

47 8340

Received from MSA

HELEN
To omni

AVRAM G. HAMMER
Attorney At Law

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

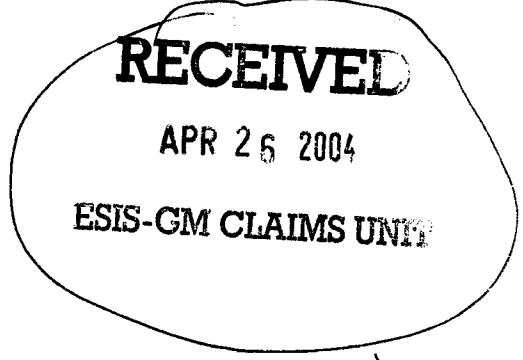
20 WINTHROP AVENUE
MARBLEHEAD, MA 01945

TELEPHONE (781) 631-3800

FACSIMILE (781) 631-8622

April 14, 2004

PRIVILEGED MATERIAL REDACTED



Chevrolet Customer Service
P.O. Box 33170
Detroit, MI 48232

Re: 2004 Malibu, VID 1G1ZT54824F [REDACTED]

Dear Sir/Madam:

I represent Ms. [REDACTED] of Burlington, MA, owner of the above vehicle purchased November 7, 2003 from Lannan Chevrolet, Woburn, MA. cmo

On January 6, 2004, Ms. [REDACTED] son, [REDACTED] collided with a telephone pole while operating the vehicle in Burlington. He states that the steering became difficult just as he was executing a turn to the left at the bottom of a hill, resulting in the car colliding with the pole. He said that there had been an earlier occasion in December when the steering became "tough", but no repeat occurrence until the accident.

It has since come to my attention that there have been twelve reported incidents of intermittent failure of the steering of this model vehicle from April, 2003 to the present, a condition corrected by replacement of the steering column.

In February of this year, after repair of the damage caused in the accident, the vehicle's steering column was replaced under warranty due to a recurrence of the steering failure

The symptoms described in the reports of the twelve prior occurrences closely match those reported by Ms. [REDACTED] and her son, [REDACTED]. It is clear that they preceded the accident of January 6.

We believe that the defect in the vehicle's steering was the cause of the accident and now seek reimbursement of the cost of repairs to the vehicle which Ms. [REDACTED] paid. The cost was \$5,026.13. A copy of the invoice is enclosed along with a copy of the estimate itemizing the repaired damage.

Please advise what further information or corroboration you may require to compensate Ms. [REDACTED] for this loss.

Very truly yours,

Avram G. Hammer

AGH;wp
Encls



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Diane.evans@gm.com
ESIS/GM Product Liability Unit

May 3, 2004

Mr. Avram G. Hammer, Attorney at Law
20 Winthrop Avenue
Marblehead, MA 01945

YOUR CLIENT: [REDACTED]
OUR CLAIM NUMBER: 478340
OUR CLIENT: General Motors Corporation
DATE OF LOSS: January 6, 2004

Dear Mr. Hammer:

I have been authorized by my employer, ESIS Insurance Services to act in the capacity of Third Party Administrator for General Motors product liability claims and I acknowledge your representation of your client [REDACTED].

Upon reviewing the file, it is noted that there is no expert report or any proof that substantiates that this loss was created by a defect. Your letter gives a description of how the loss occurred; however, your file material does not substantiate the allegation that the driver claims there a steering failure prior to the loss. There was no police report provided, the collision repair invoices failed to show any repairs or an inspection of the steering column, and a copy of the warranty repair was not provided. At this point you are asking our client to assume the loss occurred because of a steering defect, however, our client does not reimburse claims based on assumptions. It was also indicating that your client was seeking \$5,026.13 for damages; is this a reimbursement request for your client? Or did her insurance carrier indemnify this claim?

Should you have actual evidence of a product defect, please submit this information, and I will be willing to reevaluate this file and forward to our client's Field Performance Analysis. I will pend this file for an additional 30 days, and if nothing is received, I will be closing out this file.

Sincerely,

Diane R. Evans

Cc: File

Auto BabyBike

LANNAN CHEVROLET-OLDS, INC.
 40 WINN STREET
 P. O. BOX 276
 WOBURN, MASS. 01801
 (781) 935-2000
 BODY SHOP (781) 935-1715

SERVICE AND PARTS WILL BE OPEN THURSDAY EVENINGS UNTIL 8PM

CUSTOMER NO. 23900	ADVISOR BECKY QUINN 41812	TAG NO.	INVOICE DATE 02/13/04	INVOICE NO. CVCB2037
	LABOR RATE	LICENSE NO.	MILEAGE 3057	COLOR NAVY BLUE/N
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU L09/LS SEDAN		DELIVERY DATE 11/07/03	STOCK NO. 41107
	VEHICLE ID. NO. 1G1ZT54824F		SELLING DEALER NO.	DELIVERY MILE 10
BURLINGTON, MA	F. T. E. NO.	P. O. NO.	R. O. DATE 01/15/04	PRODUCTION D. REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 69CVZ REPAIR PER ESTIMATE TECH(S):31811 33003 2655.48

RIGHT FRONT COLLISION DAMAGE
 REPLACED FT BUMPER COVER, RIGHT HEADLAMP ASSY, RIGHT FENDER
 REPLACED FRONT SEAT BELTS, CONDENSOR AND RADIATOR, REPLACED
 RESONATOR, FRONT BUMPER ABSORBER AND MOLDINGS, REPAIRED AND
 REFINISHED PER ESTIMATE, BLENDING HOOD AND RIGHT FRONT
 FENDER. JOB COMPLETED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----				
1	22725576	SHIELD 8.153	20.50	20.50
1	22729344	FENDER 8.130	181.63	181.63
5	15679091	RETAIN-PU 16.165	0.56	2.80
9	22603384	RET-RKRPN 8.309	0.64	5.76
1	12335943	FASCIA 7.831	275.00	275.00
1	22662832	SHIELD 8.153	15.25	15.25
1	22624986	ABSORBER 7.840	69.93	69.93
1	52494386	RADIATOR 1.219	293.86	293.86
1	22660577	BRACKET 1.274	23.00	23.00
1	22670860	DEFLECTOR 7.833	46.00	46.00
1	22663102	DUCT 3.417	59.12	59.12
1	22660578	BRACKET 1.274	23.00	23.00
1	22704208	CONDENSER 9.190 *	272.74	272.74
1	22686449	MOLDING 1.268	108.00	108.00
1	22662833	SHIELD 8.153	15.39	15.39
1	22689030	BELT KIT 14.875	121.09	121.09
1	22689031	BELT KIT 14.875	121.09	121.09
1	22731164	HEADLAMP 2.725	210.00	210.00
			TOTAL - PARTS	1864.16

G.O.G. & SUPPLIES-----
 1.0 P/M @ 393.600 /UNIT TOTAL - GOG 393.60

JOB# 1 TOTALS-----
 LABOR 2655.48
 PARTS 1864.16
 G.O.G. 393.60
 JOB# 1 JOURNAL PREFIX CVCB JOB# 1 TOTAL 4913.24

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$5026.31 (+TAX)

COPY

Auto Body Total

LANNAN CHEVROLET-OLDS, INC.
 40 WINN STREET
 P. O. BOX 276
 WOBURN, MASS. 01801
 (781) 935-2000
 BODY SHOP (781) 935-1715

SERVICE AND PARTS WILL BE OPEN THURSDAY EVENINGS UNTIL 8PM

6-18-2003

CUSTOMER NO. 23900	ADVISOR BECKY QUINN 41812	TAG NO.	INVOICE DATE 02/13/04	INVOICE NO. CVCB203770
	LABOR RATE	LICENSE NO.	MILEAGE 3057	COLOR NAVY BLUE/N
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU LD9/LS SEDAN		DELIVERY DATE 11/07/03	STOCK NO. 41107
BURLINGTON, MA	VEHICLE ID. NO. 1G1ZT54824F		SELLING DEALER NO.	DELIVERY MILES 10
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/15/04	PRODUCTION DATE
	COMMENTS			REPRINT# 1

TOTALS -

*****THANK YOU FOR YOUR BUSINESS*****
 YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM G.M. THIS IS OUR "REPORT CARD" AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN THE SURVEY TO G.M.

