,062.46</u>

ITEM 7

FORM NO. 100 (Rev. 10-15-77) (P&C)

Proposal Page No. of Pages

R. MELLUSI
Paving & Construction
67 Springfield Avenue
BERKELEY HEIGHTS, NJ 07922
(908) 464-6676

PERSON ISSUED TO	DATE
[REDACTED]	6/10/98
[REDACTED]	[REDACTED]
Checked by: H. J. JERRY	DATE
[REDACTED]	[REDACTED]

We hereby accept specifications and estimate, subject to all terms and conditions as set forth on both sides, as follows:

Driveway Construction

Remove existing asphalt surface
Regrade, stone as needed and pave with State
Mix 3 2 1/2" thick

Labor and Material \$3530.00

(Total Amount Bid)

We warrant hereby to furnish material and labor — complete in accordance with above specifications, for the sum of Three thousand five hundred fifty three (3,530.00)

~~PAYABLE ON COMPLETION~~

When this proposal may be withdrawn by or if not accepted within _____ days. R. Mellusi

AGREEMENT: The above plan, specifications and conditions are accepted and are hereby accepted. We are obligated to do the work as specified. Payment will be made as specified above.

Date _____ Signature _____

FORM NO. 100 (Rev. 10-15-77) (P&C)

Item 7.1

SMITH MIDDY CONTRACTORS, INC.

7 HIGHLAND BLVD
ROSELAND, NJ 07068
PHONE 908/997-8973

280 NORTH 14TH STREET
LIMESHAKE, NJ 07036
PHONE 908/276-4914
FAX 908/276-0188

2000-02-01
CREATED BY: JFC
02/01/99

June 1, 1998

[Redacted]
[Redacted]
[Redacted]

As Driveway Contractor

On [Redacted]

We are pleased to submit our proposal with reference to the above location, which includes all labor and material necessary to perform the work listed below:

1. Driveway Dig-out

- Dig-out entire existing asphalt driveway.
- Re-grade entire stone driveway.
- Compact entire stone driveway with power roller and plate compactor.
- Pave entire driveway with 3" of 1-5 FMC hot asphalt mix, and power roll for compaction.
- *Price based on one layer of asphalt.

\$ 4,100.00

Driveway Dig-out 1/2

- Dig-out existing asphalt driveway excluding area from steps down to street.
- Re-grade existing stone driveway.
- Compact existing stone driveway with power roller and plate compactor.
- Tack coat existing asphalt area for proper adhesion of new asphalt to existing asphalt. *Not Acceptable*
- Pave entire driveway with 3" of 1-5 FMC hot asphalt mix, and power roll for compaction. *due to damage on the driveway from the street, up to the top of the driveway and the turn around area*
- *Price based on one layer of asphalt.

\$ 3,200.00

All material is guaranteed to be as specified and the above work to be performed in a substantial workmanlike manner. Payments to be made as follows: 25% due upon completion of the first day of construction and balance due upon day of completion of job.

Thank you for your consideration. We look forward to hearing from you.

Richard Phillips
Richard Phillips
Smith Middy Contractors, Inc.

Accepted by: _____
Date: _____

[REDACTED]
Chatham, NJ 07825
[REDACTED]

June 15, 1998

Mr. Ramez Petrus
Problem Allegation and Resolution Department
Cadillac Customer Information Center
16 East Judson
P. O. Box 436004
Mail Stop 483-616-850
Pontiac, MI 48342-2230

Dear Mr. Petrus:

Re: Reference Number 980025768 (800)458-8086 Fax (248)874-4291

Subject: 1997 Cadillac Eldorado Fire Loss and resulting damages and claims caused by said fire.

Confirming our conversation and based upon my belief that Cadillac will provide a satisfactory settlement of this tragic fire on 5/14/98, I have enclosed, in accordance with your request the following documents:

1. INVESTIGATION REPORT prepared by the Chatham Township Police and Fire Departments.
2. SYNOPSIS OF CADILLAC ELBORADO FIRE ON 5/14/98.
3. The Cadillac Sticker (Label) which was on the 1997 Cadillac Eldorado when delivered, indicating the specifications, extras and dealer price of \$44,214.00, exclusive of sales and luxury taxes.
4. POLKOWITZ Motors Invoice for \$42,758.26 dated 12/10/96, for the 1997 Cadillac Eldorado.

5. Certificate of Title of 3/3/97, which was incorrect, because the Body Type was listed as 4 DR. Certificate of Title of 7/18/97, which corrected the 3/3/97 Certificate of Title to 2 DR.

6. Estimate requested by Steve Cogdill, Adjuster for Great American Insurance Company, with whom we have our homeowner's insurance. The estimate of \$3,117.26 was for "...the cleaning, painting and pressure washing at the Lock's home."

7. Proposals to redo the driveway averaged \$3,825.00.

8. The \$1,500.00 Cadillac Eldorado Loyalty Incentive, which [REDACTED] should have received, because she was a Cadillac Eldorado owner, and was seeking to purchase another Cadillac Eldorado. Please refer to my letter dated January 8, 1997, wherein I requested said Cadillac Eldorado Loyalty Incentive. According to the Cadillac Dealer, Cadillac was experiencing production problems at the factory - labor problems, etc., together with Cadillac's instituting a new distribution system, which was adding to the delays in shipments of Cadillac Eldorados. Although Polkowitz did not state that Cadillac would grant the \$1,500 Loyalty Incentive due to the problems, previously noted, they did say, "Cadillac usually does the right thing." We went to ten Cadillac Dealers, including the largest Buick Cadillac in the world, and no one had anything close to the Cadillac Eldorado [REDACTED] wanted to buy. We believe that Cadillac's position on this was and still bordering on **DECEPTIVE ADVERTISING**.

[REDACTED] has suffered extensive emotional distress and anxiety, because of the burning Cadillac Eldorado in the garage, and the subsequent entry into the burning Cadillac to save the house from burning down. According to both the Chatham Police Department and Chatham Township Fire Department if the Cadillac Eldorado had not been driven out of the garage the house would have burned down.

[REDACTED] still has anxiety about leaving a car parked in the garage at any time, especially overnight. Minimum claim \$10,000.00.

10. [REDACTED] personal property loss due to the fire was a garage door opener.

Mr. Ramon Petrus

6/15/98

Page 3

[REDACTED] should justly receive a new 1998 Cadillac Eldorado with the same equipment, options and colors as the one causing the fire. After all the Cadillac Warranty was for 4 years 50,000 miles, parts and labor. In addition, [REDACTED] should be compensated \$18,442.26, as described above: \$3,117.26, \$3,825.00, \$10,000.00, and \$1,500.00. Said documentation is enclosed.

Thank you.

Yours very truly,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
Chatham, NJ [REDACTED]
[REDACTED]

June 26, 1998

Mr. Ramon Petrus
Problem Allegation and Resolution Department
16 East Judson
P. O. Box 436004
Mail Stop 483-616-850
Pontiac, MI 48342-2230

Dear Mr. Petrus:

Re: Reference Number 980025768 (800)458-8006 Fax (248)874-4291

Subject: 1997 Cadillac Eldorado Fire Loss and resulting damages and claims caused by said fire.

Confirming our conversation today, regarding replacement of our 1997 Cadillac Eldorado, you offered two options as follows: Option 1, You would replace our 1997 Cadillac Eldorado with a new 1998 Cadillac Eldorado with the same equipment and options that were included on the 1997 Cadillac Eldorado; Option 2, You would replace the 1997 Cadillac Eldorado with a new 1999 Cadillac Eldorado with the same equipment and options that were included on the 1997 Cadillac Eldorado. The replacement of the 1997 Cadillac with either the new 1998 or new 1999 Cadillac Eldorado would be at no cost to us.

Of the two choices offered above, our decision is to accept a new 1999 Cadillac Eldorado with the same equipment and options. If the same colors are not available on the 1999 Cadillac, we can make a choice at a later time. Enclosed is the detailed description of the 1997 Cadillac as given onto the window at the time of delivery, along with the invoice from Polkowitz Motors.

Mr. Ramez Petrus

June 26, 1998

Page 2

Would you please confirm your offer of today in the space provided below, and return a signed copy of this letter to us in the enclosed envelope.

Thank you for your cooperation.

Sincerely,

[Redacted signature]

[Redacted address]

This will confirm that I offered [Redacted], on behalf of [Redacted] replacement of the above described 1997 Cadillac with either a new 1998 Cadillac Eldorado or new 1999 Cadillac Eldorado, both with the same equipment and options as [Redacted] 1997 Cadillac Eldorado, at no cost to [Redacted]

Agreed to by Ramez Petrus

Date

Item 4

POLKOWITZ MOTORS

100 NEW JERSEY TURNPIKE
MORRIS PLAZA, MORRIS, NEW JERSEY 07960
Telephone 442-8800



Check Buyer's Order
 New Used
 Cash

Purchaser's Name: [Redacted] Date: 12-10-96
Address: [Redacted] City: Chatham NJ State: NJ Zip: [Redacted]

Make/Model: 1997 Cadillac Eldorado
Body Type: 2dr Silvermist Top No Malberry

IF A CREDIT SALE, FINANCED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

Part of Unit	Applied Expenses Factors
PRICE INCLUDES ALL FEES AND CHARGES FROM MANUFACTURER AND DEALER ANY.	
Options included:	
UPA9	
CPS	
RCS	
UPA	

IF A NEW VEHICLE ONLY . . .
The only warranty applying to this vehicle has been offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, other express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "warranty," lease or upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby agrees to such state. The manufacturer's warranty is not affected by the decision of warranty by the selling dealer.

IF USED VEHICLE PURCHASE AS PROPOSED SET
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "warranty," lease or upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby agrees to such state.

ALL USED VEHICLE SALES INCLUDES WARRANTY
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the purchaser in the event a used vehicle sold and intended to be registered in this State fails to meet these inspection standards for the duration of a certificate of approval due to a defect that is not the result of the purchaser's own use. The undersigned, before entering into this contract to purchase, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of said vehicle.

WARRANTY OF TITLE AND QUIET ENJOYMENT
The undersigned, before entering into this contract to purchase, has been informed of the dealer's obligation to ensure that the vehicle title is clear of all liens and encumbrances and that the dealer has the right to sell the vehicle free of all claims or liens. The undersigned, before entering into this contract to purchase, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of said vehicle.

TOTAL PRICE OF VEHICLE	
License	
Registration	
Weighted Sales Tax	
TOTAL PRICE & CHARGES	35,000.00
U. S. Sales Tax	3,500.00
Registration Fee	100.00
License Fee	100.00
Documentary Fee	200.00
NET PAY-OFF ON TRADE-IN	4,000.00
TOTAL	39,000.00

WORKS IN DESCRIPTION AND ALLOWANCE
Year: 1997 Make: Cadillac
Model: Eldorado
Mileage: [Redacted]
License Status: NJ
Part Trade-in Allowance: [Redacted]
Salesperson: [Redacted]
Address: [Redacted]
Account No.: [Redacted]
Sales Price: [Redacted] Cash Paid: [Redacted]
Purchaser certifies that above stated mileage of [Redacted] on this date of vehicle is accurate.

I hereby agree that this order is the full and entire agreement and any conditions of a contract of the purchase of this vehicle. I understand that this order is subject to the terms of the agreement between Polkowitz Motors and Dealer. THIS ORDER SHALL NOT BECOME BINDING UNLESS ACCOMPANIED BY SIGNATURE OF THE PURCHASER. PURCHASER'S SIGNATURE IS REQUIRED TO BE MADE BY THE PURCHASER OR AN AUTHORIZED REPRESENTATIVE OF THE PURCHASER. THIS ORDER IS NOT VALID UNLESS SIGNED BY THE PURCHASER OR AN AUTHORIZED REPRESENTATIVE OF THE PURCHASER. THIS ORDER IS NOT VALID UNLESS SIGNED BY THE PURCHASER OR AN AUTHORIZED REPRESENTATIVE OF THE PURCHASER.

LOCK V. CADILLAC DIVISION OF GENERAL MOTORS, ET AL

SYNOPSIS OF CADILLAC ELBORADO FIRE 5/14/98

██████████ is ██████████ Husband, ██████████ ██████████
Chatham Township, NJ ██████████. Telephone: ██████████ or ██████████

██████████ purchased, on 12/10/96, a 1997 Cadillac Eldorado from Polkowitz McGuire, The World's Largest Cadillac-Buick Dealer of 233 New Brunswick Avenue, P. O. Box 617, Perth Amboy, NJ 08862. Telephone 908-442-0100 Fax 908-442-1730. Regan McGuire is President of Polkowitz McGuire, which may have recently changed their name to McGuire Polkowitz. Ryan McGuire, the brother of Regan McGuire sold ██████████ the 1997 Cadillac Eldorado.

██████████ 1997 Cadillac Eldorado was described as follows: 2 door, Silvermist color on the outside, and Mulberry leather interior. After delays due to production problems at Cadillac, and their installation of a new distribution system, Polkowitz finally delivered the Cadillac to ██████████ on February 18, 1997. The list price including sales and luxury taxes was \$47,600.74.

The options were as follows:

WA 9 Leather/Lambar Package includes 4 Way Power, Lumbar Support, Leather Seating Area

CF 5 Astrorooft-Express-Open

QC 8 Wheels, Chrome Over Cast Aluminum

UP 2 Radio-Bass Sound System, AM/FM Stereo, Signal Seeking and Scanner, w/Digital Display, Cassette Tape Player, Trunk-Mounted 12-Disc CD/Changer (ETR), and Digital Signal Processing (DSP), w/4 Bose Amplified Speakers.

The TOTAL VEHICLE PRICE, i. e. list, was \$44,216.00, exclusive of Sales Taxes and Luxury Taxes.

The condition of ██████████ 1997 Cadillac as of May 14, 1998, the date of the fire, was immaculate. ██████████ had treated the car like her baby. It had 6,000 miles on it, was washed frequently, and it was always garage kept.

SYNOPSIS OF CADILLAC ELDORADO FIRE #1498

At approximately 7:55am ON 5/14/98, [REDACTED] backed out her 1997 Cadillac Eldorado from the right hand side of a two car garage, which is located as part of the basement of 94 Sunset Drive. [REDACTED] then drove her car down the driveway. She picked up the newspaper, which was in a plastic bag at the end of the driveway. She then put the plastic bag on the floor, behind the driver's seat. She proceeded to turn left out of the driveway, and remembered that she had forgotten to take mail to be dropped into a mail box.

[REDACTED] turned the car around in the street and proceeded up the driveway to the house. She then put the car into the garage, turned off the key to the ignition, and lowered the garage door. [REDACTED] closed the garage door, because there were and still are an abundance of chipmunks and other small animals near the house, who try to get into the house. She just did not want to tempt the animals to come into the house.

Then [REDACTED] went upstairs to the kitchen to pick up the letters for mailing. She then went downstairs to the garage to get into the car and leave. There were approximately two to three minutes of time from when [REDACTED] parked her car in the garage until she returned and opened up the door to the garage.

[REDACTED] smelled smoke and saw the passenger side front of the Cadillac Eldorado on fire with smoke coming out. She pressed the automatic garage door opener, and the garage door opened. She proceeded to back out the car on to the driveway. She threw her purse and letters out of the car to the other side of the garage. [REDACTED] then ran into the house and called 911 on the telephone, which is in the basement. She provided 911 with her name, address and reported that her car was on fire. She hung up the phone, and ran back to the garage and put out the fire burning on the floor of the garage. After extinguishing the fire, she hurried into the house and called the Clatsop Township Police Department again to make sure that she had not been misunderstood the first time she called. They told [REDACTED] that the Fire Department will be there ASAP.

[REDACTED] then went outside her house, by the door off the kitchen, which is on the right hand side of the house, while looking at the front of the house. She waited

SYNOPSIS OF CADILLAC ELDORADO FIRE 2/14/98

there for the Fire Department. She determined that it was much safer for her to be there, instead of near the driveway, on the other side of the house, should the car blow up. The car, which was now in the driveway, had a full tank of gas in it.

Two Police cars came. The two Police Officers had hand held fire extinguishers, but their extinguishers did nothing to curtail the fire.

Then two Fire Department Trucks came. The Firemen pulled hoses up the driveway and extinguished the flames. However, by this time both front tires had blown out, and the air bag(s) had activated. The front windshield was blown out as was the rear window on the driver's side of the car. The heat was so intense that parts of the car became imbedded in the driveway. Fluids from the car were all over the driveway as were parts of the car. Copies of the Police Reports are at the Chatham Township Police Department. One of the Chatham Townships Detectives took Polaroid pictures of the car for [REDACTED], because she was in a state of shock.

The Police Department Officials interviewed [REDACTED] as to what had happened. They saw the site in the garage, where the smoke and fire had started, and the site area where the car burned, which was in the driveway. There was debris all over the driveway down to the bottom of the driveway. Various unknown chemicals had come out of the car onto the driveway. The fire was so intense that parts of the car had adhered to the driveway. The driveway was rained. There was also debris all over the right hand side of the garage. The paint on the overhang of the garage doors blistered due to the intense heat of the fire from the burning Cadillac. Because of the trauma to [REDACTED] she had not noticed the above described damage. The Chatham Township Policeman pointed this out to [REDACTED].

[REDACTED] was the only one home at the time of the fire.

After the Police and Fire Departments left, [REDACTED] called USAA, her automobile insurance company and reported what had happened. She also informed Great American Insurance Company and reported the car fire.

The lower level of the house includes the basement, a two car garage, a recreation room, a half bath, a large storage room, with a washing machine and dryer. Another

SYNOPSIS OF CADILLAC ELDORADO FIRE 5/14/98

room in the basement contains the furnace, air conditioning system and hot water heater. There was smoke through this area. In addition, there was some smoke that went to the second level of the house which includes the center hall, kitchen, half bath, den, living room and dining room.

The firemen brought a fan into the front door of the house, and used it to blow out smoke from the kitchen to the basement to the outside of the house.

