

GM647
PE03-050

GM
1-8-04

ATTACHMENT "2C" Continued

Book 4 of 4

Part 1 of 4

GM**PAR CASE INFORMATION**

436864

Problem ID: 01882938

Name: [REDACTED]
 Address: [REDACTED]
 CANTON, OH [REDACTED]
 Phone: [REDACTED]

VIN: 1G81K062Y8VU207238
 MAKE: CADILLAC
 MODEL: DEVILLE
 YEAR: 1997
 ODOMETER: 78,800

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

ACCOUNT/POLICY:
 SERVICE DEALER: PROGRESSIVE OLDSMOBILE, C
 CONTRACT: NONE
 SELLING DEALER: PROGRESSIVE OLDSMOBILE, C
 CONTRACT: NONE
 PAYEE: No

CONTACT ID: C0000038047600
 DRIVER NAME: MEL RODGERS
 DRIVER AGE: 63
 DISABILITIES: N/A
 ROAD SURFACE: Asphalt
 ROAD CONDITION: Dry
 # PEOPLE IN VEHICLE: 2
 INJURIES: No
 OTHER VEHICLES INVOLVED: No
 NUMBER INVOLVED:
 DEFECTIVE COMPONENT: ENGINE- CAUGHT FIRE
 POLICE REPORT: No
 INSURANCE: Yes
 INSURANCE COMPANY: GUIDE ONE
 INSURANCE COMPANY ADDR: 1111 ASHWORTH RD
 INSPECTION: No
 INSP NAME:
 INSP DATE:
 INSP MILES:
 INSP DONE:

BODY INJURY: No
 COLLISION: No
 PROPERTY DMG: No
 NON COLL: Yes
 DMB ABV K: No
 NOTIFY NAME: CUSTOMER
 AGENT NAME: DAVID FLORA
 STATUS: Accepted
 REJECT REASON:
 ROAD TEST: No
 ROAD TEST DESC:
 ROAD TEST RESULT:
 COMP INSPECTED:
 INVEST SUMMARY: EAA INSPECTION
 AGENT PHONE: 336-678-0812
 INCIDENT DATE & TIME: 10/06/2000 08:00:00 AM

PROPERTY DAMAGE:
 INCIDENT LOCATION: STARTED ON PORTAGE ST AND ENDED ON FRANK STREET
 INCIDENT RESULT: 10-07-00 GM NOT RESPONSIBLE
 VEHICLE LOCATION: BELDEN VILLAGE TOWING
 MAINTENANCE LOCATION: WOULD BE AT PROGRESSIVE OLDS, CADILLAC
 OWNER DESC: CUST NOTICED VEHICLE RUNNING SLUGGISH, NEXT THEY KNEW VEHICLE WAS ON FIRE
 MORE INFO: COMPLETE DESCRIPTION OF INCIDENT FILE NUMBER 801888845, VEHICLE AT BELDEN VILLAGE TOWING

ID:
 PAYEE:
 ADDRESS:

COMPANY:
 AMOUNT:
 ACCT_TYPE:
 ACCT_NUM:
 TAX_ID:
 ISSUE_1000:
 POLICY NUM:

PAR CASE INFORMATION

Problem ID: 01002000

SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: THERMAL EVENT
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: A08
COMPONENT DESCRIPTION 2: per
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Fire
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: per
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

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

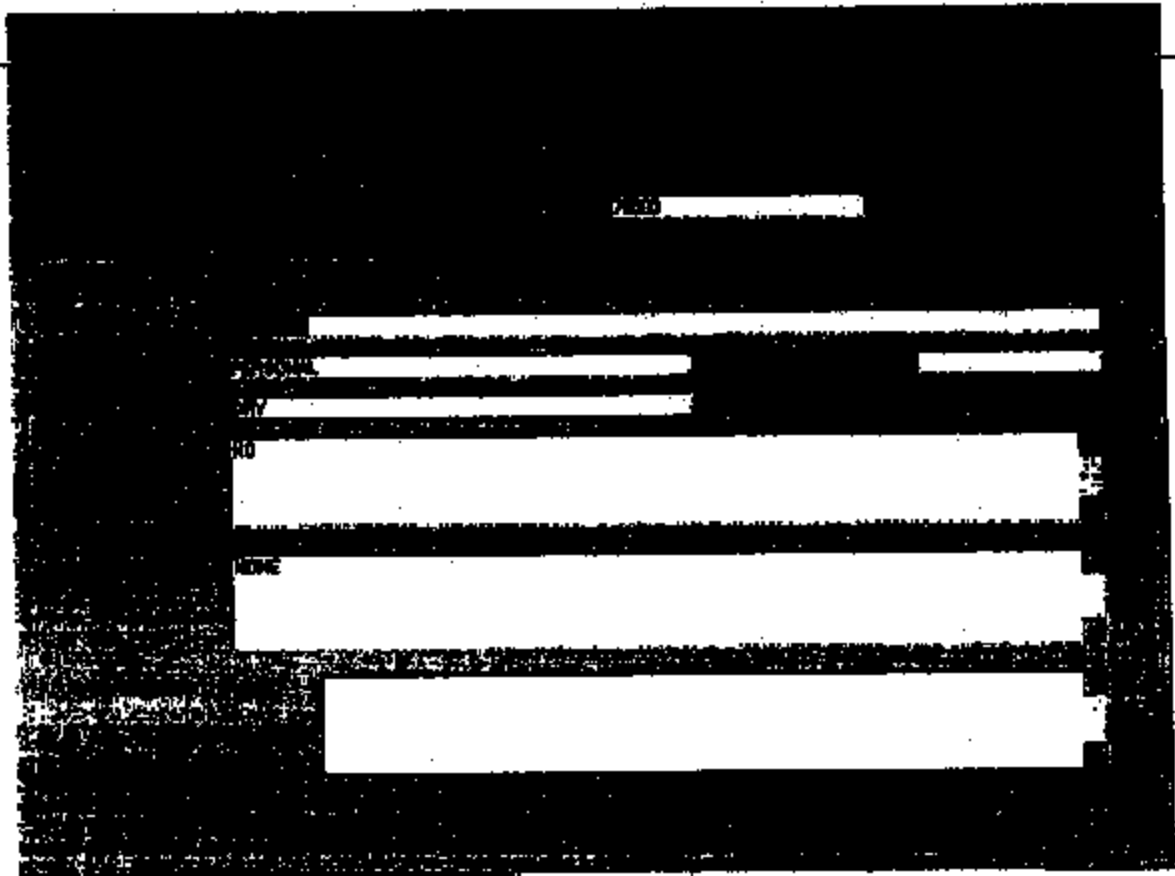
COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

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

10/20/00 - 04:26:43 AM CRM LEFT VMS FOR CUSTOMER. TIMKI JACOB/PAR 58542

10/20/00 - 12:56:03 AM CRM RECEIVED A CALL FROM CUSTOMER, WHO STATED THAT VEHICLE IS AT BELDEN VILLAGE TOWN. CUSTOMER STATES THAT THE FIRE DEPARTMENT WAS CALLED BY A LADY IN THE CAR BEHIND CUSTOMER. CUSTOMER STATES THAT MAINTENANCE WAS LAST PERFORMED ON 7-18-00 @ 8-31-00 AT 71,812 MILES. CRM ADVISED CUSTOMER OF INDEPENDENT INSPECTION PROCEDURES. CRM SET UP INSPECTION. TIMKI JACOB/PAR 58542

10/20/00 - 09:03:20 AM BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM ADVISED CUSTOMER THAT GM IS NOT RESPONSIBLE. CRM CLOSED FILE, CRM SENT LETTER, CRM FORWARDED TO 888. TIMKI JACOB/PAR 58542



INCIDENT REPORT

Jackson Township Fire Dept.

NFIRS-1

[] DELETE
[] CHANGE

A	FDID 78108	INCIDENT NO 00-008777	EXP NO 00	MO 10	DAY 08	YR 00	DAY OF WEEK Sunday	ALARM TIME 20:01:00	ARRIVAL TIME 20:04:00	IN SERVICE 21:08:00	
B	TYPE OF SITUATION FOUND Vehicle Fire						TYPE OF ACTION TAKEN 13 Extinguishment			MUTUAL AID: 1 [] Recd [] Given	
C	FIXED PROPERTY USE Supermarket						IGNITION FACTOR 811 Undetermined 00				
D	CORRECT ADDRESS							CO. ST	TWN JAC	ZIP CODE	CENSUS TRACT
E	OCCUPANT NAME							TELEPHONE		ROOM/APT NO	
F	OWNER NAME				ADDRESS				TELEPHONE		
G	METHOD OF ALARM FROM PUBLIC Telephone Direct			TYPE OF ALARM 1 Regular		DISTRICT 2 JAC		SHIFT A	STATION 1	NO. ALARMS 1	
H	911 USED 811 WAS USED		PERSONNEL RESPONDED Y	ENGINES RESPONDED 000		AERIAL APPARATUS 000		OTHER VEHICLES 000			

I	NUMBER OF INJURIES FIRE SERVICE 000			OTHER 000			NUMBER OF FATALITIES FIRE SERVICE 000			OTHER 000		
---	--	--	--	-----------	--	--	--	--	--	-----------	--	--

J	COMPLEX No Complex 90				MOBILE PROPERTY TYPE Automobile 11				
K	AREA OF FIRE ORIGIN Engine Area, Running Gear 83				EQUIPMENT INVOLVED IN IGNITION No Equipment Involved 90				
L	FORM OF HEAT OF IGNITION Heat from Hot Object 90		TYPE OF MATERIAL IGNITED Flammable Liquid 20		FORM OF MATERIAL IGNITED Fuel 90				
M	METHOD OF EXTINGUISHMENT Preconnect w/Tank Water 5		LEVEL OF FIRE ORIGIN Grade to +6 1		ESTIMATED LOSS 25,000		ESTIMATED VALUE 20,000		

N	NUMBER OF STORIES				CONSTRUCTION TYPE					
O	EXTENT OF FLAME DAMAGE				EXTENT OF SMOKE DAMAGE					
P	DETECTOR PERFORMANCE				SPRINKLER PERFORMANCE					
Q	IF SMOKE SPREAD BEYOND ROOM OF ORIGIN		TYPE OF MATERIAL GENERATING MOST SMOKE				AVENUE OF SMOKE TRAVEL			
R			FORM OF MATERIAL GENERATING MOST SMOKE							

S	IF MOBILE PROPERTY		YEAR 87	MAKE CADILLAC	MODEL DEVILLE	SERIAL NO. 10000000000000000000	LICENSE NO. DSB 1682
T	IF EQUIPMENT INVOLVED IN IGNITION		YEAR	MAKE	MODEL	SERIAL NO.	

RECEIVED

[X] CHECK IF COMMENTS

OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) REARDLEY	DATE OCT 18 1990	DATE 00000000
MEMBER MAKING REPORT (IF DIFFERENT FROM ABOVE) REARDLEY	CHIEF OF POLICE (IF DIFFERENT FROM ABOVE)	

ALL INCIDENTS
ALL FIRES
STRUCTURES

COPY

INCIDENT REPORT
Jackson Township Fire Dept.

FDID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
78195	00-002777	09	10	06	00	Sunday	1 20:51:00

NARRATIVE

AUTO FULLY INVOLVED IN FIRE UPON OUR ARRIVAL. HEAVY DAMAGE TO ENGINE COMPT AND INTERIOR. PROBABLE TOTAL LOSS.

INSURANCE WITH GUARDIAN INSURANCE

OWNER [REDACTED], CANTON, PHONE [REDACTED] SSN #: [REDACTED]

OWNER STATED THAT CAR HAD ACTED LIKE IT WAS LOSING POWER WHEN OTHER CARS STARTED BLOWING THEIR HORNS TO TELL HIM TO PULL OVER.
10/06/2000 22:45 ROBSTANL

COPY

FIRE LOSS REPORT
Jackson Township Fire Dept.

PCID	INCIDENT NO	EXP NO	MO	DAY	YR	DAY OF WEEK	ALARM TIME
78100	09-002777	00	10	08	01	THURSDAY	20:01:00

	BUILDINGS	VEHICLES	CONTENTS	TOTAL
ESTIMATED LOSS	0	20,000	0	20,000
ESTIMATED VALUE	0	20,000	0	20,000
INSURED AMOUNT	0	0	0	0
SETTLEMENT AMOUNT	0	0	0	0

INSURANCE INFORMATION	
BUILDINGS AND CONTENTS...	VEHICLES...
COMPANY:	COMPANY: GUARDIAN INSURANCE
AGENCY:	AGENCY:
CONTACT:	CONTACT:
PHONE:	PHONE:

NEXT:

M WARRANTY HISTORY INQUIRY
(UPDATED THRU 20001013)

PAGE 01 OF 04

DIV: CADILLAC

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CIM
166KD52Y3VU207239	DEVILLE	M	1225573	19960903	0	PAID	16

INVT-DTE: 19960816 DELVAR-DATE: WARBLK-DTE:

INV-DTE : 19960819 DELVAR-ODOM: WARBLK-TYP:

INV-DLR : 1225573 SHIP-TO-DLR: 1225573

C	CYCLE								AUTH	AUTH	
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	1220283	980	19990722	073591	200008	01	N0110	148.00	47210		
	BATTERY, ONE-REPLACE										
	FAIL-PART:19000932 NOT FOUND										
002	1225573	881	19980811	347386	226064	01	E5915	20.19	23083		
	SENSOR, LEVEL CTL HEIGHT-ADJUST										
003	1225573	871	19980708	344900	191213	01	Z7410	30.00	22181		
	ENGINE OIL CHANGE										
004	1225573	821	19980114	333578	016102	01	C3108	74.03	14339		
	HEADLINING ASSEMBLY, 1 PC-R&R										

CONTINUED

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

RECORD FOUND

NEXT:
VIN : 1G6KD52Y5VUZ07239

WARRANTY HISTORY INQUIRY
(UPDATED THRU 20001013)

PAGE 02 OF 04
CLAIM CNT: 16
DEV: CADILLAC

C CYCLE AUTH AUTH
T RODLR NO. RODATE RO-NO. DDC-NO LN LENOF LN-TOTAL ODOMETER ID CODE

	1225573	743	19971014	327889	295035	01	H0043	202.96	10820	0090	E
				PADS, REAR DISC BRAKE-R&R/REPLACE							
006	1225573	727	19970625	320209	178056	03	Z8050	30.00	7288		
				MAINTENANCE-LUBE,OIL,FILTER							
007	1225573	727	19970625	320209	178057	02	C6576	13.09	7288		
				COVER, F-SEAT BACK ANY ONE-REPLACE							
008	1225573	727	19970625	320209	178058	01	B7923	39.28	7288		
				MLDG/STRIP,L-RR-DR REVEAL-R&R/REPL							
009	1225573	726	19970620	319822	176169	01	H0042	98.21	7198	0090	E
				PADS, FRONT DISC BRAKE-R&R/REPLACE							
010	J 1225573	724	19970609	318862	162186	01	V0036	343.68	6671		
				CAMPAIGN							
				FAIL-PART:16265345 MODULE							
011	J 1225573	706	19970129	310380	035102	01	V9964	91.66	3928		
				LABOR DESCRIPTION NOT FOUND							

CONTINUED

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

NEXT:
VIN : 1G6KD52Y5VU207239

M WARRANTY HISTORY INQUIRY
(UPDATED THRU 20001013)

PAGE 03 OF 04
CLAIM CNT: 16
DIV: CADILLAC

C	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	AUTH	AUTH	CODE
0	D	1225573	726	19970129	310423	176023	01 K7248	370.53	3936	2238			GW
													VALVE ASSY, UPPER CONTROL-R&R/REPL
013	G	1225573	723	19970129	310423	035129	01 K7248	370.53-	3936				
													VALVE ASSY, UPPER CONTROL-R&R/REPL
014		1225573	706	19970129	310423	035129	01 K7248	1180.96	3936	0090			P
													REDOC/DBT CD:EP
													VALVE ASSY, UPPER CONTROL-R&R/REPL
													FAIL-PART:24210701 VALVE KIT
015	I	1225573	636	19960830	G46147	246002	01 Z7000	101.46	10				
													PASSENGER CAR AND TRUCK NVI
016	T	1225573	638	19960830	301250	262001	01 A0110	19.02	10				
													FINESSE SAND AND BUFF

TCLM-DMGCD:14125

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

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

NEXT:

WARRANTY HISTORY INQUIRY

PAGE 04 OF 04

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: CADILLAC

VIN: 1G6KD52Y5VU207239 ORD-TYPE: 070 SERV-TYPE: 002 DEL-TYPE: 015

RPO DESCRIPTION

RPO DESCRIPTION

K BODY
 4 DOOR
 CADILLAC
 LD9 4.6 LITRE V8 MFI
 ME0 AUTO TRANS W/OVERDRIVE
 MH1 F-4 AUTO TRANS
 AJ7 INFLT RES DR/PAS-FRT/SD
 CJ2 AIR CONDITIONING
 TILT STEERING COLUMN
 U75 POWER ANTENNA
 POWER WINDOW
 96060 ROOF DEFORMATION

KILOMETER ODOMETER
 SEDAN
 V8 ENGINE
 U.S. FEDERAL EMISSIONS
 AUTO TRANS
 002 INSTRUMENT CLUSTER
 ANTILOCK BRAKE
 POWER STEERING
 DD0 DR/PASS REMOTE ELEC
 ULL RADIO AM/FM CASS
 UA6 THEFT DETERRENT
 97020 BRK CNTRL MODULE

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

PF1:HELP
PF7:BACK

PF2:OPT
PF8:FWRD

PF3:CHG-DIV
PF9:GOTO

PF4:MAIN MENU
PF10:LOGOFF

PF5:DESC

PF6:PRINT

PRELIMINARY INSPECTION

FIRE

Division: CADILLAC	Ref# 81882859	Document ID	Date Recd:
VIN: 1G6KDSZY8VU207299	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	Date Recd:
VIN:	Claimant's Name (LAST, First)		

Inspected By: JACK RIVARD Organization: BAA
 Phone: (218) 831-8887 Inspection Date: 10-17-88 Mileage at Inspection: 78000
x EST.

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: VEHICLE DRIVEN BY OWNER ACCOMPANIED BY WIFE TO CHURCH THEN PARKED FOR 50 MINUTES. VEHICLE LOCKED. AFTER CHURCH SERVICE ON STARTING VEHICLE. ENGINE STALLS OUT. ON SECOND TRY, IDLE IS NORMAL BUT SMELL OF OIL IS NOTICED. DRIVER BACKS OUT OF PARKING PLACE. ENGINE RUNNING ROUGH. OTHER VEHICLE FOLLOWING DUE TO BOTH PARTIES GOING TO SAME RESTAURANT. DRIVER DRIVES A FEW BLOCKS AND NOTICES LACK OF POWER GOING UP SLIGHT GRADE. VEHICLE DOES NOT GO OVER HUMP ON GRADE. ON SECOND HILL VEHICLE REACHES TOP SPEED OF 20MPH GOING UP HILL. FRIEND IN REAR VEHICLE BLOWS HORN AND DRIVER NOTICES FLAMES COMING OUT GAP BETWEEN HOOD AND FENDER ON LEFT SIDE. HELLS INTO PARKING LOT OF GROCERY STORE. BEFORE HE CAN TURN ENGINE OFF NOTICES RED WARNING LIGHT FOR OIL. OWNER'S WIFE OPENS RIGHT FRONT DOOR TO DEPART AND FLAMES SHOW AT RIGHT DOOR. CLOSE RIGHT DOOR AND DRIVER AND PASSENGER DEPART THEN LEFT DOOR. FIRE DEPARTMENT ARRIVES AS OCCUPANTS LEAVE VEHICLE DUE TO FRIEND FOLLOWING CALLS FIRE DEPARTMENT ON CELL PHONE. VEHICLE HAD BEEN DRIVEN ABOUT 2 1/2 MILES IN PAST 5 MINUTES BEFORE BEING PARKED. HIGH HEAT AREA ADJACENT TO LEFT STRUT TOWER NEAR FUEL LINE FROM THROTTLE BODY. DUE TO EXCESSIVE HEAT AND MELTED PLASTIC PARTS UNABLE TO DETERMINE STARTING POINT OF THERMAL ACTION. VISIBLE INSULATION BURNED ON WIRE BUT NO MALLING OR WELDING NOTICED. LAST DATE OF SERVICE WAS 07-18-88 AT 71812 WHEN VEHICLE WAS SERVICED AT GOODYEAR SERVICE IN CANTON FOR L.O.F AND REPLACE FRONT BRAKE PADS. OWNER STATED HE HAS HAD NO PERFORMANCE PROBLEMS WITH HIS VEHICLE TILL THIS INCIDENT. PHOTOS ATTACHED. SERVICE RECORDS OF HENSCHLER CADILLAC OF CANTON ARE NOT AVAILABLE DUE TO SALE OF DEALERSHIP.

II INTERVIEW - VEHICLE HISTORY

1. Name, address, and phone number of person being interviewed: _____

_____, CANTON, OH _____ PHONE: _____

2. Vehicle modifications or after-market equipment? (e.g., radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.) NONE

Rents, date installed, and by whom (name, phone): _____

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

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

Repaired by _____

4. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine mis, etc) : ENGINE RUNNING BUSH, NO PULLING POWER

5. Repairs outside of warranty (what, when, by whom?): 07 19 99 GOODYEAR SERVICE STORE, CANTON, LRP AND FRONT BRAKE PADS

6. Other vehicle history information (from person being interviewed or GM Warranty History): _____

7. Last maintenance (date, description, by whom?): 07 19 99 GOODYEAR SERVICE STORE

III INTERVIEW - INCIDENT DETAILS

III.A BEFORE THE FIRE

This section covers vehicle usage the day of the fire.

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

If parked, how long was it parked? 90 MINUTES Was the ignition off or was the engine running ? Describe drive prior to parking: drive length ___ h 10 min, distance 5 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). CITY DRIVING, HILLY TERRAIN

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

Weather conditions: Approx. ambient temperature 80 °F, General conditions (dry, rain, wind, etc.): DRY

III.B AT THE FIRST INDICATION OF A PROBLEM

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

Unusual odors? (Y/N) Y Describe: OIL SMELL

Smoke? (from where, color, intensity, etc.) BLACK, AROUND HOOD ON LEFT SIDE

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: OIL LIGHT, TURNED ON, MESSAGE TURNING OFF ENGINE

Any apparent malfunction? (Y/N) Y If yes, describe: ENGINE NOT RUNNING ENOUGH FUEL

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) ON Blower setting AUTO Temperature setting 70

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

<input 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 type="checkbox"/> Power Window Controls
<input checked="" 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 type="checkbox"/> Radio, Built-In Tape/CD Player	<input type="checkbox"/> Power Sun Roof Controls
<input type="checkbox"/> Turn Signal	<input type="checkbox"/> Auxiliary CD Player	<input type="checkbox"/> Cigarette Lighter
<input type="checkbox"/> Hazard Flashers	<input type="checkbox"/> Telephone	<input checked="" type="checkbox"/> HVAC

Map Lights, Fl. Fr. CB Radio Other
Other Interior Lights

If any of the above were cycled, describe: _____

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NEVER

III C DURING THE FIRE

Time 3 MINUTES and distance 1 MILE between first indication of a problem and start of fire.

Time 3 MINUTES between start of fire and other significant events. Describe: NECESSARY TO FIND PARKING AREA FOR VEHICLE THEN EXIT VEHICLE

Time (24 hr) 2210 when fire was over or put out.

Describe initial location, color and intensity of smoke and flame. BLACK SMOKE AND ORANGE FLAME

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N) Y Describe: BEFORE TURNING ENGINE OFF. OIL LIGHT CAME ON

Any malfunction? (Y/N) Y If yes, describe: ENGINE NOT RECEIVING ENOUGH FUEL

What did you do after you realized something was wrong? Turn Engine Off? (Y/N) _____ Open Hood? (Y/N) _____ Other? (Y/N) _____ Describe: FIND PLACE TO PARK AND EXIT VEHICLE

When you left vehicle: Ignition switch position (off, on, accessory): OFF Windows open? (Y/N) Y Doors open? (Y/N) N Describe: DRIVER'S WINDOW OPEN ABOUT 4 INCHES

Any other comments that have not been covered? OWNER STATES THE ENGINE HAS NEVER HAD A PERFORMANCE PROBLEM

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

Trunk area

Decklid outer panel

Decklid inner panel

Option label

VIN

Left side

Hood outer panel

Hood inner panel

Roof

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

Location of fuel filter cap (or evidence of remains): IN PLACE

Comments: HOOD INNER PANEL SHOWS LOCATIONS OF HIGH HEAT AREA ABOVE FUEL LINES OF THROUGH BODY

B. Interior:

Door interior panels: LP, LR, RF, RR, Rear Door(s)

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray

Floor: Left, Right, Rear

Seats: LP, RF, Rear Seats

List all driver electrical controls which are in the "On" position (include Ignition): NONE

Position of windows (if glass is missing, do further inspection): LEFT FRONT DOOR GLASS OPEN 4 INCHES

Comments: HEAT CAME INTO INTERIOR THRU CENTER DUCT OF DASH NEAR WINDSHIELD. FOR AN INSTANT BECAUSE NO SMOKE DAMAGE TO INTERIOR PRESENT.

C. Underhood:

Engine compartment

Radiator, front & rear

Coolant recovery bottle

Engine coolant lines/hoses, connections

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

TBI/Injector rail/carburetor, all fuel lines/hoses, filter, connections

Engine block (note precise location of cracks, holes, etc.): NONE

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/hoses, connections/clamps, pump

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

Other: PARTS IN LEFT REAR QUADRANT OF ENGINE COMPARTMENT BURNT. HIGH HEAT AREA AT FUEL LINES OF THROTTLE BODY AND LEFT STRUT TOWER. WIRE INSULATION BURNT BUT SEE NO SIGNS OF WIRES WELDED OR BALLING. MUCH BURNT PLASTIC IN FILES.

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: SOME FLUID OUT AT RESERVOIR.

Engine oil: UNABLE TO CHECK DIPSTICK BURNT OFF

Transmission fluid: DIPSTICK BURNT OFF

Power steering fluid: LEAKS OUT HOSE

Brake fluid: RESERVOIR BURNT OFF

E. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?): NONE

Scrapes or impact damage on the following:

Fuel tank

Fuel filler lines

Tires/Wheels

Comments: LEFT FRONT TIRE BURNT. NO IMPACT DAMAGE ON WHEEL.