IF FOR ANY REASON, YOUR RESPONSE IS LESS THEN "COMPLETELY SATISFIED", WE URGE YOU TO CALL BOB FAHEY, SERVICE MANAGER SO WE MAY ADDRESS ANY CONCERNS YOU MAY HAVE.

REMEMBER THE NEW SCORING SYSTEM IS AS FOLLOWS.
 COMPLETELY SATISFIED = 4.0 OR 100%
 VERY SATISFIED = 3.0 OR 75%
 SATISFIED = 2.0 OR 50%
 SOMEWHAT SATISFIED = 1.0 OR 25%
 NOT AT ALL SATISFIED = 0 OR 0

TOTAL LABOR.... 2655.48
 TOTAL PARTS.... 1864.16
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 393.60
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 112.89
 TOTAL INVOICE \$ 5026.13

paid

CUSTOMER SIGNATURE

COPY

PAID
 FEB 23 2004

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1ZT54824F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2004 MALIBU LS SEDAN	Warranty Start Date :	11/07/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN , MA 01801-0476 (781) 935-2000	Selling Source :	13 - CHEVROLET
		Site Code :	32407
		Business Associate Code :	114950
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04011	AIR BAG WARNING LABEL	N/A	Closed
RC	04027	DRIVER'S SAFETY BELT ANCHORAGE	N/A	Closed
RC	04030	UNWANTED ABS ACTIVATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	11/07/2003	10 miles	11/07/2006	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	11/07/2003	10 miles	11/07/2009	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/07/2003	10 miles	11/07/2011	80010 miles
84/70000 CALIFORNIA SELECT COMPONENT	11/07/2003	10 miles	11/07/2010	70010 miles
36/50000 CALIFORNIA EMISSIONS	11/07/2003	10 miles	11/07/2006	50010 miles

CLAIM HISTORY

	R.O		Odometer
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R.O Date	Number	Type	Labor Operation	Reading
06/23/2004	210111	#	V1152 - 04027- INSTALL RETAINERS	5442 miles
06/23/2004	210111	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	5442 miles
06/23/2004	210111	#	V1156 - 04030- REPROGRAM ABS MODULE	5442 miles
06/23/2004	210111	#	J9994 - CUSTOMER CONCERN NOT DUPLICATED	5442 miles
02/13/2004	204912	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	2259 miles
02/13/2004	204912	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	2259 miles
02/13/2004	204912	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	2259 miles
11/24/2003	202046	#	J6354 - ENGINE CONTROL MODULE - REPROGRAM	1457 miles
09/17/2003	199478	#	Z6999 - PDI RELATED FLUID ADDS	5 miles
08/27/2003	A03590	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1G1ZT54824F [REDACTED]
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CLAIM HISTORY

Repair Order Date :		06/23/2004		Repair Order Number :		210111		Odometer Reading :		5442 miles	
Serviced By :	LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN, MA 01801-0476 (781) 935-2000					Selling Source :			13 - CHEVROLET		
						Site Code :			32407		
						Business Associate Code :			114950		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/02/2004	496	01	#	V1152 - 04027- INSTALL RETAINERS	10388869 - RETAINER	N/A	N/A	\$ 29.14	N		
07/02/2004	496	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 10.00	N		
07/02/2004	496	03	#	V1156 - 04030- REPROGRAM ABS MODULE	N/A	N/A	N/A	\$ 31.38	N		
07/02/2004	496	04	#	J9994 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	\$ 23.54	Y		

Repair Order Date :		02/13/2004		Repair Order Number :		204912		Odometer Reading :		2259 miles	
Serviced By :	LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN, MA 01801-0476 (781) 935-2000					Selling Source :			13 - CHEVROLET		
						Site Code :			32407		
						Business Associate Code :			114950		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
02/27/2004	460	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	22687709 - COL KIT	E	N/A	\$ 674.62	Y		
02/27/2004	460	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	22727491 - PLATE	N/A	N/A	\$ 6.37	N		

02/27/2004	460	03	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 10.00	N
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Repair Order Date :		11/24/2003		Repair Order Number :		202046		Odometer Reading :		1457 miles	
Serviced By :		LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN, MA 01801-0476 (781) 935-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		32407			
						Business Associate Code :		114950			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
11/28/2003	434	01	#	J6354 - ENGINE CONTROL MODULE - REPROGRAM	N/A	E	N/A	\$ 84.10	N		

Repair Order Date :		09/17/2003		Repair Order Number :		199478		Odometer Reading :		5 miles	
Serviced By :		LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN, MA 01801-0476 (781) 935-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		32407			
						Business Associate Code :		114950			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/19/2003	414	01	#	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 2.07	N		

Repair Order Date :		08/27/2003		Repair Order Number :		A03590		Odometer Reading :		0 miles	
Serviced By :		LANNAN CHEVROLET-OLDS., INC. PO BOX 276 WOBURN, MA 01801-0476 (781) 935-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		32407			
						Business Associate Code :		114950			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/02/2003	409	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 99.39	N		

CHECK HISTORY

Vehicle Has No Associated Check History.
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Service Request Detail

SR No. 1-234068723 **Ref No.** **Goodwill** **BRC Type** PAR
Account **Site** **GW Sub Type** **Bus. Unit** BRC
Last Name **First Name** **Approval** **Area** PAR
Daytime # **Evening #** **UCC** **Sub-Area** Initiate PAR- Collision
Address **City** Boca Raton **Involved Dir** **Safety** Yes
State FL **ZipCd** **Con Acct** **Source** Phone **Updated** 7/12/04 11:01:02 AM
Serial #/VIN 1G1ZS52F94F **Model Year** 2004 **Priority** Medium **License #** **Owner** FIGUEROG
Make Chevrolet **Warr. Start** 03/30/2004 **Status** Open **Sub-Status** Satisfied **Opened** 7/8/04 11:14:00 AM
Model Malibu **Mileage** **Sub-Status** Satisfied **Closed**

Pre-PAR

AR Notifier **Incident Date/Time** **Injuries** # **Other Veh** **# People in** **Road Surface** **Road Cond** **Fire Report#** **Police Report#**
Set Manager 6/23/04 2:00:00 PM **Y** **0** **0** **Asphalt** **Dry** **none** **none**
Driver Last Name **Driver First Name** **Height** **DOB** **Disabilities** **Insurance Agency**
Benator **Barry** **n/a** **7/15/44** **none** **Insurance Agency**
Insurance Agent Last Name **Insurance Agent First Name** **Phone #** **Insurance Agency**
n/a **n/a** **(111) 111-1111 x1** **n/a**

Incident Loc Missouri **Incident Desc** Experienced Stiffness in the Steering, whe attempting to avoid a vehicle, he strained his right shoulder
Component Steering **Damage Desc** none

Vehicle Loc Roberts Auto Plaza **Add'l Info** **JUL 14 2004**
 1600 east Prarie View Rd
Emgcy Svc n/a **Maint Loc** Roberts Auto Plaza

ESIS-GM CLAIMS UNIT

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	none	Prop Owner	none	Property Location	none	Prop Damage Description	none	Inspected By	Inspection Not Performed	Inspection Date/Time
Vehicle	25		Weather Condition	Clear													
Last Service Date			Loc Last Service														
Veh Est Repair Cost	\$0.00		Spec Equip Installer	none													
Primary Veh Use	Fleet		Inspection Type														
Veh Damage Description	No Damage to veh.		Explain Other	no svc history													

RECEIVED

Service Request Detail

PAR Injuries

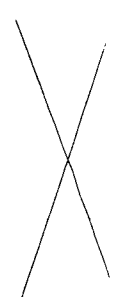
Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		07/15/44	Occupant of Owner's Vehicle		Driver	Seatbelt
Injury Description			Medical Rpt#		Treatment Location	Treated By
Strained Right Shoulder			n/a		n/a	n/a
Street Address			City	State	Zip Code	
			Roswell	GA		

Activities

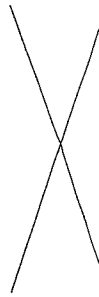
Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/04 2:31:57 PM	VASQUEZ	ESISBICU	Escalation	In Progress		customer seeking medical comp
Contact Last Name	Contact First Name	Account			BAC Code	
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/04 11:27:39 AM	LOTTM	VASQUEZ	Notify CRM	Done	7/13/04 2:30:13 PM	ESIS escalation
Contact Last Name	Contact First Name	Account			BAC Code	
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 11:01:02 AM	FIGUEROG	FIGUEROG	Ownership Changed	Done	7/12/04 11:01:02 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account			BAC Code	
Confidential Comments						



Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 9:05:04 AM	FIGUEROG	LOTTM	BRC PAR	ESIS- Injuries	Done	7/13/04 11:27:38 AM	ESIS- Injuries
Contact Last Name		Contact First Name		Account		BAC Code	
Page		Diane					

Comments
DRIVER OF CUST'S VEH SEEKING MED COMP.
THERE FILE NUMBER IS 000413752. DIANE PAGE IS FLEET REP.