After the Police and Fire Departments left [REDACTED] called her husband, who was working out of state. [REDACTED] then called Polkowitz McGuire, the Cadillac Dealer who sold [REDACTED] the car. The Cadillac Dealer said that [REDACTED] should speak with their Service Department, who subsequently instructed [REDACTED] to call the tow company that Polkowitz McGuire uses.

The tow truck came and picked up most of the remains of the car between 3:30 and 4:00pm, that day, namely Thursday, May 14, 1998.

NOTICE TO NEW JERSEY PURCHASERS OR LESSEES OF NEW GENERAL MOTORS VEHICLES

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER NEW JERSEY LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS.

Provisions of New Jersey P.L. 1998, c.123 (n.56:12-29 et seq.).

If the consumer reports a nonconformity to GM or its dealer within the first 18,000 miles or 24 months following the date of original delivery, GM is required to repair the nonconformity within a reasonable number of attempts. It is presumed that a reasonable number of repair attempts is 3 unsuccessful attempts to repair substantially the same nonconformity, or the vehicle is out of operation for 30 or more calendar days, and the nonconformity still exists.

Dealer Representative *[Signature]*

Customer Acknowledgement *[Signature]*

Date: 2-18-97

2/18/97

(M)

NO-L101
408

1997 51719

1276



DATE
01/01/97
VEHICLE IDENTIFICATION NO.
1GCEK12Y9VH610911
BODY TYPE
ELDERADO
MS. MAKE
G.M.
42.9

YEAR
1997
MS. MAKE
G.M.
42.9

RELPO019
ADDRESS
6488702429
NAME
CABILLAC
SALES NUMBER
8792
SALES OFFICER
48137

I, the undersigned, authorized representative of the company, firm or corporation named below, hereby certify that the car vehicle described above is the property of the said company, firm or corporation and is insured in the amount and under the license number indicated in the license number of title.

NAME OF COMPANY, FIRM OR CORPORATION
FELKOWITZ HOLDING
PO BOX 429
PERTH AMBOY

STATE
NJ 88662-0617

23197 88BJC1

I declare under penalty of perjury that the information on this form is true and correct.

THIS VEHICLE IS:
FEDERAL
MEXICAN
SYSTEM

CADILLAC MOTOR CAR DIVISION
GENERAL MOTORS CORPORATION

David E. Taigne

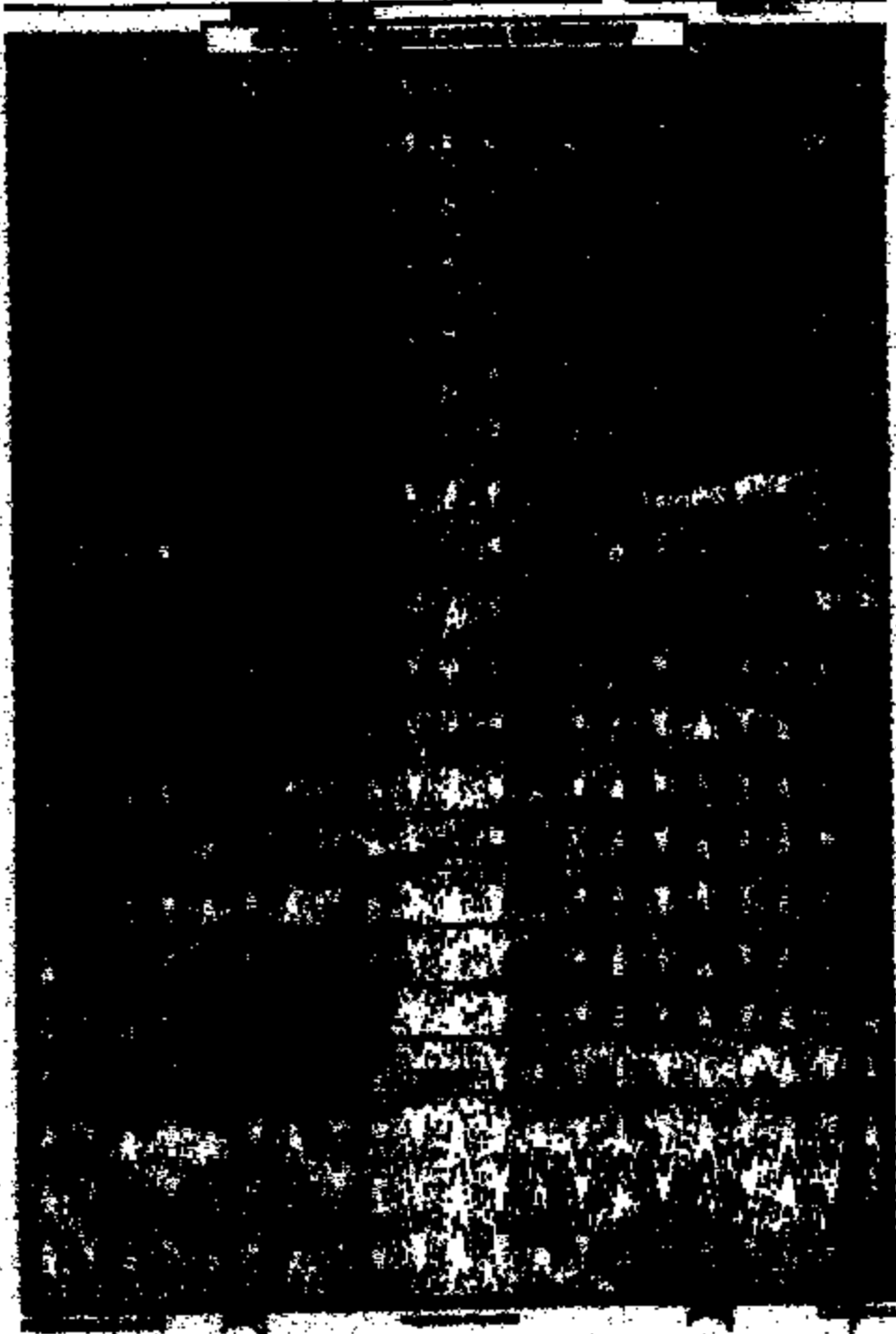
DIRECTOR OF SALES & MARKETING

64394336

HARRIS

MI 48096-8888

David E. Taigne
6/18/99



*** TOTAL PAGE.001 ***

06/18/98 11:32 AM PELIKOMITZ MCHUNE

ATHIDES 2818708610780ACBLRAC07PRT
 1997 ELDERADO /V83
 17U SILVER MIST
 774 MULBERRY LEATHER
 ORDER NO. 888611/8 STOCK NO.
 VIN 1G4 2E18 79 4000911

DRILLED MOTOR CAR DIVISION
 GENERAL MOTORS CORPORATION
 3000 VAN DYKE
 WARREN MI 48090-2300
 800-4-A-MOTORS

MODEL & FACTORY OPTIONS	MSRP	INV AMT	NETREL	DATE
48L57 ELDERADO	37975.00	34745.43	3625.00	INVOICE 01/31/97
CPS AEROSPOOF	1330.00	1017.50		SHIPPED 01/01/97
D98 ACENT STRIPING	70.00	43.75		EXP I/T 02/09/97
SEC CHD SYSTEM FEE - CUSTOM ORDER	0.00	100.00		TRF SENT 02/10/97
F89 FEDERAL EMISSIONS	N/C	N/C		PRC KFF 01/29/97
LDS 4.6 L V8 DOME NORTHSTAR ENGINE	0.00	0.00		MSRP 4857 9810
FXO AUTO TRANSMISSION W/ OVERDRIVE	0.00	0.00		MPT-F BTR OPT-1
008 WHEELS - CHROME OVER CAST ALUMINUM	1198.00	523.00		SALES CHGC - 042
UPS PADD AN-STEREO + AM-STEREO	1510.00	1204.00		CHG-TO 23-197
VK3 LICENSE PLT FRT MOUNT PROVISION	N/C	N/C		SHIP WTS 3795
W49 LEATHER/LINBAR PACKAGE	1223.00	1007.50		HPI 42.0
17U SILVER MIST	0.00	0.00		DANI RENE
774 MULBERRY LEATHER	0.00	0.00		MSRP 2177.50



2/5 off Truck
2/6 load in office

FINANCED
 FEB 1 1997
 1234567890

23456

41,355

TOTAL MODEL & OPTIONS	4881.00	39159.00	ADT 231	38808.00
DESTINATION CHARGE	68.00	422.00	HCB 261	1004.00
DEALER ADVERTISING		408.51	ADV 68A	485.51

TOTAL 44814.00 40093.51 PAY 810 40093.51
 MENDI TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 38974.10

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

05/16/98 THE LEASE TERM IS 36 MONTHS

Documentary Fee 100.00		Address: _____ Account No.: _____ Info. From: _____ Date: _____	
NET PAY-OFF ON TRADE-IN		Finance written out above based on value of _____ in the state in which it is located.	
TOTAL Finance (Minimum Required 10%) 74,503.75 Finance (Back, optional check, or cash) 42,463.75 Add: Sales Tax (on net pay-off) 11,303.70 128,271.20		38150.21	
<p>Purchaser agrees that this Order on the face and reverse side and any attachments is a contract of the entire and complete agreement between the parties. Purchaser hereby agrees that this Order controls and supersedes any prior agreements and as of the date signed by Dealer or his authorized agent complies the complete and exclusive statement of the terms of the agreement between Purchaser and Dealer. THIS ORDER SHALL NOT BE SUBJECT TO ANY LATE FEES ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read the terms and conditions and has received a true copy of the Order. YOU HAVE THE RIGHT TO A WRITTEN EXPLANATION FROM YOUR SALES REPRESENTATIVE FOR ANY DELIVERY SERVICE WHICH IS TO BE PROVIDED. THIS AUTOMOTIVE DEALER MAY NOT CHARGE FOR FINANCE DUTY EXCEPT FOR WHAT THE AUTOMOTIVE DEALER IS AUTHORIZED BY THE MANUFACTURER.</p>			
Accepted By: D-10-96 (Signature)		_____	

THIS ORDER NOT SUBJECT TO CANCELLATION - DEPOSIT NON-REFUNDABLE.
IMPORTANT! READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

1998 ELDERADO TOURING COUPE
21U WOODSTONE /V88
155 NEUTRAL SHALE LEATHER
SER NO. 88P97/SCJ STOCK NO.
196 ET12 98 NU614247

CADILLAC MOTOR CAR DIVISION
GENERAL MOTORS CORPORATION
30009 VAN DYKE
WARREN MI 48093-2350
VEHICLE INVOICE 4A007432994

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
6ET37 ELDERADO TOURING COUPE	42495.00	39220.98	INVOICE 04/29/98
CPS BLINDOP	1550.00	1317.50	SHIPPED 04/28/98
P29 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 05/06/98
L37 4.8 L V8 DOHC NORTHSTAR ENGINE	0.00	0.00	INT CON 05/06/98
MX0 AUTO TRANSMISSION W/ OVERDRIVE	0.00	0.00	PRC SFF 04/28/98
G29 WHEELS - CHROME OVER CAST ALUMINUM	795.00	506.80	KEYS 5731 72M4
GVE TIRES-P225/60R16 BL	N/C	N/C	WPP-F OTR OPT-1
UW5 RADIO AM STEREO / FM STEREO	100.00	65.00	BANK: SMAC - 042
155 NEUTRAL SHALE LEATHER	0.00	0.00	CHS-TO 23-137
21U WOODSTONE	0.00	0.00	SHIP WT: 3837
			HP: 42.9
			DAN: RT582
			MEMO: 2257.00

SEARS/mobas 35⁰⁰

42246.63
Profit - 800
43,046.63

STOCK

5/11/98

7355
MILLER
W/KEYS
R/R/W/KEYS

N996
5/11/98

TOTAL MODEL & OPTIONS	45140.00	41150.23	ACT 231	40441.03
DESTINATION CHARGE	665.00	665.00	H/B 241	1354.20
DEALER ADVERTISING		451.40	ADV 65A	451.40

TOTAL	45805.00	42246.63	PAY 310	42246.63
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		40232.00		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES. ALL OF WHICH MAY APPLY TO VEHICLE.
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY SMAC.

MILLER PONTIAC-CADILLAC-SMAC CORPORAT

REMIT TO SMAC NO. 042
VIN 1G4ET12903614247
42246.63 INV# 4A007432994
DUE 05/06/98 DEALER 23-137

** TOTAL PRICE **
07/27/98 NON-LEASE (05/06/98 042)

RELEASE OF CLAIM

We, [redacted] and [redacted] residing at [redacted] Closter, New Jersey in consideration of the repurchase amount of \$38,600.00 and a \$4,999.00 owner loyalty certificate valid for one year, paid for by General Motors Corporation, Cadillac Motor Car Division, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation and their respective agents and employees from any and all vehicle specific claims and causes of action for any injury, losses and damages to our persons which may have been caused by, or which may at any time arise out of, or in connection with, a 1997 Cadillac Eldorado, bearing Vehicle Identification Number: 1G6EL12Y9VU610911. The said vehicle was totaled by fire. This release of claim excludes property damage.

The estimated mileage was 6,101 on May 14, 1998, the date of the incident.

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

Signed, sealed and delivered this 1st day of August, 1998.

CAUTION: READ BEFORE SIGNING

[redacted signature]
[redacted]
[redacted]
Wife

Dorinda [redacted]
Witness
Dorinda [redacted]
Witness

STATE OF New Jersey COUNTY OF Morris

On the 1st day of August, 1998, before me personally appeared

_____ to me known to be the person(s) named herein and who executed the foregoing Release and both acknowledged to me that they voluntarily executed the same.

My term expires _____, 1998 *Edward D. Carr*
Notary Public

NOTARY PUBLIC
EDWARD D. CARR
1000 N. 10TH ST. SUITE 100
MORRIS PLAZA, MORRIS, N.J. 07960

JL 20798 1148 PR POLKOWITZ MOTORS 500 442 1788 TO 1348744881

P.O.
PR09384
PR09384

DATE	12/18/97	AMOUNT	
ACCOUNT		NOTE	
DEBIT		DATE PAID	
CASH			
CHECK			
SALES			
SALES TAX			
TOTAL			

1997 FJDO
 DEPOSIT
 \$1000.00

59489
 POLKOWITZ MOTORS
 12/12/96

60324
 POLKOWITZ MOTORS
 12/18/97

#5683
 \$38450.29
 1997 Cadillac

DATE	12/18/97	AMOUNT	
ACCOUNT		NOTE	
DEBIT		DATE PAID	
CASH			
CHECK			
SALES			
SALES TAX			
TOTAL			

8594
 POLKOWITZ MOTORS
 Thank You

PLEASE PRINT NAME AND ADDRESS ON ENVELOPE
 NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

283506 PR10533
J01-124



Cadillac

Date: 5/3/99

To: RSIS/GM Claims

Re: [REDACTED]

Case # 990015909 Date of Incident: 3/30/99

VIN #1G6KD52Y4VU211718

From: Adam Satchell

**- 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:

- 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

pcc: Central file

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION**

FIRE

Division: CADILLAC	Ref: 18011809	Document ID: 0271376	Rev. Stamp: 4/21/99
VIN: 1G8ZG2Y4012E1716	Customer's Name (LAST, FIRST):		

Division:	Ref:	Document ID:	Page 1 of 3
VIN:	Customer's Name (LAST, FIRST):		

Inspected By: **RICHARD B. MUNN**
Phone: (881) 882-5888 x

Organization: **E.A. ASSOCIATES, INC.**
Inspection Date: **4/22/99**

Mileage at Inspection: **49000**
UNABLE TO VERIFY

I INSPECTION SUMMARY

Type Non Collision Collision

Fire Origin Engine Compartment Underdash Other Interior Trunk Unknown Other specify Component: _____

Following the inspection, summarize the observations: **FUEL INJECTORS #1, 3, 4, 7, WERE DAMAGED THE MOST ALONG WITH THE WIRING HARNESSES, FUEL LINES, FUEL PRESSURE REGULATOR, MINI/MAXI FUSES, BRAKE FUEL PUMP/IGN AND MASTER CYLINDERS WERE NOTED. CAN IN CHIEF MOTOR AND OTHER HOSES WERE ALONG THE TOP, BACK, LEFT AND RIGHT SIDES OF THE ENGINE. THE BURN PATTERN APPEARS TO BE RANDOMLY TOP OF ENGINE TYPE FIRE WITH NO BURN UNDERNEATH THE VEHICLE. I DID NOT FIND ANY SMOKED WIRING OR ANY NOTICEABLE LOOSE CONNECTIONS IN THE FUEL SYSTEM NEAR OR TO THE ENGINE. THE DAMAGE TO THE FUEL PRESSURE REGULATOR AND INJECTORS ON THE REAR BANK WAS SEVERE. HOWEVER, I WAS UNABLE TO DETERMINE THE ACTUAL CAUSE OF THE FIRE. DURING MY INTERVIEW WITH [REDACTED] SHE STATED THAT THE VEHICLE HAD BEEN PARKED APPROXIMATELY 25 MINUTES BEFORE NOTICING THE SMOKE.**

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: [REDACTED]

FULTON, MR [REDACTED] - PHONE [REDACTED]

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

Item(s), date installed, and by whom (name, phone): **NONE**

If this vehicle is used for trailing, describe trailing usage (weight and foot shape of trailer, weight, percent of time or miles that trailer is towed, etc.): **NONE**

3. Prior collision damage? (date, description, etc.) **NONE**

Reported by:

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

DURING APPROXIMATELY THIRTY MINUTES PRIOR TO ARRIVAL AT HOME, THE ENGINE WAS RUNNING IN NORMAL MANNER. AT THIS POINT, THE VEHICLE HAD BEEN PARKED IN A GARAGE FOR APPROXIMATELY 20 MINUTES. APPROXIMATELY 25 MINUTES BEFORE NOTICING SMOKE COMING FROM THE ENGINE AREA.