F. Electrical:

Generator & attached wiring

Battery & attached cables

Cooling fans

Fuses (Identify all open or not proper size): LINOLE TO ENGINE FUSE BOXES MELTED

Relay centers

Wiring insulation at fuse blocks

Fusible links (Identify all open):

Spark plug wiring and boot condition: BURNT ON REAR OF ENGINE

Modules: ABS/TCS, ECM, other

Comments: WIRING INSULATION BURNT IN LEFT HALF OF ENGINE COMPARTMENT. PHOTOS SHOW DAMAGE

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 LINES AT LEFT STRUT. HIGH HEAT PATTERNS

Photograph and comment on the item/area which is the apparent origin of the fire: FUEL LINES IN LEFT FRONT STRUT AREA

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.: FAN BELT (SERPENTINE) BROKEN BUT LITTLE DAMAGE ON FRONT OF ENGINE

Other relevant information: _____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage: OWNER DID NOT COMMENT ON PERSONAL ITEMS

V SITE INSPECTION (if applicable)

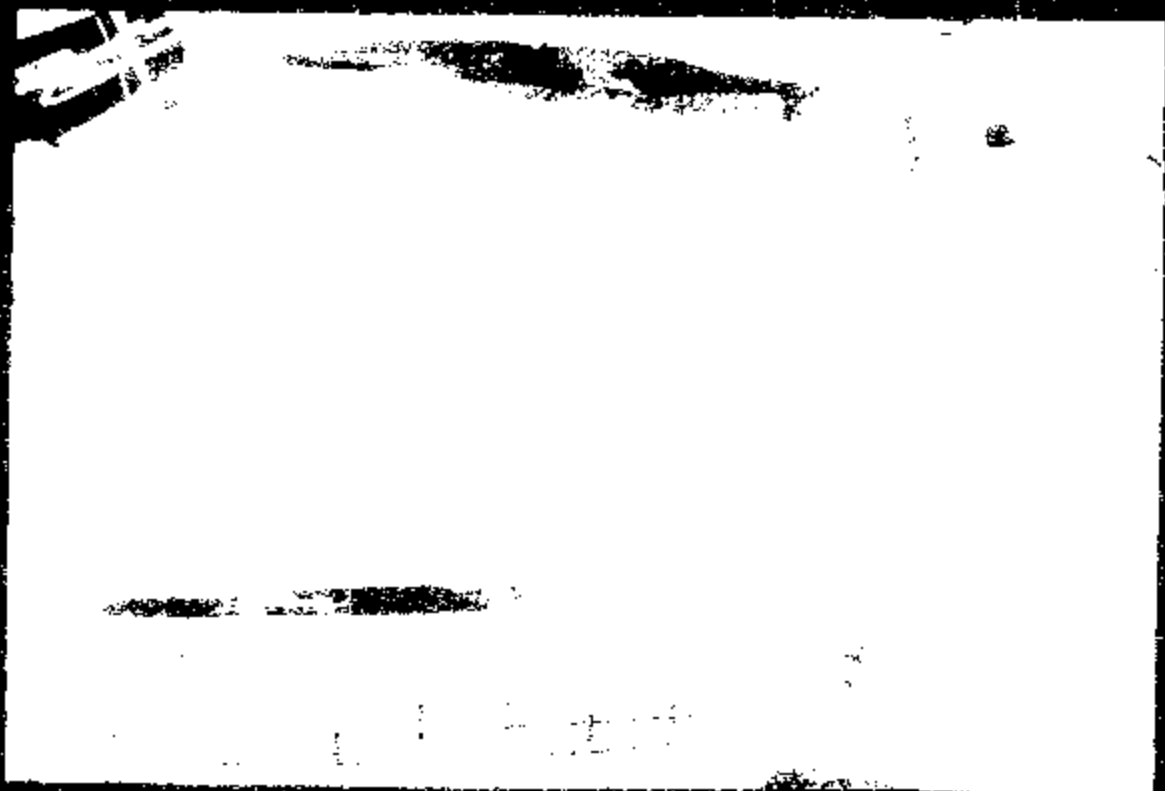
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas ovens, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: PAVED AREA OF FOOD STORE PARKING LOT FOR OWNER COMMENTS

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division: CADillac	Roll # 4278	Document ID	Date Entered: 10/68
VIN: 1G1111111111111111	Customer Name: LAST, First		
Division:	Roll #	Document ID	Page 1 of 4
VIN:	Customer's Name (LAST, First)		

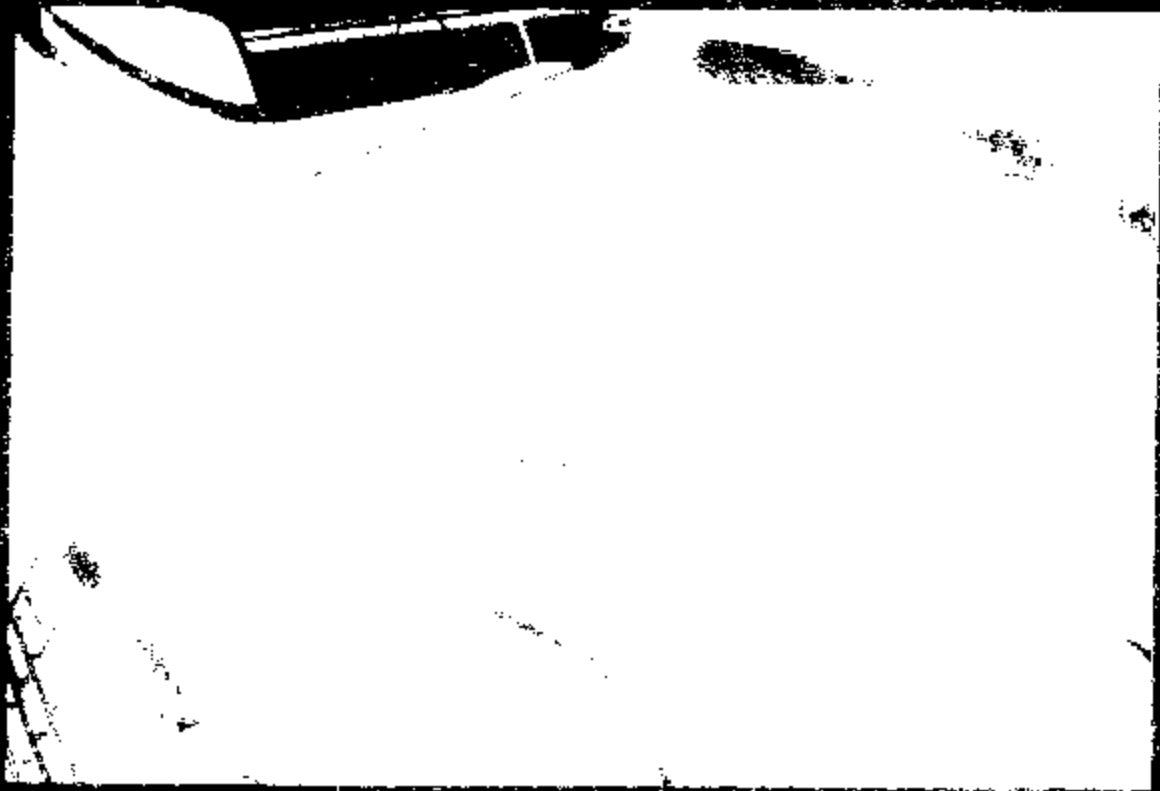
Inspector JACK RIVARD EAANumber of Rolls 01Roll Number 4278

- | Seq.# | Description |
|-------|--|
| 0 | <u>OVER LEFT FRONT FENDER—LEFT REAR QUADRANT OF ENGINE COMPARTMENT. NOTE METAL LINES COMING OUT OF FUEL THROTTLE BODY AND HIGH HEAT AREA ON LEFT STRUT TOWER</u> |
| 1. | <u>OVER LEFT HEADLAMP AREA. LEFT FENDER ON RIGHT OF PHOTO</u> |
| 2. | <u>ENGINE COMPARTMENT</u> |
| 3. | <u>ENGINE COMPARTMENT LEFT SIDE</u> |
| 4. | <u>ENGINE COMPARTMENT. NOTE BURNT PATTERN ON LEFT FENDER</u> |
| 5. | <u>ENGINE TOP AREA</u> |
| 6. | <u>ENGINE TOP AREA CLOSE UP</u> |
| 7. | <u>CLOSE UP OF LEFT STRUT TOWER AREA</u> |
| 8. | <u>CLOSE UP OF AREA NEAR THROTTLE BODY</u> |
| 9. | <u>DASH AND INTERIOR</u> |
| 10. | <u>ENGINE COMPARTMENT BEHIND LEFT HEADLAMP AREA</u> |
| 11. | <u>FRONT OF LEFT STRUT TOWER</u> |
| 12. | <u>HOOD UNDERSIDE PANEL. HEAT SPOTS</u> |
| 13. | <u>HOOD UNDERSIDE PANEL HOTS SPOTS NEAR REAR OF PANEL</u> |
| 14. | <u>TOP PANEL OF HOOD</u> |
| 15. | <u>LEFT FRONT FENDER AND HOOD FROM LEFT FRONT DOOR LOOKING FORWARD</u> |
| 16. | <u>WINDSHIELD BROKEN FROM HEAT</u> |
| 17. | <u>WINDSHIELD BROKEN IN CENTER LOWER AT CENTER OUTLET DUCT AS BLOWER MOTOR BURNT</u> |
| 18. | <u>VIN PLATE</u> |
| 19. | <u>OPTION STICKER ON TRUNK FLOOR COVER</u> |
| 20. | <u>LEFT FRONT CORNER. FENDER HEAT PATTERN. LEFT FRONT TIRE BURNT</u> |
| 21. | <u>LEFT SIDE NO DAMAGE BEHIND FRONT FENDER</u> |
| 22. | <u>TRUNK LID IS AJAR FROM OPENING. NO DAMAGE IN REAR</u> |
| 23. | <u>RIGHT SIDE</u> |
| 24. | <u>FRONT VIEW. GRILLE BURNT AND PULLED OFF. HOOD JARRED AND BENT AS FIREMEN TRIED TO OPEN.</u> |
| 25. | <u>_____</u> |
| 26. | <u>_____</u> |
| 27. | <u>_____</u> |
| 28. | <u>_____</u> |
| 29. | <u>_____</u> |
| 30. | <u>_____</u> |

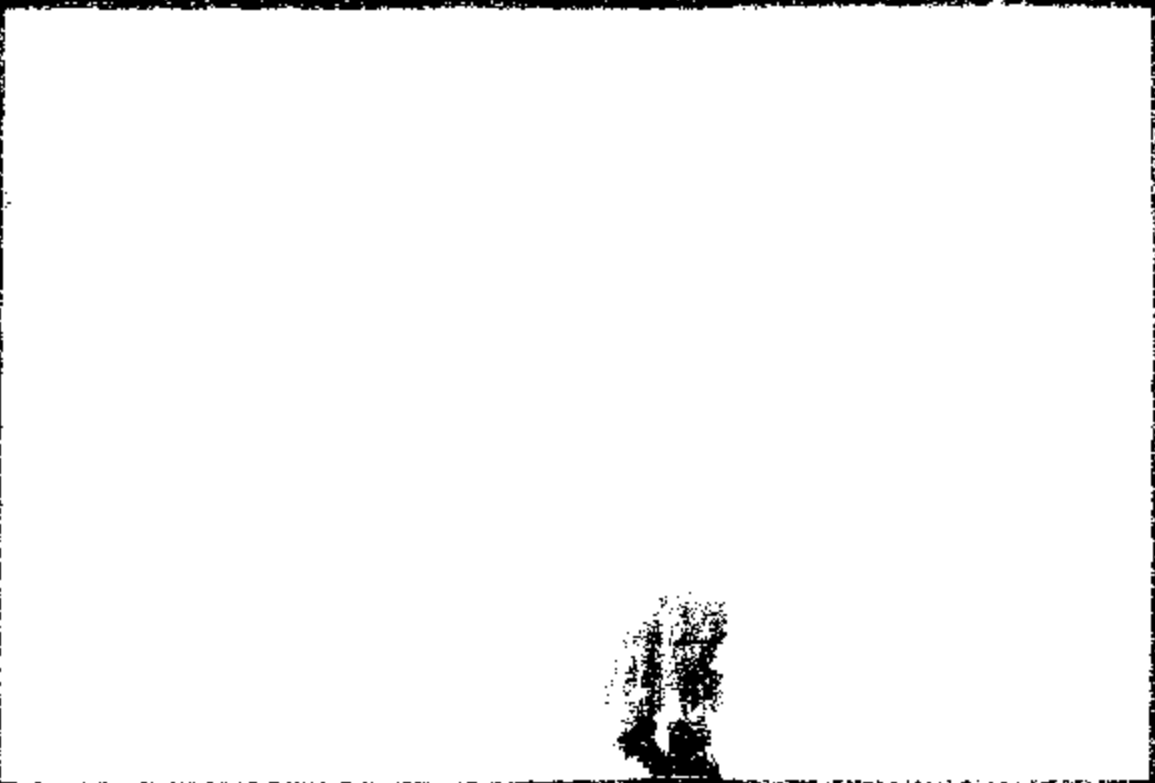


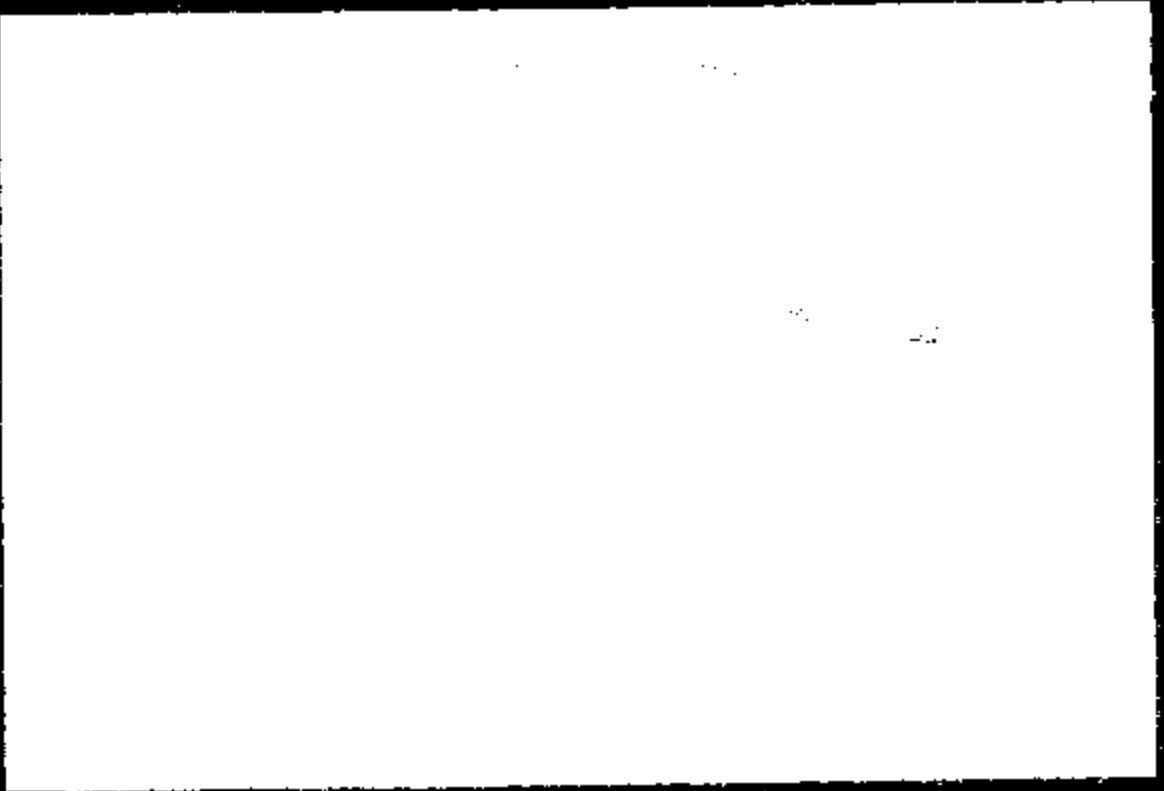
PAR PHOTOS AL #

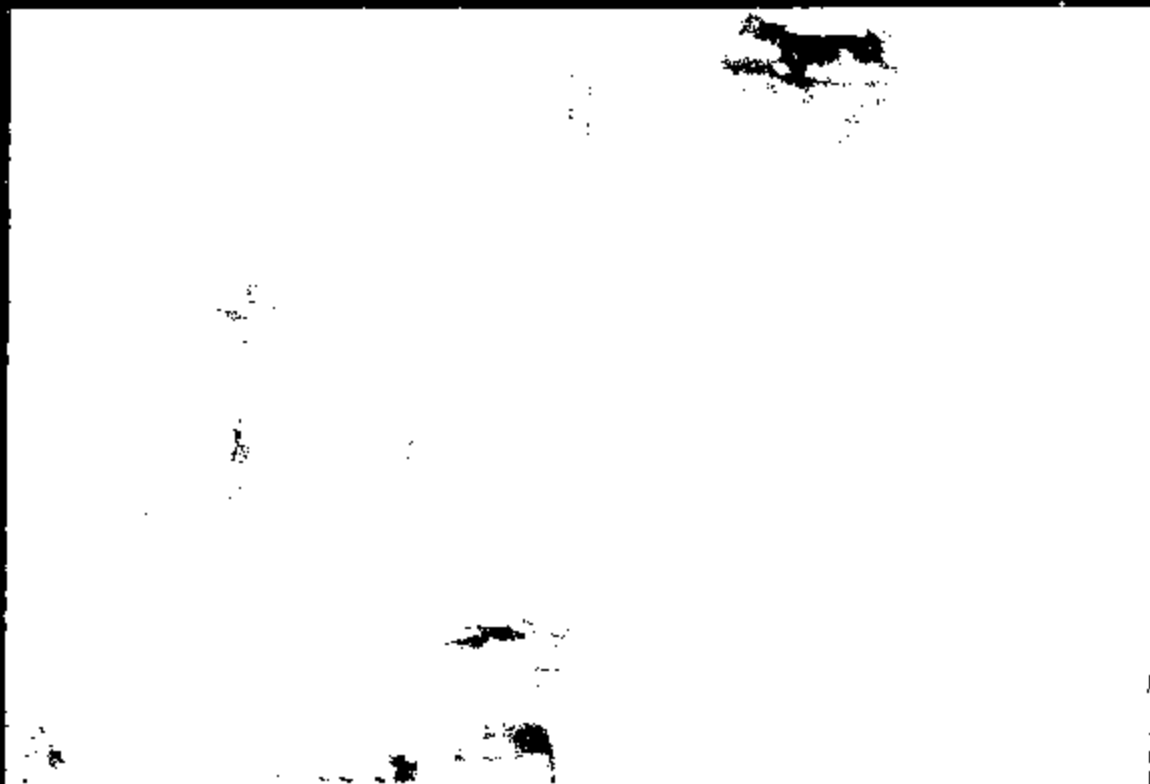


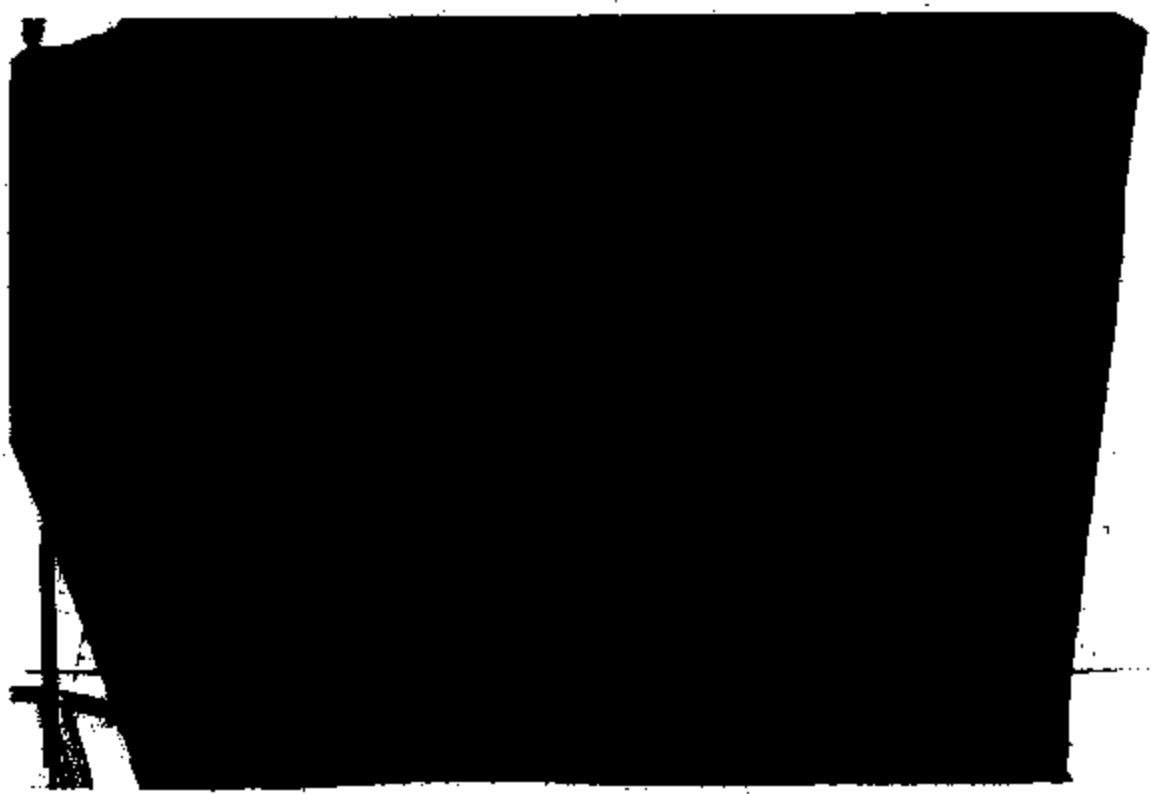
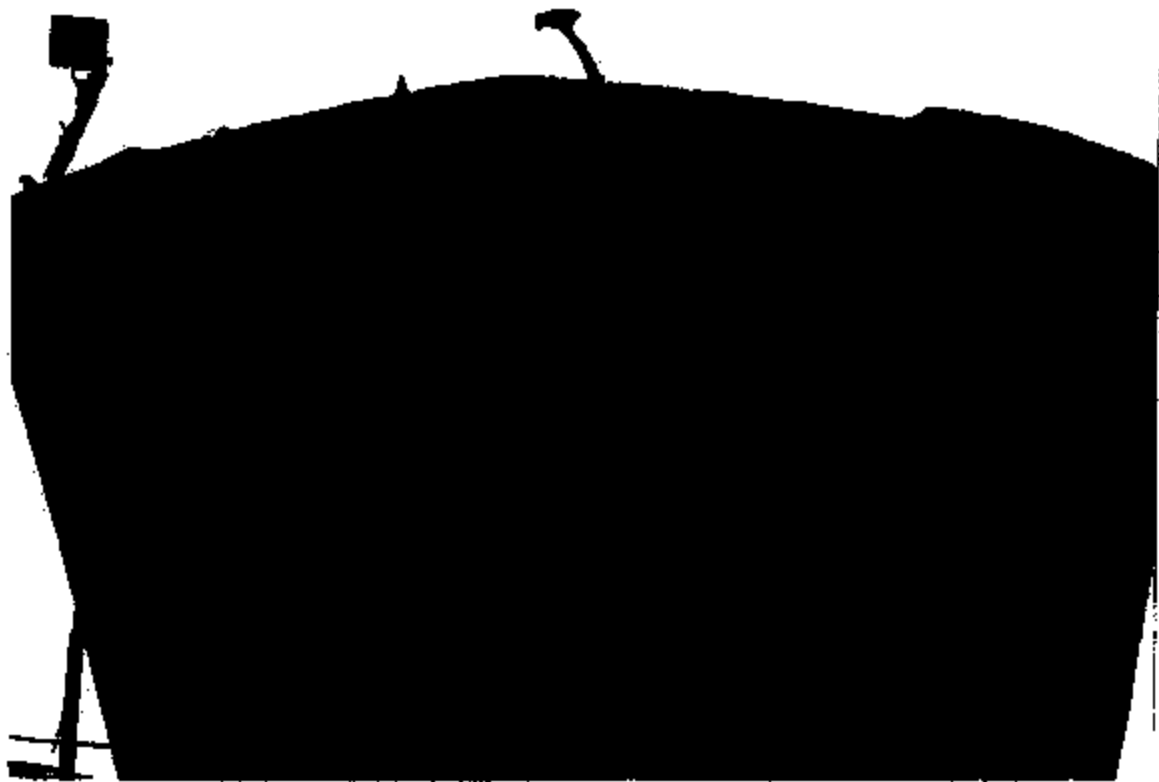


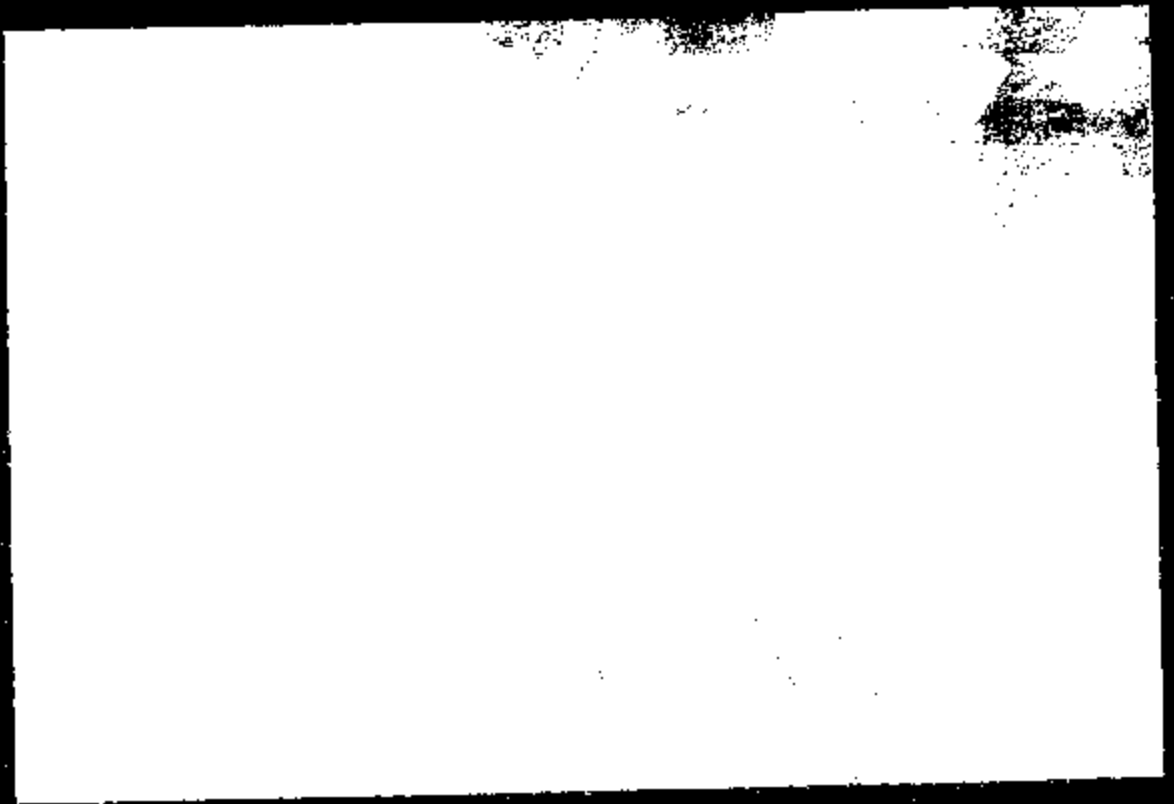
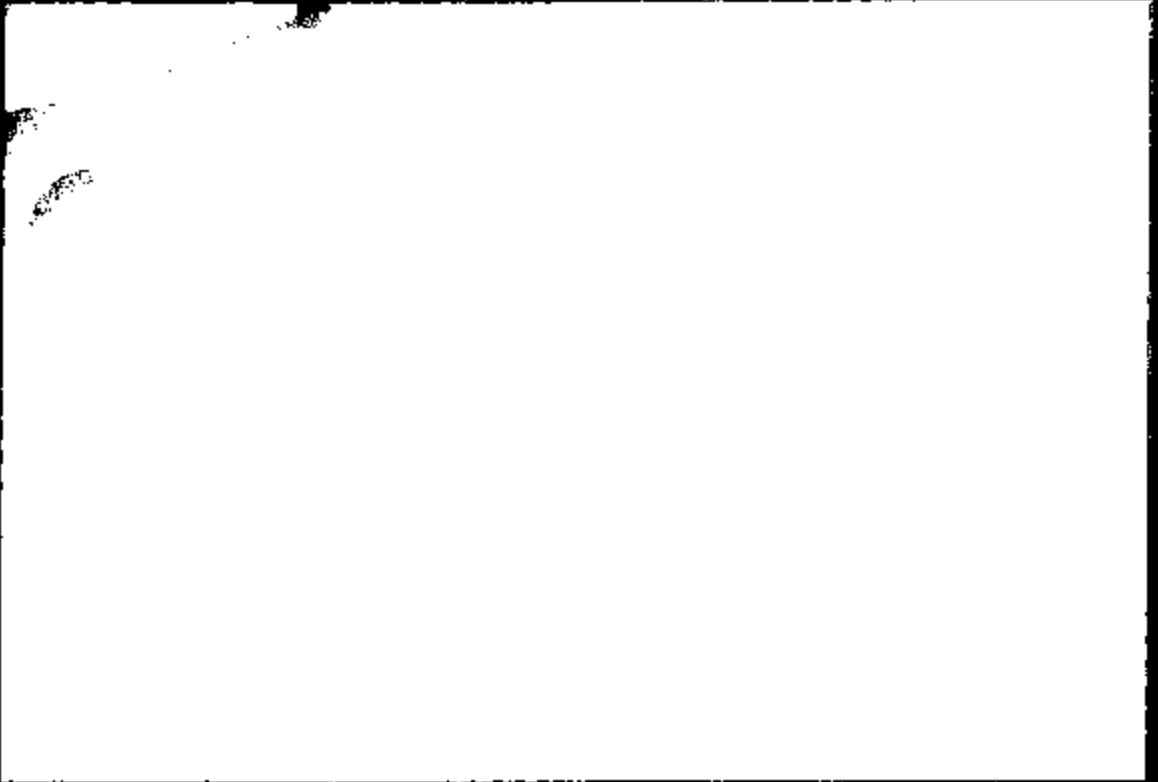