Received and assigned for ESIS escalation.
Marjorie Lot/PAR/Workflow

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 9:00:51 AM	FIGUEROG	FIGUEROG	BRC PAR	Close	Done	7/12/04 9:05:00 AM	Close
Contact Last Name		Contact First Name		Account		BAC Code	
				Community Credit Union			

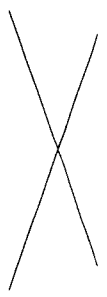
Comments
CRM RECEIVED AND RESEARCHED FILE.
CRM CONTACTED CUST.
CUST STATES DRIVER SEEKING MED COMP.
CRM FORWARDING FILE TO ESIS.
CUST AGREED.
CRM CLOSING FILE.

GEORGE FIGUEROA/PAR/58057

Confidential Comments



Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 9:00:51 AM	FIGUEROG	FIGUEROG	Manager Review	Case Assessment	Done	7/12/04 9:03:55 AM	With Minor Injury
Contact Last Name		Contact First Name		Account	BAC Code		
				Community Credit Union			
Comments							
STRAINED SHOULDER. DUE TO STEERING BEING TO HARD TO TURN.							

GEORGE FIGUEROA/PAR/58057

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 9:00:50 AM	FIGUEROG	FIGUEROG	BRC PAR	GM Decision- Other	Done	7/12/04 9:03:12 AM	GM Decision- Other
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
FILE BEING FORWARDED TO ESIS DUE TO DRIVER SEEKING MED COMP.							

CUST UNDERSTOOD AND ACCEPTED RESOLUTION.

GEORGE FIGUEROA/PAR/58057

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 9:00:47 AM		BRC PAR		Inspection Not Required	Done	7/12/04 9:02:24 AM	Inspection Not Required
Contact Last Name		Contact First Name		Account	BAC Code		
				A and C Rental Corp			
Comments							
FILE BEING FORWARDED TO ESIS.							

GEORGE FIGUEROA/PAR/58057

Confidential Comments



Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:03:01 AM	LOTTM	FIGUEROG	Ownership Changed		Done	7/9/04 9:03:01 AM	Service Request Ownership has changed FROM: LOTTM TO: FIGUEROG
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:16 AM	LOTTM	FIGUEROG	BRC PAR	Initial Contact- Phone	Done	7/12/04 9:00:41 AM	
Contact Last Name		Contact First Name		Account		BAC Code	
				A and C Rental Corp			
Comments							

CRM CALLED CUST @ [REDACTED] FOR ACKNOWLEDGEMENT. CUST WAS AVAILABLE AND INITIAL CONTACT WAS PERFORMED.

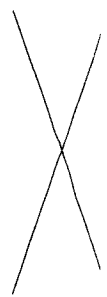
CUST WAS NOT HAVING PROBLEMS WITH THE VEH UNTILL HE PULLED OFF TO A SERVICE ROAD TO GET A DRINK AND HE WAS GOING ABOUT 25 MPH. PRIOR TO THAT HE WAS DRIVING 55-65 MPH HIGHWAY. CUST STATED HE DID NOT LOSS ALOT OF POWER JUST THAT THE VEH WAS TO HARD TO TURN STRAINING HIS SHOULDER AND CUST IS SEEKING MED. COMPENSATION.

CRM EXPLAINED TO FLEET MGR ESIS PROCESS. FLEET MGR STATED IT WAS OK. CRM FOWARDING FILE TO ESIS.

GEORGE FIGUEROA/PAR/58057

Confidential Comments

Service Request Detail



Activities

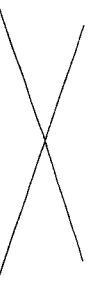
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:15 AM	LOTTM	FIGUEROG	BRC PAR	Initial Contact- Dealer	Done	7/12/04 8:32:27 AM	NO CONTACT REQUIRED
Contact Last Name		Contact First Name		Account		BAC Code	
Comments	NO CONTACT REQUIRED NO INITIAL CONTACT NEEDED TO DLR. AS VEH. IS FLEET VEH. GEORGE FIGUEROA/PAR/58057						
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:15 AM	LOTTM	FIGUEROG	BRC PAR	Acknowledgement	Done	7/12/04 8:43:56 AM	
Contact Last Name		Contact First Name		Account		BAC Code	
Comments	CRM CALLED CUST @ [REDACTED] FOR ACKNOWLEDGEMENT. CUST WAS AVAILABLE AND INITIAL CONTACT WAS PERFORMED. SEE INITIAL COMMENTS FOR MORE INFO. GEORGE FIGUEROA/PAR/58057						
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:14 AM	LOTTM	FIGUEROG	Research		Done	7/12/04 8:41:17 AM	Researched VIN
Contact Last Name		Contact First Name		Account		BAC Code	
Page		Diane					
Comments	CASE SCAN COMPLETED. CRM FOUND NO OTHER FILES RELATED TO VEH. CRM FOUND OPEN RECALL # 04027 DRIVERS SAFETY BELT ANCHORAGE -6/9/04 NO HISTORY AS PER GMVIS. GEORGE FIGUEROA/PAR/58057						
Confidential Comments							



Service Request Detail



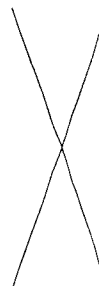
Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:14 AM	LOTTM FIGUEROG	BRC PAR	Initial Contact- AVM	Done	7/12/04 8:32:07 AM	NO CONTACT REQUIRED
Contact Last Name		Contact First Name		Account		
		Community Credit Union		BAC Code		
Comments						
NO CONTACT REQUIRED NO INITIAL CONTACT NEEDED TO AVM. AS VEH. IS FLEET VEH.						
GEORGE FIGUEROA/PAR/58057						
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:13 AM	LOTTM FIGUEROG	Notify CRM		Done	7/12/04 8:31:40 AM	File Assigned
Contact Last Name		Contact First Name		Account		
				BAC Code		
Comments						
CRM RECEIVED NOTIFICATION. GEORGE FIGUEROA/PAR DEPT./ EXT. 58057						
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:12 AM	LOTTM FIGUEROG	BRC PAR	Case Assigned	Done	7/12/04 8:31:29 AM	Assigned File to George Figueroa at Ext. 58057
Contact Last Name		Contact First Name		Account		
				BAC Code		
Confidential Comments						
CRM RECEIVED CASE AND WILL BEGIN RESEARCH.						
*****NOTE:*****						
ANY INFORMATION OR PHONE NUMBERS DOCUMENTED IN THIS SR FROM HERE ON IS CONFIDENTIAL TO GWS PAR AND SHOULD NOT BE SHARED IN ANY WAY TO ANYONE BY SOMEONE OTHER THAN THE ASSIGNED PAR REPRESENTATIVE. ALL CALLS SHOULD BE TRANSFERRED IMMEDIATELY TO THE ABOVE CASE MANAGER.						
*****NOTE:*****						
GEORGE FIGUEROA/PAR/58057						
Confidential Comments						

Service Request Detail



Activities

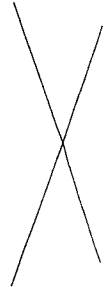
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:02:10 AM					Done	7/9/04 9:02:58 AM	1-234068723, BRC PAR Assignor
Contact Last Name	Contact First Name			Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 2:04:06 PM	LOTTM	LOTTM	BRC PAR	Fleet	Done	7/8/04 2:04:15 PM	Fleet
Contact Last Name	Contact First Name			Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 12:49:37 PM	LOTTM	LOTTM	Ownership Changed		Done	7/8/04 12:49:37 PM	Service Request Ownership has changed FROM: TEMPHARJ TO: LOTTM
Contact Last Name	Contact First Name			Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 11:38:24 AM	TEMPHARJ	LOTTM	Escalation	Initiate PAR	Done	7/9/04 9:02:08 AM	Assigning activity to PAR QUEUE.
Contact Last Name	Contact First Name			Account		BAC Code	
Comments							
Received and assigned in PAR. Marjorie Lott/PAR/Workflow							
Confidential Comments							

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 11:30:56 AM	TEMPHARJ	TEMPHARJ	Inbound Call Third Party	Complex Request	Done	7/8/04 11:43:20 AM	PRE Par
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

THIRD PARTY STATES: That she is calling on behalf of Vanguard Rental to report a vehicle failure related injury. She states that the driver, Barry Benator, was driving the 2004 malibu and experienced a loss off power in the steering. He swerved to avoid a vehicle and strained his right shoulder.