5. Repairs outside of warranty (what, when, by whom?): **NONE**

6. Other vehicle history information (from person being interviewed or GM Warranty History): **UNABLE TO GET A PRINTOUT OF THE ORIGINAL WARRANTY AND ONE THE OWNER HAS APPROXIMATELY THE DEALER'S (MG 4) IN THE O. MG WAS DOWN WHILE THE VEHICLE WAS IN THE GARAGE.**

7. Last maintenance (date, description, by whom?): UNKNOWN

III INTERVIEW - INCIDENT DETAILS

III A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

If being driven, describe: vehicle speed: 25 mph, drive length 0 h 20 min, distance 25 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). CITY TRAFFIC AND HIGHWAY.

If parked, how long was it parked? 20 MINUTES Was the ignition off or was the engine running ? Describe drive prior to parking: drive length 0 h 20 min, distance 25 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). CITY TRAFFIC AND HIGHWAY.

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: N/A lb, Load description: N/A Load location: N/A Height and description of front shape of trailer: N/A

Weather conditions: Approx. ambient temperature 65°F, General conditions (dry, rain, wind, etc.): DRY

III B AT THE FIRST INDICATION OF A PROBLEM

Ignition switch position (off, on, start, accessory): OFF Engine rearing? (Y/N) NO

Unusual odors? (Y/N) NO Describe:

Smells? (from where, color, intensity, etc.) SMOKE FROM UNDER THE HOOD—COLOR, BLuish/GRAY—HEAVY.

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

Any apparent malfunction? (Y/N) YES If yes, describe: CUSTOMER STATED THAT THEY THOUGHT IT WAS THE FUEL PRESSURE REGULATOR LEAKING, BUT, THERE HAD BEEN NO PRIOR PROBLEMS.

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) AUTOMATIC. Blower setting LOW. Temperature setting 72

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

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

If any of the above were cycled, describe:

Was anyone smoking? (Y/N) NO How long since someone last smoked in the vehicle? UNKNOWN

III. DESCRIBING THE FIRE

Time 2:4 P.M. and distance g between first indication of a problem and start of fire.

Time 2:45 P.M. between start of fire and other significant events. Describe: SMOKE BEGAN TO RISE AFTER
SMOKE HAD BEEN GETTING HOOD OPEN BUT AS SOON AS HOOD WAS OPEN, THE FIRE HAD
SPREAD TO THE ENTIRE ENGINE AREA.

Time (24 hr) 1:20 P.M. when fire was over or put out.

Describe initial location, color and intensity of smoke and flames. SMOKE BEGAN TO RISE FROM THE HOOD,
HAD TRICKLE GETTING HOOD OPEN BUT AS SOON AS HOOD WAS OPEN, THE FIRE HAD SPREAD ALL
OVER THE ENGINE AREA.

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

Any malfunctions? (Y/N) YES If yes, describe: FIRE EXTINGUISHER HOOKS WERE LEAKING, BUT THERE HAD
BEEN NO EXTINGUISHERS ON THE FIRE.

What did you do after you realized something was wrong? Turn Engine OFF? (Y/N) ENGINE WAS OFF. Open Hood? (Y/N) YES

Other? (Y/N) YES Describe: BEGAN USING FIRE EXTINGUISHER TO PUT OUT THE FIRE.

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) NO Doors open? (Y/N) NO Describe:

Any other comments that have not been covered? THE REASON THE FIRE BEG, HOOKS WERE LONG TO GET
TO THE LOCATION WAS THE KEY TO THE SERVICE AREA OF THE TRUCK.

IV. VEHICLE INSPECTION

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

Take color photographs of the following:

A. Exterior

- Front
- Right side
- Rear
- Truck area
- Driver's enter panel
- Driver's instrument panel
- Other side
- Left
- Left side
- Head enter panel
- Head rear panel
- Road

Fuel filter "Last-Flow" analysis in place? (Y/N) YES Describe:
Location of fuel filter cap (or evidence of removal): ENGINE ROOM

Comments:

B. Interior

Door interior panels: LP, LP, RP, RP, Rear-Seat
Instrument panel & odometer: Overall, Ignition key and steering: Left, Right: Controls: Adjuster

Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (exclude ignition):
Position of windows: (if glass is missing, do further inspection):

Comments:

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/pipes, connections
Heater lines/pipes, connections/clamps (include those to throttle body)
TBI/Injector rail/carburetor, air filter lines/pipes, filter, connections
Engine block (note precise location of cracks, holes, etc.): **NO CRACKS OR LEAKS**
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/pipes, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): **INTACT—NO DAMAGE**
Other:

Comments:

D. Fluids (comments only):

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

Engine coolant: **RECOVERY BOTTLE PARTIALLY FILLED**

Engine oil: **FULL—GOOD OIL**

Transmission fluid: **FULL—GOOD FLUID**

Power steering fluid: **REMOVED FULL—GOOD FLUID**

Brake fluid: **SEVERE DAMAGE DESTROYED—FLUID DESTROYED**

E. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): **NO DAMAGE**
Scrapes or impact damage on the following:

Fuel tank
Fuel filter lines
Transmission

Comments: **DAMAGE**

F. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or not proper size): **MRS / MAIN / RELAY FUSE CIRCUITS DESTROYED UNDER THE HOOD. THERE WERE TWO FUSES FOUND IN THE FUSE BLOCK THE MAIN FUSE WAS DESTROYED AND THE OTHER WAS OK. THE OTHER FUSES WERE OK.**
Relay centers
Wiring insulation at fuse blocks

Fuel tank (Identify all caps): UNRECORDED
Spark plug wiring and last condition: UNRECORDED
Modules: ABS/TC, BCM, other

Comments: THERE WERE NO BURNED WIRES FOUND DURING THE COMPLETE VEHICLE INSPECTION.

G. General Observations (Take photographs if applicable):

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: FUEL PRESSURE REGULATOR SEVERELY DAMAGED ALONG WITH THE ENGINE / BODY WIRING AND FUEL INJECTORS.

Photograph and comment on the location which is the apparent origin of the fire: UNDETERMINABLE TO DETERMINE THE EXACT CAUSE OF THE FIRE. FUEL OR ELECTRICAL.

Anything on vehicle which is after-market: NO

Anything on vehicle which is a modification: NO

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

Other relevant information: NONE

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: NONE

V SITE INSPECTION (if applicable)

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other fuels or spark sources, tall grass, dry leaves, note whether vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: I DID NOT GO TO THE SCENE OF THE FIRE.

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: CADILLAC	Roll: 99011886	Document ID: 0001-288A	Date Recvd: 4/21/89
VIN: 1G8KDX2Y4V211718	Claimant's Name (LAST, First)		

Division:	Roll:	Document ID:	(page 1 of 1)
VIN:	Claimant's Name (LAST, First)		

Inspector **RICHARD B. MUNN**

Number of Rolls **2**

Roll Number 1

- | Req.# | Description |
|-------|--|
| 0 | <u>1987 CADILLAC DEVILLE</u> |
| 1. | <u>VIN PLATE—1G8KDX2Y4V211718</u> |
| 2. | <u>TIRE LOADING STICKER</u> |
| 3. | <u>GAWR STICKER</u> |
| 4. | <u>INSTRUMENT PANEL—LEFT SIDE VIEW</u> |
| 5. | <u>LEFT FRONT DOOR TRIM PANEL</u> |
| 6. | <u>DASH AREA—LEFT SIDE</u> |
| 7. | <u>INSTRUMENT PANEL—RIGHT SIDE VIEW</u> |
| 8. | <u>RIGHT FRONT DOOR TRIM PANEL</u> |
| 9. | <u>HEADLINER—FRONT SEAT AREA</u> |
| 10. | <u>REAR SEAT AREA—LEFT SIDE VIEW</u> |
| 11. | <u>REAR SEAT AREA—RIGHT SIDE VIEW</u> |
| 12. | <u>HOOD PANEL—OUTER</u> |
| 13. | <u>HOOD PANEL—UNDERSIDE</u> |
| 14. | <u>ENGINE—FRONT VIEW</u> |
| 15. | <u>ENGINE—RIGHT SIDE VIEW</u> |
| 16. | <u>ENGINE—LEFT SIDE VIEW</u> |
| 17. | <u>FUEL HOSE CONNECTORS AT ENGINE</u> |
| 18. | <u>FUEL HOSE FROM TANK TO ENGINE CONNECTION—MELTED</u> |
| 19. | <u>FAN BLOWER MOTOR</u> |
| 20. | <u>POWER STEERING FLUID RESERVOIR</u> |
| 21. | <u>BRAKE FLUID RESERVOIR AND MASTER CYLINDER—DESTROYED</u> |
| 22. | <u>TRANSMISSION DIPSTICK</u> |
| 23. | <u>ENGINE OIL DIPSTICK</u> |
| 24. | <u>SPARK PLUG WIRES—REAR OF ENGINE</u> |
| 25. | |
| 26. | |
| 27. | |
| 28. | |
| 29. | |
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| 35. | |
| 36. | |

Roll Number 2

<u>No.</u>	<u>Description</u>
0	<u>1967 CADILLAC DEVILLE</u>
1.	<u>VIN PLATE</u>
2.	<u>FUEL INJECTORS #1, 3, 5, 7</u>
3.	<u>FUEL INJECTORS #2, 4, 6, 8</u>
4.	<u>FUEL INJECTORS #5, 7 AND FUEL METERING PRESSURE REGULATOR</u>
5.	<u>RADIATOR—FRONTAL VIEW</u>
6.	<u>POWER SUPPLY—MINI, MAXI FUSES—DESTROYED</u>
7.	<u>WIPER MOTOR</u>
8.	<u>ENGINE—LEFT SIDE VIEW</u>
9.	<u>ENGINE—RIGHT SIDE VIEW</u>
10.	<u>HOOD PANEL—UNDERSIDE</u>
11.	<u>HOOD PANEL—TOPSIDE</u>
12.	<u>LEFT FRONT VIEW</u>
13.	<u>LEFT SIDE VIEW</u>
14.	<u>LEFT REAR VIEW</u>
15.	<u>REAR VIEW</u>
16.	<u>RIGHT REAR VIEW</u>
17.	<u>RIGHT SIDE VIEW</u>
18.	<u>RIGHT FRONT VIEW</u>
19.	<u>FRONT VIEW</u>
20.	<u>ROOF PANEL AND WINDSHIELD</u>
21.	<u>TRUNK AREA</u>
22.	<u>DECKLID—UNDERSIDE</u>
23.	<u>DECKLID—OUTER</u>
24.	<u>REAR TRUNK AREA</u>
25.	
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37.	

DATE: 03/03/99 ACTION: C KEY: 090018882

CAS 03/03/1999 13:59 CAS020M

HEAT: 03/03/99 ACTION: I KEY: 090018882

ID: HOGAN

01 TITLE : [REDACTED] VEHICLE INFORMATION

TYPE: GC

02 FIRST : [REDACTED] 03 MI: [REDACTED] 04 LAST : [REDACTED]

05 STREET : [REDACTED]

06 CITY : HILTON 07 ST: ME 08 ZIP : [REDACTED]

09 H PHONE: [REDACTED] 10 B PHONE: [REDACTED] USER

11 COMPANY: [REDACTED]

VEHICLE/DEALER INFORMATION

12 VIN : LGSEDEZKAVU211718 ENG: 4.6L V8 275HP PLANT: EASTRAMCK MI

13 YR/MDL : 1997 KD DE VILLE 14 DEL : 02 04 25 15 MILEAGE: 042000

16 DEALER : BOSSERT BIG 4 PONT-CAD 17 EN/DLR : 25 105

18 CITY : TUPALO 19 STATE : ME

CDE # DESC

CDE COMMENTS

20 0 EXCESSIVE ALLEGAT 20 COMPONENT CAUSED ALLEGED DAMAGE

21 0 UNDERHOOD FIRE 21 AFTER REMOVING OFF VEHICLE IN DRIVEWAY (3-30-99)

22

23

24

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

TEXT: CRRS ACTION: I KEY: 990018809

CAS 05/03/1999 13:59 CAS030M

TEXT: CRRS ACTION: I KEY: 990018809

ID: H00AS

GENERAL COMMENTS

TOTAL CHRS: 18

TYPE: GC

DATE: 04/16/99 TIME: 10:27

COMMENT # 1

INSURANCE CO. CALLED TO ADDRESS THE ABOVE COMPLAINT. CRRS AGENT STATED TO ME THAT CRRS'S VEHICLE CAUGHT ON FIRE IN THE DRIVEWAY AFTER THE OWNER SHUT OFF THE VEHICLE. AGENT CLAIMS THE OWNER WAS IN THE HOUSE WHEN IT HAPPENED AND MOMENTS LATER THE VEHICLE WAS SMOKING. AGENT ALSO CLAIMS THAT THE VEHICLE CAUGHT ON FIRE UNDER THE HOOD AND THE FIRE OCCURRED 1-30-99 AT NOON ON A SUREX DAY. THAT WAS ALL THE INSURANCE CO. WAS ABLE TO EXPLAIN TO ME.

I ADVISED CRRS'S AGENT THAT I WILL SETUP A CASE AND FORWARD IT TO THE DESK THAT THE VEHICLE IS AT AND THE CADILLAC ASSISTANCE CENTER TO REVIEW FOR ASSISTANCE. AGENT THANKED ME AND ENDED THE CALL.

WHEELBY CALSON X0500

WORK: Y

PF13 BASE PF14 CMTS PF15 APTCL PF16 CLOSE PF17 CRRSON PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OVERLST PF23 CORREL PF24 CAL

*10004 TOP OF DATA DISPLAYED *

THIS: CMTS ACTION: I KEY: 990015809

CAS 05/03/1999 13:59 CAS030M

NEXT: CMTS ACTION: I KEY: 990015809

ID: H00AB

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: GC

DESR: HQ1MC DATE: 04/16/99 TIME: 10:28

COMMENT #: 2

DESR: HQ0MJ DATE: 04/16/99 TIME: 11:14

COMMENT #: 3

ROADSIDE WRITE UP: RECEIVED 4-16-1999

TOMMY McDONALD FROM NATION WIDE AUTO INSURANCE CALLED IN TO
STARTED A FILE FOR THE OWNER. OWNER CLAIMS THE FUEL PRESSURE
REGULATOR VALVE LEAKED. OWNER CLAIMS THIS WAS THE CAUSE OF THE
FIRE UNDER THE HOOD. TOMMY CLAIMS THE VEHICLE WAS TOTALLED.

I WILL FORWARD THIS FILE TO JODI FOR REVIEW.

MICHAEL JONES

MORE: Y

PF13 BASE

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CSESCN

PF18 DLRLOC

PF19 CRIB

PF20 TELST

PF21 LITLST

PF22 OPENLST

PF23 CORRSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990018809

CAS 05/03/1999 13:59 CAB8030M

NEXT: CMTS ACTION: I KEY: 990018809

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: GC

USER: H00AS DATE: 04/19/99 TIME: 11:13

COMMENT #: 4

I LEFT A MESSAGE WITH THE OWNER AS I NEED TO KNOW IF THEY HAVE SETTLED
WITH THEIR INSURANCE COMPANY. I CONTACTED NATION WIDE INSURANCE AND
WAS ADVISED THAT MR. McDONALD CAN BE REACHED AT 800- 854- 4228.

I ATTEMPTED TO REACH INSURANCE AGENT BUT THE PHONE NUMBER COULD NOT
BE CONNECTED.

I CALLED SHARON AT NATION WIDE INSURANCE WHO PROVIDED ME WITH
(601)429-2618.

I LEFT A MESSAGE WITH TOM McDONALD (NATION WIDE) AND REQUESTED THAT
HE PROVIDE THE CURRENT LOCATION OF THE VEHICLE AND IF THE OWNER HAS
SETTLED WITH INSURANCE.

ADAM SATCHELL X4172 (PAR)

MORE: Y

PF13 BASE

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CRRSCN

PF18 DLRLC

PF19 CRIS

PF20 TELST

PF21 LITLST

PF22 OPHLST

PF23 CORRSEL

PF24 CAL

THIS: BASE ACTION: I KEY: 990018009

CAS 05/03/1999 14:00 CAS030N

TEXT: BASE ACTION: I KEY: 990018009

ID: R90AS

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: CC

USER: MOORE DATE: 04/18/99 TIME: 15:27

COMMENT #: 5

WOM MCDONALD ASKED IF I COULD DELAY A MESSAGE TO ADAM SPECIFICALLY.

MENTIONING THAT THE VEHICLE IS NOW AT DESERT RIG & MOTORS IS

THINKING HE HAS NOT PAID CHECK FOR THE VEHICLE BUT HE HAS MADE

AN OFFER THAT THE OWNER ACCEPTED AND HE STILL NEEDS TO GET THE CHECK.

BARBARA STEVENSON 43682

NOTE: Y

PF13 BASE	PF14 CMTS	PF15 AFIRCL	PF16 CLOSE	PF17 CRESCH	PF18 DLRLC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORRHL	PF24 CAL

THIS: CME ACTION: I KEY: 890018009

CAN 05/03/1999 14:00 CABROCOM

NEXT: CME ACTION: I KEY: 890018009

ID: H00AS

GENERAL COMMENTS

TOTAL CMES: 18

TYPE: GC

FROM: H00AS DATE: 04/20/99 TIME: 08:35 COMMENT #: 6

I CONTACTED NATION WIDE INSURANCE REP. (TOM McDONALD) AND ADVISED HIM
I WOULD LIKE THE OPPORTUNITY TO INSPECT THE VEHICLE AND SEE
I WOULD CONTACT HIM TO ADVISE HIM ON WHAT COURSE OF ACTION TO TAKE
I ADVISED HIM THAT I WOULD HOPE THAT THE INSPECTION WOULD TAKE PLACE
THURSDAY OR FRIDAY AND I WOULD REQUEST A HOLD ON THE INSPECTION.

MR. McDONALD AGREED AND WE ENDED THE CALL.

ADAM HATCHELL X4172 (PAR)

MORE: Y

PF13 BASE

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CSMCN

PF18 DLRLC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORRSL

PF24 CAL

THIS: E338 ACTION: I KEY: 990015809

CAS 05/03/1999 14:00 CAB030M

NEXT: E338 ACTION: I KEY: 990015809

ID: H00AS

GENERAL COMMENTS

TOTAL CNTS: 18

TYPE: GC

OPER: H00AS DATE: 04/22/99 TIME: 10:51

COMMENT #: 7

WARD MUNG. FAA INSPECTOR ASSIGNED ON 4/21/99.