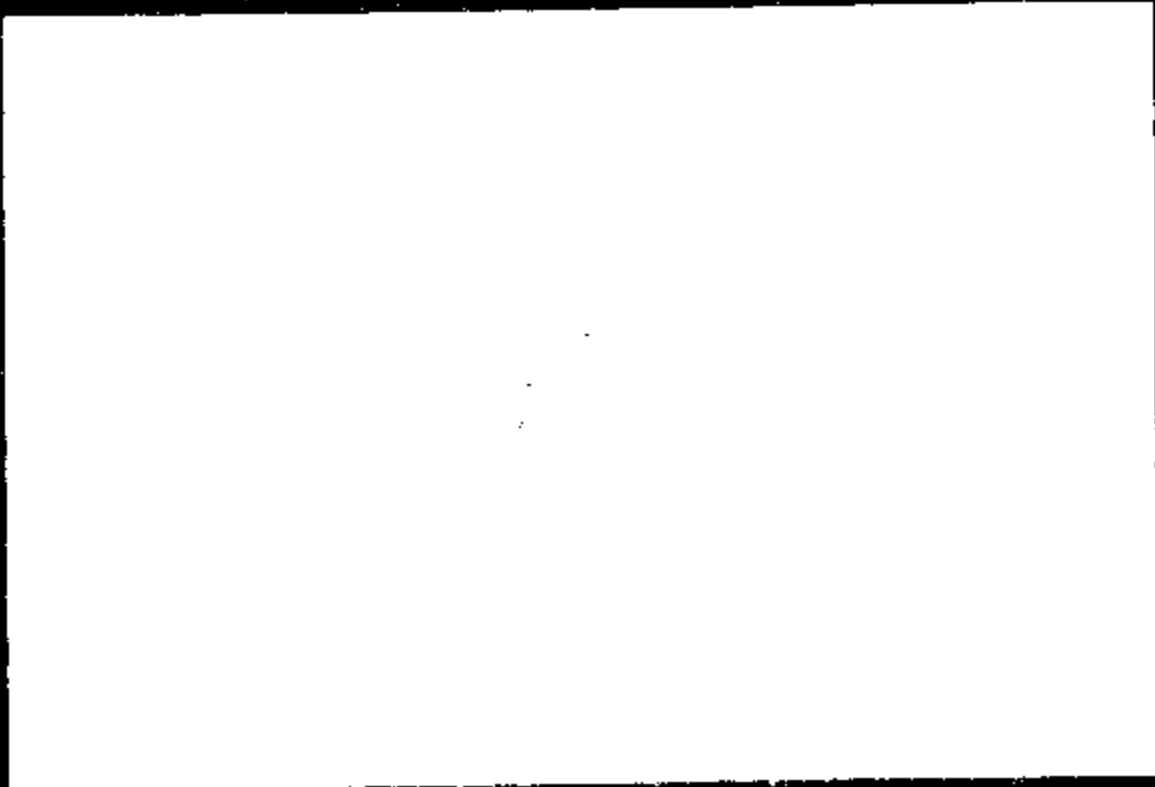


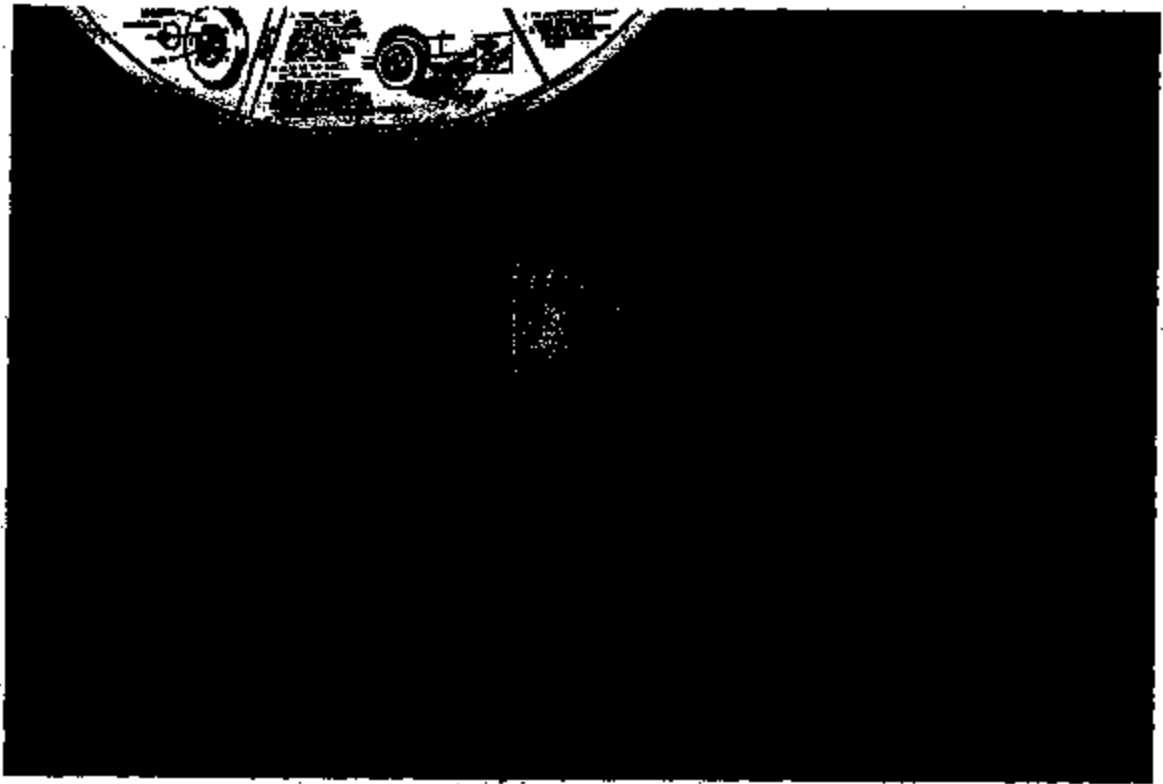




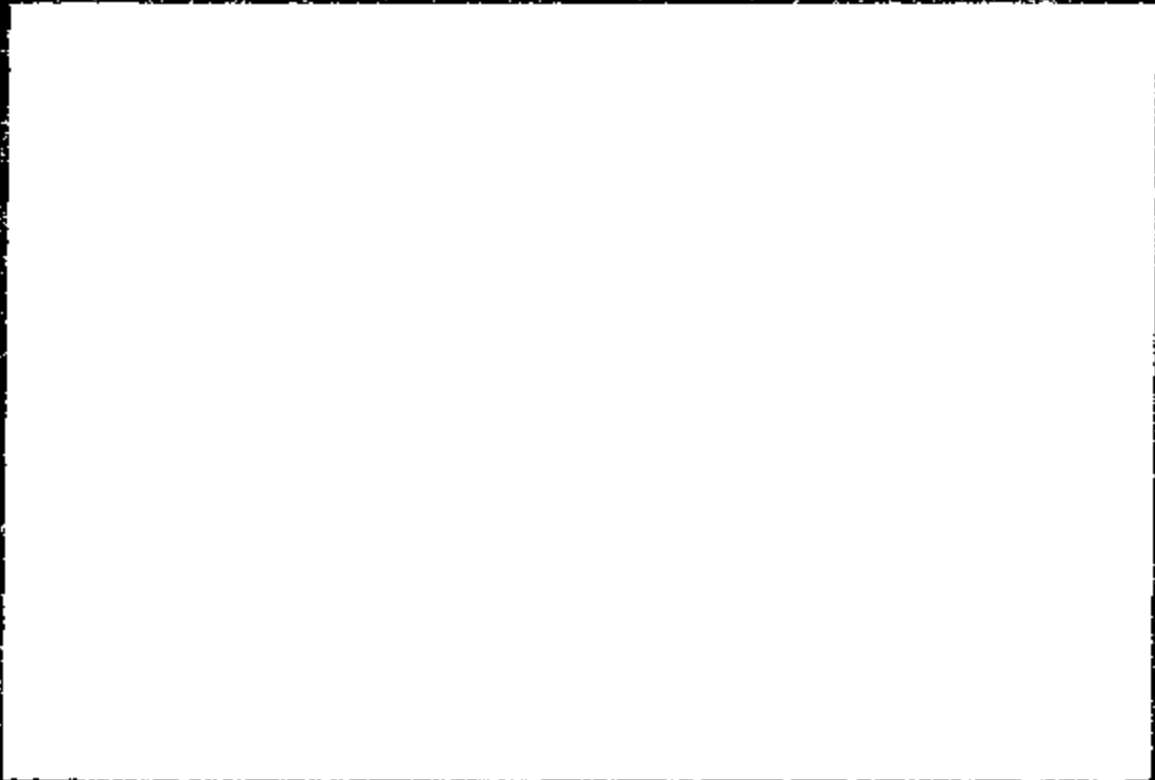


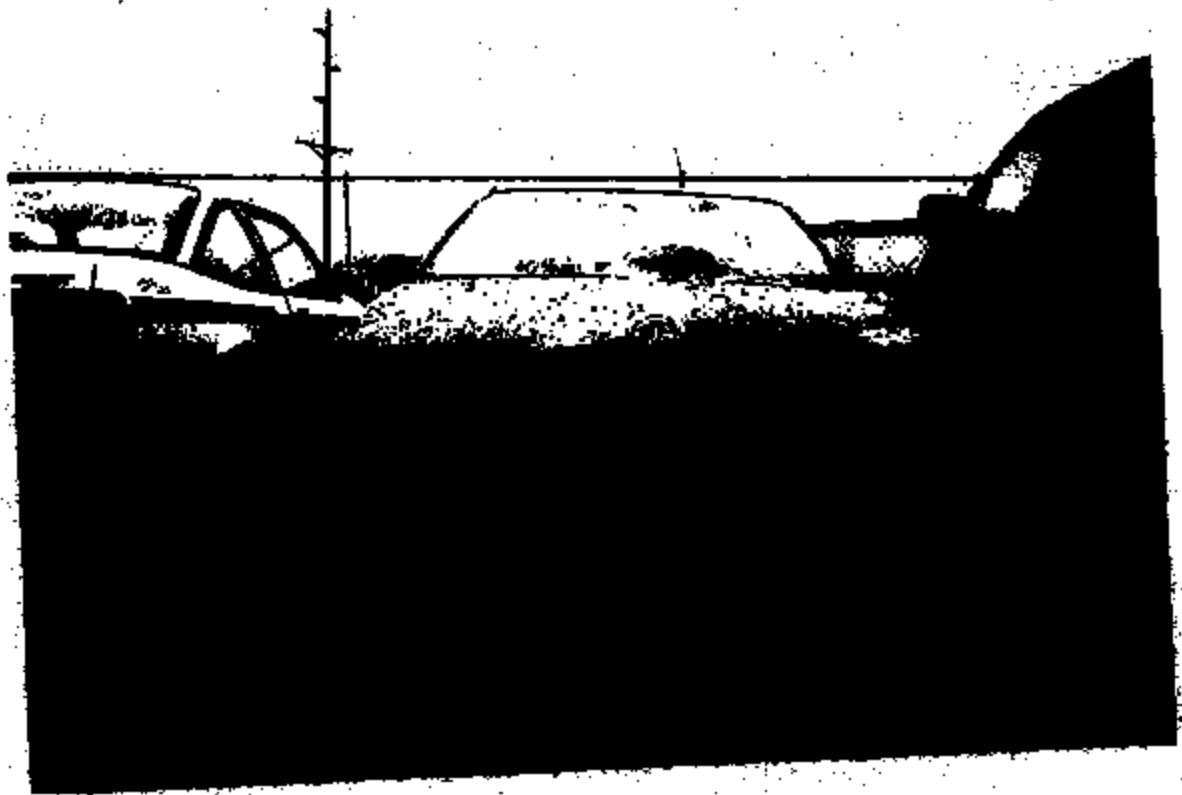














BMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 30, 2000

[REDACTED]
Canton, OH [REDACTED]

RE: File Number: 01862938

Vehicle Identification Number: 1G6KD52Y5VU207239

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 1997 Cadillac Deville.

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

Sincerely,

Timki Jacobs
Customer Relationship Manager
Product Allegation Resolution Team

1997 DEVILLE
 36U MULBERRY
 152 NEUTRAL SHALE LEATHER
 ORDER NO. 1286MJ/
 VIN 1G6KD52Y5VU207239

/V8G

STOCK NO.

CADILLAC MOTOR CAR DIVISION
 GENERAL MOTORS CORPORATION
 30009 VAN DYKE
 WARRRN MI 48093-2350
 VEHICLE INVOICE 6AD05090489

*****12*****12*255738

FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1909 DEVILLE	36995.00	33850.43	INVOICE 08/19/96
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 08/19/96
LE6 4.6 L V8 DOHC NORTHSTAR ENGINE	0.00	0.00	EXP I/T 08/30/96
4E0 AUTO TRANSMISSION W/ OVERDRIVE	0.00	0.00	INT COM 08/30/96
NA7 COMFORT / CONVENIENCE PACKAGE	642.00	545.70	PRC EFF 08/16/96
NA8 SAFETY / SECURITY PACKAGE	502.00	426.70	KEYS 59K7 25L4
4J7 LEATHER SEATING AREAS	785.00	667.25	WFF-F QTR OPT-1
36U MULBERRY	0.00	0.00	BANK: GMAC - 123
152 NEUTRAL SHALE LEATHER	0.00	0.00	CEG-TO 25-573

SHIP WT: 3939
 HP: 42.9
 DAN: 00301
 MEMO 1946.20

TOTAL MODEL & OPTIONS	38924.00	35490.08	ACT 231	34987.36
DESTINATION CHARGE	665.00	665.00	H/B 261	1167.72
DEALER ADVERTISING		194.62	ADV 65A	194.62

TOTAL 39589.00 36349.70 PAY 310 36349.70 *****

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 34627.05

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

300 DAVIS CADILLAC INC

REMIT TO GMAC NO. 123
 VIN 1G6KD52Y5VU207239
 \$ 36349.70 INV 6AD05090489
 DUE 08/30/96 DEALER 25-573

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPBA06I

05/28/2002 10:31

VIN: 1G6KDS2Y5VU207239 OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR	REPAIR PREV.	CAMPAIGN
CODE NUMBER		DATE	DEALER NUMBER	TYPE
96060	DEALER REPAIRED	1997/01/29	25573	CUSTOMER SAT.
TEMPORARY ROOF PANEL DISTORTION				
97020	DEALER REPAIRED	1997/06/09	25573	SAFETY
ELECTRONIC BRAKE CONTROL MODULE OR ELECTRONIC BRAKE & TRACTION CONTROL MODULE				

INQUIRY COMPLETE

FW:

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

				4210 miles
				4223 miles
				4231 miles
				4328 miles
				4320 miles
				7288 miles
				7288 miles
				7288 miles
				7288 miles
				7288 miles
				7271 miles
				3928 miles
				3935 miles
				3936 miles
				3936 miles
				30 miles
				30 miles

CHECK HISTORY INFORMATION



GM Vehicle Inquiry System

Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branding File

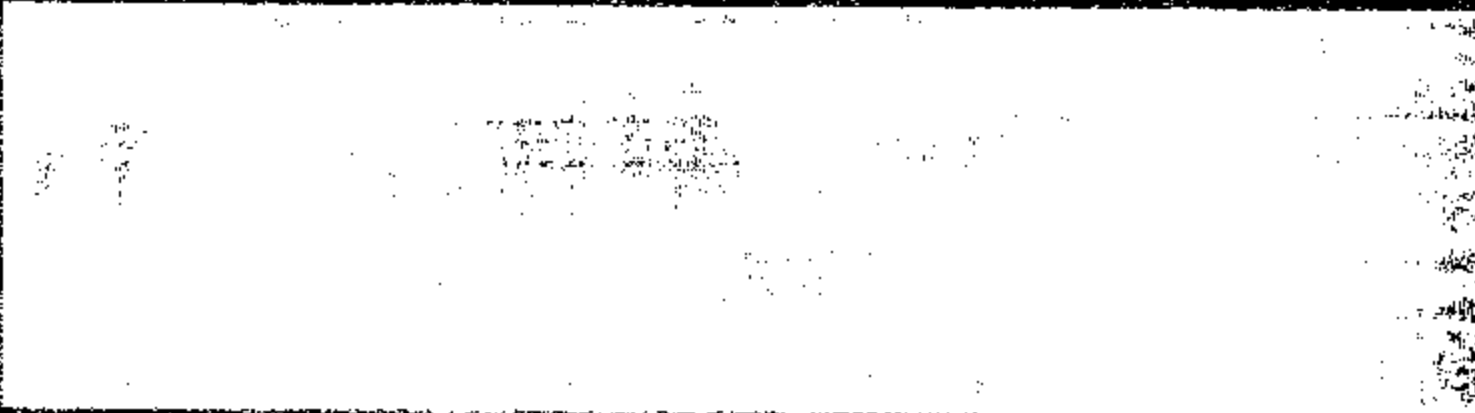
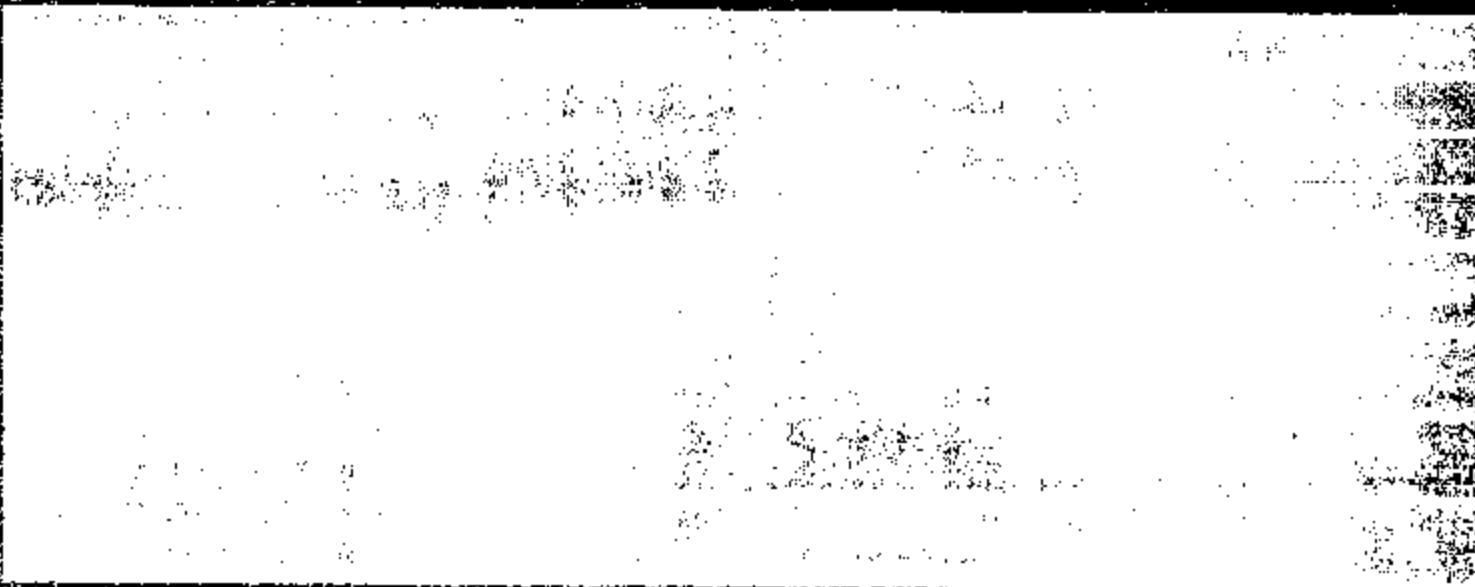
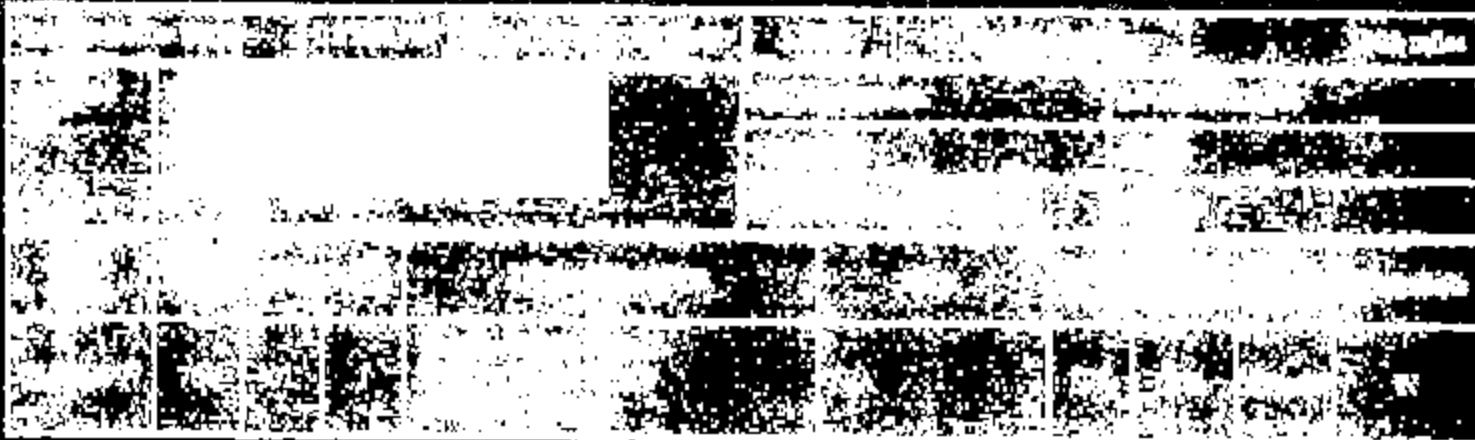
Help

CLAIM HISTORY

Claim ID	Claim Description	Claim Status	Claim Date	Claim Amount
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT

Claim ID	Claim Description	Claim Status	Claim Date	Claim Amount
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
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Claim ID	Claim Description	Claim Status	Claim Date	Claim Amount
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT
10000000000000000000	CLAIM DESCRIPTION	CLAIM STATUS	CLAIM DATE	CLAIM AMOUNT



Year	Month	Day	Type	Labor Operation	Part	Part Code	Part Code	Price	Comments
2000	10	01	I	27000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$101.45	N

CHECK HISTORY

Vehicle VIN: 1G1FB5E110L000000

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GM Vehicle Inquiry System

Delivery Information

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

[Help](#)

10REDZV1PV0201289

IN-SERVICE INFORMATION

[REDACTED]

DELIVERY INFORMATION

			0 miles	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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GM Vehicle Inquiry System

Warranty Block

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

[Help](#)

WVIN: 1G6ED5Z234U207239

WARRANTY BLOCK

Warranty Code	CV	Warranty Description	GOVERNMENT REPORTED SALES RECALL	Warranty Status	Warranty End Date

S, A, B, E, F, K, L, N, P, Q, R, T, U, 4, 5, 6, 7, 8, 9

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الرسالة
NO. 1241
3/16/01

Insurance

Being Company's Partner

March 13, 2001

RECEIVED

MAR 16 2001

ESIS-GM CLAIMS UNIT

ESIS-GM
300 Renaissance Center
MC482-C20-D71
Detroit, MI 48265-3000

RE: Your File: C01B47023
Vehicle : 1997 Cadillac Deville 1G6KD52Y5VU207239
Date of Loss: 10-08-2000
Policy Number: [REDACTED]
Our Claim No.: [REDACTED]
Our Insured: [REDACTED]
Demand: \$17,531.25

Dear Sirs:

The file noted above has been assigned to me for all further handling, and I am asking your help in resolving the matter.

I've enclosed GuideOne's supporting documents related to the loss that our insured sustained as a result of this accident. Our demand of \$17,531.25 represents the rental, and comprehensive payments we made on behalf of our insured. Please acknowledge receipt of our claim and indicate your position. If issuing payment, please reference our claim number.

Thank you for your prompt attention to this claim.

Sincerely,

GuideOne Insurance

Mauri A. O'Brode

Mauri A. O'Brode, Claims Adjuster
P. O. Box 728
Wadsworth, Ohio 44282
(330)334-3164

Enclosure

GuideOne Motor Insurance Company
GuideOne Specialty Mutual Insurance Company
GuideOne Life Insurance Company
GuideOne Fire Insurance Company
GuideOne Specialty Insurance Company
GuideOne Health Insurance Company
GuideOne Accident Insurance Company
GuideOne Health Insurance Company



Helping Americans At Risk

March 13, 2001

Cadillac
ATTN: Business Resource Center
P. O. Box 33169
Detroit, MI 48232-5169

RE: Your File: C01847023
Vehicle: 1997 Cadillac Deville 1G6KD52Y5V0207239
Date of Loss: 10-08-2000
Policy Number: [REDACTED]
Our Claim No.: [REDACTED]
Our Insured: [REDACTED]
Demand: \$17,581.25

Dear Sirs:

The file noted above has been assigned to me for all further handling, and I am asking your help in resolving the matter.

I've enclosed GuideOne's supporting documents related to the loss that our insured sustained as a result of this accident. Our demand of \$17,581.25 represents the total, and comprehensive payments we made on behalf of our insured. Please acknowledge receipt of our claim and indicate your position. If issuing payment, please reference our claim number.

Thank you for your prompt attention to this claim.

Sincerely,

GuideOne Insurance

Mauri A. O'Brado

Mauri A. O'Brado, Claims Adjuster
P. O. Box 728
Wadsworth, Ohio 44282
(330)334-3164

Enclosure

GuideOne Mutual Insurance Company
GuideOne Life Insurance Company
GuideOne Property & Casualty
GuideOne Surety Company
GuideOne Title Insurance Company
GuideOne Fidelity Insurance Company
GuideOne Health Insurance Company
American Family Insurance Company

March 26, 2001

Mauri A. O'Brodo
Guide One
P O Box 728
Wadsworth OH 44282

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

Your File Number: 60A03006
Claimant: [REDACTED]
Our File Number: PD- 032601
Our Client: General Motors Corporation
Date of Event: 10/8/00

Dear Mr. O'Brodo:

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

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

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

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

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

Sincerely,

Greg Theaker
Property Damage Unit

/s/mc



Helping Customers As Partners™

May 8, 2002

Greg Thrasher
ESIS
300 Renaissance Center
Detroit MI 48265-3000

RECEIVED

MAY 13 2002

ESIS-GM CLAIMS UNIT

Re: Our Claim No. [REDACTED]
Our Insured: [REDACTED]
Date of Loss: 10/8/00
Your File No. PD-032601
Your Client: General Motors Corporation

Dear Mr. Thrasher:

Enclosed are the documents you requested in your letter dated March 26, 2001 directed to Mauri O'Brodo. The car was sold for salvage, but the photographs and expert's report document the circumstances of the fire. If you need anything else, please let me know. You may phone me at 515-267-5051. I look forward to hearing from you.