THIRD PARTY SEEKS: to have this documented and to start a PAR investigation

CRM ADVISED: have documented everything. It will be about 24-48 hrs before cust will be contacted.

Josh Harbin/CAC/tampa

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Power - Lack of	Steering - General



GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1ZS52F94F [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZS69 -2004 MALIBU BASE SEDAN	Warranty Start Date :	03/30/2004				
BARS Order Type :	50 - FLEET						
Delivering Dealer :	WALDEN FLEET GROUP, INC. 4680 BLUE LAKE DRIVE BOCA RATON , FL 33431-4448	Selling Source :	13 - CHEVROLET				
		Site Code :	04023				
		Business Associate Code :	111571				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04027	DRIVER'S SAFETY BELT ANCHORAGE	06/09/2004	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/30/2004	10 miles	03/30/2007	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/30/2004	10 miles	03/30/2010	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/30/2004	10 miles	03/30/2012	80010 miles
36/36000 FEDERAL EMISSION	03/30/2004	10 miles	03/30/2007	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/23/2004	135317	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	6278 miles
03/29/2004	A99397	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
--

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GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1G1ZS52F94F [REDACTED]
-------	------------------------

CLAIM HISTORY

Repair Order Date :		06/23/2004		Repair Order Number :		135317		Odometer Reading :		6278 miles	
Serviced By :	ROBERTS AUTO PLAZA, INC. PO BOX 470 PLATTE CITY, MO 64079-0470 (816) 858-3200					Selling Source :		13 - CHEVROLET			
						Site Code :		05258			
						Business Associate Code :		166305			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
07/13/2004	499	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	10373948 - COLUMN KI	N/A	N/A	\$ 446.48	N		

Repair Order Date :		03/29/2004		Repair Order Number :		A99397		Odometer Reading :		0 miles	
Serviced By :	NATIONAL CAR RENTAL 9305 NATURAL BRIDGE ROAD SAINT LOUIS, MO 63134-3144					Selling Source :		13 - CHEVROLET			
						Site Code :		99101			
						Business Associate Code :		126447			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
04/02/2004	470	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 69.28	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	1G1ZS52F94F [REDACTED]
-----	------------------------

VEHICLE BUILD

Merchandising Model :	1ZS69 -2004 MALIBU BASE SEDAN		
Gross Vehicle Weight Rating :	1857 kg (4095 lb)	Order Number :	HBRJSC
Build Date :	03/29/2004	Build Plant :	14FZ

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AP9 - TRUNK CARGO NET
AU0 - KEYLESS REMOTE DOOR LOCK	A51 - SEATS, CUSTOM
BZ4 - GM PRODUCTION WEEK #13	B37 - FLOOR MATS, FRONT & REAR
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
D49 - MIRROR O/S LH & RH REMOTE	E90 - POCKET, SEAT BACK, DRIVER
E91 - POCKET, SEAT BACK, PASS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - 50-STATE EMISSIONS
FLT - FLEET PROCESSING OPTION	FY1 - TRANS/AXLE 3.63 RATIO
IBB - INTERIOR TRIM	IF4 - POWER ADJUSTABLE PEDALS
J66 - BRAKES, POWER FRT DISC, RR DRUM	KCV - FLT-ALAMO RENT A CAR
K34 - CRUISE CONTROL	K64 - GENERATOR 115 AMPS
L61 - 2.2L 4 CYL ENGINE	MN5 - TRANSMISSION AUTO 4 SPEED
MX0 - 4-SPEED AUTO TRANSMISSION	NT9 - FED EMIS SYS, TIER 2 PHASE-OUT
N46 - STEERING WHEEL	PA7 - 15" WHEELS W/BOLT ON COVERS
QMR - TIRES P205/65R16	R6F - IDENTIFY B-CODE USERS
R8M - ALAMO/NATIONAL RAC TRACKING	UN0 - AM/FM STEREO W/CD PLAYER
UZ6 - SIX SPEAKERS	U77 - ANTENNA RR WINDOW
VK3 - FRONT LICENSE PLATE BRACKET	VM3 - CONSUMER INFORMATION LABEL
VN9 - DAILY RENTAL REPURCHASE PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	YT1 - DAILY RENTAL FLAT RATE DEPREC.
1SB - MALIBU PREFERRED EQUIP GRP 1SB * CRUISE CONTROL * REMOTE KEYLESS ENTRY * DRIVER SEAT MANUAL LUMBAR * POWER ADJUSTABLE BRAKE AND ACCELERATOR PEDALS * SEATBACK MAP POCKETS * CONVENIENCE/CARGO NET * AM/FM CD PLAYER W/6 SPEAKERS (REPLACES STANDARD RADIO) * FLOOR	1SZ - PREFERRED EQUIPMENT SAVINGS

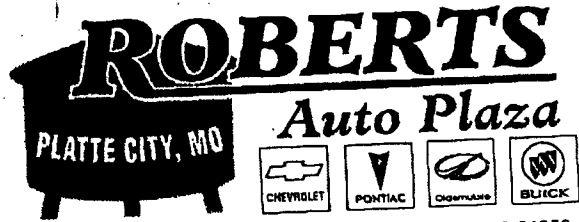
MATS, FRONT & REAR	
33U - LIGHT DRIFTWOOD METALLIC	52B - NEUTRAL
52I - NEUTRAL INTERIOR	6AK - FRONT SPRING
7AK - FRONT SPRING	8AB - REAR SPRING
9AB - REAR SPRING	

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2435771

1 3 5 3 1 7

INVOICE



1600 E. Prairie View Rd. • P.O. Box 470 • Platte City, MO 64079
(816) 858-3200 • Fax (816) 858-3055

PAGE 1

INSAS CITY, MO
NAME: [REDACTED] BUS:

SERVICE ADVISOR: 49 JEREMY SIMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZS52F94F [REDACTED]		6278/6278	T32	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
LJAN2004			17:00 23JUN04		0.00	CASH	06JUL2004
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter_MFI_DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CUSTOMER STATES POWER STEERING IS INOPERATIVE INTERMITTENTLY
 CAUSE: REPLACED STEERING COLUMN PER BULLETIN 04-02-35-009
 E7680 COLUMN ASSEMBLY, STEERING REPLACE (N/C)

56 W
 1 10373948 COLUMN KI
 FC: 93
 PART#: 10373948
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Thank You! for allowing us to service your vehicle

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Tiffini Hails
Claims Administrator

July 15, 2004

[REDACTED]
Roswell, GA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 482711
Our Client: General Motors Corporation
Date/Event: June 23, 2004
Subject vehicle: 2004 Chevrolet Malibu
VIN: 1G1ZS52F94F [REDACTED]

Dear Mr. [REDACTED]

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

When you receive this letter, please contact to discuss the above-referenced file. So we may further investigate your claim, we request that you provide us with the following information:

1. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
2. All medical records concerning the injuries suffered as a result of this accident. A consent to develop medical and wage information is enclosed to assist this office in obtaining these records;
3. Documentation to substantiate the type and amount of damages claimed; (i.e., medical bills, wage loss and any out of pocket expenses).

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely,

Tiffini Hails
Claims Administrator

Ukw 7/15

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors Corporation for an incident which occurred on or about June 23, 2004.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- if my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.