I LEFT A MESSAGE WITH [REDACTED] REQUESTING THAT HE CALL ME AS SOON AS POSSIBLE AND LET ME KNOW WHEN HE WILL BE INSPECTING THE VEHICLE.

RECEIVED A MESSAGE TO CONTACT TOM McDONALD (NATION WIDE INSURANCE) AS HE WOULD LIKE TO SPEAK WITH ME ABOUT THE CASE.

I CONTACTED HIM ON HIS CELL PHONE (901) 603-1641 AND HE STATED THAT THE OWNER IS AN AGENT FOR [REDACTED] AND HE IS THE ADJUSTER. MR. McDONALD STATED THAT THE INSURANCE COMPANY HAS OFFERED HIM \$4000 MORE THAN THE VEHICLE IS WORTH AND HE THINKS THE OWNER IS WILLING TO SETTLE WITH THE COMPANY PENDING THE RESULTS OF CADILLAC'S INVESTIGATION.

****MORE****

MORE: Y

PF13 BASE PF14 CNTS PF15 AFTRCL PF16 CLOSE PF17 CRESCH PF18 DLRLC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL

THIS: CMTS ACTION: I KEY: 990015809

CAS 05/03/1999 14:00 CAB030M

NEXT: CMTS ACTION: I KEY: 990015809

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 15

TYPE: GC

USER: H00AS DATE: 04/22/99 TIME: 10:51 COMMENT #: 8

MC DONALD ASKED THAT I KEEP HIM UP TO DATE ON THE INVESTIGATION.

I STATED THAT I WOULD AND ENDED THE CALL.

ADAM SATCHELL X4172 (PAR)

USER: H00AS DATE: 04/23/99 TIME: 08:27 COMMENT #: 9

RECEIVED A CALL FROM RICHARD MORRIS, FAA WHO STATED THAT THE INVESTIGATION WAS COMPLETED THURSDAY, 4/22/99 AND HE WILL MAIL THE REPORT ON SUNDAY AS HE IS WAITING ON THE PICTURES. HE DID STATE THAT THE CAUSE OF THE FIRE WAS NOT FOUND.

I THANKED HIM AND ENDED THE CALL.

ADAM SATCHELL X4172 (PAR)

NOTE: Y

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

THIS: CMPS ACTION: I KEY: 990018000

CAS 08/03/1989 14:00 CAS0030M

UNIT: CMPS ACTION: I KEY: 990018000

ID: H00AS

GENERAL COMMENTS

TOTAL CMPS: 18 TYPE: GC

UNIT: H00AS DATE: 04/23/89 TIME: 12:22 COMMENTS: 10

RECEIVED A CALL FROM THE OWNER WHO WANTED TO KNOW WHAT OUR RECOMMENDATIONS WOULD BE AFTER THE RESULTS OF THE INSPECTION ARE KNOWN.

I ADVISED THE OWNER THAT CADILLAC WOULD EITHER BUY THE VEHICLE WITH HIM OR REFER HIM TO HIS INSURANCE CARRIER.

OWNER ASKED IF HE WOULD RECEIVE COMPENSATION FOR THE TIME OUT OF HIS VEHICLE.

I ADVISED THE OWNER THAT I DO NOT NEGOTIATE ON THE REIMBURSEMENT AND THAT IS FORWARDED TO ANOTHER DEPARTMENT. I ADVISED OWNER THAT I WOULD CONTACT HIM WHEN I RECEIVE THE REPORT.

EDM SATCHELL X4172 (BAR)

MORE: Y

PF13 BASE	PF14 CMPS	PF15 AFTRCL	PF16 CLOSE	PF17 CRESCH	PF18 DIRLOC
PF19 CRIS	PF20 TELLST	PF21 LITLST	PF22 OPENLST	PF23 CORRSEL	PF24 CAL

TEXT: SENE ACTION: I KEY: 990018809

CAS 05/03/1999 14:00 CAB030M

TEXT: SENE ACTION: I KEY: 990018809

ID: H0089

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: GC

TEXT: HROVE DATE: 04/26/99 TIME: 13:06

COMMENT #: 11

OWNER CALLED WANTING TO SPEAK TO ADAM BATELL. ADAM WAS NOT
AVAILABLE SO I OFFERED TO ASSIST. OWNER STATED HE WANTED TO
KNOW IF CAG WAS GOING TO PAY FOR HIS VEHICLE. OWNER STATED
HE WOULD LIKE FOR ADAM TO CONTACT HIM BACK AT WORK (601)844-2884.

I ADVISED THE OWNER I WOULD FORWARD THIS MESSAGE TO ADAM.

PLEASE NOTE ADAM BATELL

VALENTINA KRSTOVSKI 3685

MORE: Y

PF13 HOME

PF14 CMTS

PF15 APTCL

PF16 CLOSE

PF17 CRESCH

PF18 DLRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 COURSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990018809

CMS 05/03/1999 14:00 CABS030M

NEXT: CMTS ACTION: I KEY: 990018809

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: GC

USER: H00AS DATE: 04/26/99 TIME: 13:42

COMMENT # 12

LETT A MESSAGE AT THE CENTER'S WORK STATING THAT I WOULD EXPECT THE
PORT IN THE MAIL HOPEFULLY BY THURSDAY AND I WOULD CONTACT HIM AS
SOON AS IT IS RECEIVED. I ALSO LET THE 800# FOR CENTER TO CONTACT
ME.

ADAM SATCHELL K4172 (PAR)

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOSE

PF17 CSEARCH

PF18 DIRLOC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORRSEL

PF24 CAL

THIS: CMTS ACTION: I KEY: 990018809

CMS 05/03/1999 14:00 CABS030M

TEXT: CMTS ACTION: X KEY: 990018809

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 18 TYPE: GC

USER: H00AS DATE: 04/26/99 TIME: 15:58 COMMENT #: 13

ON TRIAL IN CAC. WHO STATED THE OWNER CALLED ME AGAIN.

I CONTACTED THE OWNER AND HE STATED THAT HE RECEIVED THE MESSAGE
THAT I WOULDN'T RECEIVE THE RESULTS UNTIL WEDNESDAY OR THURSDAY.

WE ENDED THE CALL.

ADAM SATCHELL X4172 (PAR)

USER: H00EB DATE: 04/28/99 TIME: 18:58 COMMENT #: 14

TOMMY MC DONALD FROM NATION WIDE AUTO INSURANCE CALLED TO FIND OUT
IF HE CAN MOVE THE VEHICLE. HIS # IS 901-603-1641 WOULD LIKE SOMEONE
TO GET BACK TO HIM ON THIS CONCERN.

ESSEX...3701

MORE: Y

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

THIS: CMTS ACTION: I KEY: 990018009

CAS 08/03/1999 14:00 CABS030M

NEWS: CMTS ACTION: I KEY: 990018009

ID: H00AS

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: QC

FROM: MOORE DATE: 04/29/99 TIME: 09:05

COMMENT #: 18

CONTACTED TOMMY McDONALD, INSURANCE ADJUSTER AND ADVISED HIM THAT
I IS ABLE TO MOVE THE VEHICLE AS OUR INSPECTION IS COMPLETED. I
ADVISED MR. McDONALD THAT THE REPORT IS IN THE MAIL AND THAT I
SHOULD HAVE THE REPORT TODAY AND WILL CONTACT THE OWNER. MR.
McDONALD STATED THAT HE IS READY TO PAY THE OWNER FOR THE
VEHICLE.

I ADVISED MR. McDONALD THAT I WOULD CONTACT THE OWNER AS SOON AS
I RECEIVE THE REPORT.

BOB BATTLE, K4172 (PAR)

MORE: Y

PF13 BASE

PF14 CMTS

PF15 AFTRCL

PF16 CLOS

PF17 CSSECH

PF18 DLRLC

PF19 CRIS

PF20 TELLST

PF21 LITLST

PF22 OPENLST

PF23 CORRSL

PF24 CAL

MSG: CMTS ACTION: I KEY: 990018009

CAS 05/03/99 14:00 CAS030M

NEXT: CMTS ACTION: I KEY: 990018009

ID: HOGAS

GENERAL COMMENTS

TOTAL CMTS: 18

TYPE: GC

USER: HOGAS DATE: 05/03/99 TIME: 10:49 COMMENT #: 16

LEFT A MESSAGE WITH EAA INSPECTOR, RICHARD NEMO REQUESTING THAT HE
BE AND INFORM ME OF WHEN HE MAILED THE REPORT.

ADAM BATTLE X4172 (PAR)

USER: HOGAS DATE: 05/03/99 TIME: 11:56 COMMENT #: 17

RECEIVED THE INSPECTION RESULTS AND LEFT A MESSAGE REQUESTING THAT THE
CENTER CONTACT ME AS SOON AS POSSIBLE.

ADAM BATTLE X4172 (PAR)

MORE: Y

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

THIS: CRRS ACTION: 2 KEY: 99001809

CAS 05/03/1999 14:01 CAS030M

HEAT: CRRS ACTION: 2 KEY: 99001809

ID: HQ0AS

GENERAL COMMENTS

TOTAL CNTS: 18

TYPE: GC

HEAT: HQ0AS DATE: 05/03/99 TIME: 13.57 COMMENT #: 18

CONTACTED TOMMY McDONALD (MAYICH WIFE INSURANCE) AS I HAVE NOT BEEN
ABLE TO REACH THE OWNER. I ADVISED MR. McDONALD OF THE RESULTS OF
THE INVESTIGATION AND HE STATED THAT HE HAS ALREADY PROVIDED A CHECK
TO THE OWNER AND THAT HE WILL BE FILING A SUBROGATION CLAIM AGAINST
CADILLAC.

I PROVIDED MR. McDONALD WITH THE ADDRESS TO ESIS AND WILL FORWARD THE
FILE TO THEM.

FILE FORWARDED TO ESIS

ADAM HATCHELL X4172 (PAR)

NOTE: N

PF13 BASE PF14 CNTS PF15 APTACL PF16 CLOSE PF17 CSESEN PF18 DIRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORRBL PF24 CAL

*100% BOTTOM OF DATA DISPLAYED *

THIS: CLOSE ACTION: I KEY: 990015809
NEXT: CLOSE ACTION: I KEY: 990015809
NAME: [REDACTED]

CAS 05/03/1999 14:01 CAB9040M
ID: H00AS
YR/MDL: 1997 KD TYPE: GC

CASE CLOSING INFORMATION

FILE RETENTION	: 10	POSSIBLE SAFETY	: Y (Y/N)
CONTACT DATE	: 04 16 99	DLR CONCLUSION DATE	: 04 16 99
CLOSING DATE	: 05 03 99	RESPONSIBLE DEALER	:
CUST SATISFIED	: Y (Y/N)	CLOSE CASE	: Y (Y/N)
CO-REVIEW CLOSE	:	CO REVIEWED	: (Y/N) DATE:
RGN REVIEW CLOSE	:	RGN REVIEWED	: (Y/N) DATE:

CDE # DRSC CDE COMMENTS
T09 0 PRODUCT ALLEGAT COMPONENT CAUSED ALLEGED DAMAGE
 PER EAA INSPECTOR, RICHARD MUNN CAUSE OF THE FIRE WAS NOT
 DETERMINED
V09 0 UNDERHOOD FIRE AFTER SHUTTING OFF VEHICLE IN DRIVEWAY (3-30-99)
 FILE FORWARDED TO EGIS, THIRD PARTY ADMINISTRATOR

MORE: N

PF13 BASE PF14 CMTE PF15 APTCL PF16 CLOSE PF17 CSEBSCN PF18 DLRLOC
PF19 CRIS PF20 TELLST PF21 LITLST PF22 OPENLST PF23 CORREL PF24 CAL
*E0438 CASE IS CLOSED *

Greater Fulton Volunteer Fire Department

604 South Adams Street Fulton, MS 38843

Chief: Charles Grimes

Asst. Chiefs: Freddie Brown, Gary Coleman



Owner's Name & Address: [REDACTED]

Occupant's Name & Address: [REDACTED]

Date: 5/27/98 Time Out: 6:45 A.M. P.M. Time Arrived: 6:55 Time In: 7:15

Alarm Reported By: Occupant () Neighbor () Passer-By () Other () In City? Yes () No ()

Alarm Reported To: 911 Base () Fire Station () Other () Whom? _____

Alert System Used: Pagers () Other () Fireman On Duty _____

First Man On Scene: D. Wallace First Engine: 530 Ranking Officer: Chief

Additional Engines: _____ Additional Departments: _____

General Location: 178 East 4th St. 2nd Floor to another left on right

Fire Report

Residential: _____ Commercial: _____ Grass: _____ Woods: _____ Shrub: _____ Other: _____

Vehicle: _____ Truck: _____ Car: 1 Air Plane: _____ Bus: _____ Railroad Train: _____ Other: _____

Vehicle #1 Make: _____ Model: _____ Year: _____ Tag No: _____ State: _____

Vehicle #2 Make: _____ Model: _____ Year: _____ Tag No: _____ State: _____

Vehicle #3 Make: _____ Model: _____ Year: _____ Tag No: _____ State: _____

Questions Pertinent To Fire: Windows Closed? _____ Doors Locked? _____ Open? _____

Color of Fire: _____ Smoke: _____ Were Any Items Removed? _____ By Whom? _____

What Items? _____

Were There Any Deaths Or Serious Injuries? _____ Whom? _____

Removed By: _____ Taken To Where? _____ Explain Where The Person

Was Found: Apartment Under Stair

Probable Cause Of Fire: _____ Origin: _____ Ins. Carrier: _____ Homeowner: _____

Volunteers Responding - Mark "F" For Fire - "S" For Station

501-Charles Grimes F 509-Kenny Bates _____ 517-BOBBY CLEVELAND _____

502- _____ 510-Freddie Brown S 518-JEFF BUYER _____

503-Richard Davis _____ 511-Gary Coleman S 519- _____

504- _____ 512-Ricky Johnson F 520-John Steele E

505-1 _____ 513- _____ 521-Shane Dulancy _____

506-David Wallace E 514-GEROLD TANKER _____ 522-GRAD BEARD F

507-Rodney Stanford _____ 515-Matt Thornton _____ 523-Terry Beard E

508-SWANE SMITH _____ 516-Terry Fortune _____ 524-JOBY STEELE F

Fireman Making Report: Charles Remarks: most of fire out when arrived

 *** FAX REPORT ***

TRANSMISSION DE

TX/RX NO 2879
 CONNECTION TEL 012400434558
 REASONING
 CONNECTION ID
 ST. TIME 04/20 08:38
 URGENT 01'28
 PGM. SERV 7
 RESULT OK

Facsimile Cover Sheet

EAA Contact:	Kathy Smith
Phone/Fax:	(360) 642-4558 / (248) 642-4558
Subject:	P.A.R. Investigation
File#:	000045900
Client:	[REDACTED]
Vehicle (Model/Year):	
Vehicle Location:	Dennisburg & Oaklawn, 625 South Hester Street, Tupelo, MS (MS) 388-4163 8V6A-JERRY B. JONES
Contact's (Name/Phone):	ALAN W. SWELL
Divisional Contact:	Call for P.A.R. Investigations
Division:	
Address:	101 E. Jackson St. MS 388-655-690 Tupelo, MS 38801
Phone/Fax:	248-674-4172 / 248-674-4001
Mr / HDIU Cartridge:	Mass Cartridge <input type="checkbox"/> 1.0v <input type="checkbox"/> 7.0v <input type="checkbox"/> 8V6A-JERRY B. JONES *MS 388-655-690, Tupelo, Miss. Spec. *Mississippi Department of Transportation *Tupelo, Miss. *Mississippi Dept. of Transportation *Tupelo, Miss. *Mississippi Dept. of Transportation
Date:	4/20/99
Pages including this cover sheet:	2
<p>The recipient assumes full responsibility for the use of the information contained herein and for the accuracy of the information provided. If you are not the intended recipient, or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this communication is strictly prohibited. If you have received this message in error, please immediately notify us by telephone, and return the original message to us at the address shown via the U. S. Postal Service. Thank You.</p>	

Check List Items

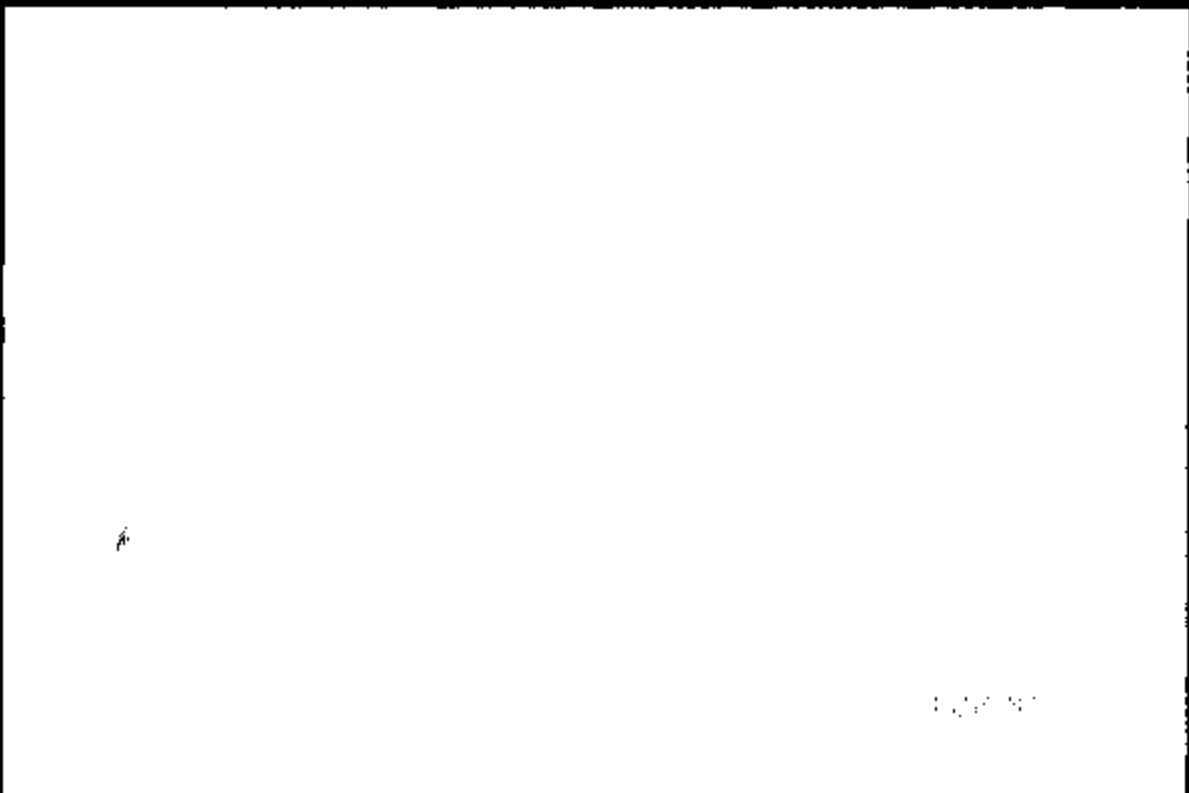
- Accelerator/Throttle
- Brake/ABS/ATC System(s)
- Steering/Suspension/Tires & Wheels
- Brake Impact
- (1-800-877-4444)