Sincerely,

Linda R. DeSember
Subrogation Associate 5051

Encl.

COPY

12:28:49

BK00-290

10/11/00

VEHICLE HISTORY

800YEAR AUTO SERVICE CENTER
4880 FRANK AVE

NORTH CANTON, OH 44720
(330)964-1874

CUSTOMER: 00727 CASH

*WORK LIABLES
BY G-50*

0527

CANTON, OH

HOME PHONE: 330-478-8714

BUSINESS:

BILL TO ACCT: 0527

TAX STATUS: TAXABLE
C/D/S: CONSUMER
STATUS: SHP
LAST INVOICE: 004982

LAST PURCHASE DATE: 08/17/00
PURCHASES THIS MONTH: 0.00
YEAR TO DATE TOTAL: 598.98
TOTAL PRIOR YEAR: 0.00

VEHICLE IDENTIFICATION: 97 CADILLAC DEVILLE

LICENSE: [REDACTED]
LICENSE STATE: [REDACTED]
COLOR: RED

LAST SERVICE: 07/19/00
MILES/MONTH: 1920

THREAD DEPTH: LEFT FRONT: 10/32
LEFT REAR: 10/32

RIGHT FRONT: 10/32
RIGHT REAR: 10/32

SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
WARRANTY	-1	00327	07/19/00	71512	H A
REPLACE FRONT DISC BRAKE PADS	1	00327	07/19/00	71512	KM
ROTORS DONE HERE-SIDE HISTORY	1	00327	07/19/00	71512	KM
SOFT PEDDEL AND BOURNOS WHEN STD	1	00327	07/19/00	71512	KM
CHECK BRAKE SYSTEM	4	00327	07/19/00	71512	KM
ASSOCIATE DISCOUNT ON LEP	-1	00327	07/19/00	71512	H A
RECYCLABLE FLUIDS DISPOSAL FEE	1	00327	07/19/00	71512	KM
LINE - OIL CHANGE - OIL FILTER	1	00327	07/19/00	71512	KM
ASSOCIATE DISCOUNT	-1	00491	06/26/00	68831	H A
INSTALL NEW DISC BRAKE ROTOR	1	00491	06/26/00	68831	KM
RIGHT FRONT NEW DISC BRAKE ROTOR	1	00491	06/26/00	68831	KM
LEFT FRONT NEW DISC BRAKE ROTOR	1	00491	06/26/00	68831	KM
MISCELLANEOUS SHOP SUPPLIES	1	00491	06/26/00	68831	KM
PAINTING	1	00491	06/26/00	68831	KM
CHECK BRAKE SYSTEM	4	00491	06/26/00	68831	KM
MISCELLANEOUS SHOP SUPPLIES	1	00759	05/02/00	64489	KM
VIP GOLD CARD	-1	00759	05/02/00	64489	H A
RECYCLABLE FLUIDS DISPOSAL FEE	1	00759	05/02/00	64489	TJH
LINE - OIL CHANGE - OIL FILTER	1	00759	05/02/00	64489	TJH

RECEIVED

OCT 18 2000

GUARANT INSURANCE CLAIM

10/11/00

VEHICLE HISTORY

1613132

B & B TIRE INC
580 LINCOLN WAY EAST

MARIETTA, OH 44646
(330)890-2161

CUSTOMER: 60688 A/R

CANTON, OH

HOME PHONE:

BUSINESS:

BILL TO ACCT:

TAX STATUS: TAXABLE
C/O/B: CONSUMER
STATUS: EMP
LAST INVOICE: 08288

LAST PURCHASE DATE: -08/17/00-
PURCHASES THIS MONTH: 0.00
YEAR TO DATE TOTAL: 16.95
TOTAL PRIOR YEAR: 348.88

VEHICLE IDENTIFICATION: 97 CADILLAC DEVILLE

LICENSE: [REDACTED]
LICENSE STATE: OH
COLOR: MAULBERRY

LAST SERVICE: 02/21/00
MILES/MONTH: 1890

TREAD DEPTH: LEFT FRONT: 08/32 RIGHT FRONT: 08/32
LEFT REAR: 08/32 RIGHT REAR: 08/32

SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODENETER	MECHANIC
RETIREE DISCOUNT	-1	082887	02/21/00	61240	PHB
MISC SERVICE EXPENSE (SHOP SUPPL)	1	082887	02/21/00	61240	PHB
CHECK AND TOP OFF FLUID LEVELS	1	082887	02/21/00	61240	PHB
USED OIL HAZARDOUS DISPOSAL CHRG	1	082887	02/21/00	61240	PHB
LUBE - OIL CHANGE - OIL FILTER	1	082887	02/21/00	61240	PHB
LUBE RETIREE DISCOUNT	-1	081439	12/06/99	58223	PHB
ROTATE RELATED TIRES	4	081439	12/06/99	58223	PHB
WHEEL BALANCE - COMPUTER SPIN	4	081439	12/06/99	58223	PHB
CHECK AND TOP OFF FLUID LEVELS	1	081439	12/06/99	58223	PHB
USED OIL HAZARDOUS DISPOSAL CHRG	1	081439	12/06/99	58223	PHB
LUBE - OIL CHANGE - OIL FILTER	1	081439	12/06/99	58223	PHB
TIGHTEN OIL FILTER/TOP OFF OIL L	1	080730	10/07/99	51697	CLC
CK FOR OIL LEAK	1	080730	10/07/99	51697	CLC
RETIREE DISCOUNT	-1	080687	09/30/99	51104	KLC
CHECK AND TOP OFF FLUID LEVELS	1	080687	09/30/99	51104	KLC
USED OIL HAZARDOUS DISPOSAL CHRG	1	080687	09/30/99	51104	KLC
LUBE - OIL CHANGE - OIL FILTER	1	080687	09/30/99	51104	KLC
COMP & WEL ALIGN-REP THROAT LINE	1	019802	07/22/99	47801	CLC
USED OIL HAZARDOUS DISPOSAL CHRG	1	019802	07/22/99	47801	CLC
LUBE - OIL CHANGE - OIL FILTER	1	019802	07/22/99	47801	CLC
WHEEL BALANCE - COMPUTER SPIN	4	019802	07/22/99	47801	CLC
NEW VALVE STEM	4	019802	07/22/99	47801	CLD
TIRE DISPOSAL CHARGE	4	019802	07/22/99	47801	CLC

VEHICLE HISTORY

14132128

B & A TIRE INC
305 LINCOLN HWY EAST

MUSKILLON, OH 44044
(220)880-8161

CUSTOMER: [REDACTED] 7530

CANTON, OH [REDACTED]

HOME PHONE: [REDACTED]
BUSINESS: [REDACTED]
BILL TO ACCT: [REDACTED]

TAX STATUS: TAXABLE
C/D S: CONSUMER
STATUS: EMP
LAST SERVICE: 08/28/00

LAST PURCHASE DATE: 08/17/00
PURCHASES THIS MONTH: 0.00
YEAR TO DATE TOTAL: 16.95
TOTAL PRIOR YEARS: 548.85

VEHICLE IDENTIFICATION: 97 CADILLAC DEVILLE

LICENSE: [REDACTED]
LICENSE STATE: OH
COLOR: HALLMARK

LAST SERVICE: 08/21/00
MILES MONTH: 1800

TREAD DEPTH: LEFT FRONT: 08/38
LEFT REAR: 08/38

RIGHT FRONT: 08/38
RIGHT REAR: 08/38

SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
VETERAN DISCOUNT	-1	082847	08/21/00	81840	MSB
WASH SERVICE EXPENSE (SHOP SUPPL)	1	082847	08/21/00	81840	MSB
CHECK AND TOP OFF FLUID LEVELS	1	082847	08/21/00	81840	MSB
USED OIL HAZARDOUS DISPOSAL CHARGE	1	082847	08/21/00	81840	MSB
LUBE - OIL CHANGE - OIL FILTER	1	082847	08/21/00	81840	MSB
LUBE VETERAN DISCOUNT	-1	081489	12/06/99	80000	MSB
ROTATE MOUNTED TIRES	4	081489	12/06/99	80000	MSB
WHEEL BALANCE - COMPUTER SPIN	4	081489	12/06/99	80000	MSB
CHECK AND TOP OFF FLUID LEVELS	1	081489	12/06/99	80000	MSB
USED OIL HAZARDOUS DISPOSAL CHARGE	1	081489	12/06/99	80000	MSB
LUBE - OIL CHANGE - OIL FILTER	1	081489	12/06/99	80000	MSB
TIGHTEN OIL FILTER/TOP OFF OIL L	1	080780	10/07/99	81697	CBC
CR FOR OIL LEAK	1	080780	10/07/99	81697	CBC
VETERAN DISCOUNT	-1	080487	07/20/99	81104	KLC
CHECK AND TOP OFF FLUID LEVELS	1	080487	07/20/99	81104	KLC
USED OIL HAZARDOUS DISPOSAL CHARGE	1	080487	07/20/99	81104	KLC
LUBE - OIL CHANGE - OIL FILTER	1	080487	07/20/99	81104	KLC
COMP & WML ALTERNATOR TIGHTEN LINE	1	019802	07/22/99	47801	CLC
USED OIL HAZARDOUS DISPOSAL CHARGE	1	019802	07/22/99	47801	CLC
LUBE - OIL CHANGE - OIL FILTER	1	019802	07/22/99	47801	CLC
WHEEL BALANCE - COMPUTER SPIN	4	019802	07/22/99	47801	CLC
WHL VALVE S/E	4	019802	07/22/99	47801	CLC
TIRE DISPOSAL CHARGE	4	019802	07/22/99	47801	CLC

10/11/00

VEHICLE HISTORY

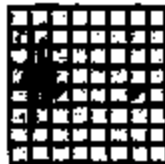
14-05100

HOME PHONE

VEHICLE IDENTIFICATION: 97 CADILLAC DEVILLE

SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
REAR WHEEL 978 BE CONCRETE IN	4	017002	07/02/99	47801	
LEAK DIAGNOST	-1	018945	08/14/99	41892	CCC
INSTALL SNOW BLADES	2	018945	08/14/99	41892	CCC
CHECK AND TOP OFF FLUID LEVELS	1	018945	08/14/99	41892	FLV
USED OIL HAZARDOUS DISPOSAL CHAR	1	018945	08/14/99	41892	FLV
LUBE - OIL CHANGE - OIL FILTER	1	018945	08/14/99	41892	FLV
LEAK REVERSE DIAGNOST	-1	018010	03/08/99	30827	FLV
CHECK AND TOP OFF FLUID LEVELS	1	018010	03/08/99	30827	FLV
USED OIL HAZARDOUS DISPOSAL CHAR	1	018010	03/08/99	30827	FLV
LUBE - OIL CHANGE - OIL FILTER	1	018010	03/08/99	30827	FLV
CHECK AND TOP OFF FLUID LEVELS	1	017002	12/21/98	30661	IPC
USED OIL HAZARDOUS DISPOSAL CHAR	1	017002	12/21/98	30661	IPC
LUBE - OIL CHANGE - OIL FILTER	1	017002	12/21/98	30661	IPC



Technical Inspection Report

Inspector: Brian D. Kiger		Date: 10/31/00		Location: North Canton, OH		Facility: Selden Village Towing	
Make/Model/Type & Year: Cadillac / Deville / 1997			Requested Inspection: Vehicle Fire - Origin & Cause			Claim Number: 80-A-03005	
VIN: 1G6KD52YSVU207238		Odometer: 75000 (Est.)		Mfr. Date: 6/1/98		Incident Date: 10/8/00	
Engine Type: 4.8 L V8		Trans. Type: AUTO		Evidence Received: No		Evidence Destroyed: N/A	
Wht: -		Adjustments: 31		# Photos: 42		Video: 0	
Requested by: GuidaOne / M. O'Brodo				Report No: 8K00-290			

The subject fire-damaged vehicle was inspected on 10/18/00. Inspection occurred where vehicle resides in secure outdoor storage. Details of the Origin & Cause investigation are provided below. A summary of the service history, and a copy of the fire department report, have also been attached.

Incident Description: (From Field Inspection Request and an on-site telephone interview with the insured.)

- Incident occurred at approximately 8:50 PM on Sunday October 8, 2000.
- Incident occurred as the vehicle owner (and spouse) were returning home from a social activity. Vehicle operation, prior to the incident trip, was reportedly normal. Vehicle had been parked and was presumably at ambient temperature during incident start-up.
- Incident began with hard starting (excessive cranking time) after the cold-soak described above. Operator made three cranking attempts before the engine started and idled rough. The operator reports smelling gasoline fumes upon start-up. Idle reportedly smoothed-out as the engine continued to run. The operator did not notice the fuel smell after the idle returned to normal and he attributed it (the smell) to some type of 'flooding' during start-up.
- Operator reports immediately noticing a drivability problem as he entered the roadway. Vehicle exhibited 'poor acceleration - especially uphill'. Engine ran 'rough' during acceleration with a reported top speed of approximately 35-mph. Operator describes this abnormal operation as being '...like fuel starvation'.
- Operator had driven vehicle for approximately 2 1/2 miles since incident start-up. Numerous other vehicles were then observed 'flashing their lights' and 'honking their horns'. The operator pulled off the roadway into a store parking lot where the engine ultimately stalled. The operator reportedly observing a single engine warning light prior to the engine stall. Whether or not this light was in response to a Diagnostic Trouble Code (DTC) has not been determined.
- Smoke and fire were observed by the occupants as the vehicle came to a stop. Egress from the vehicle was hampered by flames rising between the opened left-front door and the passenger compartment. Both occupants exited from the right side of the vehicle. No injuries have been reported.
- The Jackson Township Fire Department responded and extinguished the fire with water. Fire department report indicates a 911-alarm time of 20:51:00 and an arrival time of 20:54:00. (See report - attached).
- No additional Incident Description information is available at this time.

3' approx



Vehicle Inspection:

Photo No.	Description
1	VIN verified on doorjamb label.
-	Odometer - Vehicle mileage could not be verified due to damage affecting electrical system. Mileage listed above is as provided in the assignment request. Current mileage estimate is consistent with the service history provided.
2 - 6	Body Exterior - Most severe damage affects left-rear of hood and left fender.
7	Interior - Most severe damage at cowl and blower case. Limited amount of damage/soot affecting remainder of passenger compartment.
8 - 9	Hood - Most severe heating affects left-rear.
10 - 14	Engine Room (Overview and quadrants) - Most severe heating has occurred in left-rear quadrant.
15	Engine Oil/WAF - Unable to verify fluid levels due to damage affecting dipsticks.
16 - 18	Power Steering - Power steering pump and reservoir remain relatively undamaged. Power steering fluid loss can be attributed to damaged P/S hoses at left end of P/S rack assembly.
19 - 21	Cooling System - Radiator and tank remain relatively undamaged in front and right-front of engine room. Coolant loss can be attributed to damage affecting heater/coolant hoses.
22	Battery - Battery/cables are without damage. Battery voltage was approximately zero at the time of this inspection.
23 - 24	Alternator - Assembly and wiring remain undamaged in lower right-front of engine room.
25 - 26	Fuses - Engine room fuses and relays damaged/melted in left-front of engine room.
27 - 30	Electrical Harnesses - Most severe harness has occurred in left-rear of engine room. Note insulation for damaged blower motor harness remains intact where shielded above power brake booster.
31 - 32	Fuel Injectors - Damaged/melted but relatively intact at rear cylinder bank.
33 - 35	Fuel Lines - Fuel supply/return hoses and evaporative hose destroyed in left-rear of engine room. Quick-connect clips remain in place at fuel-rail assembly tubes. (Flexible hoses were routed below power brake booster, adjacent to exhaust cross-over, and above left end of P/S rack.)
36 - 38	Localized 'Hot Spot' - An area of intense heating coincides with the routing of the fuel supply/return hoses. Evidence of flammable liquid spraying exists on the adjacent brake booster and tubing.
39 - 42	Exhaust System - Evidence of flammable liquid spraying exists on the exhaust piping located forward of the catalytic converter. Similar evidence exists at the rear flange for the exhaust crossover pipe. These components are located adjacent to the routing of the fuel supply/return hoses and the localized 'hot spot' described above.

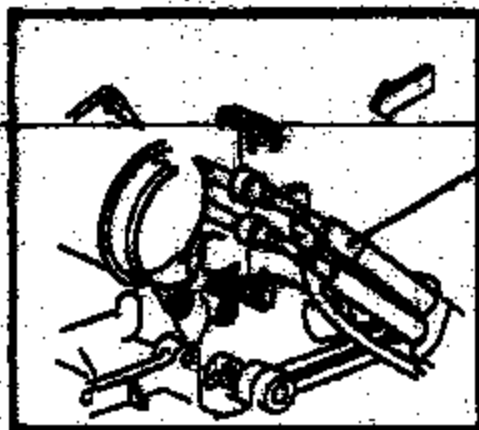
Incident Specific Observations:

- Vehicle fire was largely confined to the engine room. Most severe damage affects the left-rear quadrant. (See photos 7 - 14)
- Burn pattern analysis indicates the area of most intense heating occurred at the left-rear of the engine. This localized 'hot spot' coincides with the routing of the fuel supply/return hoses. Flame vector analysis indicates that fire spread from this area to affect other engine room and cowl components. (See photos 3, 11 - 14, 29, & 33 - 38)
- Evidence of flammable liquid spraying exists on components adjacent to the localized 'hot spot' described above. Affected components include the brake booster assembly and exhaust system components. (See illustration below and photos 38 - 42)
- Exhaust system temperatures (manifold, head pipe and catalytic converter) can range from 800 - 1400° F during engine misfire.¹ Exhaust system temperatures could have been well in excess of the 853° F ignition temperature of gasoline.²
- Normal fuel system (supply-side) pressure for this vehicle is 48 - 55 psi. Fuel pressure is maintained in the system after engine shutdown. Pressure should not drop more than 5-psi in 10 minutes.³
- Hard starting and poor acceleration (with engine misfire) was reported during the subject incident. These symptoms are consistent with low fuel pressure resulting from leakage at the fuel supply hose.
- The operator reported noticing gasoline fumes during the hard starting described as the incident began.

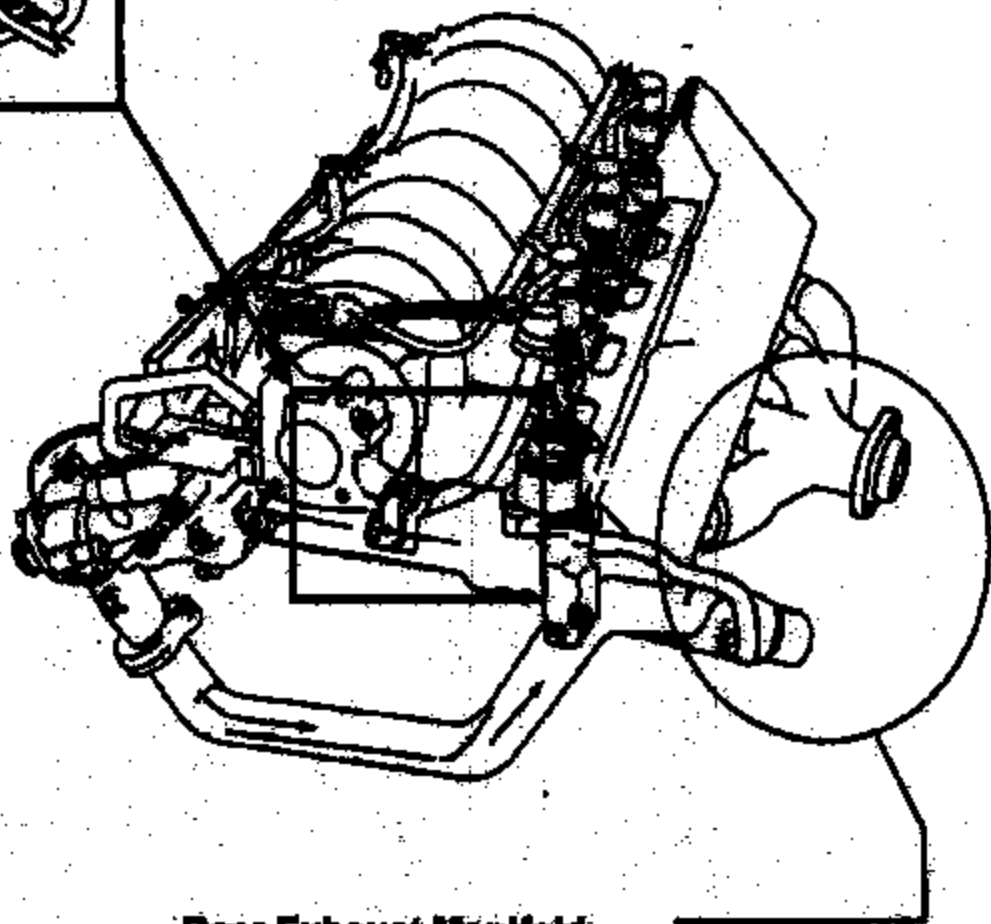
¹ Empirical data obtained by this investigator, January 1997.

² NFPA 921. A Guide for Fire and Explosion Investigations, 1995 Edition, Table 15-2.1

³ Cadillac Deville Service Manual. GM/PS-9KS-3E, Fuel System Pressure Test, Section 6-739.



Fuel Supply
Hose



Rear Exhaust Manifold
and Exhaust Crossover

Additional Information:

- A search of the NHTSA, Office of Defects Investigation, database revealed no recalls or technical service bulletins that pertain to the subject incident.
- Vehicle was reportedly first titled as a lease vehicle in November of 1996. The insured apparently purchased the vehicle in September of 1998. (Title issued on 9/1/98 with 26,852 miles.)
- A reportedly complete service history has been provided by the insured. All service after 12/31/98 has been performed by a Goodyear Service Center - B & A Tvs, Inc., 328 Lincoln Way West, Mansfield, OH 44846. A review of the provided service history found none that would affect any fuel system component. (See attached)
- Damage to vehicle/electrical system has prevented retrieval of any OBDII DTC information regarding HO2S voltage or Fuel Trim.

Cause/Origin:

- Incident occurred as vehicle was being driven. Incident began with hard starting, first stall, and poor acceleration. The maximum speed attainable during this abnormal drivability/engine condition was approximately 35-mph.
- Fire was observed, by the operator, as the engine stalled in a parking lot. Fire rose from beneath the vehicle in the area of the driver's side A-pillar. Vehicle access was hampered by the presence of these open flames. No injuries were reported.
- Flame pattern analysis indicates the area of most intense heating coincides with the fuel supply/return hoses located at the left-rear of the engine. Flame vector analysis indicates flame spread from this localized 'hot spot'.
- Components adjacent to the localized 'hot spot' described above exhibit evidence of flammable liquid spraying. Affected components include the adjacent exhaust crossover pipe.
- Incident began with symptoms consistent with a loss of fuel pressure/leakage from the fuel supply hose.
- A review of the service history provided found none that would affect the fuel supply hose - or any fuel system component.

Opinion - The fire originated at the fuel hoses located at the left-rear of the engine. The fire was caused by a breach of the pressurized fuel system allowing gasoline to spray and ignite on the adjacent exhaust system. I base this opinion on the operator's description of the incident, on my inspection of the subject vehicle, and on my understanding of abnormal drivability related to fuel system failures.

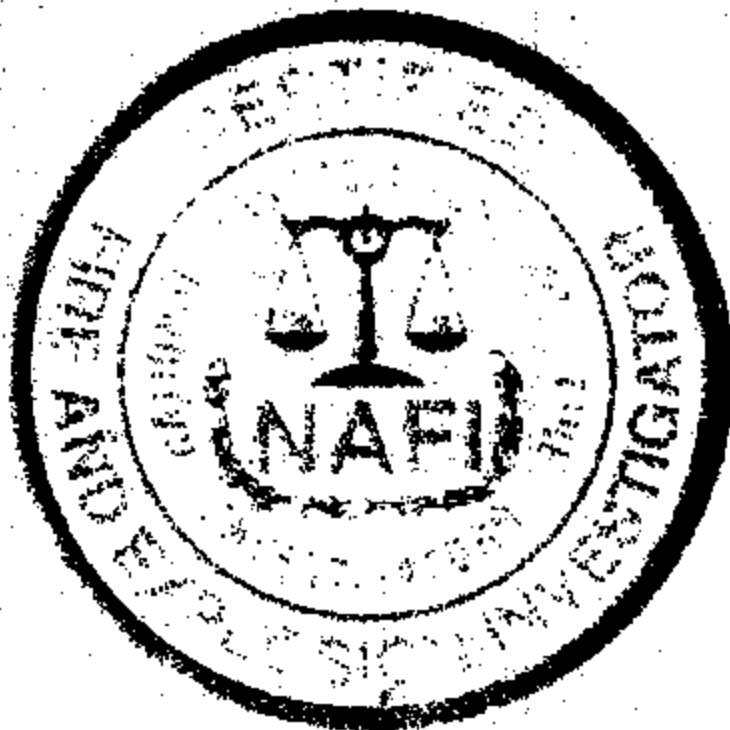
If you have questions or comments regarding this report, or require the additional services of Kiger & Associates, Inc., please contact the author.

Sincerely,



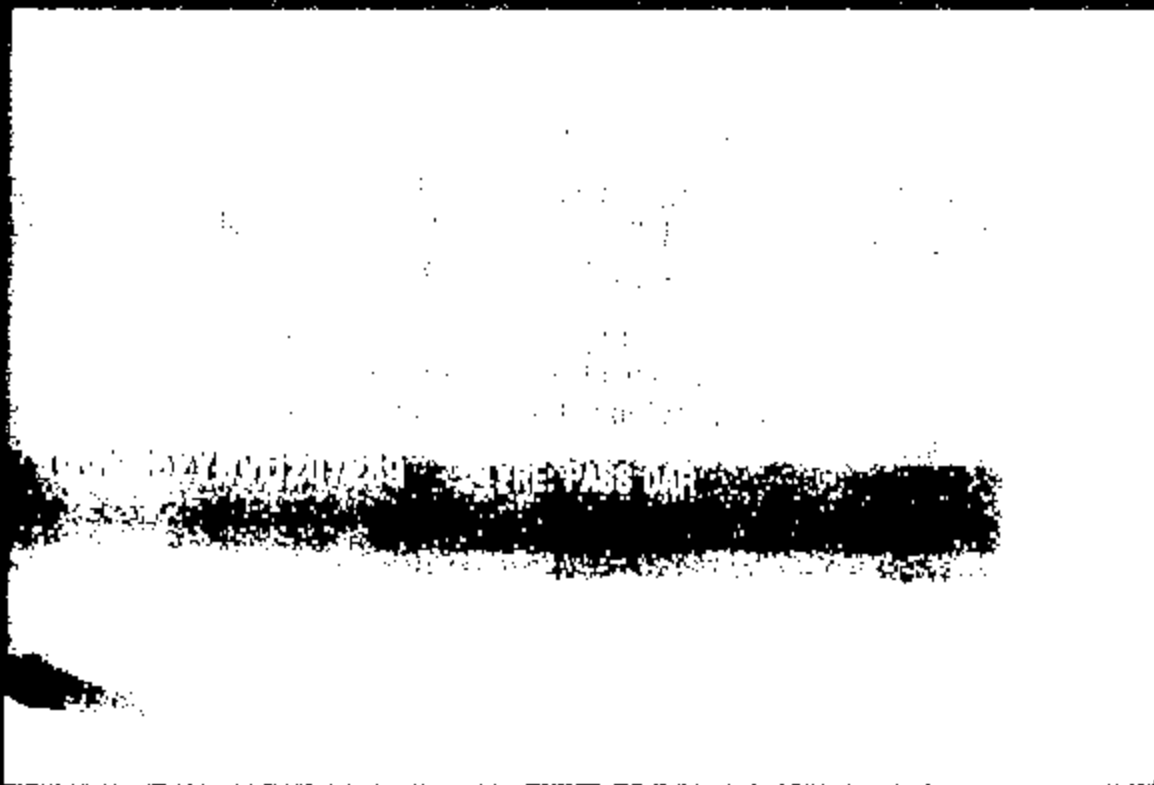
Brian D. Kiger
Certified Fire and Explosion Investigator
Master Automobile Technician

President
Kiger & Associates, Inc.