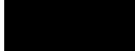
A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient*	Date of Birth
Address, City, State and Zip	Social Security Number
Signature of Patient or Personal Representative*	Date Signed
Relationship to individual*	Authority to act for individual*

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

ESIS – General Motors Claims PO Box 300 M/C 482-C20-D71 Detroit, MI 48265-3000

Claim Number: 
Claims Administrator: Tiffini Hails

ESIS is the third-party administrator for General Motors Corporation.

Claims Administrator: Tiffini Hails
Claim Number: [REDACTED]
Date of Event: June 23, 2004

CONSENT TO DEVELOP WAGE INFORMATION

I, the undersigned, hereby authorize and request that my employer,

_____ Employer Name
_____ Employer Address
_____ Employer Phone Number

release information related to my earnings and loss of earnings to:

ESIS – General Motors Claims
PO Box 300
Mail Code 482-C20-D71
Detroit, MI 48265-3000

Printed Name of Employee*	Date of Birth
Address, City, State and Zip	Social Security Number
Signature of Employee*	Date Signed

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

Relationship to individual: _____

Authority to act for individual: _____

THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL WAGE INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING AT AN EARLIER TIME.



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Tiffini Hails
Claims Administrator

July 15, 2004



Boca Raton, FL [Redacted]

RE: Claimant: [Redacted]
Our File No.: 482711
Our Client: General Motors Corporation
Date/Event: June 23, 2004
Subject vehicle: 2004 Chevrolet Malibu
VIN: 1G1ZS52F94F [Redacted]

Dear Ms. Page:

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
2. All medical records concerning the injuries suffered as a result of this accident;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
4. Documentation to substantiate the type and amount of damages claimed;
5. Current location of the subject vehicle. If you are in possession of the subject vehicle, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

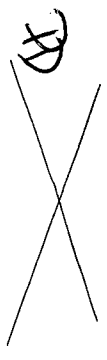
When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely,

Tiffini Hails
Claims Administrator

URW 7/15

Service Request Detail



SR No.	1-233791024	Ref No.		Goodwill		BRC Type	PAR
Account		Site		GW Sub Type		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR - Collision
Address		City	Beaumont	Involved Dir	J K Chevrolet, Inc.	Safety	Yes
State	TX	ZipCd		Source	Phone	Updated	7/9/04 10:06:30 AM
Serial #/VIN	1G1ZT54894	Model Year	2004	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	11/08/2003	Status	Open	Owner	VASQUEZ
Model	Malibu	Mileage		Sub-Status	Satisfied	Opened	7/7/04 4:22:29 PM
Abstract	STEERING INOP						
Customer Description	PAR FILE REFER ALL CALLS TO MYRNA HAM/58592						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in	Road Surface	Road Cond	Fire Report#	Police Report#
Insurance Agent	6/24/04 9:00:00 AM	N	0	1	Concrete	Wet	N/A	N/A
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		N/A		None				
Weaver	Ryan	Phone #	(409) 924-3022	Insurance Agency	Progressive Insurance Company			

Incident Loc	Highway 69 South in Nederland, TX	Incident Desc	Insured vehicle power steering system failed and caused the vehicle to hit a cement median.
Component	The entire right side of the vehicle.		
Vehicle Loc	Highway 69 South in Neder Land, TX	Damage Desc	Damage to entire right side of the vehicle.
Agency Svc	N/A	Add'l Info	Callin#: 043236199
Maint Loc	J.K. Chevrolet		

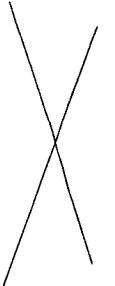
JUL 13 2004

RECEIVED

ESIS-CM CLAIMS UNIT

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	NONE/NOT SURE OF LAST SERVICE
Vehicle Speed	50	Weather Condition	WET	Prop Owner		Property Type		Prop Est Repair Cost	
Last Service Date		Loc Last Service		Property Location		Prop Damage Description	NONE	Inspected By	Inspection Not Performed
Veh Est Repair Cost	\$3,866.00	Spec Equip Installer		Inspected By		Inspection Date/Time			
Primary Veh Use	Personal								
Veh Damage Description	RIGHT SIDE OF VEHICLE,								

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 10:03:54 AM	VASQUEZ	ESISBIQU	Escalation		In Progress		subrogation/ no injuries
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 10:03:26 AM	VASQUEZ	VASQUEZ	BRC PAR	ESIS- Insurance Involvement	Done	7/9/04 10:03:51 AM	subrogation
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 10:01:50 AM	VASQUEZ	VASQUEZ	BRC PAR	Close-No Offer to Repair/Rep	Done	7/9/04 10:02:39 AM	business summary
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			
Comments							

CRM reviewed file, CRM contacted customer and reviewed PAR facts, no inspection requested, no offer of repairs/repurchase made. CRM closing file, awarding to ESIS for handling due to insurance involved. Myrna Ham/PAR/58592

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 10:01:37 AM	VASQUEZ	VASQUEZ	BRC PAR	GM Decision- Other	Done	7/9/04 10:01:49 AM	forwarding to ESIS for handling.
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			
Comments							

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 10:01:18 AM	VASQUEZ	VASQUEZ	BRC PAR	Inspection Not Required	Done	7/9/04 10:01:36 AM	no inspection requested
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 9:45:15 AM	VASQUEZ	VASQUEZ	Outbound Call Third Party	Left Message	Done	7/9/04 9:46:46 AM	CRm left a message from insurance rep
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

CRM adv wanted to speak with him in regards to concern with vehicle. CRM adv to call back. Myrna Ham/PA/58592

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 2:40:21 PM	VASQUEZ	VASQUEZ	Outbound Call Third Party	Left Message	Done	7/8/04 2:41:26 PM	CRm received a message from insurance rep
Contact Last Name		Contact First Name		Account		BAC Code	
Weaver		Ryan		Progressive Auto Insurance			
Comments							

CRM adv received his message, CRM adv to call back when he has an chance. Myrna Ham/PA/58592

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 2:39:09 PM	VASQUEZ	VASQUEZ	Inbound Voice Mail	Complex Request	Done	7/8/04 2:39:58 PM	CRm received a message from insurance rep
Contact Last Name		Contact First Name		Account		BAC Code	
				Progressive Auto Insurance			
Comments							

he states that he is returning the call. he states to contact him back @

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 10:26:16 AM	VASQUEZ	VASQUEZ	Ownership Changed	Ownership Escalated to BRC	Done	7/8/04 10:26:16 AM	Ownership Escalated to BRC

Contact Last Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:48:24 AM	LOTTM	VASQUEZ	Ownership Changed	Account	Done	7/8/04 9:48:24 AM	Service Request Ownership has changed FROM: LOTTM TO: VASQUEZ

Contact Last Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:38 AM	LOTTM	VASQUEZ	BRC PAR	Initial Contact-Phone	Done	7/9/04 10:01:15 AM	Called DESCRIPTION OF INCIDENT

Contact Last Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Summary: STATES THAT THEY HAVE PAID OUT THE CLAIM FOR CUSTOMER. HE STATES THEY ARE LOOKING TO SUBROGATE. HE STATES THAT THEY AMOUNT FOR #386689 FOR REPAIRS. HE STATES CUSTOMER HAD CONCERN PREVIOUSLY WITH THE STEERING, HE STATES THAT CUSTOMER TOOK THE VEHICLE TO THE DEALER, THEY ORDERED A PART. HE STATES THAT SHE WAS GOING TO THE DEALER FOR THE REPAIR, WHEN THIS HAPPENED. HE STATES THAT SHE LOST STEERING AND HIT A CEMENT MEDIAN. HE STATES THAT THE VEHICLE IS BEING REPAIRED NOW. HE STATES NO INJURIES OR PROPERTY DAMAGE. HE STATES HE IS NOT SURE OF LAST SERVICE DATE, AND THE DEALER WOULD HAVE THAT INFO. CRM ADV HIM OF ESIS INFO. CRM ADV THEY WILL BE IN CONTACT WITH HIM. HE STATES THAT IS FINE. MYRNA HAM/PAR/58592

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:37 AM	LOTTM	VASQUEZ	BRC PAR	Done	7/8/04 11:00:00 AM	Called (409) 722-0443
Comments Netterville Larry J K Chevrolet, Inc. 114824						

Summary: CRM contacted Svc M/G, he states that the vehicle is there, he states that they have started on the repairs, he states that he was told by the CAC that this did not qualify as a PAR, he states that he then was told he could work on it. Svc M/G states that he thought it met the criteria. CRM adv it does, RM adv apologize if he was given the wrong info. CRM adv as of now the insurance company may be seeking subrogation. CRM adv appreciate his help. Myrna Ham/PAR/58592

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:37 AM	LOTTM	VASQUEZ	BRC PAR	Done	7/8/04 10:30:12 AM	Called (409) 924-3022
Comments Progressive Auto Insurance						

Summary: CRM LEFT A MESSAGE FOR INSURANCE REP RYAN WEAVER. CRM ADV HIM TO CALL BACK. MYRNA HAM/PAR/58592

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:36 AM	LOTTM	VASQUEZ	Research	Done	7/8/04 10:25:20 AM	Researched VIN
Comments Account						

Summary: FOUND 1-230888902, CUSTOMER CONCERNED WITH STEERING OF THE VEHICLE.