Fire (Non-Collision)

- Hood/Hood Latch
- Radiator/GR/Headlights
- Wheels
- Transmission/Transfer Case

Special Instructions

- Do not interview owner
- Interview Owner
- Remove & Return Part
- Contact P.A.R. Team Member
- Other _____



PR10533

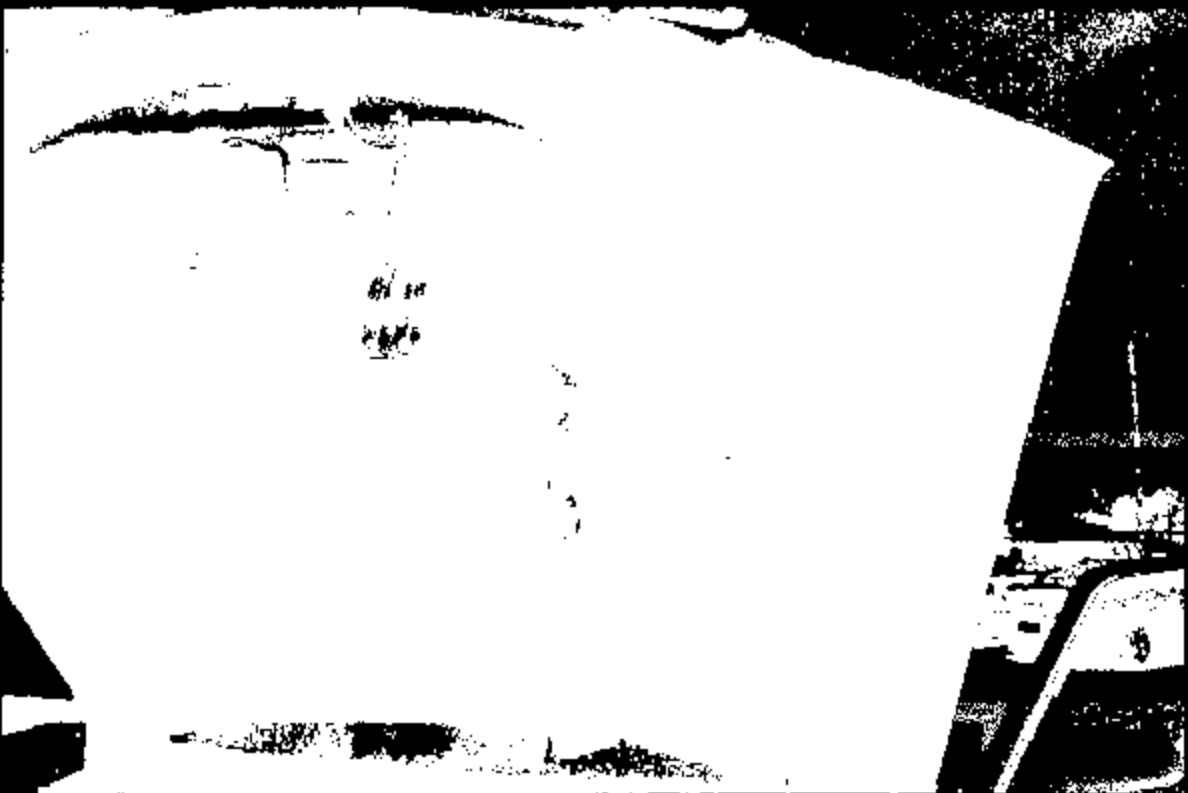
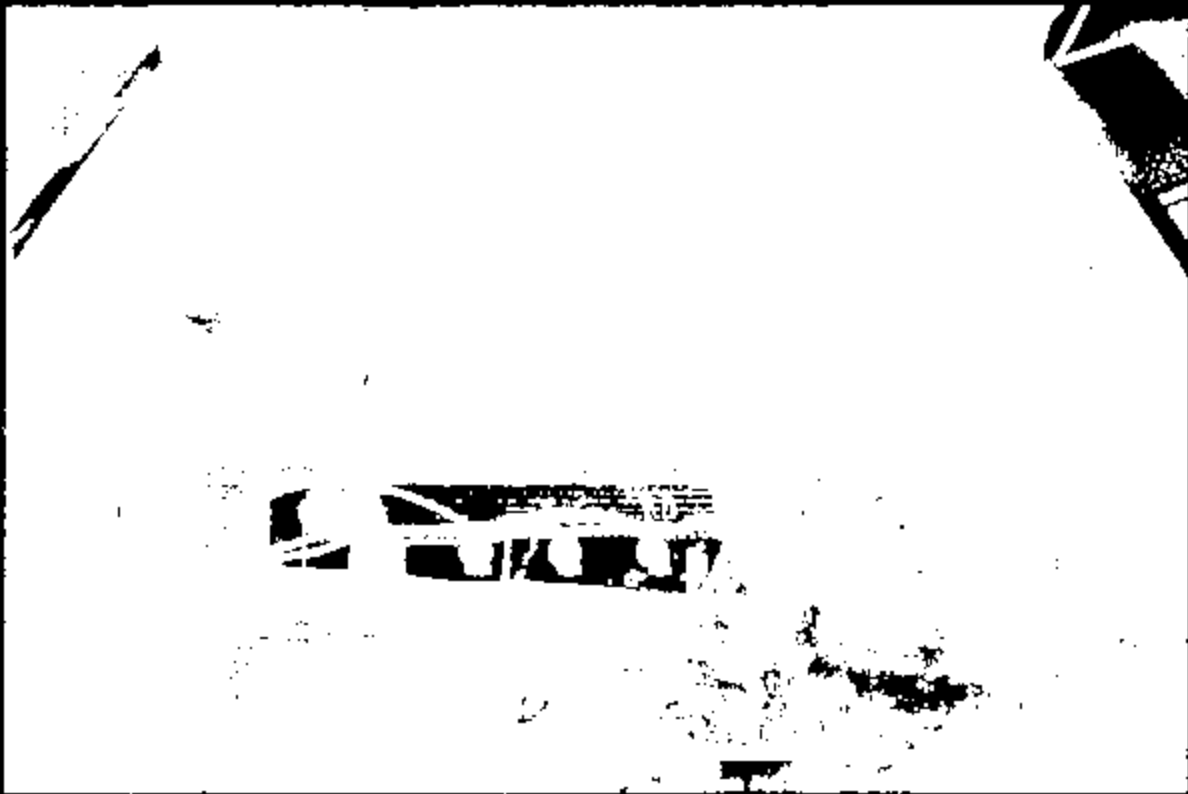


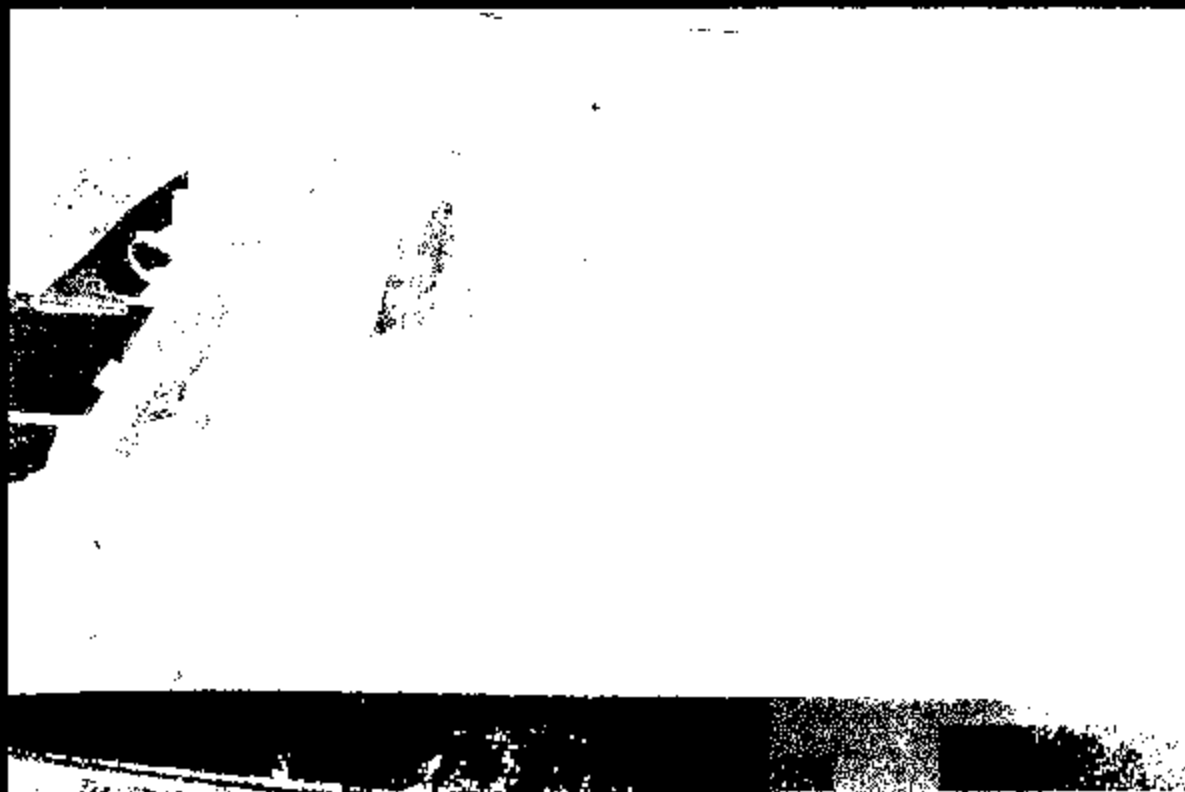


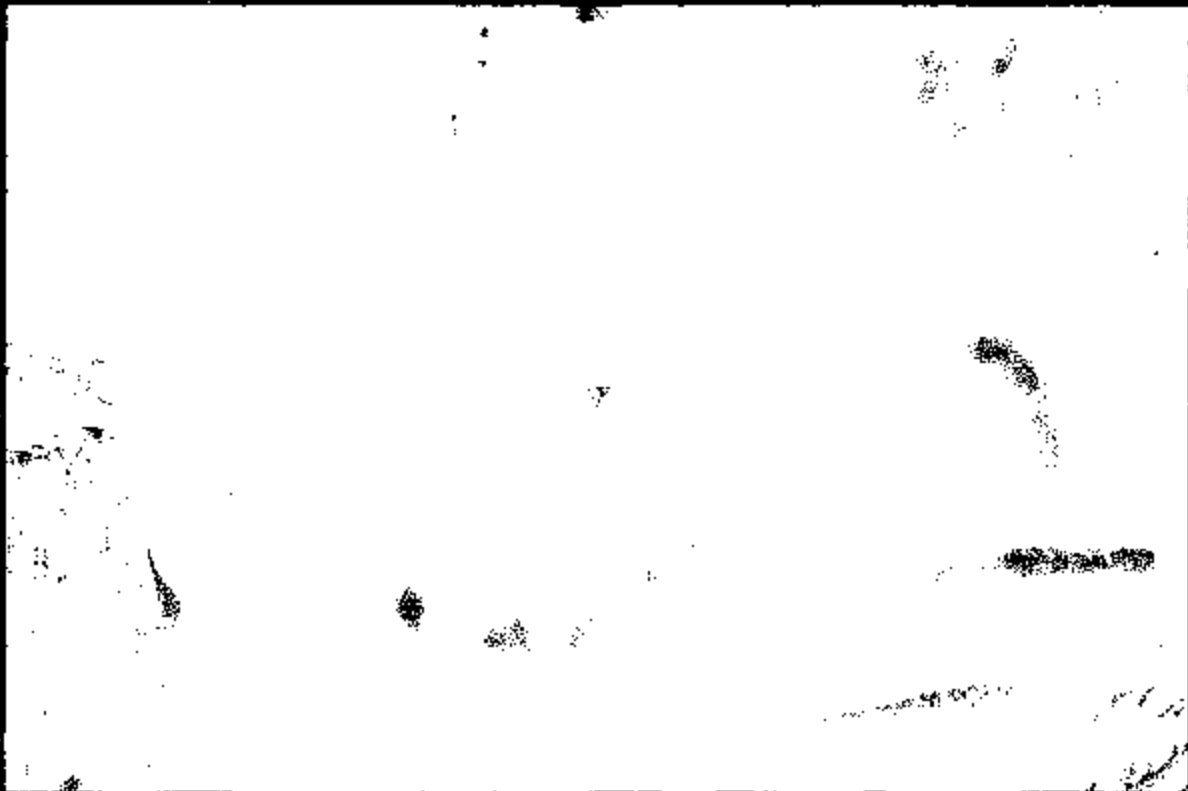
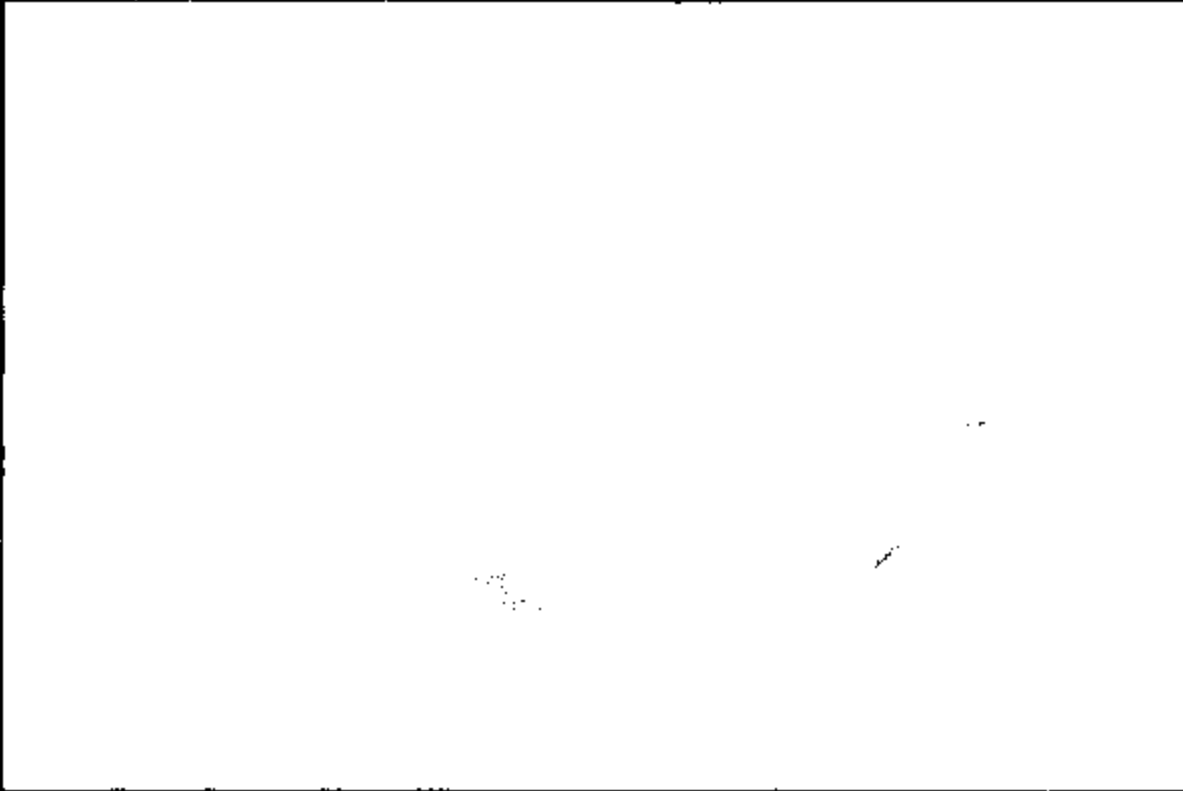