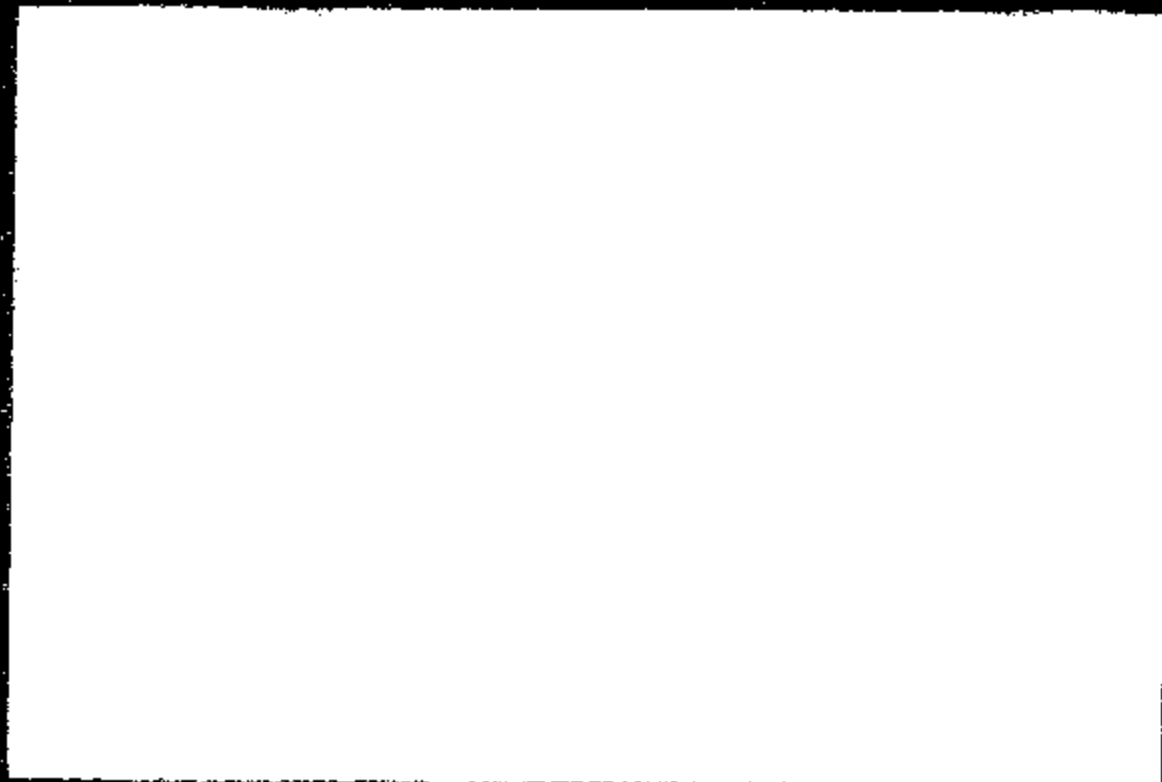




BK00-290



1



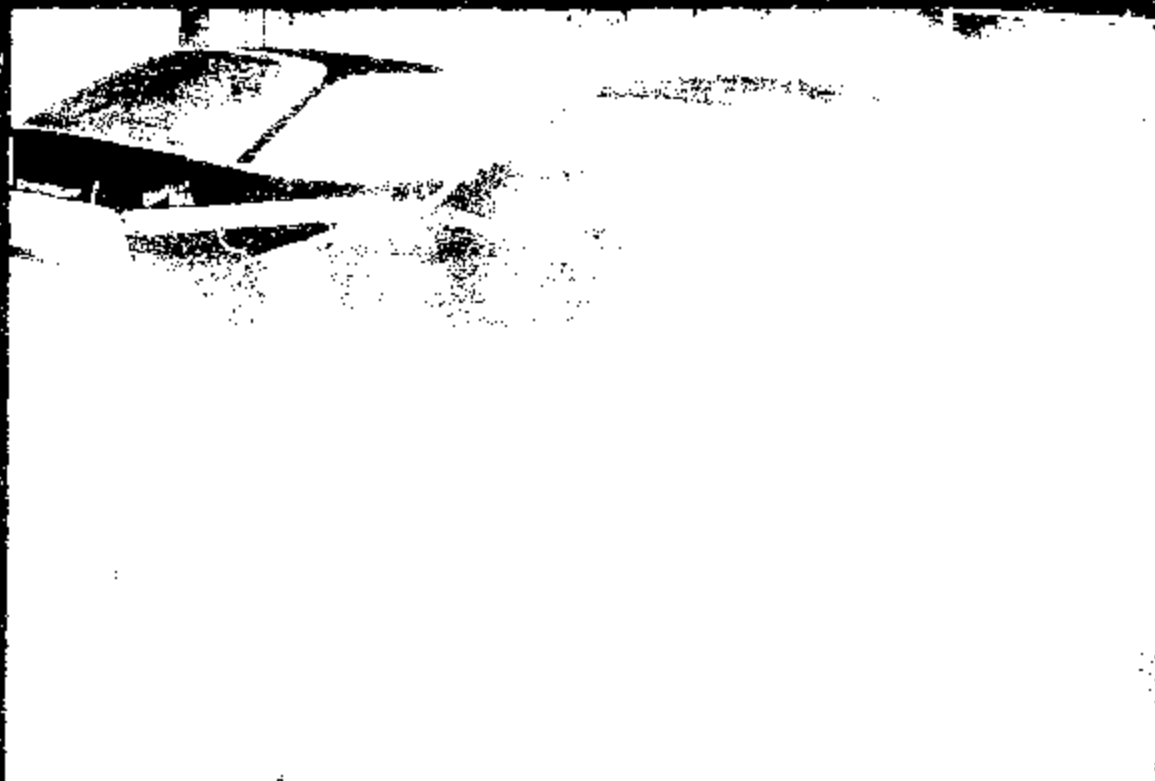
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KIRBY & ASSOCIATES, INC.
TECHNICAL INSPECTION and ANALYSIS

Technical Inspection Photos

BK00-280



3



4



BK99-290



5



6



WILSON & ASSOCIATES, INC.

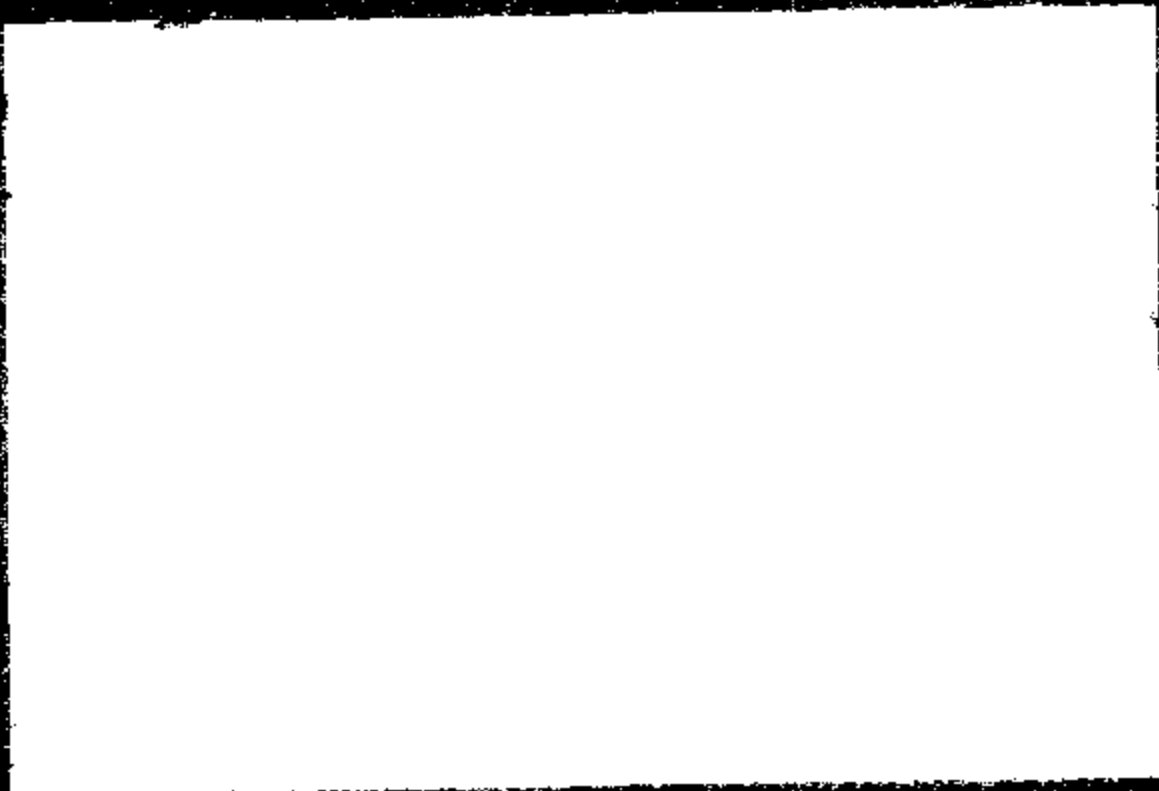
TECHNICAL INSPECTION and ANALYSIS

Technical Inspection Photos

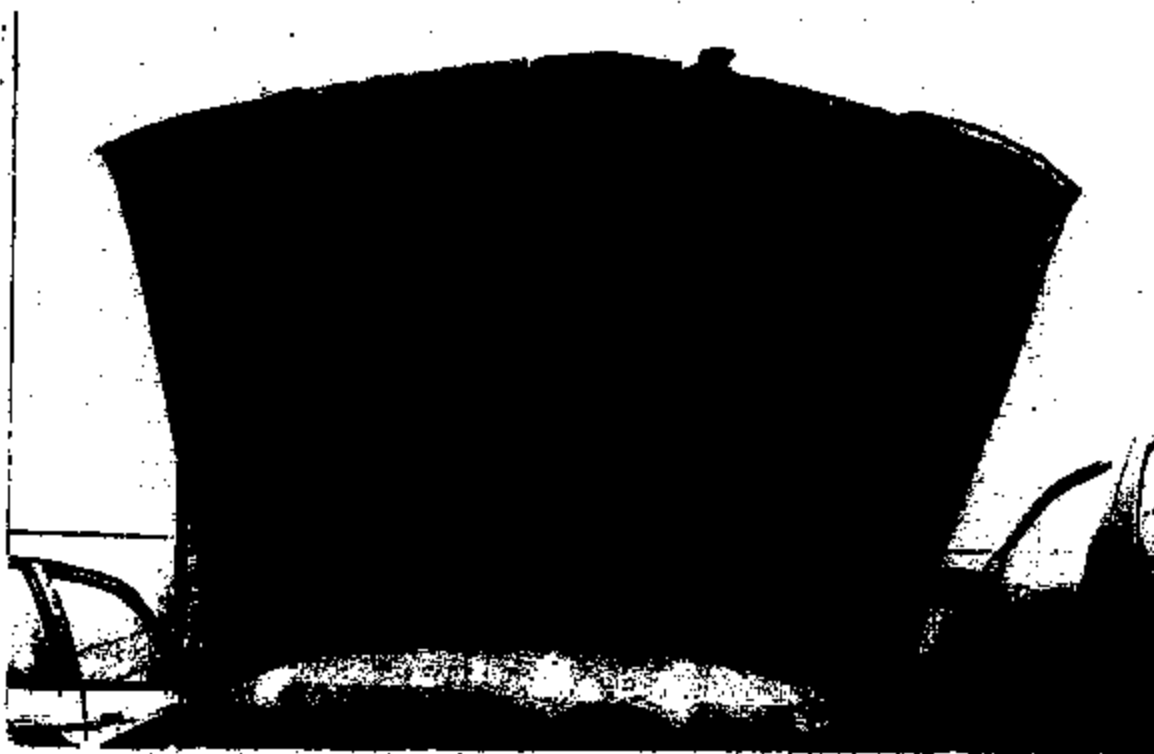
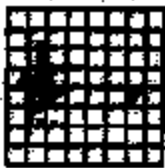
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7



8



9



10



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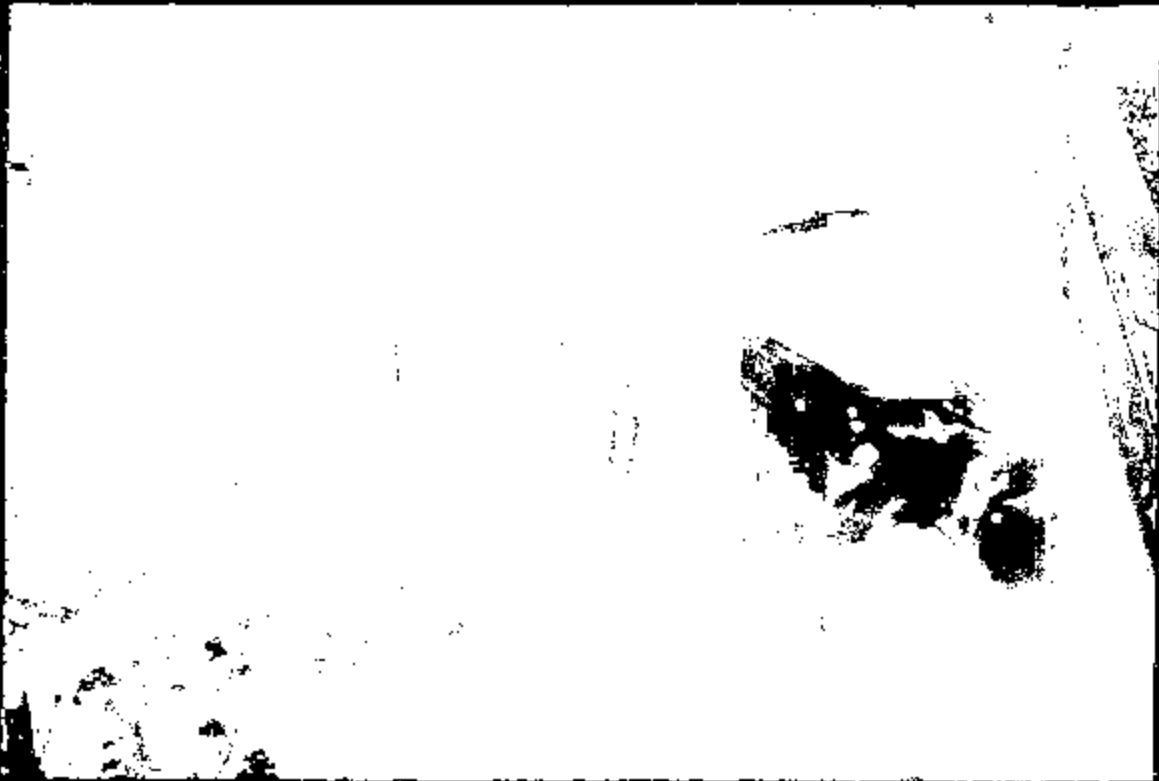
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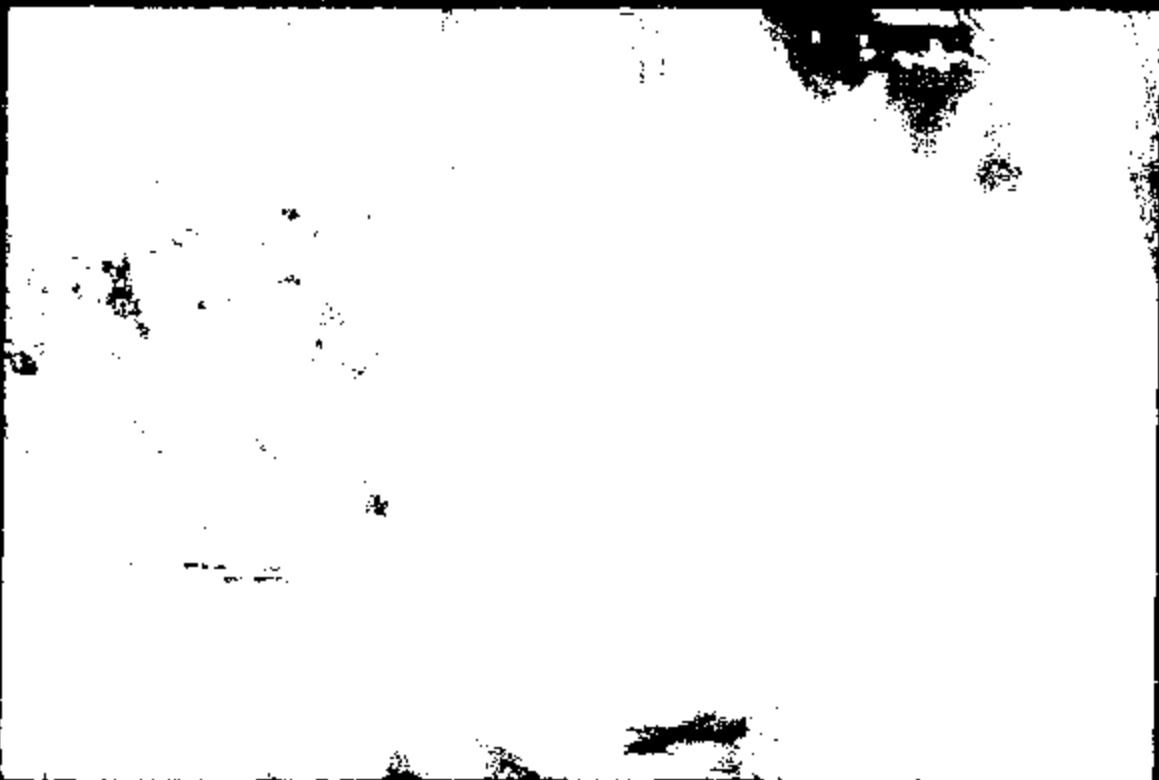
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BK00-290



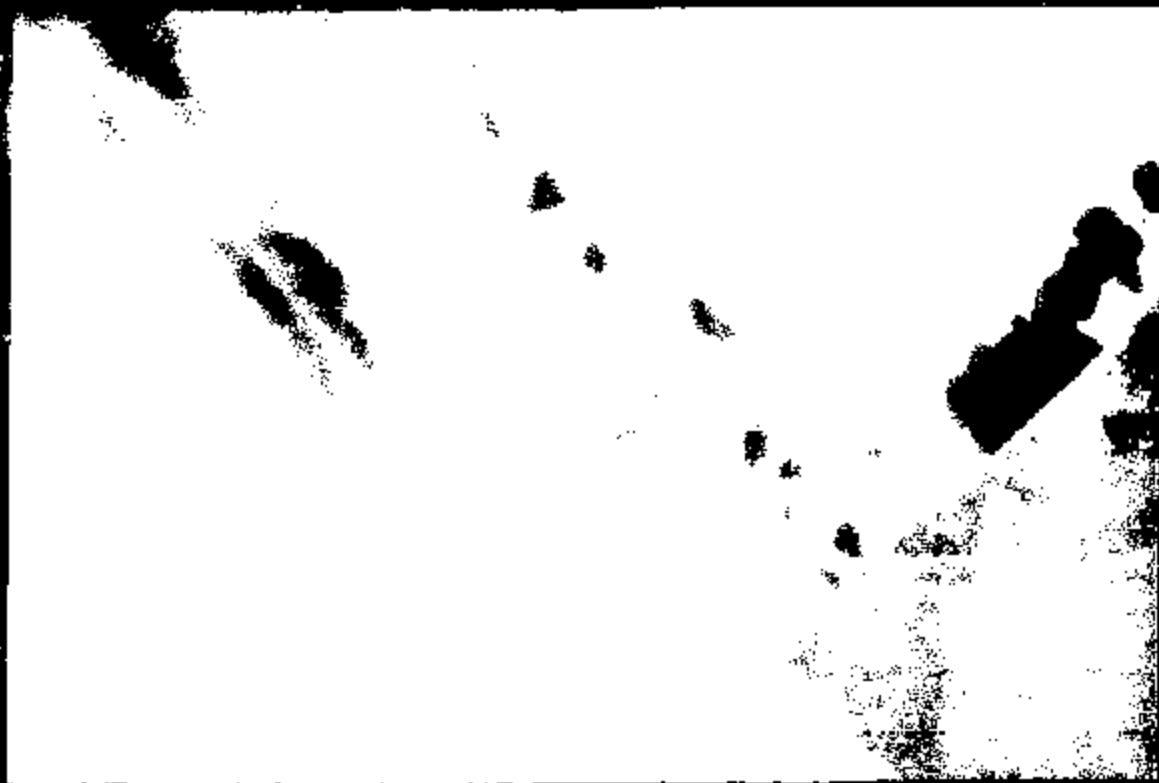
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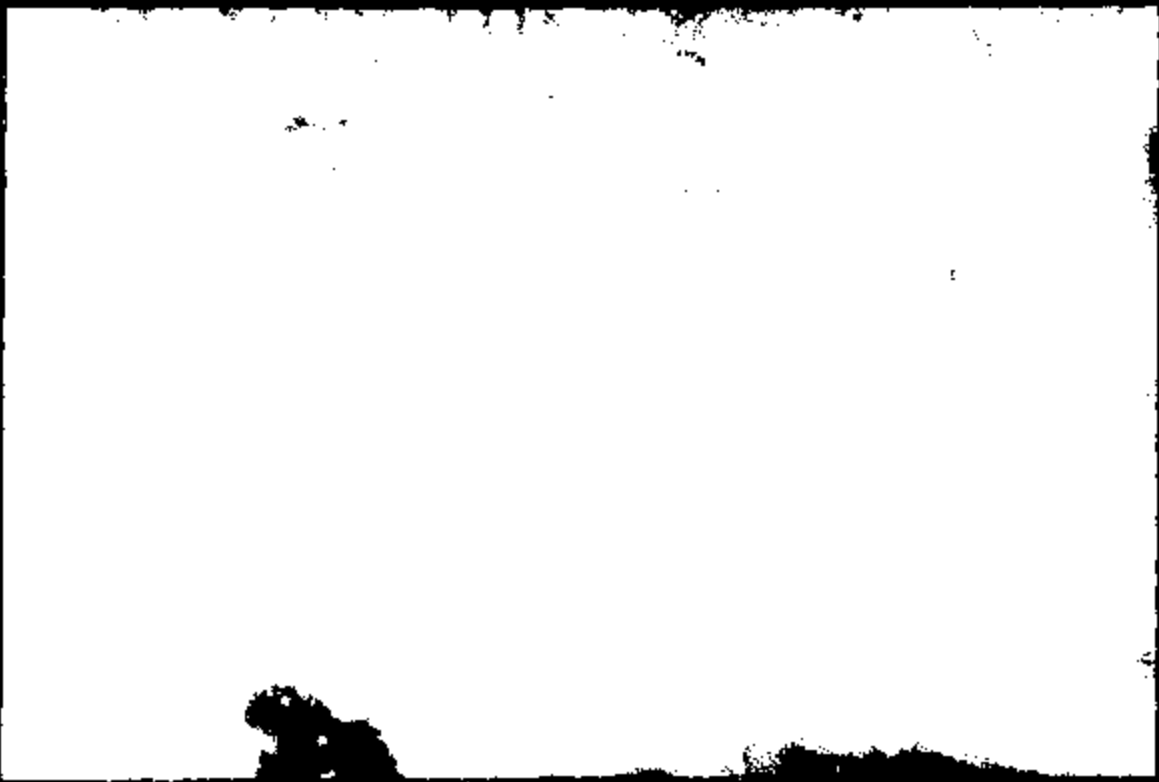
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BK00-290



15



16



BK00-290



17



18



19



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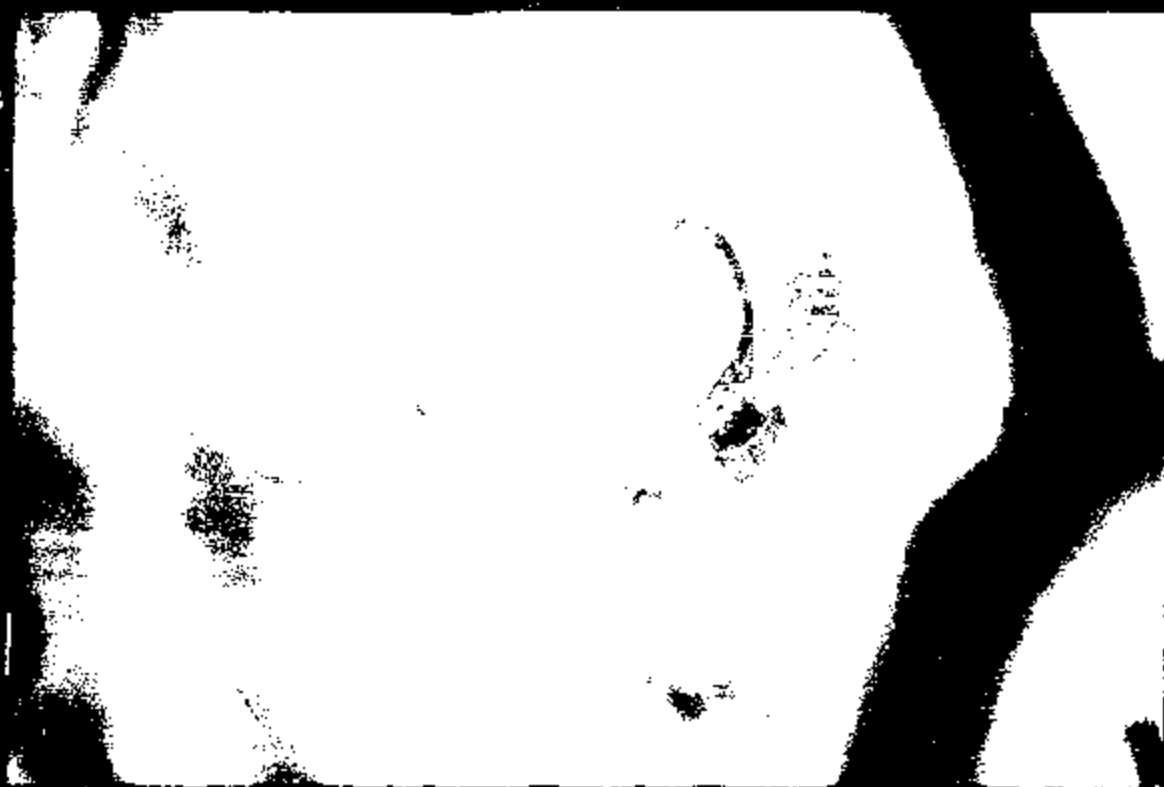


KRON & ASSOCIATES, Inc.