NO OPEN CAMPAIGNS. MYRNA HAM/PAR/58592

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:36 AM	LOTTM	VASQUEZ	BRC PAR	Done	7/8/04 11:02:41 AM	Called FAVM McCloud
Comments Account General Motors Field						

Summary: unable to contact AVm due to GM shutdown. Myrna Ham/PAR/58592

Confidential Comments

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:35 AM	LOTTM	VASQUEZ	BRC FAR	Done	7/8/04 10:23:17 AM	Assigned File to Myrna Vasquez-Ham at Ext. 58592

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:35 AM	LOTTM	VASQUEZ	Notify CRM	Done	7/8/04 10:23:13 AM	File Assigned

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 9:47:32 AM	LOTTM	VASQUEZ	Account	Done	7/8/04 9:48:19 AM	1-233791024, BRC PAR Assignor

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 7:57:59 AM	LOTTM	Ownership Changed	Account	Done	7/8/04 7:57:59 AM	Service Request Ownership has changed FROM: NAINIMI TO: LOTTM

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/04 4:52:28 PM	NAINIMM	LOTTM	Escalation	Initiate PAR	Done	7/8/04 9:47:30 AM	Damage on the entire right side of the vehicle.

CRM advised that a person from the PAR Department will contact the customer within 2 business days.

Mary Naini/CAC/PDX
Received and assigned in PAR.
Marjorie Lott/PAR/Workflow

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/04 4:44:54 PM	NAINIMM	NAINIMM	Inbound Call Third Party	Complex Request	Done	7/7/04 4:52:22 PM	Par

Comments:
CUST STATES: An insurance agent (Ryan Weaver) from Progressive Insurance company called. Mr. Weaver stated that the the power steering system failed and caused and accident. The accident damaged the entire right side of the car.
CUST SEEKS: Mr. Weaver is asking what GM will do about this accident.

RM ADVISED: CRM submitted a PAR case for this customer and informed Mr. Weaver that our PAR Department will contact cust within 48 hours.
Mary Naini/CAC/PDX

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General

GM Vehicle Inquiry System

Summary

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

[Help](#)

VIN :	1G1ZT54894F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2004 MALIBU LS SEDAN	Warranty Start Date :	11/08/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	J K CHEVROLET PO BOX 1406 NEDERLAND , TX 77627-1406 (409) 722-0443	Selling Source :	13 - CHEVROLET
		Site Code :	30301
		Business Associate Code :	172679
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04011	AIR BAG WARNING LABEL	N/A	Closed
RC	04027	DRIVER'S SAFETY BELT ANCHORAGE	N/A	Closed
RC	04030	UNWANTED ABS ACTIVATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	Yes	XM Radio ID	DW1220RT	XM Status	Active	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	11/08/2003	71 miles	11/08/2006	36071 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	11/08/2003	71 miles	11/08/2009	100071 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/08/2003	71 miles	11/08/2011	80071 miles
36/36000 FEDERAL EMISSION	11/08/2003	71 miles	11/08/2006	36071 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/24/2004	163481	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	17405 miles
06/24/2004	163481	#	V1119 - INSTALL LABEL ON BOTH SUN VISOR	17405 miles
06/24/2004	163481	#	V1152 - 04027- INSTALL RETAINERS	17405 miles
06/24/2004	163481	#	V1156 - 04030- REPROGRAM ABS MODULE	17405 miles
06/24/2004	163481	#	T2020 - TOWING	17405 miles
04/09/2004	159683	#	C2021 - SUNSHADE AND/OR SUPPORT - LEFT - R&R OR REPLACE	11450 miles
01/22/2004	155787	#	C1130 - WEATHERSTRIP - REAR DOOR OPENING - RIGHT - ALIGN OR REPLAC	5164 miles
11/17/2003	152609	#	D3320 - CORE, EVAPORATOR - REPLACE	1036 miles
11/17/2003	152609	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	1036 miles
11/17/2003	152609	#	J6400 - VALVE, EVAPORATIVE EMISSION CANISTER PURGE CONTROL SOLENOI	1036 miles
08/29/2003	A61895	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle has No associated Check History Information.
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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah.Diehr@gm.com
ESIS/GM Product Liability Unit

July 21, 2004

Mr. Ryan Weaver, Claim Representative
Progressive Insurance Company
3960 East Ex Freeway
Beaumont, TX 77703

Re: File Number: ██
 Date of Event: 6-24-04
 Claimant: Gloria Puente
 Client/Account: General Motors

Dear Mr. Weaver:

ESIS is the Third Party Administrator on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claim Administrator assigned to this file.

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

1. Please provide a copy of your expert report and **color copies** of any photographs taken by anyone on your behalf. Please do not send originals, as they may not be returned
2. A copy of the police/fire report(s)
3. A copy of the vehicle operator's statement of events, including the events prior to and immediately following this incident
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to this incident
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs or maintenance, a chronological summary of operations performed is needed



esis

6. Advise as to any after-market equipment, which may have been installed on the subject vehicle. If applicable, provide copies of the receipts and/or invoices of the installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, please provide copies of relevant installation receipts
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices and a copy of the repair records pertaining to the recall(s)
9. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed
10. Provide copies of your repair estimates and proof of payment (cancelled checks). If this was a total loss, please provide a salvage **estimate** and your total loss work sheet
11. Advise of any injuries
12. Are there any other property damage or personal property losses involved in this claim other than the subject vehicle itself?
13. Advise if your insured is the original owner of the subject vehicle

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon 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 so long as you intend to pursue a claim and/or a cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have the opportunity to thoroughly evaluate your supporting technical documentation.

If you have any questions, please feel free to call me at 800.888.0164 or 313.665.3412 Monday through Friday between 8:00 am and 4:30 pm.

Respectfully,

Deborah Diehr
Claim Administrator

Service Request Detail

108287

~~PD~~

SR No. 1-220756716 **Ref No.** **Goodwill** **BRC Type** PAR
Account **Site** **Bus. Unit** BRC
Last Name **First Name** **Approval** Not Initiated **Area** PAR
Daytime # **Evening #** **UCC** Steering - General **Sub-Area** Initiate PAR- Collision
Address **City** Bronx **Involved Dir** Crane Chevrolet-Geo, Inc. **Safety** Yes
State NY **ZipCd** **Con Acct** **Source** Phone **Updated** 6/3/04 5:08:45 PM
Serial #/VIN 1G1ZT52894F **Model Year** 2004 **Priority** Medium **License #** CHEVROL **Owner** MEEKSL
Make Chevrolet **Warr. Start** 09/18/2003 **Status** Open **Sub-Status** Satisfied **Opened** 5/25/04 4:01:43 PM
Model Malibu **Mileage** 4400
Abstract STEERING CONCERN
Customer Description PAR file refer all calls to Larry Meeks/57255

Pre-PAR

PAR Notifier Incident Date/Time Injuries # Other Veh # People in Road Surface Road Cond. Fire Report# Police Report#
Owner 5/24/04 1:00:00 PM N 0 0 Asphalt Dry none
Driver Last Name Driver First Name Height DOB Disabilities
 Insurance Agent First Name Phone # Insurance Agent #
 (212) 595-5590 Nationwide Insur (212) 595-5590