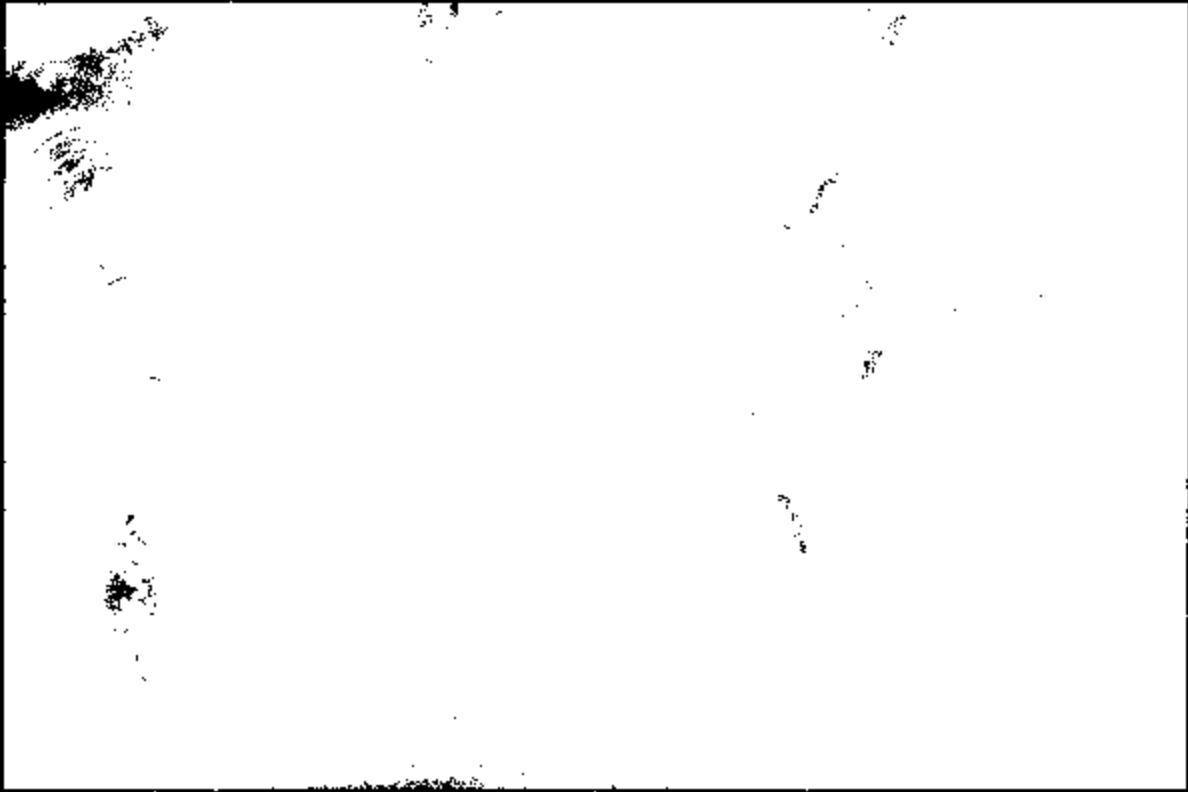
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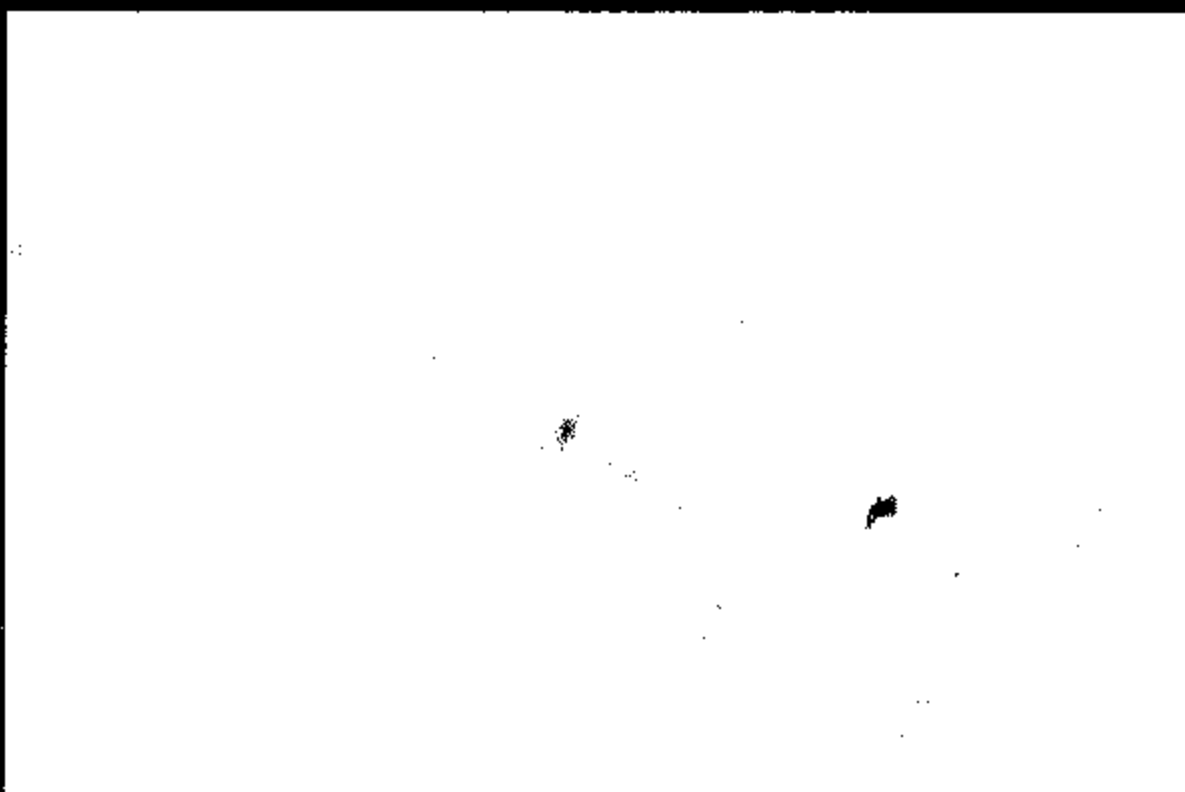
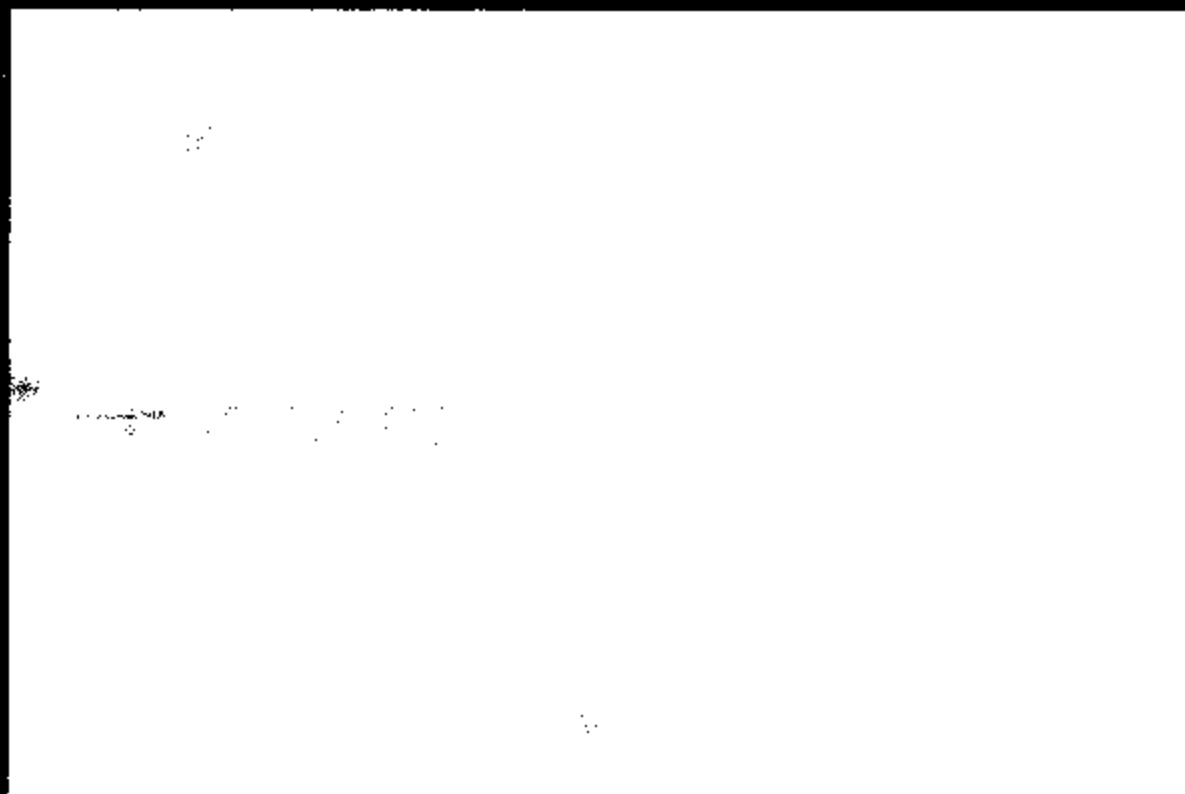


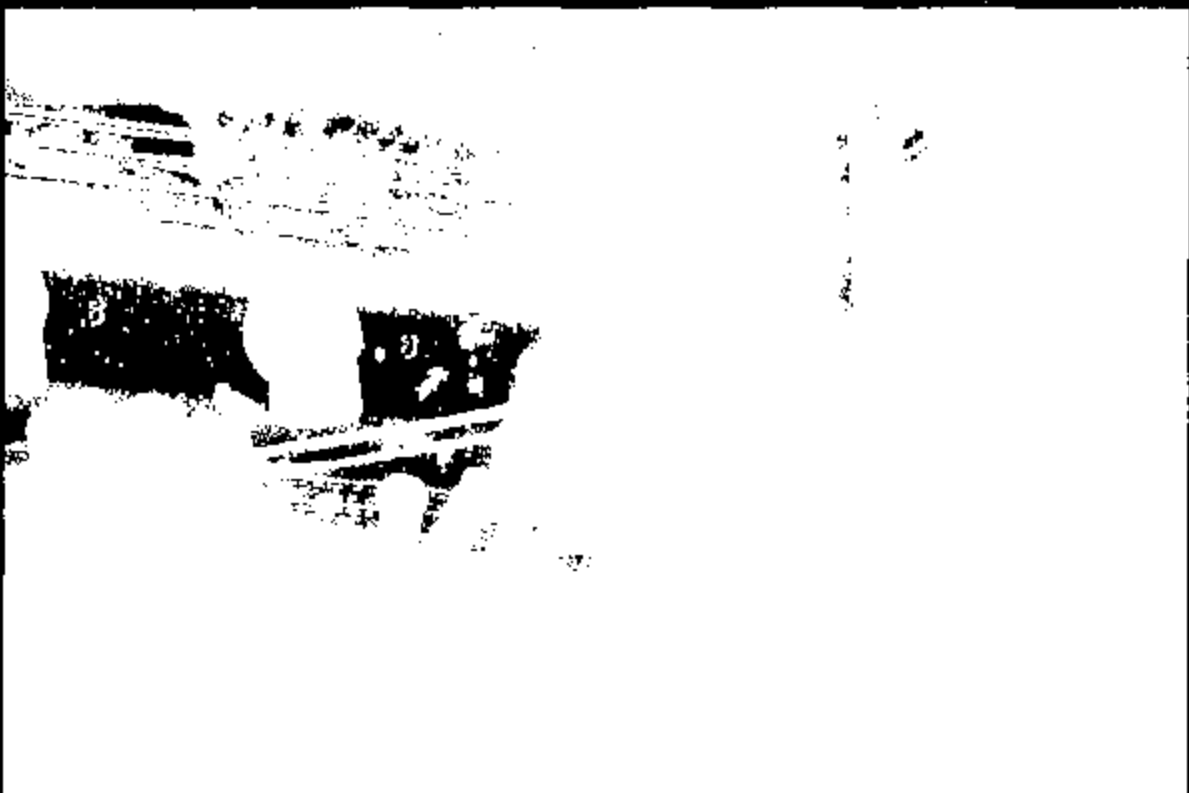
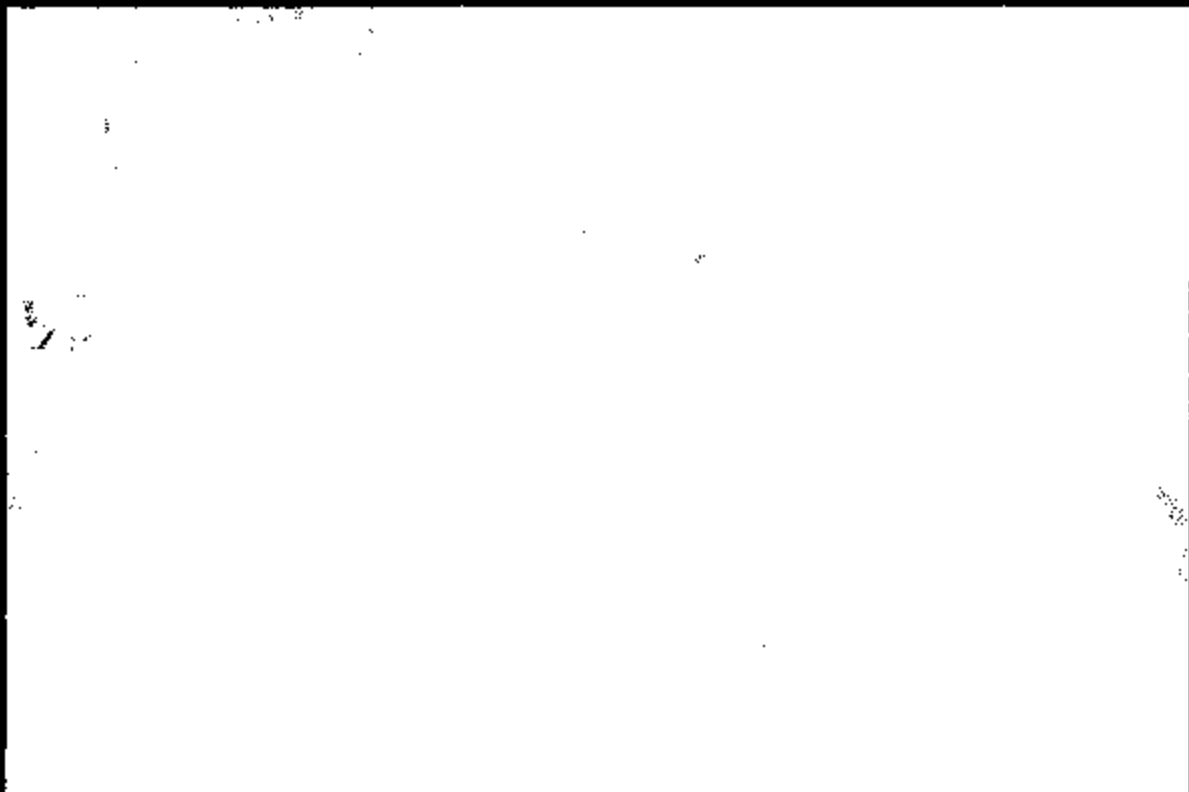


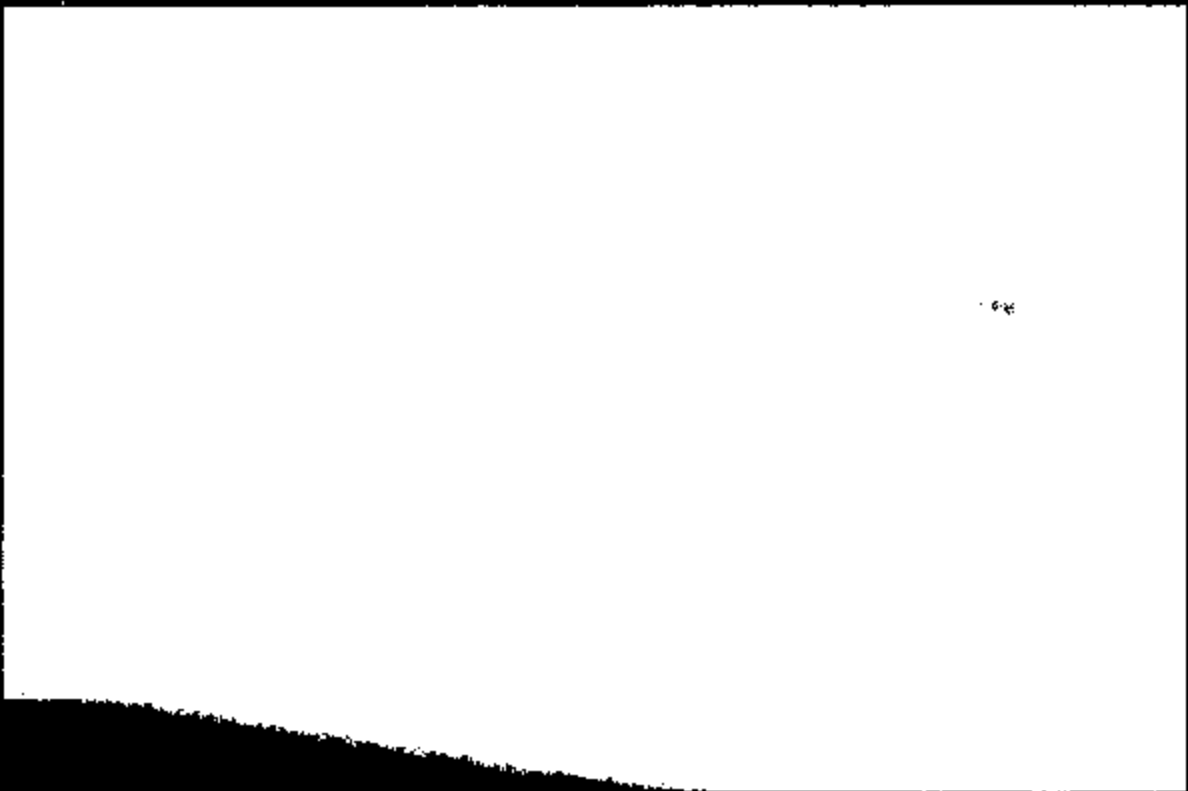
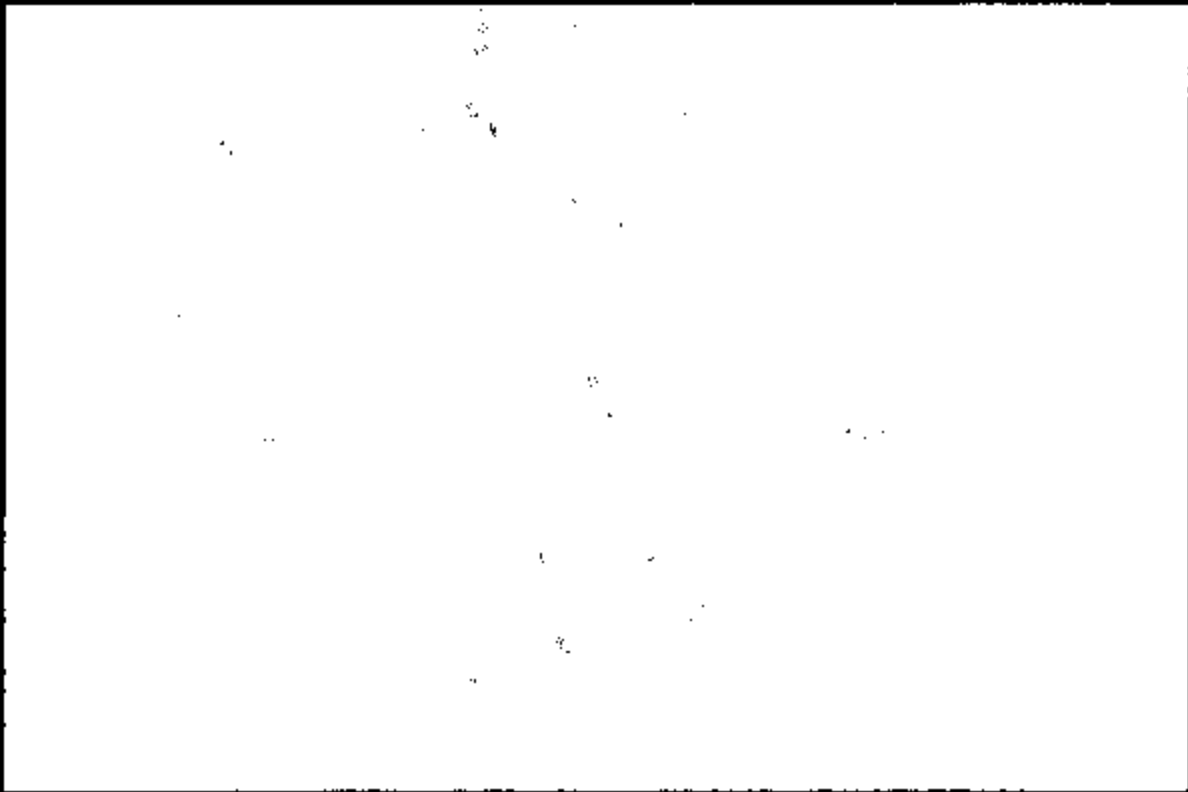