TECHNICAL INSPECTION and ANALYSIS

Technical Inspection Photos

BK00-290



21



22



BK00-290



23



24



BK00-290



25



26



BK00-290



27



28



BK00-290

TOP



29

TOP



30



BK00-290



31



TOP

32



BK00-290



33



34



BK00-290



35



36



EM00-290



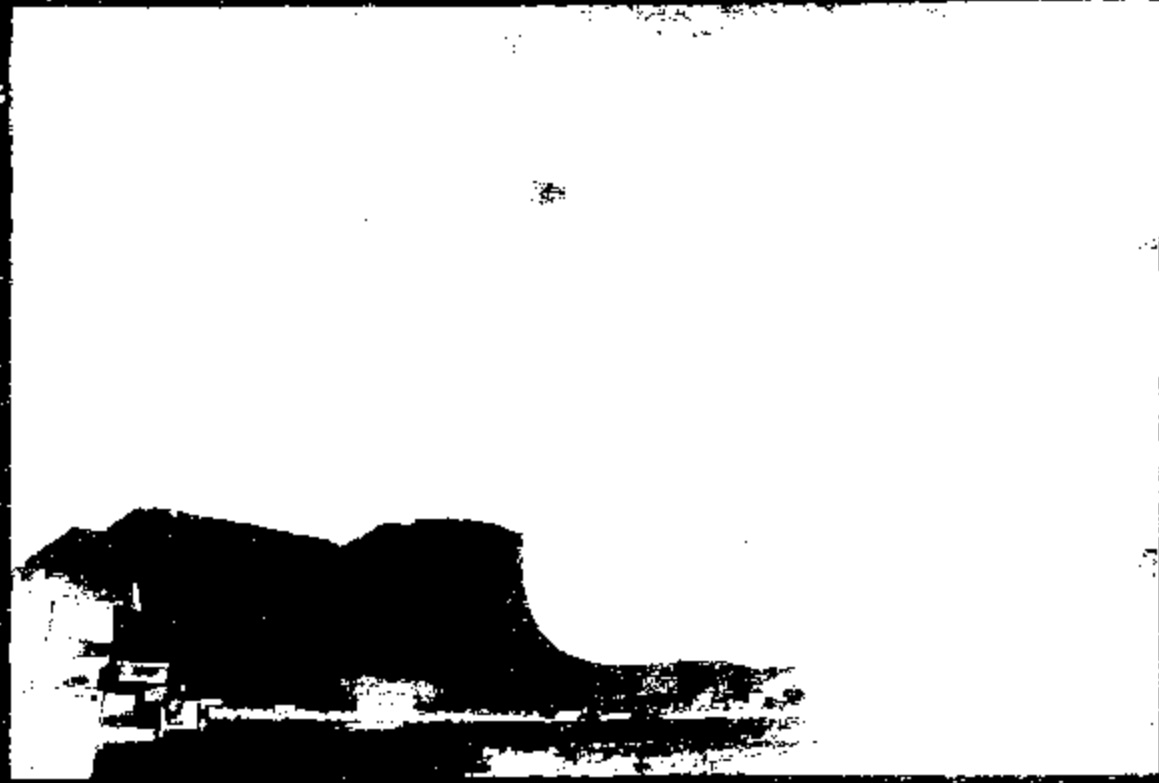
37



38



BK00-290



39



40



BK00-290



41



42

Claim No.: [REDACTED]
Interviewer: Mauri O'Brodo
Respondent: [REDACTED]
Date Typed: 12/18/01
Page 1

1 This is Mauri O'Brodo and I'm taking a recorded-telephone interview with [REDACTED]
[REDACTED] The date is April the 2nd, 2001, and the time is approximately 1:45 p.m.. This
is concerning an accident which occurred, or not an accident, but an incident which
occurred on or about October the 6th of 2000 at approximately 9:00 p.m. on Frank Street
in Canton, Ohio. [REDACTED] do you understand this interview is being recorded?

2 Yes.

1 Do you agree that it's all-right to record the interview?

2 Yes.

1 Would you state your full name and spell your last name please?

2 [REDACTED]

1 What is your address?

2 [REDACTED] Canton, OH [REDACTED]

1 And what is your home phone number?

2 [REDACTED]

1 What is your date of birth?

2 March 1, 1937.

1 And are you single or married?

2 I'm married.

1 And your wife's name?

2 [REDACTED]

1 Are you a licensed driver?

2 Yes I am.

1 Are there any restrictions on your license?

2 Glasses only.

1 And were you wearing glasses at the time of the incident?

2 Yes I was.

1 What was the year and make of the vehicle that you were driving at the time of the
incident?

Claim No.: [REDACTED]
Interviewer: Mauri O'Brodo
Respondent: [REDACTED]
Date Typed: 12/18/01
Page 2

2 It's a 1997 Cadillac Sedan DeVille.

1 And whose name is this vehicle titled?

2 In mine.

1 And how long had you owned the vehicle?

2 Oh probably for a little over a year.

1 When did you purchase the vehicle?

2 Bought down in Memphis, but I'm not exactly sure of the date.

1 Do you remember how many miles the vehicle had on it when you purchased it?

2 Um about 30,000 I think, 25,000 or 30,000.

1 25,000 or 30,000 miles?

2 Yes.

1 Can you tell me the date and time of the incident with which we're concerned?

2 Well it was in October of last year. I'm not sure exactly what day it was. It was about 9:30 in the evening.

1 Okay. And do you remember what day of the week it was?

2 Uh I believe it was on a Sunday.

1 So it was a Sunday evening?

2 It was October the 8th.

1 You think it was October 8th?

2 Yes.

1 Okay. And what was the location of the incident?

2 Uh we were at the Cracker Barrel having a snack with our friends after church and started home and that's when it happened.

1 Okay. Now you had been at Cracker Barrel approximately how long were you at the Cracker Barrel?

2 Probably an hour to an hour and a half.

Claim No.: [REDACTED]
Interviewer: Mauri O'Brodo
Respondent: [REDACTED]
Date Typed: 12/18/01
Page 3

1 About an hour, hour and a half and prior to that you had been at church?

2 Yes.

1 And about how far did you drive from the church to Cracker Barrel?

2 About two miles.

1 Okay. And did you notice any problem with the vehicle in operation from the church to the Cracker Barrel?

2 No I did not.

1 Okay. And as you left the Cracker Barrel uh what happened to the 1997 Cadillac as you were the one that was driving is that correct [REDACTED]

2 Yes I was driving.

1 Okay. What happened as you were driving?

2 Uh it started cutting out and spitting and sputtering like it wasn't getting enough gas and uh we were fairly close to home, I said so I'm gonna just drive on home cause it was still running, and we topped the hill right before, on Frank, right before you get down to Portage Street and the cars behind me started blowing the horns and I looked and saw some smoke between my car and the headlights of their automobile and we caught the wind just as we topped the hill and saw the fire that came up on the side of the car.

1 Okay. So that's how you realized that the vehicle was actually on fire.

2 Yes.

1 What did you do at that point?

2 I pulled about 100 to 150 yards down the street trying to stop the car going down the hill, which of course I had no power. The car basically stopped at that point, so I had no power steering or brakes, and I was trying to pull into the Fisher's Grocery Store parking lot to get off the road, and that was the only turnoff or the only place I could really get off.

1 Were you able to do that?

2 Yes.

1 And then what did you do once you got the vehicle in there and it stopped?

2 We started to get out on the passenger side of the car because the fire was on my side at the time that we saw it, opened the door, the flame came up between the door and my wife. She shut the door and said we can't go out that way, and I said well the wind must be pushing it, let's go out this way. And we got out on the driver's side.

Claim No.: [REDACTED]
Interviewer: Mauri O'Brodo
Respondent: [REDACTED]
Date Typed: 12/18/01
Page 4

- 1 Okay. At that point the car was pretty well in flames?
- 2 It was in flames just shortly after we got out of it, coming off of three sides of it.
- 1 Okay. Approximately how many miles were on the vehicle at the time of the fire?
- 2 It was just slightly over 75,000.
- 1 Did you have maintenance records of maintenance that was done on the vehicle?
- 2 Turned in all maintenance records to the insurance company.
- 1 Okay. And you had kept up with routine maintenance?
- 2 Just routine maintenance basically was all we ever did.
- 1 Never really had any problems with the vehicle?
- 2 No we had not.
- 1 Do you recall if there were any recall for this particular vehicle?
- 2 Not that I know of.
- 1 Okay. All right. And did the fire department come to the scene?
- 2 Yes they came and put the fire out.
- 1 Which department was that?
- 2 I believe it was Canton.
- 1 Okay. Have you ever owned any other Cadillac's?
- 2 Yes.
- 1 Ever had any problems with any other previous buyers?
- 2 No.
- 1 And do you currently own a Cadillac?
- 2 I've got two of em.
- 1 And what are the years and makes of the Cadillac's you have at this point?
- 2 I've got a 1994 and a 2000.
- 1 Okay. And you've not had any problem with either of them?

Claim No.: [REDACTED]
Interviewer: **Mauri O'Srodo**
Respondent: [REDACTED]
Date Typed: **12/18/01**
Page 5

2 No.

1 Had that vehicle since you had owned it had it been in any accident?

2 No.

1 Okay. And prior to uh the sputtering and the cutting out on the night of the 8th you had not had a problem with it mechanically?

2 No I had not.

1 Okay. All right. [REDACTED] I think at this time that is all the information I need concerning the incident. Is there anything you would care to add to the interview we have not discussed?

2 Not that I know of.

1 Did you understand the questions that I asked you?

2 Yes.

1 Did you answer them true to the best of your knowledge?

2 Yes.

1 Do you understand this interview has been recorded?

2 Yes.

1 And it was recorded with your permission?

2 Yes.

1 Okay. Thank you. This concludes the interview.

28179

DATE Feb 26 2001

10-0000
2000

PAY TO THE ORDER OF

\$ 1,034.80

ONE THOUSAND THREE FOUR DOLLARS AND $\frac{80}{100}$ DOLLARS & CENTS

FEDERAL RESERVE NOTE

[Handwritten Signature]

FOR DEPOSIT ONLY 97 CASH

#028179# 0041200555# 04412009023*

CLAIMANT INQUIRY:
RETURN TO HHSU:

CLM0105

CO: 14 POL: 0350-4585 CLAIM: 60-A-03006 CLMNT: 000 DATE: 2000/10/27

T.I.N.

CLAIMANT NAME

INSURER NAME

CHECK#

[REDACTED]

[REDACTED]

[REDACTED]

PAY
TO THE
ORDER
OF:

[REDACTED]

OH [REDACTED]

CHECK-AMOUNT
15262.05

FOR: COMP

DATE OF ACCIDENT: 10/08/2000

COVERAGE	AMOUNT
COMP	15262.05
	.00
	.00
	.00
	.00

ENTER FOR STUB INFO.

CO: 14 POL: 03504585 CLAIM: 60-A-03006 CLANT: 000 DATE: 2000/11/02

T.I.N.	CLAIMANT NAME	INSURED NAME	CHECK#
--------	---------------	--------------	--------

PAY TO THE ORDER OF:

CANTON

OH

CHECK-AMOUNT
3004.00

FOR: COMP

DATE OF ACCIDENT: 10/08/2000

COVERAGE	AMOUNT
COMP	3004.00
	.00
	.00
	.00
	.00

ENTER FOR STUB INFO.

CO: 14 POL: 03504585 CLAIM: 60-A-03006 CLMNT: 000 DATE: 2000/11/14

T.I.N.
I/31-1330418

CLAIMANT NAME

INSURED NAME

CHECK#
040304363

PAY
TO THE
ORDER
OF:

[REDACTED]

AKRON

OH [REDACTED]

CHECK-AMOUNT
300.00

FOR: RREIMB

DATE OF ACCIDENT: 10/08/2000

COVERAGE	AMOUNT
RREIMB	300.00
	.00
	.00
	.00
	.00

REFER FOR STUB INFO.

TOTAL LOSS SETTLEMENT REPORT

Owner: [REDACTED] ACV Determined By: CCC Date: [REDACTED]
 Date First Offer: 10/27/2000 Year: 1997 VIN: 1G6K052Y5V4207231 001
 Make: Cadillac Model: Sedan Price: approx 75,000 Company Retained: X
 Settlement Date: 10/27/2000 Body Style: 4 door Trans: Auto Engine: Eng 4.9 Owner Retained:

NAME OF GUIDE BOOK	MO	YR
ADDED		DEDUCTED
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
TOTAL +		TOTAL -
BASE BOOK VALUE	\$ _____	
TOTAL ADDED	+ \$ _____	
TOTAL DEDUCTED	- \$ (_____)	
NET BOOK VALUE	= \$ _____	

	OK	X	NR	N
Top Panel				
Head				
Grille				
Door				
Window				
Door				
Window				
LF Suspension				
LF Frame				
LF Door				
LF Dash				
LF Quarter				
LF Suspension				
RF Suspension				
RF Frame				
RF Door				
RF Quarter				
RF Suspension				
Trunk Lid				
Trunk Floor				
Gas Tank				
Peak Window				
Peak Molding				
Body Floor				
Trims				

VALUATION SERVICE: CCC 1730

DEALER QUOTES:

Name: _____

Mo-Day-Yr: _____ Phone #: _____

Name: _____

Mo-Day-Yr: _____ Phone #: _____

TIRE SIZE	TIRE TREAD
_____	RF _____
_____	LF _____
_____	RR _____
_____	LR _____
_____	Spare _____

No. of days storage: _____

SETTLEMENT SUMMARY	
ACTUAL CASH VALUE (ACV)	<u>17,310.00</u>
NET VALUE OF VEHICLE	<u>9,370.05</u>
State sales tax @ 5.6%	<u>937.05</u>
County sales tax @ 2%	<u>187.40</u>
City sales tax @ 2%	<u>187.40</u>
Licenses fee	<u>4.00</u>
Transfer fee	<u>4.00</u>
SALES SETTLEMENT	
Less DEDUCTIBLE	<u>18,205.05</u>
AMOUNT PAID	<u>18,205.05</u>

Salvage Dealer Called: Grand Central

Time: 2:50 PM Date: 10/27/2000 Pool # _____

SALVAGE DEPT. USE ONLY	
SOLD TO:	<u>Grand Central</u>
GROSS RECOVERY	<u>13,000.00</u>
TOW & STORAGE	<u>450.00</u>
POOL CHARGES	<u>450.00</u>
NET RECOVERY	<u>12,100.00</u>

COMMENTS: Vehicle located at:
Golden Village Towne 7079
Whipple Ave. North Center, Oh.
 CLAIM REP: Mauri A O Grade

380 Renaissance Center
Mail Code 483-C90-D71
Detroit, MI 48263-9000
Telephone 313.663-3403
Facsimile 313.665.0911
Marjanna.Spalla@Esis.com

May 16, 2002

Mauri A. O'Bredo
Guide One
P.O. Box 728
Wadsworth OH 44282

Your File Number: [REDACTED]
Your Client: [REDACTED]
Our File Number: 436864
Our Client: General Motors Corporation
Date of Event: 10/08/00

Dear Mr. O'Bredo:

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of you're correspondence to General Motors concerning your client. Your correspondence alleges that your client sustained property damage as a result of a manufacturer's product defect. However, I still need additional information and documents in order to evaluate your claim.

1. Please provide a copy of your CCC evaluation
2. A photocopy of the canceled settlement and rental payment check front and back.
3. Please provide a copy of the rental bill for your insured during the settlement process.
4. Please advise if we had been offered to inspect your client vehicle.
5. Complete estimate of damage as well as the N.A.D.A. figures you used.

6. A copy of the towing and storage bill.

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

Respectfully,

Marianne Spalla
Claims Administrator

Marienne Spalla
Claims Administrator
ESIS/GM Central Claims Unit

ESIS

An Insurance Services Company

July 19, 2002

300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3403
Facsimile 313.665.0911
Marienne.Spalla@Esis.com

Guide One
P.O. Box 728
Wadsworth, OH 442821

Your Claim Number: [REDACTED]
Your Insured: [REDACTED]
Our File Number: 436864
Our Client: General Motors Corporation
Date of Event: 10/08/00

Dear Mr. O'Brodo

I have referred this file for technical evaluation. Upon the conclusion of this evaluation, I will contact you with our position in this matter.

Thank you for your time and cooperation.

Sincerely,

Marienne Spalla
Claims Administrator

Jenny Parks
Claims Administrator

September 18, 2003

Mr. Richard Legatake
18152 Nebraska Court
Orland Park, IL 60462

Re: File Number: 466748
Date of Event: 7/17/03
Your Vehicle: 1996 Oldsmobile Aurora
Our Client: General Motors Corporation

Dear Mr. Legatake,

We are the Risk Management Services company on behalf of General Motors Corporation for matters involving allegations of product liability. I have been assigned to handle your claim and the above file number has been assigned to your claim. Please refer to it whenever possible.

In that regard, I am in receipt of your correspondence to General Motors. I was sorry to hear of your recent dilemma. Our investigator will be in touch with you soon. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide your proof of a defect such as a copy of your expert's report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.
2. A copy of the police and/or fire report.
3. Your statement of events and detailed description of the incident. This should include events prior to and immediately following the incident.
4. Advise if you noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment, which may have been installed, on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did you receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of proof of payment by your insurance co. (e.g. copies of cancelled checks); dealer repair estimate and cause of loss, and your list of any uncovered losses due to the incident.
11. Advise of the present location of the subject vehicle.

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

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

Respectfully,

Jenny Paris

ESIS

An Insurance Services Company

N/C: 482 C20 071
P.O. Box 300
Detroit, MI 48265-30001.800.888.0164 tel
313.448.0911 fax

GT 9/25

Jenny Paris
Claims Administrator

September 25, 2003

Mr. Richard Legatske
18152 Nebraska Court
Orland Park, IL 60462Re: Your Vehicle: 1996 Oldsmobile Aurora
ESIS File: 466748
Date of Loss: 7/17/03
Our Client: General Motors Corporation

Dear Mr. Legatske,

ESIS is the third party claim administrator for General Motors as part of our claim handling process we need to confirm and document the nature of your damages as we evaluate this matter on behalf of General Motors.

Please confirm in writing if you have tendered this claim to your insurance carrier for coverage. In the event you do not have any insurance please confirm that fact with us as well.

Please check the area below and have your signature notarized and return this letter to my attention.

_____ I have advised my insurance company of this claim and have made a settlement with my insurance company

_____ I have not advised my insurance company of this claim and I do not intend to make a claim with my insurance company

_____ I do not have insurance to cover this claim.

Thanks for your cooperation in this matter.

Yours truly,

Jenny Paris

1. Date of Incident : 07/17/03 DOW: 5
 2. Alarm Time (military time) : 02:08:03
 3. Arrival Time (military time) : 02:13:28
 4. In Service Time (military time) ... : 05:32:00

 5. Type of Situation Found : 11 STRUCTURE FIRE
 6. Type of Action Taken : 1 EXTINGUISHMENT
 7. Mutual Aid : 1 MUTUAL AID RECEIVED
 8. Given by/Received from : 87 HOMER FIRE PROTECTION DIST.
 9. Fixed Property Use : 422 3-6 UNITS
 10. Ignition Factor : 50 MECH FAILURE; INSUFF INFO

 11. Address of Incident : 15704 ORLAN BROOK DR GRID: 17B
 12. Zip Code : 60462
 13. Census Tract : 824102

 14. Occupant's Name : ██████████
 15. Occupant's Telephone Number : ██████████
 16. Occupant's Room or Apartment Number : ██████████ Permit#: ██████████

 17. Owner's Name : ██████████
 18. Owner's Address : ██████████
 19. Owner's Telephone Number : ██████████

 20. Method of Alarm from Public : 1 TELE OR 911 DIRECT TO DISPATCH
 21. District (Station Number) : STA4
 22. Shift : C
 23. Number of Alarms : 1

 24. Fire Service Personnel Responded . : 028
 25. Number of Engines Responded : 003
 26. Aerial Apparatus Responded : 003
 27. Number of Other Vehicles Responded : 005

 28. Fire Service Injuries : 001
 29. Other Injuries : 002
 30. Fire Service Fatalities : 000
 31. Other Fatalities : 000

 32. Complex : 42 APARTMENT
 33. Mobile Property Type Code : 11 AUTOMOBILE

34. Area of Fire Origin : 47 GARAGE, CARPORT, VEH STORAGE
 35. Equipment Involved in Ignition : 96 VEHICLE
 36. Form of Heat Ignition : 00 FORM OF HEAT IGN UNDETERMINED
 37. Type of Material Ignited : 00 TYPE OF MATERIAL UNDETERMINED
 38. Form of Material Ignited : 00 FORM OF MATERIAL UNDETERMINED
 39. Method of Extinguishment : 6 PRECON HOSE LINE W/WATER HYDRT
 40. Level of Fire Origin : 1 GRADE LEVEL TO 9FT ABOVE GRADE
 41. Estimated Total Dollar Loss : 350000 DAMAGE CLASS: 7
 42. Number of Stories : 2 2 STORIES
 43. Construction Type : 6 UNPROTECTED ORDINARY
 44. Extent of Flame Damage : 6 CONFINE TO STRUCTURE OF ORIGIN
 45. Extent of Smoke Damage : 6 CONFINED TO STRUCTURE OF ORIGN
 46. Detector Performance : 0 FIRE DETECTION EQUIP UNDETERMD
 47. Sprinkler Performance : 8 NO EQUIP PRESENT IN ROOM OF ORG
 48. Type of Material Generating Most Smoke : 65 HARDBOARD, PLYWOOD
 49. Avenue of Smoke Travel : 2 CORRIDOR
 50. Form of Material Generating Most Smoke : 17 STRUCTURAL MEMBER, FRAMING
 51. Year of Mobile Property : 96
 52. Make : OLDSMOBILE
 53. Model : AURORA
 54. Serial Number : 1G3GR62C3T4109919
 55. License Number :
 56. Year of Equipment Involved in Ignition : 96
 57. Make : OLDS
 58. Model : AURORA
 59. Serial Number : 1G3GR62C3T4109919
 60. Officer in Charge (Name/Position/Assignment): E/C BONHAR JR BAT 3
 61. Date : 07/17/03
 62. Number Making Report (if different) : LT WM. LEDDIN/6151
 63. Date : 07/17/03
 64. Location (1= in city limits, 2= out of city) : 1

UNIT	TYPE	DISPATCH	RESPOND	ON-SCENE	TRANSPORT	AT HOSE	AVAILABLE
ENG1	E	02:08:03	02:11:21	02:14:10			04:39:51
ENG2	E	02:08:03	02:10:25	02:17:48			04:41:47
TRK2	TR	02:08:03					02:08:34
TRK1	TR	02:08:03	02:11:51	02:16:29			04:37:00
TRK3	TR	02:08:34	02:12:00	02:19:36			03:33:38
ENG3	CH	02:08:35	02:10:51	02:13:28			05:32:00
TRK31	TR	02:11:40	02:13:51	02:23:03			04:21:28
ERT11	SO	02:12:11	02:15:07	02:27:28			03:44:46
BAT1	CH	02:13:57	02:14:01	02:16:29			04:00:02
AMB1	AM	02:14:43	02:16:32	02:19:48			04:21:45
3000	CH	02:15:10	02:15:21	02:19:42			03:46:06
6500	CH	02:15:53	02:16:04	02:27:49			03:46:06
6004	MA	02:15:59	02:16:04	02:25:20			03:27:41
5151		02:25:04	02:25:07	02:47:01			05:32:00
AMB5	AM	02:32:24	02:35:00	02:40:06			04:17:26
1614	MA	02:33:55	02:34:00				02:42:16

Complainant: [REDACTED] Phone: [REDACTED] 02:07:30

Response area: 22 02:07:30

TAC CHANNEL 1 ASSIGNED (DMN-005) 02:08:04

TRUCK ENG4 CHANGED STATUS OF TRUCK AMB4 FOR 10-10 (DMN-005) 02:08:04

TRUCK TRK31 CHANGED STATUS OF TRUCK AMB31 FOR 10-10 (LNG-010) 02:12:12

TRUCK TRK31 CHANGED STATUS OF TRUCK ENG31 FOR 10-10 (LNG-010) 02:12:12

TRUCK TRK31 CHANGED STATUS OF TRUCK TNK31 FOR 10-10 (LNG-010) 02:12:12

TRUCK TRK31 CHANGED STATUS OF TRUCK AMB34 FOR 10-10 (LNG-010) 02:12:12

TRUCK TRK31 CHANGED STATUS OF TRUCK TNK33 FOR 10-10 (LNG-010) 02:12:12

BAT1 ARRIVED ON SCENE TO A 2STORY 8 UNIT CONDO BLDG WITH A (LNG-010) 02:25:23

FULLY ENGULFED ATTACHED GARAGE ON FIRE (LNG-010) 02:25:32

AT 0221 MRS BAT1 ADVISED TRK1 SAVED 1 FROM 2ND STORY EAST (LNG-010) 02:26:09

SIDE (LNG-010) 02:26:10

VIC1 ADVISED TRK1 PULLED ANOTHER VICTIM FROM 2ND FL (LNG-010) 02:30:38

TRUCK AMB5 CHANGED STATUS OF TRUCK ENG5 FOR 10-10 (LNG-010) 02:32:25

Units 'on air': 1614 (LNG-010) 02:33:56

F (DMN-005) 02:39:53

ENG4 REMOVING PEOPLE ON WEST SIDE OF BUILDING/ AMB1 CHECKING (LNG-010) 02:39:57

1 VICTIM (LNG-010) 02:40:48

AMB1 CHECKED 4 PATIENTS, NO TRANSPORTS AS OF YET, COMMAND (LNG-010) 02:41:12

WANTS 2 AMB'S TO REMAIN ON SCENE (LNG-010) 02:41:21

FIRE BATS FIRE STRUCK AT 0241 MRS CO'S REMAINING ON SCENE (LNG-010) 02:46:51

WORKING (LNG-010) 02:46:53

*Report Number 200301157-00 Assigned to FDID 00000 (LNG-010) 02:47:33

911 CALL FOR THE GARAGE FIRE (DMN-005) 02:46:57

(LNG-010) 02:52:36

Fire Incident location changed from: 15604 ORLAN BROOK DR (LNG-010) 02:52:44

New Fire Incident location: 13701 ORLAN BROOK DR (LNG-010) 02:52:44

Nature changed from: VR-VILLAGE FIRE RESIDENTIAL (LNG-010) 02:53:02

* AFTER ALL CHANGE OF QTS CO'S WERE EN RTE FOR HIMS MONROE (LNG-010) 02:53:42

CHIEF DISREGARDED HIS COQ, ORLAND PULLED THEM FOR STATION (LNG-010) 02:53:50

COVERAGE DUE TO EXTRA AMB'S BEING NEEDED ON THE SCENE (LNG-010) 02:54:16

ORIGINALLY BATS WANTED 2 MORE AMB'S ASIDE FROM AMB1, THEN (LMG-010) 02:54:39
 CALLED FOR JUST 1 AMB TO RESPOND TO SCENE (LMG-010) 02:54:51
 [REDACTED] PARK WAS MOVED TO STA 2 DUE TO THAT FACT (LMG-010) 02:55:17
 REPORT OF A FIRE (LMG-010) 03:11:46
 CONTACTED NICOR, OPERATOR PAULINE GAVE ETA 1 HR (DMN-005) 03:13:01
 AGE BOARD-UP WAS CONTACTED ETA 1/2 HR NOT MORE THEN 45 MIN (DMN-005) 03:13:35
 THE SECOND REPORT OF FIRE WAS FROM STORAGE AREA ABOVE A (LMG-010) 03:15:16
 GARAGE THAT WAS SMOLDERING, STARTED TO LIGHT UP AGAIN. CREWS (LMG-010) 03:15:30
 ON SCENE WORKING ON THAT FIRE (LMG-010) 03:15:37
 CO'S BEING RELEASED (LMG-010) 03:30:46
 PALOS TRX 6304/RIT11 RTQ (LMG-010) 03:30:58
 TRK3 Available out of station 03:33:38 (LMG-010) 03:33:38
 PAGES SENT OUT FOR GENERAL ALARM FOR ORLAND AND PAGE FOR (LMG-010) 03:40:07
 HOMER ASSISTING ON FIRE CALL (LMG-010) 03:40:17
 AMB1 LEAVING SCENE OF FIRE EN RTE TO GIORGIO'S WITH SOME OF (LMG-010) 03:41:12
 THE RESIDENTS, NON-EMERGENCY (LMG-010) 03:41:25
 RIT11 Available out of station 03:44:46 (LMG-010) 03:44:46
 6600 Available out of station 03:46:06 (LMG-010) 03:46:06
 3000 Available out of station 03:46:06 (LMG-010) 03:46:06
 BAT1 Available out of station 04:00:02 (LMG-010) 04:00:02
 TRK31 RTQ (LMG-010) 04:10:49
 AMB5 Available out of station 04:17:26 (LMG-010) 04:17:26
 [REDACTED] HAS HISTORY OF HEART ATTACKS/STROKE-POSSIBLE DIABETIC 04:19:34
 Fire Incident location changed from: [REDACTED] (LMG-601) 04:19:34
 New Fire Incident location: [REDACTED] (LMG-601) 04:19:34