Incident Loc Bruckner Blvd (between Zeraga and Havimier in Bronx, NY) **Incident Desc** front bumper, left corner fender damage, and complete side front wheel damaged
Component steering locked up/difficulty steering vehicle **Date** JUL 15 2004

Vehicle Loc Bruckner BX Collision Experts **Damage Desc** front bumper, left corner fender damage, and complete side front wheel damaged
 718-292-8553 **Add'l Info** ESIS-GM CLAIMS UNIT

Emergency Svc n/a **Maint Loc** Bruckner BX Collision Experts

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	None
Vehicle Speed	25	Weather Condition	CLEAR	Prop Owner	N/A	Property Location	Prop Damage Description	Property Type
Last Service Date	4/26/04	Loc Last Service	Jiffy Lube	Inspected By	Inspection Not Performed	Inspection Date/Time	7/6/04 12:17:00 PM	Prop Est Repair Cost
Veh Est Repair Cost	\$4,200.00	Spec Equip Installer	N/A	Explain Other	Steering column module failure			
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys					
Veh Damage Description	left headlamp/fender/suspension damage.							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/04 2:21:38 PM	VASQUEZ	ESISBIQU	Escalation		In Progress		Insurance Involved
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/04 11:00:55 AM	LOTTM	VASQUEZ	Notify CRM		Done	7/14/04 2:21:10 PM	ESIS escalation
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/04 12:16:50 PM	MEEKSL	LOTTM	Other		Done	7/14/04 11:00:54 AM	fwd to ESIS
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Insurance seeks recovery for monies spent on body repair.
Larry Meeks/PAR/57255

Received and assigned for ESIS escalation.
Marjorie Lot/PAR/Workflow

Confidential Comments

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
7/13/04 12:13:14 PM	MEEKSL	MEEKSL	BRC PAR	Close	Done	7/13/04 12:16:48 PM	Par crm closing file
Contact Last Name							
Contact First Name							
Account							
BAC Code							

Comments

Business summary: 1- Par crm received file and reviewed data. 2- Par crm contacted customer and he confirmed the facts and advised that the body repairs are just about done. 3- cust wants us to inspect the steering as he feels there is a GM concern. 4- Par crm requested EAA inspection as customer works for dealership. 5- reviewed inspection and offered repairs but dealership had repaired under NVW before offer. 6- Cust insurance seeks recovery for body repairs. 7- Par crm fwd to ESIS for handling. 8- Par crm closing file and DLR and AVM notified..

Larry Meeks/PAV/57255

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
7/13/04 12:09:11 PM	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	7/13/04 12:13:01 PM	Par crm called customer at dealership
Contact Last Name							
Contact First Name							
Account							
BAC Code							

Comments

As I have been leaving VM and the customer return VM don't seem to reflect he received any from me from the frustration in his message. I called dealership and spoke to him and it appears the number to the VM had the last 2 digits reversed I apologized for the error and now understood why he was upset. I check and cust states steering is replaced and asks how to handle the insurance getting reimbursed by GM for the body repairs and I advised him that when he advises that GM found the concern that they would subrogate for recovery and they would know how to proceed.

I will fwd file for him to that dept.

Larry Meeks/PAV/57255

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
7/13/04 12:08:30 PM	MEEKSL	MEEKSL	Outbound Call Customer	Left Message	Done	7/13/04 12:09:08 PM	Par crm called number in file
Contact Last Name							
Contact First Name							
Account							
BAC Code							

Comments

And reached VM left request for return call.

Larry meeks/PAV/57255

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/04 11:56:48 AM	MEEKSL	MEEKSL	Inbound Voice Mail	Service Request Update	Done	7/13/04 11:57:52 AM	Customer returned my VM call
Contact Last Name		Contact First Name		Account		BAC Code	

Asked for a return call again his contact after hours my time.
Larry Meeks/Par/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 2:28:26 PM	MEEKSL	MEEKSL	BRC PAR	GM Decision- Repair	Done	7/12/04 2:31:12 PM	Par crm making GM decision
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
AS column module was reflecting as bad Par crm was going to authorize the replacement of that system but dealership had repaired on 7-9-04 the day the inspection was received under the new vehicle warranty.
Customer had body damage repaired by insurance prior to making vehicle available for GM inspection.
Larry Meeks/Par/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 2:25:38 PM	MEEKSL	MEEKSL	Outbound Call Customer	Left Message	Done	7/12/04 2:28:02 PM	Par crm called customer back
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
Reached his VM and left number for return call and advised I did receive the inspection back on Friday but wasn't familiar with the new system used on his vehicle so I had to research the system before a decision could be made. I apologize for the delay and I understand the dealership has replaced the steering column under the NVW but if he has any more questions to call.
Larry Meeks/Par/57255

Confidential Comments

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 2:13:09 PM	MEEKSL	Outbound Call Dealer	Made Contact	Done	7/12/04 2:17:39 PM	Par cm called Svm Luke
		Contact First Name	Account			
		st Name	Crane Chevrolet-Geo, Inc.			
				BAC Code	158562	

Comments
 to discuss the new steering system and ask if the inspector had put a tech II to the PSCM and if so what code was pulled if any and he states yes he did and that it pulled a steering column malfunction code and that he had replaced the column and module under the new veh warranty. I thanked him for his information.
 Larry Meeks/Par/57255

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/12/04 2:03:58 PM	MEEKSL	Inbound Voice Mail	Service Request Update	Done	7/12/04 2:04:48 PM	Par cm received 2 Vm from customer
		Contact Last Name	Account			
		Contact First Name				

Comments
 requesting an update to his file.
 Larry Meeks/Par/57255

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 12:52:20 PM	MEEKSL	Other		Done	7/9/04 12:52:59 PM	TM Mark
		Contact Last Name	Account			
		Contact First Name				
				BAC Code		

Comments
 Trying to more data on the steering system design for this vehicle.
 Larry Meeks/Par/57255

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/04 12:50:51 PM	MEEKSL	MEEKSL	BRC PAR	Inspection Received	Done	7/9/04 12:51:52 PM	PAR cm received
Contact Last Name	Contact First Name		Account				
					BAC Code		
Comments							
And is reviewing report. Larry Meeks/Par/57255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 8:13:29 AM	MEEKSL	MEEKSL	Outbound Call Third Party	Made Contact	Done	7/8/04 8:15:31 AM	PAR cm calling inspector at cell
Contact Last Name	Contact First Name		Account				
					BAC Code		
Comments							
Asked what he had found he states that the steering column binds or losses boost when turning more so to the right. States he believes it is the new system on these vehicles that replaces the power steering. States he will email today. Larry Meeks/Par/57255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/04 8:05:00 AM	MEEKSL	MEEKSL	Inbound Voice Mail	Service Request Update	Done	7/8/04 8:06:09 AM	Inspector called
Contact Last Name	Contact First Name		Account				
					BAC Code		
States inspection done 7-7-04 and being mailed. Apologized for the delay. Larry Meeks/Par/57255							
Confidential Comments							

Service Request Detail

Activities

Created	6/29/04 10:31:08 AM	Created By	MEEKSL	Assigned To	MEEKSL	Activity Type	Outbound Call Dealer	Activity Sub-Type	Made Contact	Status	Done	Completed	6/29/04 10:41:46 AM	Description	Called dealership at 973-472-5500
Contact Last Name		Contact First Name		Account					Crane Chevrolet-Geo, Inc.			BAC Code	158562		

Comments
 Asked for SVM Luke McFadden,, finally transferred and placed on hold as he was on another line. When he came online he states vehicle hasn't been there and that customer is a salesman at the dealership. I advise that we can't wait til 7-6-04 that we need vehicle at dealership and inspected and if we get vehicle there can he do the steering inspection and he states yes and will have the salemann call when he comes in. I get his fax data and advise I will send over Larry Meeks/Par/57255

Confidential Comments

Created	6/29/04 10:25:06 AM	Created By	MEEKSL	Assigned To	MEEKSL	Activity Type	Other	Activity Sub-Type		Status	Done	Completed	6/29/04 10:26:23 AM	Description	Reviewed w/ Mark TM
Contact Last Name		Contact First Name		Account								BAC Code			