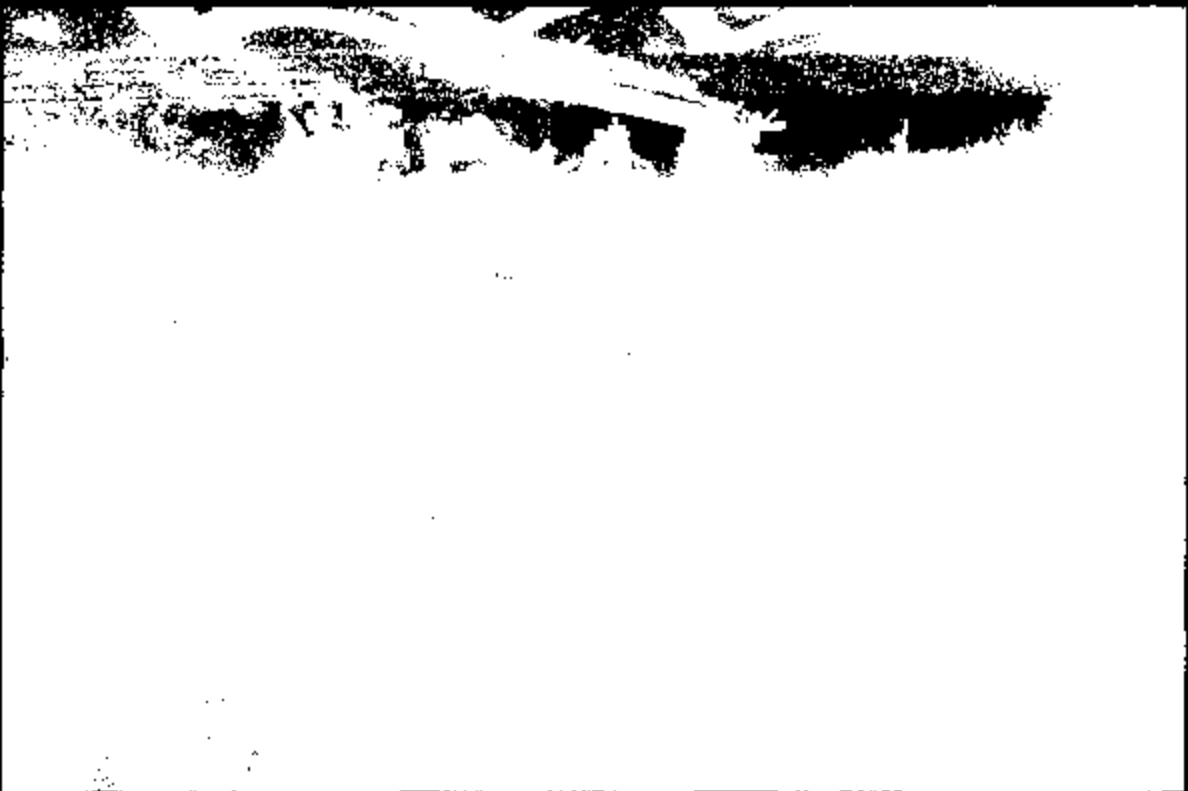
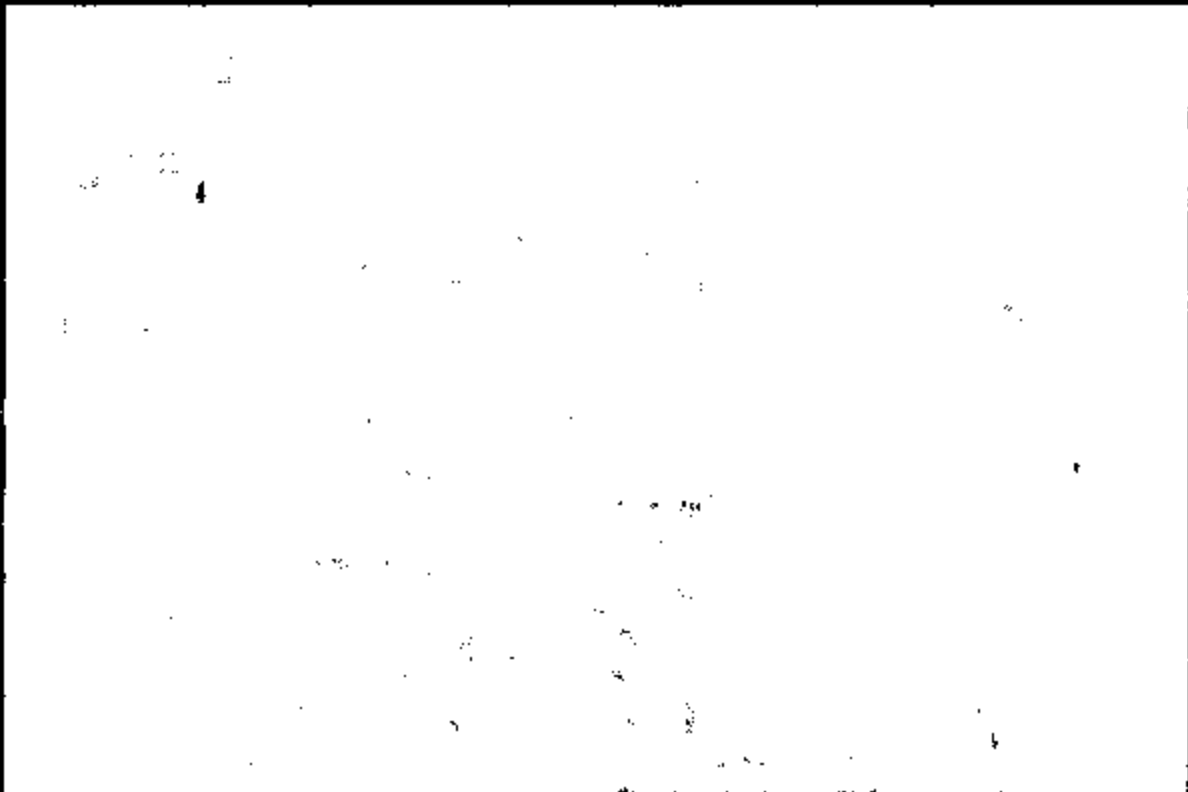


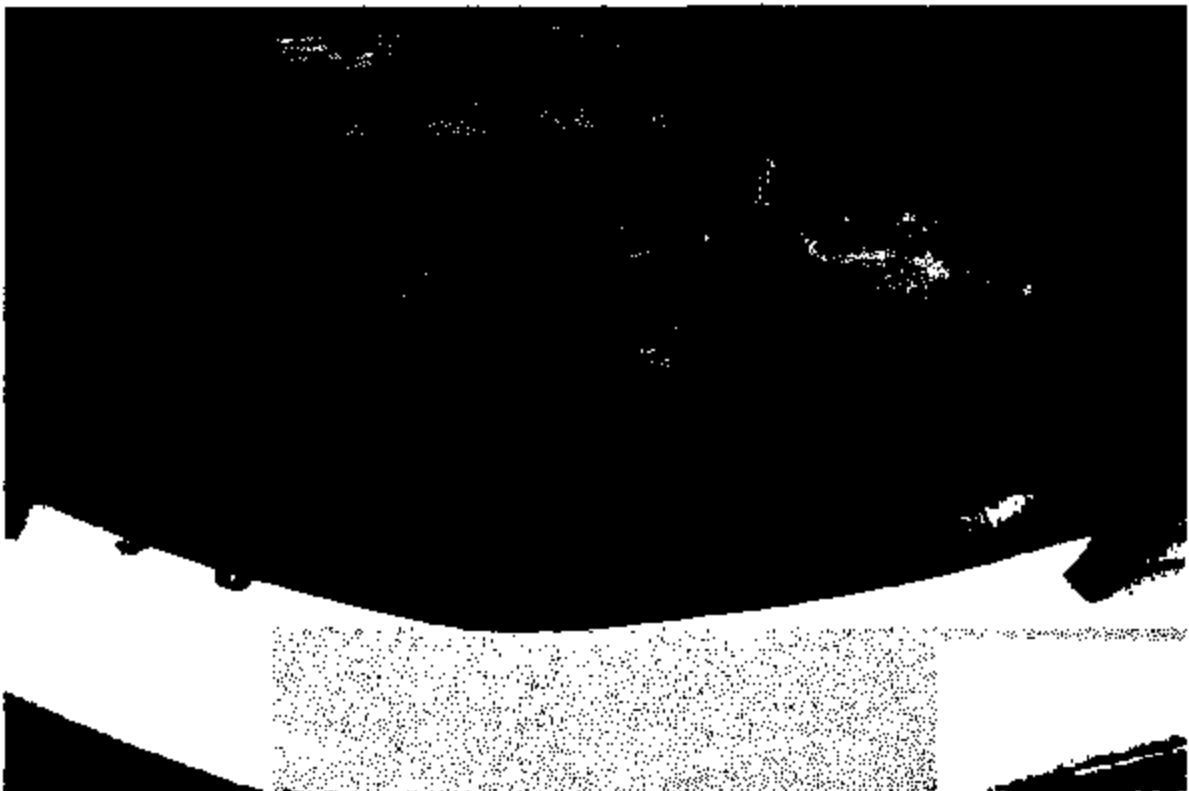
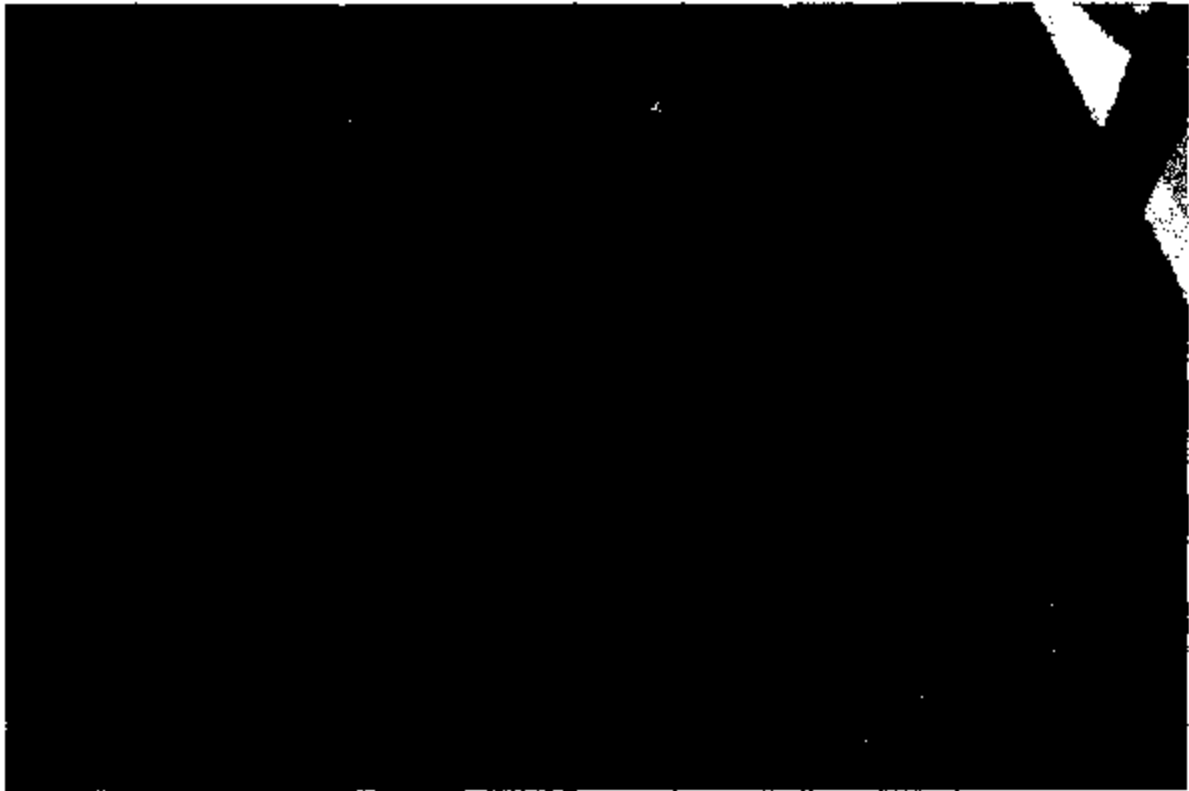




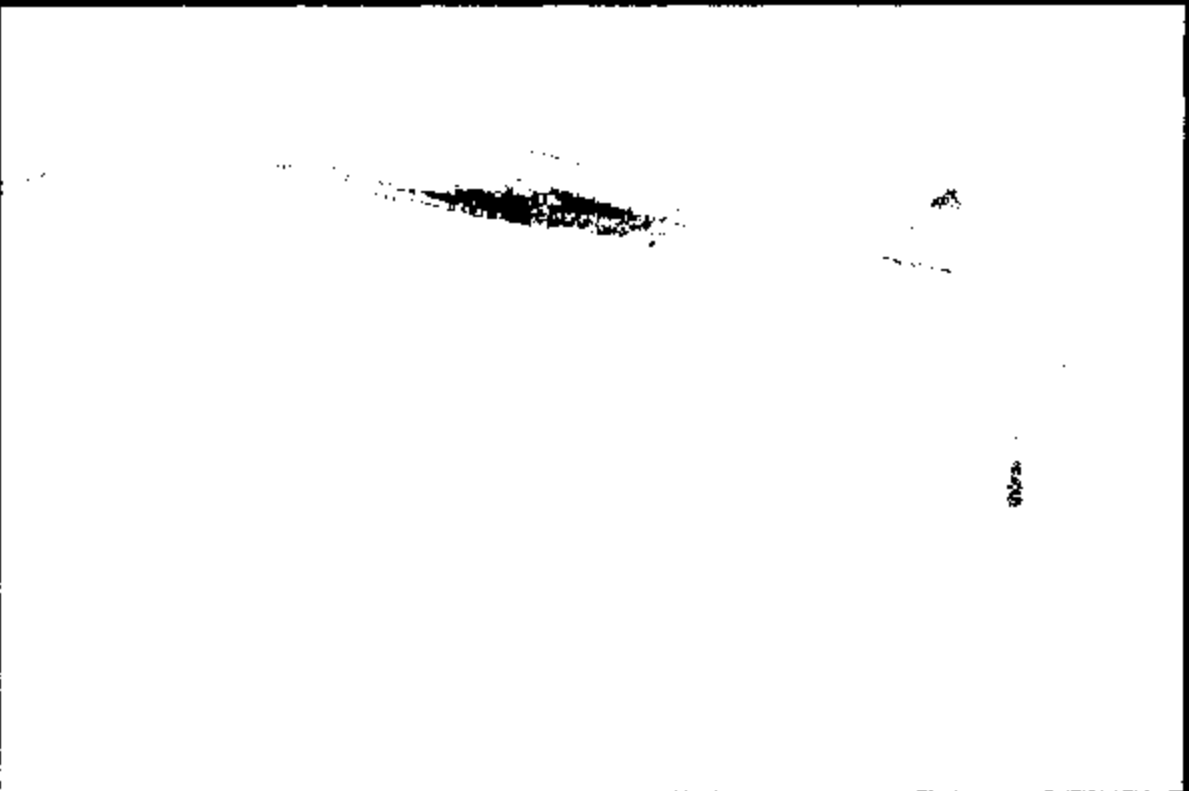
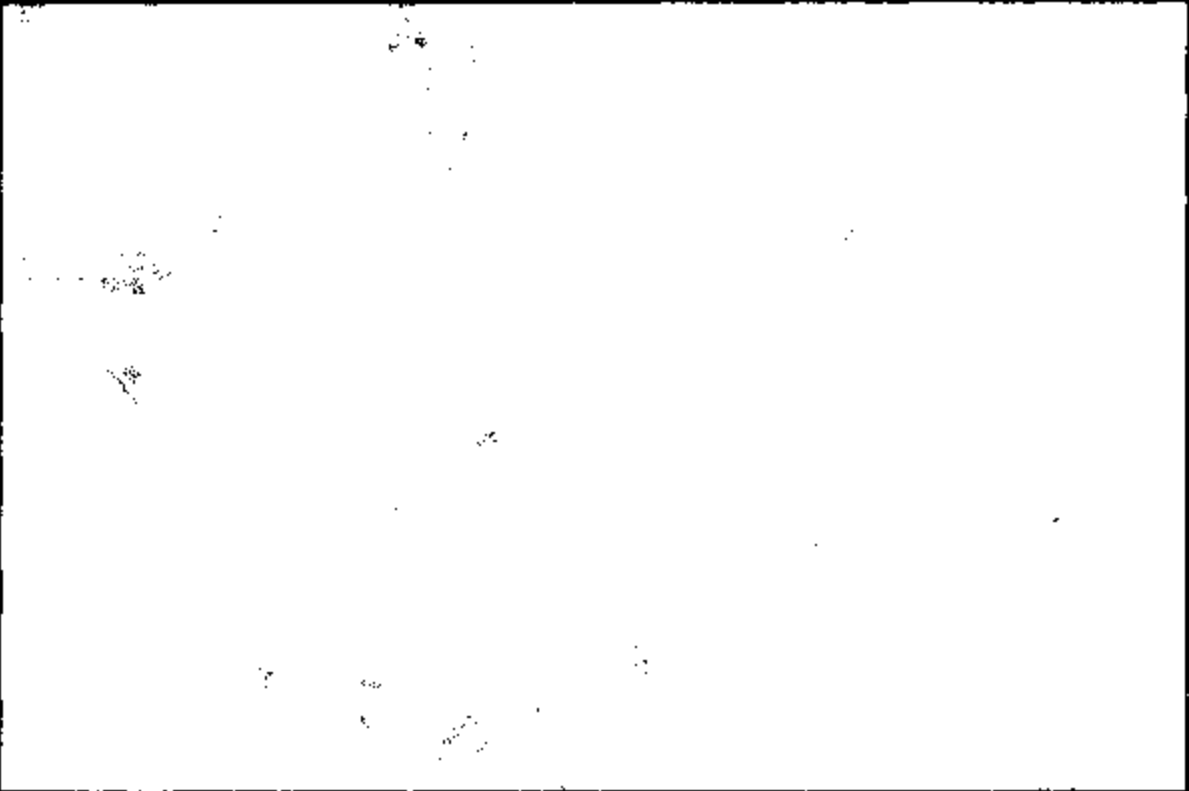