AMB31 IS CLEARED FROM 10-10 (LMG-010) 04:21:27
 [REDACTED] IS CLEARED FROM 10-10 (LMG-010) 04:21:27
 TRK31 IS CLEARED FROM 10-10 (LMG-010) 04:21:28
 AMB34 IS CLEARED FROM 10-10 (LMG-010) 04:21:28
 TRK33 IS CLEARED FROM 10-10 (LMG-010) 04:21:28
 AMB1 Available out of station 04:21:45 (LMG-010) 04:21:45
 BATS ADVISED 4 OUT OF THE 8 UNITS IN THE BLDG WERE EFFECTED (LMG-010) 04:22:39
 BY THE FIRE (LMG-010) 04:22:42
 CREWS ARE STILL ON SCENE CLEANING UP AND FINISHING THE (LMG-010) 04:23:06
 INVESTIGATION (LMG-010) 04:23:08
 TRK1 Available out of station 04:37:00 (LMG-601) 04:37:00
 ENG2 Available out of station 04:39:51 (LMG-010) 04:39:51
 ENG4 Available out of station 04:41:47 (LMG-010) 04:41:47
 BOARD UP IS FINISHING UP ON SCENE (LMG-010) 05:31:52
 BAT3 Available out of station 05:32:00 (LMG-010) 05:32:00
 6151 Available out of station 05:32:00 (LMG-010) 05:32:00
 ***Additional Notes Added 07/20/03 On Port 616 at 08:10
 ***Notes Added by SMITH, STEVEN
 THE FIRE STARTED IN AN AUTO WHICH WAS PARKED WITHIN THE ATTACHED GARAGE. THE
 FIRE PROGRESSED INTO THE COMMON HALL AND INTO THE [REDACTED] THE ENTIRE
 STRUCTURE WAS DAMAGED BY THE SMOKE. FIRE REMAINS UNDER INVESTIGATION AT THIS
 TIME. 0040
 ***Additional Notes Added 07/22/03 On Port 603 at 19:01
 ***Notes Added by LEDDIN, WILLIAM
 [REDACTED] SMOKE AND FIRE DAMAGE

FIRE REPORT NO 260384718-00

PRINTED ON 07/23/03 AT 07:03

ALLSTATE INSURANCE [REDACTED]

[REDACTED] SMOKE AND FIRE DAMAGE

W. POLYAN INSURANCE [REDACTED]

[REDACTED] SMOKE DAMAGE

NO INSURANCE [REDACTED]

[REDACTED] SMOKE DAMAGE

CONDO OWN [REDACTED]

[REDACTED] NO INSURANCE

STATE FARM INSURANCE

ASSOC ADDRESS: 15533 ORLAN BROOK DR

HELEN
M13466748

PLANT
Location
Company
Apple Computer, Inc
Address
City
State

Plant Name
Dist Acct
Source
Plant
Plant Name
Plant Name
Plant Name

Plant Type
Standard
Approved
UCC
Priority
Status
Sub-Status
Year

Est. Use
Area
Sub-Area
Safety
Updated
Owner
Opened
Closed

Comments: No photos found at site in file beyond 0111

Abstract: Veh damaged event caused fire at home

082-015 fuel line

Property
Location
City
State
Zip
County
Municipality
Location

Property
Description
Damage
Cause
Complaint
Vehicle
Location
Police
Report #

Vehicle Last
VIN
Mileage
Insurance
Leak Status
Inspection
File Report #
Add Info

Vehicle
VIN
Mileage
Insurance
Leak Status
Inspection
File Report #
Emergency
Status

RECEIVED

SEP 02 2003

PAR Detail
Collection
Status
Location
City
State
Zip
County
Municipality
Location

Property
Description
Damage
Cause
Complaint
Vehicle
Location
Police
Report #

Case Category
Owner Name
Status
Location
City
State
Zip
County
Municipality
Location
Explain Other

Threat Ext
Property
Type
File Report
Case
Inspection
Date/Time
Inspection
Type

[REDACTED] BOGGER [REDACTED] Date NEED ROB

SVC USER BOY WELLEN ON VACATION. CHR SPONS TO SVC ADVISE, STATED A FUEL LINE WAS REPAIRED. THE USER REQUESTED COPIES OF THE ROB. SVC ADVISOR PUT HIS SUPERVISOR, BOB ON AND CHR REQUEST THE ROB AND GAVE HIM CHR'S FAX NUMBER. CHR ADVISED [REDACTED] ROUTE BOYCEPWA0011

[REDACTED]

[REDACTED] Inspection Not Required [REDACTED] SENDS TO EMS DUE TO PROPERTY DAMAGE

Activities

002503 BOYCE Inbound Call Customer Requesting Status Done CUST CONTACTED CRM CUST ADVISED CRM THAT

[REDACTED]

00-001-2000 EX
152. CUST ADVISED
ABOUT THE
HE HAD A CRPP
THAT EXPIRED DUE TO
TIME. CRM ADVISED THAT
DUE TO PROPERTY
DAMAGE THIS FILE WILL
BE SENT TO ESS. RUTHE
BOYCEPAR67011

[REDACTED]

Activities

0022703 BOYCEB BRC PAR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

0022703 BULE Submit for Approval Letter (Non-Standard) Done Par - Unable to contact LETTER APPROVED

0022703 BOYCEB BRC PAR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

0022703 BOYCEB Ownership Changed Ownership Established to BRC Done Ownership Established to BRC

0022703 BOYCEB BRC PAR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CALL LEFT NUMBER, HOURS AND A CALL BACK REQUEST. RUTHE BOYCEPAR67011

0022703 BOYCEB Ownership Changed Done Service Request Ownership has changed FROM LOTTM TO BOYCEB

0022703 BOYCEB BRC PAR Case Assigned Done assigned call to Ruthe Boyce at ext. 67011



Activities

Case ID	MOTM	Escalation	Initial PAR	Date	Veh Internal event causing fire to home, Assigning activity to PAR Queue	CRM advised cost that someone from the PAR dept will contact him within 1-2 business days.
002293	MOTM	Escalation	Initial PAR	Date	Veh Internal event causing fire to home, Assigning activity to PAR Queue	CRM advised cost that someone from the PAR dept will contact him within 1-2 business days.
						Laura Garcia-Sentosa/CAC/Tampa
						Received and assigned in PAR. Marjorie Lott/PAR/Walflow

UAC Information

Site	Observation	Non Component GM
Site	Observation	Non Component GM

Losses From Fire 7/17/03

- 96 OLDS Aurora - 92,000 miles
- Truck tires - 2 thru sand wedges - \$800.00 2001
- Great Big Bertha Driver - \$550.00 2000
- Taylor Made 3 wood - \$400.00 2000-2001
- Taylor Made 5 wood - \$400.00 "
- Taylor Made 7 wood - \$400.00 "
- 1 Odyssey Putter - \$150.00 2001
- 1 Odyssey White Hot Putter - \$195.00 - brand new wood
- 1 Duesenberg Eye Putter - \$80.00 used 10 years
- 1 Ping Answer Putter - \$110.00 5 years old
- 3 golf bags - \$500.00 - used 2001 - ONE bag
- 2 Dozen Titleist Pro V1 balls - \$80.00 new
- 6 gloves - FootJoy Sta Soft - \$90.00 brand new in package
- 35 G.D.'s and case - \$525.00 15" mallet - unused since
- Roan Detector - \$125.00 brand new
- Leather Jacket - \$450.00 2002
- Seraphim Sunglasses - \$150.00 - less than one year
- Cell Phone Charger - \$25.00 - less than one year
- Miscellaneous clothes → (includes damaged) - 4 suits, shirts, 6 pairs, 6-8 sweaters, 8-10 shirts, 1 pair slacks, 3 sport coats } sent to landfill
- DVD Player → \$200.00 brand new in package
- 3 par FootJoy Dry Jays - \$450.00 used
- 1 pair Etanic shoes - \$130.00 - used 10 years
- 1 pair Nike golf shoes - \$195.00 - new
- 1 gortex rain suit - \$250.00 - 2002

PARTICIP

Total \$6215.00

NOT INCLUDING VALUE OF THE CAR
 + CLOTHING
 ALL ITEMS WERE UNSALVAGEABLE
 + THROWN AWAY

1996 AURORA SEDAN

41U BLACK

121 GRAPHITE

ORDER NO. A6F119/SAS

STOCK NO.

VIN 1G3GR62C3T4109919

/V8G

OLDSMOBILE DIV TON

GENERAL MOTORS CORPORATION

920 TOWNSEND STREET

LANSING MI 48921-0001

VEHICLE INVOICE 3AD08092113

*****KB*****15*038678

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
30009 AURORA SEDAN	34860.00	32245.50	INVOICE 01/25/96
CF5 ELECTRIC SLIDING GLASS SUNROOF WITH SUNSHADE	995.00	855.70	SHIPPED 01/25/96
FES 50 STATE EMISSION CERTIFICATION	0.00	0.00	KXP I/T 02/02/96
L47 ENGINE - 4.0 L DOHC 32-VALVE V8	0.00	0.00	INT COM 02/02/96
OOX AUTOBAHN PACKAGE INCLUDES P235/60R16 V-BATED MICHELIN TIRES AND 3.71 AXLE RATIO	395.00	339.70	PRC EFF 01/24/96
WJ7 LEATHER SEATING AREAS	0.00	0.00	KEYS CG97 NM57
121 GRAPHITE	N/C	N/C	WFP-F QTR OPT-1
41U BLACK	N/C	N/C	BANK: GMAC - 020
			CHG-TO 03-867
			SHIP WT: 3907
			HP: 46.2
			MEMO 1812.50

TOTAL MODEL & OPTIONS	36250.00	33440.90	ACT 231	32993.40
DESTINATION CHARGE	640.00	640.00	H/B 261	1087.50
DEALER ADVERTISING		290.00	ADV 65A	290.00

TOTAL	36890.00	34370.90	DAY 310	34370.90
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MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 32760.50

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

REMIT TO GMAC NO. 020
 VIN 1G3GR62E3T4109919
 \$ 34370.90 INV 3AD08092113
 DUE 02/02/96 DEALER 03-867

MOORE SUBSAN OLDSE. INC.

VINCAMPI

DISPLAY VIN\RELATED CAMPAIGNS

KIPSA06I

10/20/2003 13:01

V 1G3GR62C3T4109919 OPEN\CLOSED STATUS:

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

NO CAMPAIGNS CURRENTLY AFFECTING THIS VEHICLE

PW:

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

GM Vehicle Inquiry System Summary

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VIN:	1G3GR62C3T4109919
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VEHICLE INFORMATION

Merchandising Model:	3GR29-1996 AURORA SEDAN	Warranty Start Date:	02/05/1996				
BAES Order Type:	60 - RETAIL - SOLD						
Delivering Dealer:	MARTY SUSSMAN OLDS. INC. JENKINTOWN & BAEDER JENKINTOWN, PA 19046 (215) 887-1800	Selling Source:	15 - OLDSMOBILE				
		Site Code:	03867				
		Business Associate Code:	116082				
Service Contract:	Yes	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns
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APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
48/50000 BUMPER TO BUMPER - NO DEDUCTIBLE	02/05/1996	6 miles	02/05/2000	50006 miles
72/100000 SHEET METAL RUST-THROUGH	02/05/1996	6 miles	02/05/2002	100006 miles
48/50000 SHEET METAL CORROSION	02/05/1996	6 miles	02/05/2000	50006 miles
96/80000 PCM/CC EMISSIONS	02/05/1996	6 miles	02/05/2004	80006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/23/2001	286634	0	J6372 - OXYGEN SENSOR RPL	83079 miles
06/14/2001	275311	0	J3100 - RADIATOR ASSY RPL	79487 miles
06/14/2001	275311	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	79487 miles
12/06/2000	259948	0	J1190 - SEAL LOWER CRANKCASE REPLACE	75960 miles
12/06/2000	259948	0	Z7903 - 3-DAY COURTESY TRANSPORTATION	75960 miles
12/06/2000	259948	0	E8622 - POW STEER HOSE RPL	75960 miles
12/06/2000	259948	0	J3480 - WATER PUMP/GRKT RPL	75960 miles
12/06/2000	259948	0	E2147 - FT STAB LNK RPL BTH	75960 miles
12/06/2000	259948	0	N3316 - POWER STEERING PRES	75960 miles
12/06/2000	259948	0	K4738 - RT TRANS MOUNT RPL	75960 miles

09/13/2000	252390	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	72542 miles
09/15/2000	252390	0	D4440 - R4 COMPRESSOR RPL	72542 miles
03/01/2000	109367	#	J6372 - OXYGEN SENSOR RPL	64181 miles
01/21/2000	108362	#	J5560 - DFI REGULATOR RPL	62571 miles
01/13/2000	108015	#	L1200 - BENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	62152 miles
01/13/2000	108015	#	T2020 - WARRANTY TOWING	62152 miles
01/13/2000	108015	#	J4206 - SPARK PLG WIRES RPL	62152 miles
09/03/1999	104392	0	D3088 - REFRIG LINES RPL	57122 miles
09/03/1999	104392	0	Z7906 - 6+ DAY COURTESY TRANSPORTATION	57122 miles
09/03/1999	104392	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	57122 miles
09/03/1999	104392	0	N2350 - MAP LAMP SWCH RPL	57122 miles
08/18/1999	103874	0	D1442 - R/C AIR DEFLECT RPL	56325 miles
08/18/1999	103874	0	D1441 - L/T AIR DEFLECTR RPL	56325 miles
07/29/1999	103287	0	D1116 - HIGH PRESSURE SW RP	55506 miles
07/28/1999	103235	0	D4440 - R4 COMPRESSOR RPL	55430 miles
07/28/1999	103235	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	55430 miles
07/05/1999	349831	#	J0589 - BELT COOLANT PUMP REPLACE	53902 miles
07/05/1999	349831	#	T2020 - WARRANTY TOWING	53902 miles
07/03/1999	497659	0	Z8011 - ROADSIDE SERVICE (TOWING)	53896 miles
05/20/1999	101198	0	N2220 - OIL PRESS SWITCH RPL	51172 miles
04/22/1999	112045	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	49000 miles
04/20/1999	100821	#	L1200 - BENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	49763 miles
04/20/1999	100821	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	49763 miles
04/20/1999	100821	#	T2020 - WARRANTY TOWING	49763 miles
01/11/1999	097614	#	N6266 - LR DR WINDOW WR REP	46147 miles
01/11/1999	097614	#	N2145 - L/F DR WIN SWCH RPL	46147 miles
01/11/1999	097614	#	J3480 - WATER PUMP/GSKT RPL	46147 miles
01/11/1999	097614	#	N4580 - ENG OIL LVL SEN RPL	46147 miles
07/08/1998	092559	#	N3215 - L/F DR LOCK ACT RPL	34839 miles
07/01/1998	092366	#	J5542 - AIR CONTR MOTOR RPL	34320 miles
06/29/1998	092366	#	N6030 - A/C WIRING REPAIR	34257 miles
06/29/1998	092366	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	34257 miles
04/28/1998	090607	#	N8270 - RR COMPT LID REL RP	30000 miles
04/28/1998	090607	#	N2388 - RR COMPT SW REL RPL	30000 miles
04/28/1998	090607	#	N1780 - FLURB REPLACE	30000 miles

04/28/1998	090607	#	C6976 - FT ST TRACK COV RPL	30000 miles
04/28/1998	090607	#	N4580 - ENG OIL LVL SEN RPL	30000 miles
04/28/1998	090607	#	R0480 - COMP POWER ASSY RPL	30000 miles
04/28/1998	090607	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	30000 miles
04/28/1998	090610	#	C2740 - CONSOLE PAD R&R/RPL	30000 miles
01/30/1997	332127	#	N6473 - SUPPLEMENT INFLT RSTR	21652 miles
07/10/1996	322814	#	B4301 - L/R BEAR & HUB RPL	7950 miles
07/10/1996	322814	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	7950 miles
07/10/1996	322814	#	H2505 - ABS BRAK CONTR RPL	7950 miles
06/20/1996	226577	#	A9441 - LEFT QUARTER OUTER PANEL - REPAIR	7818 miles
06/20/1996	226577	#	A9440 - RIGHT QUARTER OUTER PANEL - REPAIR	7818 miles
06/20/1996	226577	#	B5400 - RR CMPMNT LID ALKIN	7818 miles
06/19/1996	257781	#	N3325 - L/R DR WIN MOTR RPL	7818 miles
01/30/1996	000102	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	10 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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VIN:	1G3GR62C3T4109919
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CLAIM HISTORY

Repair Order Date:		10/22/2001	Repair Order Number:		286634	Odometer Reading:		83079 miles	
Serviced By:	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600				Selling Source:		15 - OLDSMOBILE		
					Site Code:		10697		
					Business Associate Code:		117302		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/26/2001	216	01	0	16372 - OXYGEN SENSOR RPL	23312203 - SENSOR-OX	N/A	N/A	\$ 170.10	N

Repair Order Date:		05/14/2001	Repair Order Number:		273311	Odometer Reading:		79487 miles	
Serviced By:	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600				Selling Source:		15 - OLDSMOBILE		
					Site Code:		10697		
					Business Associate Code:		117302		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/19/2001	179	01	0	13100 - RADIATOR ASSY RPL	32461512 - RADIATOR	N/A	N/A	\$ 796.42	N
06/19/2001	179	02	0	27901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 30.00	N

Repair Order Date:		12/06/2000	Repair Order Number:		239948	Odometer Reading:		73960 miles	
Serviced By:	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600				Selling Source:		15 - OLDSMOBILE		
					Site Code:		10697		
					Business Associate Code:		117302		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/26/2000	129	01	0	J1190 - SEAL LOWER CRANKCASE REPLACE	08341106 - MANIFOLD	N/A	N/A	\$ 1021.50	N
12/15/2000	126	02	0	27901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 89.98	N

12/15/2000	126	08	0	E8622 - POW STEER HOSE RPL	26056787 - HOSE	N/A	N/A	\$ 176.03	N
12/15/2000	126	04	0	J3480 - WATER PUMP/GSKT RPL	12487361 - PUMP KIT	N/A	N/A	\$ 165.34	N
12/15/2000	126	05	0	E2147 - FT STAB LNK RPL BTH	25609026 - INSULATOR	N/A	N/A	\$ 30.89	N
12/15/2000	126	06	0	N2916 - POWER STEERING PRES	18218778 - SWITCH AS	N/A	N/A	\$ 63.61	N
12/15/2000	126	07	0	K6720 - RT TRANS MOUNT RPL	22146342 - MOUNT-TRA	N/A	N/A	\$ 162.04	N

Repair Order Date :		09/13/2000		Repair Order Number :		252350		Odometer Reading :		72542 miles	
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600					Selling Source :		15 - OLDSMOBILE			
						Site Code :		10697			
						Business Associate Code :		117302			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/26/2000	103	01	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 30.00	N		
09/19/2000	101	02	0	D4440 - R4 COMPRESSOR RPL	01136512 - COMPRESSO	V	N/A	\$ 679.45	N		

Repair Order Date :		03/01/2000		Repair Order Number :		109367		Odometer Reading :		64181 miles	
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600					Selling Source :		15 - OLDSMOBILE			
						Site Code :		10697			
						Business Associate Code :		117302			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
03/17/2000	48	01	#	X6372 - OXYGEN SENSOR RPL	25312196 - SENSOR-OX	A	N/A	\$ 119.16	N		

Repair Order Date :		01/21/2000		Repair Order Number :		108262		Odometer Reading :		62371 miles	
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600					Selling Source :		15 - OLDSMOBILE			
						Site Code :		10697			
						Business Associate Code :		117302			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
02/22/2000	41	01	#	J5560 - DFI REGULATOR RPL	17113346 - REGULATOR	A	N/A	\$ 91.48	N		

Repair Order Date :	01/13/2000	Repair Order Number :	100015	Odometer Reading :	62152 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600			Billing Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117302				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/22/2000	41	01	#	L1206 - BENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	25639709 - MODULE	A	N/A	\$341.78	N
02/22/2000	41	03	#	14206 - SPARK PLG WIRES RPL	12192050 - WIRE KIT	A	N/A	\$185.11	N
01/18/2000	31	02	#	T2000 - WARRANTY TOWING	N/A	N/A	N/A	\$44.00	N

Repair Order Date :	09/03/1999	Repair Order Number :	104392	Odometer Reading :	57122 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600			Billing Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117302				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/15/1999	4	03	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	N/A	WAL	N/A	\$275.17	N
10/08/1999	2	01	0	D3088 - REPRIG LINES RPL	25648537 - HOSE ASM	B	N/A	\$218.63	N
09/24/1999	997	02	0	Z7906 - 6+ DAY COURTESY TRANSPORTATION	N/A	VP	N/A	\$240.00	N
09/24/1999	997	04	0	N1150 - MAP LAMP SWCH RPL	12537782 - SWITCH AS	N/A	N/A	\$20.10	N

Repair Order Date :	08/18/1999	Repair Order Number :	103874	Odometer Reading :	56325 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600			Billing Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117302				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/27/1999	989	01	0	D1442 - R/C AIR DEFLCT RPL	25634632 - DEFLECTOR	N/A	N/A	\$28.41	N
08/27/1999	989	02	0	D1441 - LT AIR DEFLCTR RPL	12535491 - OUTLET AS	N/A	N/A	\$36.48	N

Repair Order					
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Repair Order Date :		07/29/1999		Number :		103287		Odometer Reading :		55906 miles	
Serviced By :		TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600				Billing Source :		15 - OLDSMOBILE			
						Site Code :		10697			
						Business Associate Code :		117302			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/10/1999	984	01	0	D1116 - HIGH PRESSURE SW RP	03531090 - SENSOR AS	B	N/A	\$ 185.46	N		

Repair Order Date :		07/28/1999		Repair Order Number :		103235		Odometer Reading :		55430 miles	
Serviced By :		TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600				Billing Source :		15 - OLDSMOBILE			
						Site Code :		10697			
						Business Associate Code :		117302			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/06/1999	983	01	0	D4440 - R4 COMPRESSOR RPL	01136512 - COMPRESSO	V	N/A	\$ 924.31	N		
08/03/1999	982	02	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 30.00	N		

Repair Order Date :		07/05/1999		Repair Order Number :		349831		Odometer Reading :		53902 miles	
Serviced By :		TALLBERG CHEVROLET OLDSMOBILE CADILLAC, INC. PO BOX 308 PETOSKEY, MI 49770-0308 (231) 347-2585				Billing Source :		15 - OLDSMOBILE			
						Site Code :		07982			
						Business Associate Code :		118215			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/30/1999	981	01	#	J0669 - BELT COOLANT PUMP REPLACE	N/A	A	N/A	\$ 23.25	N		
07/16/1999	977	02	#	T2020 - WARRANTY TOWING	N/A	N/A	N/A	\$ 51.00	N		

Repair Order Date :		07/03/1999		Repair Order Number :		497659		Odometer Reading :		53896 miles	
Serviced By :		GM ROADSIDE ASSISTANCE PO BOX 30098 PHOENIX, AZ 85076-0098				Billing Source :		15 - OLDSMOBILE			
						Site Code :		49900			
						Business Associate Code :		16087			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
11/23/1999	15	01	0	ZB011 - ROADSIDE SERVICE (POWER)	N/A	C	N/A	\$ 32.37	N		

Repair Order Date :	03/20/1999	Repair Order Number :	101192	Odometer Reading :	31172 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117902				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/24/1999	961	01	0	N2220 - OIL PRESS SWITCH RFL	03547417 - SENSOR	N/A	N/A	\$68.64	N

Repair Order Date :	04/22/1999	Repair Order Number :	112045	Odometer Reading :	49000 miles				
Serviced By :	GM ROADSIDE ASSISTANCE PO BOX 90098 PHOENIX, AZ 85076-0098			Selling Source :	15 - OLDSMOBILE				
				Site Code :	43900				
				Business Associate Code :	100077				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/23/1999	978	01	0	ZB015 - ROADSIDE SERVICE (FLAT TIRE)	N/A	CA	N/A	\$38.27	N

Repair Order Date :	04/20/1999	Repair Order Number :	100521	Odometer Reading :	49763 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117902				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/26/1999	993	01	0	L1200 - BINDER PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	25029702 - MODULE	N/A	N/A	2,340.20	N
04/26/1999	993	03	0	27901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$30.00	N
04/26/1999	993	03	0	19000 - WARRANTY TOWING	N/A	N/A	N/A	\$85.00	N

Repair Order Date :	01/11/1999	Repair Order Number :	097614	Odometer Reading :	46147 miles				
Serviced By :	TONY RIZZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE				
				Site Code :	10697				
				Business Associate Code :	117902				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

01/18/1999	925	01	#	N2225 - LR DR WINDOW WR REP	N/A	N/A	N/A	\$33.28	N
01/18/1999	925	01	#	N2225 - LR DR WINDOW WR REP	N/A	N/A	N/A	\$33.28	N
01/18/1999	925	02	#	N2145 - L/F DR WIN SWCH RPL	N/A	N/A	N/A	\$26.62	N
01/18/1999	925	02	#	N2145 - L/F DR WIN SWCH RPL	N/A	N/A	N/A	\$26.62	N
01/18/1999	925	03	#	J3480 - WATER PUMPGSKT RPL	12345639	N/A	N/A	\$140.43	N
01/18/1999	925	03	#	J3480 - WATER PUMPGSKT RPL	12345639	N/A	N/A	\$140.43	N
01/18/1999	925	04	#	N4580 - ENG OIL LVL SEN RPL	25626343 - SENSOR AS	B	N/A	\$70.74	N
01/18/1999	925	04	#	N4580 - ENG OIL LVL SEN RPL	25626343 - SENSOR AS	B	N/A	\$70.74	N

Repair Order Date :	07/08/1998	Repair Order Number :	092559	Odometer Reading :	34839 miles
Serviced By :	TONY RIEBA OLDSMOBILE-CADILLAC, INC. 8425 W 135TH ST TREBLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE
				Site Code :	10097
				Business Associate Code :	117302

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/13/1998	871	01	#	N3215 - L/F DR LOCK ACT RPL	25664043 - BUSHING	N/A	N/A	\$48.99	N

Repair Order Date :	07/01/1998	Repair Order Number :	092366	Odometer Reading :	34320 miles
Serviced By :	TONY RIEBA OLDSMOBILE-CADILLAC, INC. 8425 W 135TH ST TREBLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE
				Site Code :	10097
				Business Associate Code :	117302

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/06/1998	869	01	#	35242 - AIR CONTR MOTOR RPL	17113225 - VALVE	N/A	N/A	\$113.31	N

Repair Order Date :	06/29/1998	Repair Order Number :	092266	Odometer Reading :	34257 miles
Serviced By :	TONY RIEBA OLDSMOBILE-CADILLAC, INC. 8425 W 135TH ST TREBLEY PARK, IL 60477-1164 (708) 429-6800			Selling Source :	15 - OLDSMOBILE
				Site Code :	10097
				Business Associate Code :	107322