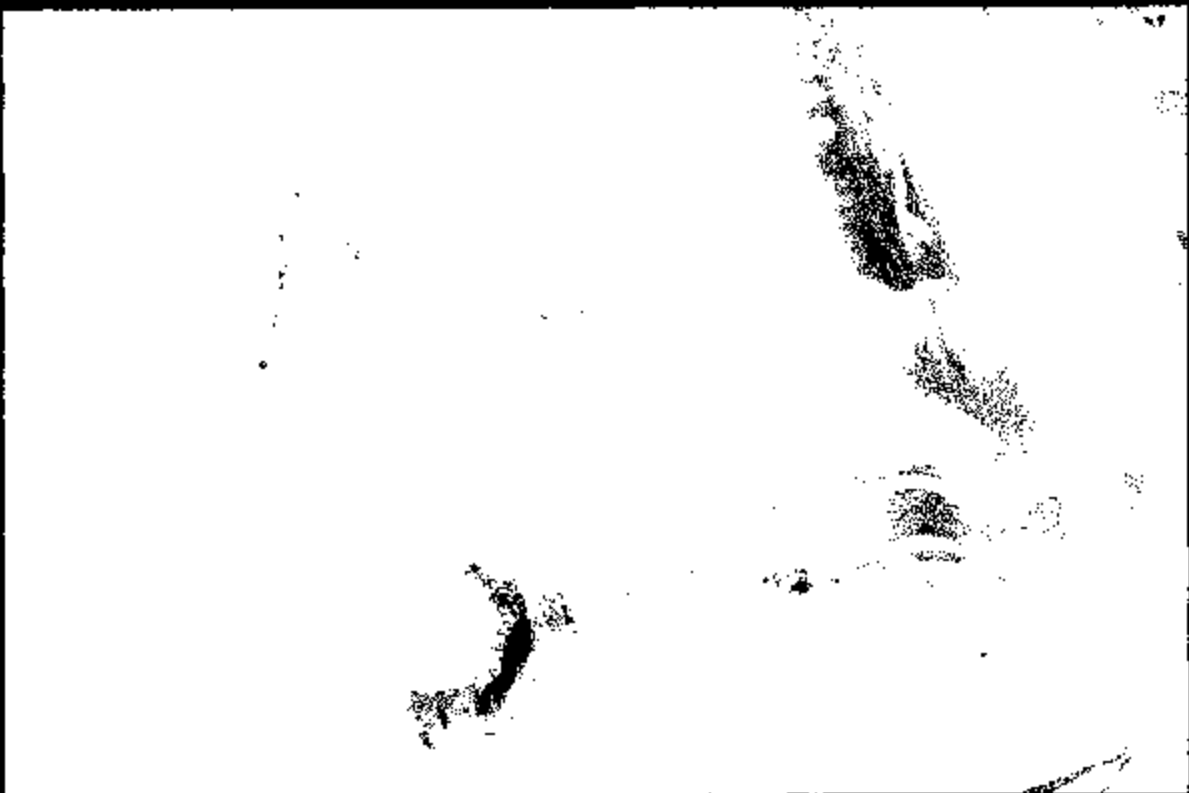


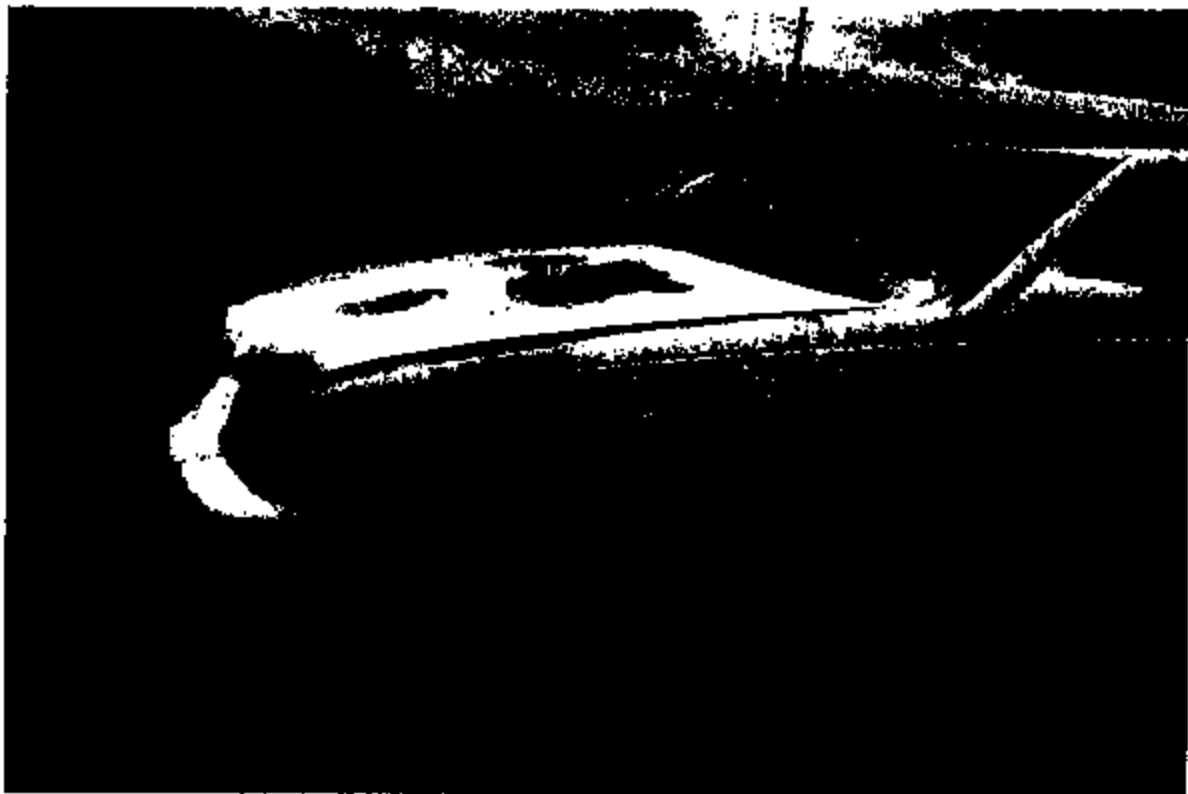




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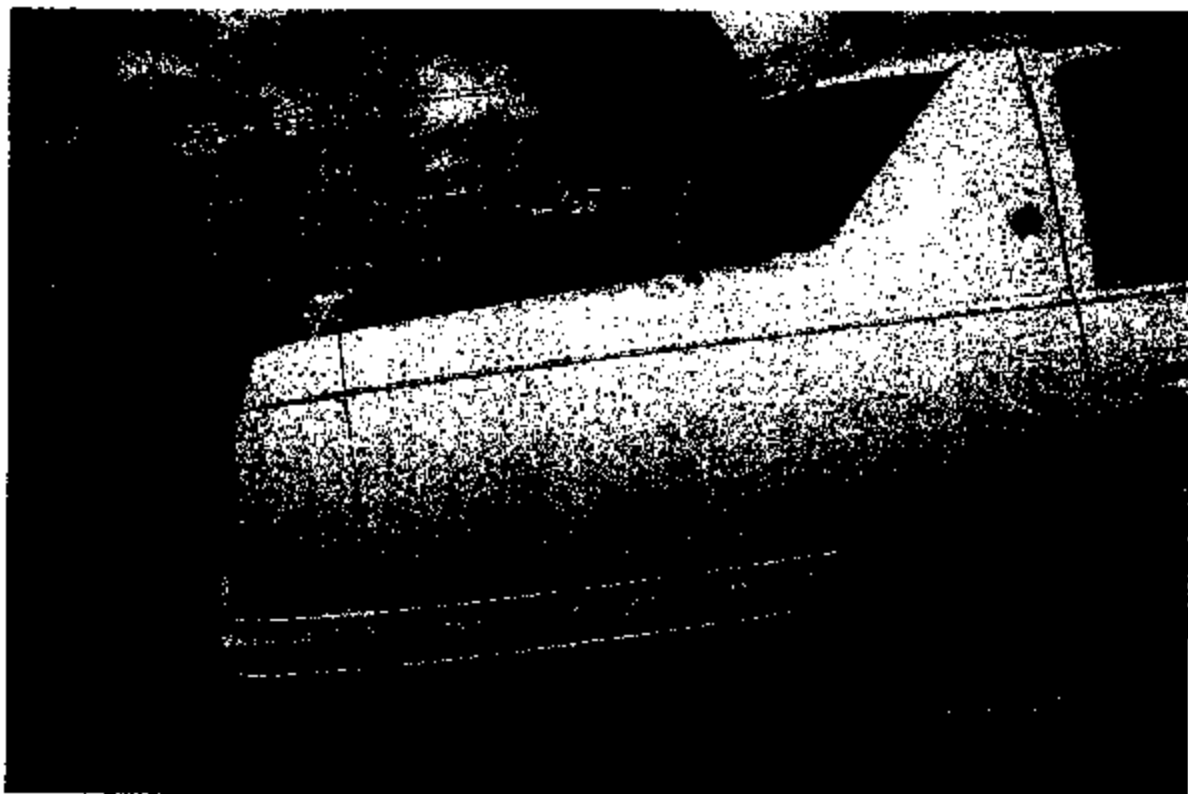




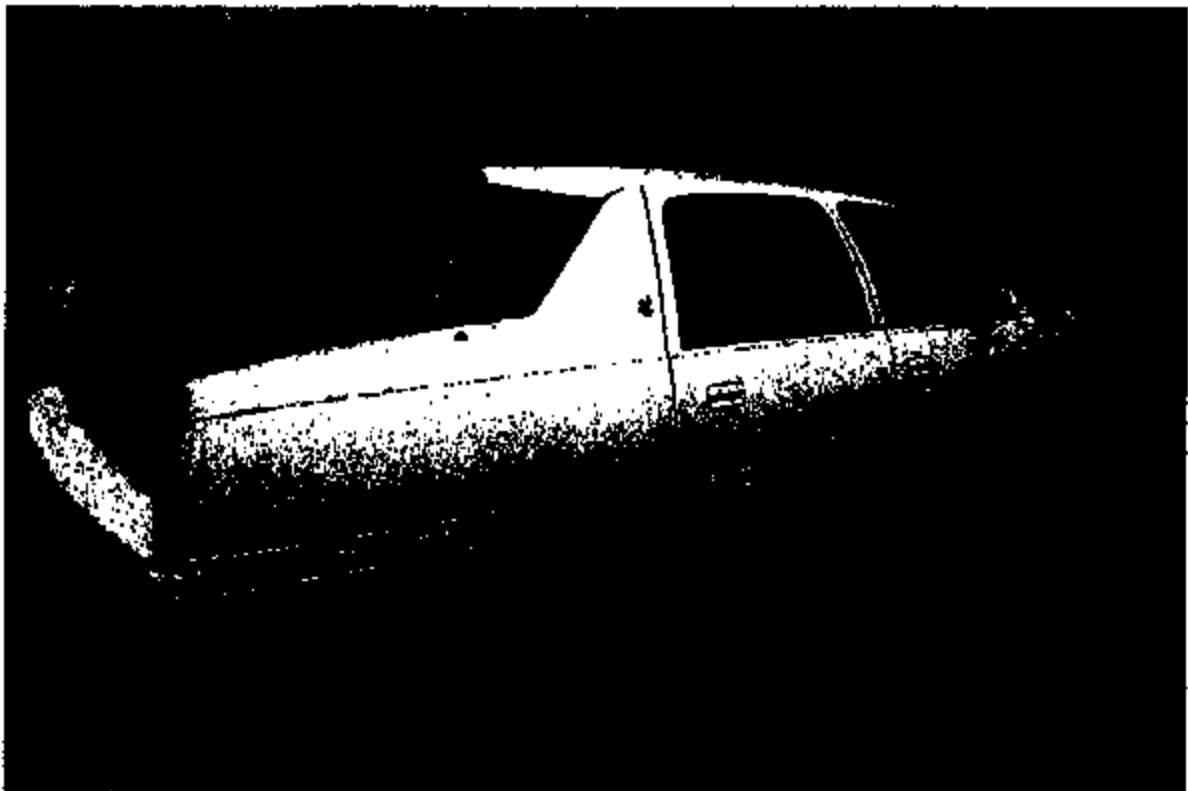


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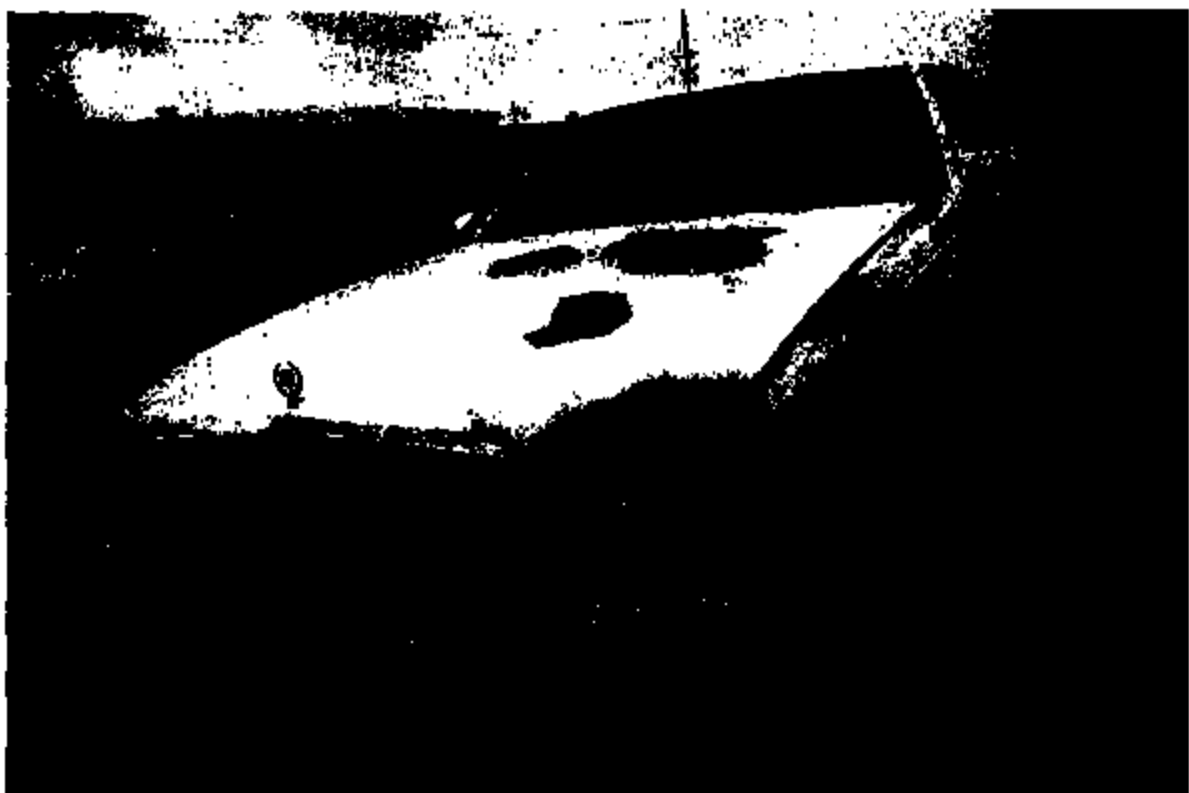




PR10533



PR10533



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