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
------------	-----------	------	------	-----------------	------	-----------	-------------	------------	----------

07/02/1998	888	01	#	N6030 - A/C WIRING REPAIR	N/A	E	N/A	\$261.60	N
07/02/1998	888	02	#	27901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$30.00	N

Repair Order Date :		04/28/1998		Repair Order Number :		090607		Odometer Reading :		30000 miles	
Serviced By :	TONY RIEZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600					Selling Source :			15 - OLDSMOBILE		
						Site Code :			10697		
						Business Associate Code :			117302		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
05/04/1998	851	01	#	N3270 - RR COMPT LID REL RP	16630424 - ACTR ARM-	N/A	N/A	\$51.62	N		
05/04/1998	851	02	#	N2388 - RR COMPT SW REL RPL	25612220 - SWITCH AS	N/A	N/A	\$45.35	N		
05/04/1998	851	03	#	N1720 - FUSE REPLACE	12092000 - FUSE	N/A	N/A	\$15.01	N		
05/04/1998	851	04	#	C6576 - FT ST TRACK COV RPL	25618220 - COVER-D/S	N/A	N/A	\$13.60	N		
05/04/1998	851	05	#	N4680 - ENG OIL LVL SEN RPL	25626343 - SENSOR AS	N/A	N/A	\$69.93	N		
05/04/1998	851	07	#	R0480 - COMP POWER ASSY RPL	22155173 - ANTENNA P	N/A	N/A	\$141.83	N		
05/04/1998	851	08	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	N/A	N/A	N/A	\$11.56	N		

Repair Order Date :		04/28/1998		Repair Order Number :		090610		Odometer Reading :		30000 miles	
Serviced By :	TONY RIEZA OLDSMOBILE-CADILLAC, INC. 8425 W 159TH ST TINLEY PARK, IL 60477-1164 (708) 429-6600					Selling Source :			15 - OLDSMOBILE		
						Site Code :			10697		
						Business Associate Code :			117302		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
04/04/1998	851	01	#	C2740 - CONSOLE PAD RAR/RPL	23607927 - SEAL	N/A	N/A	\$18.20	N		

Repair Order Date :		01/30/1997		Repair Order Number :		332127		Odometer Reading :		21652 miles	
Serviced By :	BREEDMAN CHEVROLET-OLDSMOBILE PO BOX 3404 LANSHOUSE, PA 19047-9104 (610) 787-4961					Selling Source :			15 - OLDSMOBILE		
						Site Code :			03680		
						Business Associate Code :			115899		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		

02/11/1997	706	01	#	N6473 - SUPPLEMENT INFLT RSTR	N/A	E	N/A	\$ 66.92	N
------------	-----	----	---	-------------------------------	-----	---	-----	----------	---

Repair Order Date :		07/10/1996		Repair Order Number :		322814		Odometer Reading :		7930 miles	
Serviced By :		REEDMAN CHEVROLET-OLDSMOBILE PO BOX 3004 LANGHORNE, PA 19047-9104 (215) 737-4961				Selling Source :		15 - OLDSMOBILE			
						Site Code :		03600			
						Business Associate Code :		113839			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/11/1996	632	01	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 122.00	N		
08/04/1996	631	01	#	B4301 - L/R BEAR & HUB RPL	07566992	N/A	N/A	\$ 259.83	N		
08/04/1996	631	02	#	H2505 - ABS BRAK CONTR RPL	25621285 - MODULE	N/A	N/A	\$ 474.61	N		

Repair Order Date :		06/20/1996		Repair Order Number :		226577		Odometer Reading :		7818 miles	
Serviced By :		REEDMAN CHEVROLET-OLDSMOBILE PO BOX 3004 LANGHORNE, PA 19047-9104 (215) 737-4961				Selling Source :		15 - OLDSMOBILE			
						Site Code :		03600			
						Business Associate Code :		113839			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/07/1996	627	01	#	A9441 - LEFT QUARTER OUTER PANEL - REPAIR	N/A	N/A	N/A	\$ 32.41	N		
07/07/1996	627	02	#	A9440 - RIGHT QUARTER OUTER PANEL - REPAIR	N/A	N/A	N/A	\$ 32.41	N		
07/07/1996	627	03	#	B9400 - RR CMPONT LID ALIGN	N/A	N/A	N/A	\$ 12.96	N		

Repair Order Date :		06/19/1996		Repair Order Number :		257781		Odometer Reading :		7818 miles	
Serviced By :		REEDMAN CHEVROLET-OLDSMOBILE PO BOX 3004 LANGHORNE, PA 19047-9104 (215) 737-4961				Selling Source :		15 - OLDSMOBILE			
						Site Code :		03600			
						Business Associate Code :		113839			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/21/1996	629	01	#	N3325 - L/R DR WIN MOTR RPL	Z2154980 - MOTOR	N/A	N/A	\$ 155.31	N		

Repair Order Date :		01/30/1996		Repair Order Number :		000102		Odometer Reading :		10 miles	
---------------------	--	------------	--	-----------------------	--	--------	--	--------------------	--	----------	--

Served By:	MARTY SUESSMAN OLDS, INC. JENKINTOWN & BAEDER JENKINTOWN, PA. 19046 (215) 887-1800				Selling Source:		15 - OLDSMOBILE			
					Site Code:		03967			
					Business Associate Code:		116983			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	
02/11/1996	606	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$ 89.60	N	

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System

Vehicle Build

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

Help

VIN	1G3GR62C3T4169919
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VEHICLE BUILD

Manufacturing Model :	3CR29 - 1996 AURORA SEDAN		
Gross Vehicle Weight Rating :	2259 kg (4981 lb)	Order Number :	AGF119
Build Date :	01/24/1996	Build Plant :	1T4G - ORION ASSEMBLY

OPTION CODES

AG1 - DRIVER SWAY POWER	AG2 - ADJUSTER, 6-WAY POWER SEAT,
AE1 - SEAT, INFLATABLE, DRIVER & PASS	AL2 - SEAT, POWER LUMBAR
AG9 - PET BKT, LUXURY	A43 - SEAT ADJUSTER, MIRROR, POWER, D
AB5 - POWER, DRIVER, RECLINING	AB1 - PASS ST BK PWR RECLINER
AS - SUN, GLASS, SLIDING, ELEC	CT2 - AIR CONDITIONER FRT, AUTO TEMP
DE2 - LH & RH, REMOTE CONTROL, ELECTR	D55 - FRT COMPT, FLOOR
FES - TOWING & LOAD LEVELING	FES - FEDERAL EMISSIONS
FVC - TRANSAXLE FINAL DRIVE 3.71	EL3 - INTERIOR DESIGN (L3)
KL9 - ANTILOCK	ED9 - ELECTRONIC, TRANS SHFT
ED9 - 140 AMP	L47 - 4.0 LTR V8 MFI OHC
MH1 - AUTO 4 SPD, HMD, 4T90-E, ELECTR	MD9 - 4-SPEED AUTOMATIC TRANSMISSION
NG2 - EMISSION SYSTEM, FEDERAL TIER 1	NG5 - EMISSION, CERTIFICATION, FIFTY
NPS - STEERING WHEEL - LEATHER WRAPPED	NW9 - ELECTRONIC
N10 - IDEAL SECURITY SEATBELT	OR4 - ORION, MI, USA
P29 - 16 X 7, ALUMINUM, STYLED	Q2K - FISSURE IN BUSHING ST FL AL3
SA7A - SALES ITEM NO. 55	PA2 - SALES ITEM NO. 76
SAV - SALES ITEM NO. 56	RA2 - SALES ITEM NO. 100
U01 - GARAGE DOOR, UNIVERSAL	UB9 - ENGINE OIL CUP
UB9 - ALUMINUM STRIPS, AMERICAN, AUTO E	UV7 - POWER ANTENNA
UG - 6, CUSTOM	U40 - DIGITAL DIRECT READOUT, TRIP M0
VE9 - OTHER THURMAN	V45 - COMBINED OIL CONSUMPTION CAP 2000

V73 - USA/CANADA	WJ7 - INTERIOR *LEATHER* (TO BE USED
1EA - OPTION 01	1BZ - OPTION PACKAGE
1M - GRAPHITE (90)	123 - GRAPHITE PEARL LEATHER
41U - BLACK	6HM - COMPUTER SEL SUSP (6HM)
7HM - COMPUTER SEL SUSP (7HM)	8TA - COMPUTER SEL SUSP (8TA)
9TA - COMPUTER SEL SUSP (9TA)	

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GM Vehicle Inquiry System

Vehicle Component

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[Help](#)

VIN	1G3GR62C3T4109919
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Vehicle Component

Vehicle Component Information Does Not Exist For This Vehicle

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GM Vehicle Inquiry System

Delivery Information

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[Help](#)

VIN :	1G3GR62C3T4109919
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IN-SERVICE INFORMATION

In-Service Information Not On file

DELIVERY INFORMATION

Delivery Date :	02/05/1996	Delivery Type :	010 - RETAIL/INDIVIDUAL	Delivered Odometer :	6 miles
Delivering Dealer :	MARTY SUSSMAN OLDS, INC. JENKINTOWN & BAEDER JENKINTOWN, PA 19046 (215) 887-1800	Delivery Selling Source :	15 - OLDSMOBILE		
		Delivery Site Code :	03867		
		Business Associate Code :	116982		

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GM Vehicle Inquiry System

Dealer Information

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

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VIN :	1G3GR62C3T4109919
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INVOICE INFORMATION

Invoice Date :	01/25/1996		
Site Address :	MARTY SUSHMAN OLDS. INC. JENKINTOWN & BAEDER JENKINTOWN, PA 19046 (215) 897-1800	Selling Source :	15 - OLDSMOBILE
		Site Code :	03967
		Business Associate Code :	116982

SHIP-TO INFORMATION

Ship-To Date :	02/18/1996		
Site Address :	MARTY SUSHMAN OLDS. INC. JENKINTOWN & BAEDER JENKINTOWN, PA 19046 (215) 897-1800	Selling Source :	15 - OLDSMOBILE
		Site Code :	03967
		Business Associate Code :	116982

GM Vehicle Inquiry System

Service Contract

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VIN	1G3GR52C3T4109919
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SERVICE CONTRACT

Policy Number :	808255908		
Description :	72/100000 GMPP MAJOR GUARD		
Deductible Amount :	50		
Inception Date :	03/17/2000	Expiration Date :	02/05/2002
Inception Odometer :	64181 miles	Expiration Odometer :	100000 miles

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GM Vehicle Inquiry System

Warranty Block

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VIN :

1G3GR62C3T4109919

WARRANTY BLOCK

Vehicle Has No Current Record of Blocked Warranties

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GM Vehicle Inquiry System

Branded Title

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[Help](#)

VIN :	1G3GR62C3T4109919
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BRANDED TITLE

No Current Record of Vehicle Title Branding.

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

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GM Vehicle Inquiry System

Summary



VEHICLE INFORMATION - This section of the summary page displays commonly referenced vehicle information. The GM Vehicle Information Database (GMVID), the GM Dealer Information Database (GMDDI) and the Warranty Information Network System (WINS) are the sources of this information. This section also contains fields that indicate if additional information is available on other pages within the GMVIS web site. If no vehicle information is available "Vehicle Information Not On File" is displayed.

Merchandising Model - This field contains the merchandising model code and description. The description will include the vehicle model year and vehicle model description. The model code is displayed by itself if a description is not available. If a model code is not available then "N/A" is displayed.

Warranty Start Date - This field contains the default date for the start of warranty coverage. This date is calculated based on vehicle order, invoice, in-service, delivery, and delayed warranty information.

BARS Order Type - This field contains a 3-digit code that represents the way a vehicle was ordered. This field will be affected if a credit and rebill is done and will then reflect whatever the last transaction was supplied. The following order types are possible.

000 - All Order Types	005 - Custom Express Delivery (CVMS)	010 - PEP/SPL Event
020 - Employee - New Car Sale	025 - Supplier	030 - Driver Education
040 - Dealer Demo	041 - Display & Demo	050 - Fleet
051 - Fleet Lease	060 - Retail-Sold	070 - Retail-Stock
075 - Plan Chevrolet	080 - Employee-Used Car (CVMS)	081 - Dealer Used Car(CVMS)
082 - Lemon Law	083 - Arbitration	090 - Spec-Event Used
095 - Barter	100 - Allied	110 - Pilot
111 - Scrap	120 - Export/Domestic Delivery	

Delivering Dealer - This field contains the name, address and phone number (if available) of the last site to have reported delivery. If the dealer information is not available then "N/A" is displayed.

Selling Source - This field contains the selling source code and selling source description of the last site to have reported delivery. The selling source code is displayed by itself if a description is not available. If a selling source is not available then "N/A" is displayed.

Site Code - This field contains the site code of the last site to have reported delivery. If a site code is not available then "N/A" is displayed.

Business Associate Code - This field contains the business associate code of the last site to have reported delivery. If a business associate code is not available then "N/A" is displayed.

Service Contract - This field contains "Yes" or "No" to indicate if additional service contract information is available. If "Yes" is displayed, select the Service Contract link to see additional information.

Insured Title - This field contains "Yes" or "No" to indicate if vehicle title was reported insured. If

"Yes" is displayed, select the Branded Title link to see additional information.

Warranty Block - This field contains "Yes" or "No" to indicate if a vehicle's warranty is restricted. If "Yes" is displayed, select the Warranty Block link to see additional information.

FDI Status - This field contains the status of pre-delivery inspection payment. Possible values are: "Paid" if a claim has already been paid, "Open" if the vehicle is still eligible for payment, and "Ineligible" or "Closed" if the vehicle is not eligible for payment.

CAMPAIGN ELIGIBILITY - This section contains product recall campaign information for a given vehicle. The Campaign Information Processing System (CIPS) and Warranty Information Network System (WINS) are the source of this information. If campaign information is available, the following fields are displayed. If no campaign information is available then "Vehicle Has No Current Record of Outstanding Campaigns" is displayed.

Campaign Number - This field contains a five-digit code that uniquely identifies a product recall campaign. This field is linked to another web page which details labor operations covered by the campaign.

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

Initial Mailing Date - This field contains the date when a product recall notice was initially mailed to the vehicle owner. If no mailing date is available then "N/A" is displayed.

Status - This field indicates the status of a recall campaign on a given vehicle. Possible values are: "Closed" if service has been performed or the campaign has been closed, and "Open" if the vehicle is still eligible for service under the campaign.

APPLICABLE WARRANTIES - This section contains information on all warranties that may be valid for a given vehicle. The Warranty Information Network System (WINS) is the source of this information. If no warranty information is available "Vehicle Applicable Warranty Information Not Available" is displayed.

Description - This field contains a description of type of warranty. If a description is not available, then a code identifying the type warranty is displayed.

Effective Date - This field contains the date when the given warranty begins.

Effective Odometer - This field contains the vehicle odometer reading at which the given warranty begins. The odometer reading is displayed in miles or kilometers based on the location of the delivering site or ship-to site if delivering site information is not available.

End Date - This field contains the date when the given warranty ends.

End Odometer - This field contains the vehicle odometer reading at which the given warranty ends. The odometer reading is displayed in miles or kilometers based on the location of the delivering site or ship-to site if delivering site information is not available.

CLAIM HISTORY - This section contains paid claim history for the last six calendar years on a given vehicle. The Warranty Information Network System (WINS) is the source of this information. The following fields are displayed if claim history is available. The most recent claim activity is displayed first. The claim history link can be used to reference additional information if desired. If no claim history is available "Vehicle Has No Associated Claim History" is displayed.

R.O. Date - This field contains the date the repair order was written.

R.O. Number - This field contains a document number preprinted on the repair order.

Claim Type - This field contains a code identifying the type of claim. The following claims types are possible.

# - Regular Warranty	A - Reciprocal	I - Pre-delivery Inspection
0 - MIC Regular Warranty	B - Parts with Labor	M - Deductible Override
1 - MIC Add Credit	C - Parts without Labor	N - GM SPO Warranty
2 - MIC Debit	D - Case Add Credit	S - Customer Reimbursement
3 - MIC Deductible Override	F - Corporate Parts Return	T - Transportation Claim
9 - Product Reporting	G - Case Debit	U - School Bus

Labor Operation - This field contains the labor operation code and description for the service performed on a given vehicle. Only the code is displayed if a description for the labor operation code is unavailable.

Odometer Reading - This field contains the odometer reading reported at the time the vehicle was serviced. The odometer reading is displayed in miles or kilometers based on the location of the delivering site or ship-to site if delivering site information is not available.

CHECK HISTORY - This section contains paid check history on a given vehicle. The following fields are displayed if check history is available. The most recent check history activity is displayed first. If no check history is available the message "Vehicle has no associated Check History Information."

Check Date - This field contains the date the check was written.

R.O. Number - This field contains a document number preprinted on the repair order.

Check Code - This field contains the 2 position country code (US=United States, CA=Canada)

Labor Operation - This field contains the labor operation code and description for the check on a given vehicle. Only the code is displayed if a description for the labor operation code is unavailable.

Odometer Reading - This field contains the odometer reading reported at the time the check was issued on the vehicle. The odometer reading is displayed in miles or kilometers based on the location of the delivering site or ship-to site if delivering site information is not available.

Apple Chevrolet



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TOLSON PARK, E. GRANT
PHONE (708) 482-0000

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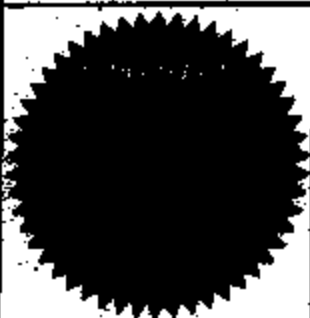
"Satisfaction Is Our Service Goal"

43305	COLE GRACE	229	91,953	CYCS04326
	3387084			
DELAND PARK, IL	BUICK/REGAL/ALBUQUA			
	1856R62C3T4109919			
			08/18/03	

- CASH
- CHECK #
- CREDIT CARD
- EXTENDED WARRANTY
- CHARGE ON ACCOUNT

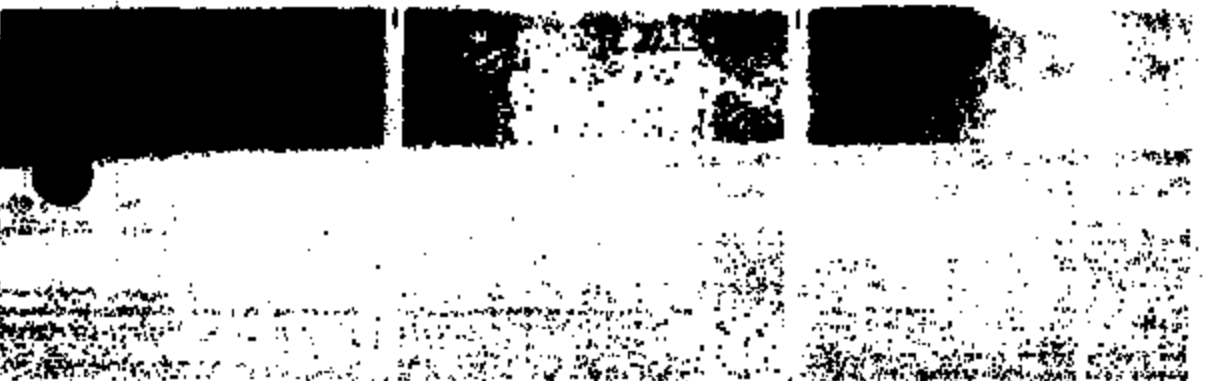
IF YOU HAVE ANY QUESTIONS, OR CONCERNS REGARDING THE REPAIRS ON YOUR VEHICLE, PLEASE CONTACT YOUR SERVICE CONSULTANT MONDAY - FRIDAY, BETWEEN 1000 AM, AND 400 PM. THEY WILL BE HAPPY TO HELP ANSWER ANY QUESTIONS YOU MIGHT HAVE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARRANTED 12 MONTHS, OR 18,000 MILES, WHICHEVER COMES FIRST.



* All of price and taxes will be charged to cover shop supplies for immediate work material, oil, and shop supplies. Taxes: 6%.

*We Appreciate
The Opportunity
To Service
Your Chevrolet*



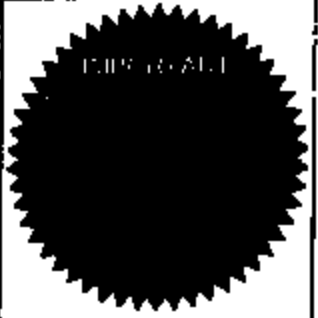
APPOINTMENT: 43305	NAME: CARE GRACE	AGE: 228	DATE: 02/09/03	VEHICLE ID: CV6384328
ADDRESS: ORLAND PARK, IL	CITY: ORLAND PARK	STATE: IL	ZIP: 60451	PHONE: (708) 486-6000
VEHICLE MAKE: CHEVROLET	VEHICLE MODEL: EQUINOX	VEHICLE YEAR: 2002	VEHICLE COLOR: BLACK	VEHICLE TYPE: SUV
VEHICLE VIN: 1G9GR62C974109919	VEHICLE LICENSE: 228	VEHICLE REGISTRATION: 228	VEHICLE TAXES: 228	VEHICLE FEES: 228



- CASH
- CHECK #
- CREDIT CARD
- EXTENDED WARRANTY
- CHARGE ON ACCOUNT

IF YOU HAVE ANY QUESTIONS, OR CONCERNS REGARDING THE REPAIRS ON YOUR VEHICLE, PLEASE CONTACT YOUR SERVICE CONSULTANT MONDAY - FRIDAY, BETWEEN 10:00 AM, AND 4:00 PM. THEY WILL BE HAPPY TO HELP ANSWER ANY QUESTIONS YOU MIGHT HAVE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. ON REPLACEMENT PARTS ARE WARRANTIES 12 MONTHS, OR 12,000 MILES, WHICHEVER COMES FIRST.



* 2% of parts and labor will be charged to your shop charges to improve your service. Shop right, follow-up, OK.

*We Appreciate
 The Opportunity
 To Service
 Your Vehicle!*

JERRY LEGATZKE
**SPRING THRUST
 CABLE ALIGNMENT**
 \$39.95
 Includes: Front & Rear Wheel Alignment, Steering & Suspension Inspection, Tire Rotation & Inflation.
 Coupon Expires November 30, 2002

JERRY LEGATZKE
**FREE An Additional
 BONUS ON
 Any BAWI CARE**
 For Over 1000 Miles Today!
 Coupon Expires November 30, 2002

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**We're now planning to
 keep suggestions!**
 Now Open **SATURDAYS**
 9:00 a.m. - 1:00 p.m.
 for
OIL CHANGES
 &
TIRE ROTATIONS
LESS AN FLUOR TIRE ROTATION
 \$29.95 \$29.95
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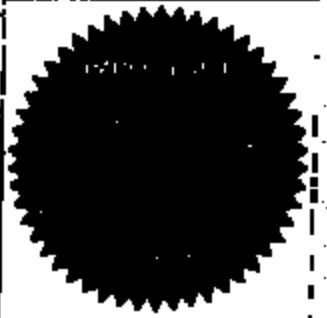
WORK ORDER # 43305	DATE 02/27/03	TIME 08:00	TECH 0663
NAME GRACE	PHONE 3397084	PLATE 82,125	MAKE BUICK
ADDRESS ORLAND PARK, IL	MODEL BUICK REGAL/ALDRINA		YEAR 1998
VIN 1G3FR62C3T4109919	MI 102	DATE 02/25/03	

QTY	DESCRIPTION	UNIT PRICE	TOTAL
1	12. IN LABOR DISCOUNT ON		
1	1. TRUCKS		

CASH CHECK
 CREDIT CARD
 EXTENDED WARRANTY
 CHARGE ON ACCOUNT

IF YOU HAVE ANY QUESTIONS
 OR CONCERNS REGARDING THE
 REPAIRS ON YOUR VEHICLE
 PLEASE CONTACT YOUR SERVICE
 CONSULTANT MONDAY
 THROUGH FRIDAY 9:00 AM AND
 4:00 PM THRU 6:00 PM
 - WE ANSWER ALL QUESTIONS
 YOU WANT

WE GUARANTEE OUR REPAIRS
 FOR 90 DAYS OR 10,000 MILES
 WHICHEVER COMES FIRST ON
 REPLACEMENT PARTS ARE
 WARRANTED 12 MONTHS OR 100,000
 MILES WHICHEVER COMES FIRST



*All of parts are new unless stated otherwise.
 **All of parts are new unless stated otherwise.
 ***All of parts are new unless stated otherwise.

*We Appreciate
 The Opportunity
 To Service
 Your Vehicle*

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TULSA PARK, N. 68177
PHONE: (918) 482-0800

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"Satisfaction Is Our Service Goal"

NUMBER: 43305	DATE: 02/27/03	VEHICLE: 02/27/03	WORK ORDER: 02/27/03
DESCRIPTION: [REDACTED]	MAKE: 92,125	MODEL: [REDACTED]	YEAR: [REDACTED]
VEHICLE TYPE: [REDACTED]	VEHICLE MAKE: [REDACTED]	VEHICLE MODEL: [REDACTED]	VEHICLE YEAR: [REDACTED]
VEHICLE VIN: [REDACTED]	VEHICLE MAKE: [REDACTED]	VEHICLE MODEL: [REDACTED]	VEHICLE YEAR: [REDACTED]
VEHICLE MAKE: [REDACTED]	VEHICLE MODEL: [REDACTED]	VEHICLE YEAR: [REDACTED]	VEHICLE TYPE: [REDACTED]

TIRE LABR... 179.00
 TIRE BALLET... 149.00
 TIRE [REDACTED]... 119.00
 TIRE [REDACTED]... 119.00
 TIRE [REDACTED]... 119.00
 TIRE [REDACTED]... 119.00
 TOTAL TAX... 11.85
TOTAL INVOICE \$ 814.77

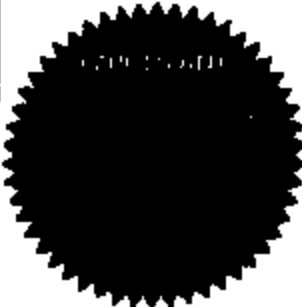
- CASH
- CHECK #
- CREDIT CARD
- EXTENDED WARRANTY
- CHARGE ON ACCOUNT

IF YOU HAVE ANY QUESTIONS, OR CONCERNS REGARDING THE REPAIRS ON YOUR VEHICLE, PLEASE CONTACT YOUR SERVICE CONSULTANT MONDAY - FRIDAY, BETWEEN 10:00 AM AND 4:00 PM. THEY WILL BE HAPPY TO HELP ANSWER ANY QUESTIONS YOU MIGHT HAVE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. **BM** REPLACEMENT PARTS ARE WARRANTED 12 MONTHS OR 18,000 MILES, WHICHEVER COMES FIRST.

DUPLICATE INVOICE

Apple Chevrolet



Pr. of parts and labor will be charged to owner unless otherwise indicated. Excludes taxes, license, title, and other applicable fees.

*We Appreciate
The Opportunity
To Service
Your Vehicle!*

JERRY LEDATZKE
**SPRING THRUST
ANGLE ALIGNMENT**

\$89.95

JERRY LEDATZKE
Apple Valve Service

Take An Additional
\$14.99 OFF
When you purchase a Wheelie Bag or
Pump and 7 Day Satisfaction Service
Guarantee

JERRY LEDATZKE
*We've been listening to
your suggestions!
Now Open **SATURDAYS**
9:00 a.m. - 1:00 p.m.*

OR OIL CHANGES
TIRE ROTATIONS
LOSS-ON-SPIN \$49.95 **THE BERTON \$69.95**