Comments
 Advised of file data and I decide to check if at dealership to see if the dealership will do the inspection or file will be closed as customer not making vehicle available.
 Larry Meeks/Par/57255

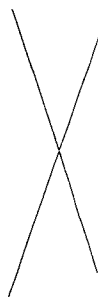
Confidential Comments

Created	6/29/04 10:12:33 AM	Created By	MEEKSL	Assigned To	MEEKSL	Activity Type	Outbound Call Third Party	Activity Sub-Type	Made Contact	Status	Done	Completed	6/29/04 10:25:02 AM	Description	Par cm calling inspector at cell
Contact Last Name		Contact First Name		Account								BAC Code			

Comments
 Advised that he was set for inspection but the customer called and cancelled and they have it reset for 7-6-04 and he states that he had e-mailed someone of this and they had okay'd.
 I advised I haven't received and e-mail and I am the only crm that can auth any change and this file is already over 5 weeks old and I need inspected. Ray states it he believes at the dealership I advise I will check and see.
 Larry Meeks/Par/57255

Confidential Comments

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/29/04 10:10:48 AM	MEEKSL	MEEKSL	Outbound Call Third Party	Left Message	Done	6/29/04 10:12:31 AM	Par crm calling inspector at home
		Contact Last Name	Contact First Name	Account			
				BAC Code			

To see if vehicle was made available for inspection.. reached his VM left request for update.
 Larry Meeks/Par/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/04 7:50:38 AM	MEEKSL	MEEKSL	Inbound Voice Mail	Service Request Update	Done	6/29/04 7:51:32 AM	Advised that vehicle delayed
		Contact Last Name	Contact First Name	Account			
				BAC Code			

Won't be at dealership until 6-24-04
 asked to advise inspector.
 Larry Meeks/Par/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/1/04 11:55:46 AM	MEEKSL	MEEKSL	BRC PAR	Inspection-EAA- Other	Done	6/1/04 11:56:17 AM	Par crm requesting Steering Inspection
		Contact Last Name	Contact First Name	Account			
				BAC Code			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/1/04 11:54:02 AM	MEEKSL	MEEKSL	Inbound Voice Mail	Complex Request	Done	6/1/04 11:55:37 AM	EAA returned Call
		Contact Last Name	Contact First Name	Account			
		Monday	Janice	Engineering Analysis & Associates	3rd Pty Par Insp		

Advised to send request and to state in the body of the e-mail that veh won't be in dirship until what date.
 Larry Meeks/Par/57255

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/04 12:55:00 PM	MEEKSL	MEEKSL	Outbound Call Third Party	Left Message	Done	6/8/04 12:56:41 PM	PAR crm called EAA-Jan
Contact Last Name		Contact First Name		Account		BAC Code	
Monday		Janice		Engineering Analysis & Associates		3rd Pty Par Insp	
Comments							
And asked about how we can try to arrange this inspection so that it is inspected no later than Weds next week, ASKed that she call back with suggestion.							
Larry Meeks/Par/57255							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/04 12:50:22 PM	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	6/8/04 12:52:25 PM	PAR crm called customer
Contact Last Name		Contact First Name		Account		BAC Code	

He states that he will have the vehicle at the dealership on tuesday and that was Crane Chevrolet. Advised I will see how and if we can coordinate to see if inspection can be done at same time instead of waiting until it reached the dealership to make request
Larry Meeks/Par/57255

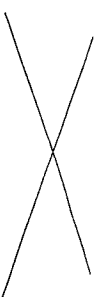
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/04 12:49:35 PM	MEEKSL	MEEKSL	Inbound Voice Mail		Done	6/8/04 12:50:18 PM	Customer called PAR crm
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
And left 3 VM is succession asking for a return call.
Larry Meeks/Par/57255

Confidential Comments

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/04 12:47:36 PM	MEEKSL	MEEKSL	Outbound Call Dealer	Made Contact	Done	6/8/04 12:49:25 PM	Called dealership at 973-472-5500
Contact Last Name		Contact First Name		Account			
Mularoni		Steve		Crane Chevrolet-Geo, Inc.	BAC Code 158562		
Comments Par crm asked for SVM Luke Mcfadden. SVM not available spoke to Steve and advised that the customer wants us to inspect again and that Luke had offered the use of the dealership before and can you advise him of change in plans again and left my contact data.							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/7/04 11:29:12 AM	SOMMARUB	MEEKSL	Inbound Call Customer	Simple Call Resolved	Done	6/7/04 11:49:25 AM	Cust called in, CRM transferred
Contact Last Name		Contact First Name		Account			
					BAC Code		
Comments Customer states he was having the outside repairs finished but still wanted the steering to be checked. I again advise of the time table and customer states he will call repair shop to see when it would be finished so he can decide if to have inspection at repair shop or the dealership. I states call me today and I will change status of his file. Larry Meeks/PAr/57255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/7/04 11:21:59 AM	SOMMARUB	SOMMARUB	Inbound Call Customer	Transfer/Referral	Done	6/7/04 11:29:07 AM	PAR Transfer
Contact Last Name		Contact First Name		Account			
					BAC Code		
Comments Cust states that he has a file that he was working on with PAR Rep. Larry Meeks and that he no longer wishes to speak with PAR Rep. but supervisor. Cust seeks to speak to PAR supervisor.							
CRM advised that the only one that would be able to help further assist the cust would be the owning CRM. Cust states that he will just go ahead and speak with owning CRM. CRM then warn transferred cust to owning CRM.							
Brian Somwaru/CAC/TPA							
Confidential Comments							

Service Request Detail

Activities

Created	6/3/04 5:11:21 PM	Created By	CASIGLIK	Assigned To	MEEKSL	Activity Type	Notify CRM	Activity Sub-Type		Status	Done	Completed	6/7/04 11:26:51 AM	Description	cust called in
Contact Last Name		Contact First Name		Account								BAC Code			
Comments															
Confidential Comments															

Created	6/3/04 5:08:47 PM	Created By	CASIGLIK	Assigned To	CASIGLIK	Activity Type	Inbound Call Customer	Activity Sub-Type	Transfer/Referral	Status	Done	Completed	6/3/04 5:10:59 PM	Description	transfer cust to owning CRM's voicemail
Contact Last Name		Contact First Name		Account								BAC Code			
Comments															
CRM advised cust that owning CRM was not avail. to leave message for CRM and CRM would contact cust. Kathleen Casiglia/CAC/TPA															
Confidential Comments															

Created	6/3/04 5:08:45 PM	Created By	CASIGLIK	Assigned To	MEEKSL	Activity Type	SR Opened	Activity Sub-Type		Status	Done	Completed	6/3/04 5:08:46 PM	Description	SR in Status of Closed has been Re-Opened by CASIGLIK
Contact Last Name		Contact First Name		Account								BAC Code			
Comments															
Confidential Comments															

Created	6/3/04 4:20:18 PM	Created By	MEEKSL	Assigned To	MEEKSL	Activity Type	SR Closed - Satisfied	Activity Sub-Type		Status	Done	Completed	6/3/04 4:20:18 PM	Description	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account								BAC Code			
Comments															
Confidential Comments															

Service Request Detail

Activities

Created	Assigned By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 4:12:56 PM	MEEKSL	MEEKSL	BRC PAR	Close	Done	6/3/04 4:15:26 PM	PAR crm closing file
Contact Last Name		Contact First Name		Account		BAC Code	

BUSINESS SUMMARY—1-crm reviewed file. 2-crm contacted customer and reviewed 1241 facts.

3-customer stated that repairs have almost been completed and will have insurance co. pursue through subrogation for him as he can't allow time for inspection and vehicle almost repaired.. 4-Crm advised customer that GM declines assistance through PAR since vehicle has been repaired. 5-crm closing file, Notified DLR and AVM.
Larry Meeks/PAV/57255

Confidential Comments

Created	Assigned By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 4:10:02 PM	MEEKSL	MEEKSL	Outbound Call Field Rep/Whisl	Left Message	Done	6/3/04 4:11:55 PM	Called AVM Dan Oldham
Contact Last Name		Contact First Name		Account		BAC Code	

Oldham Daniel
Account Crane Chevrolet-Geo, Inc. 158562

At node: 914055 box 8474 and left VM advising Of GM decision on file.
LARRY Meeks/PAV/57255

Confidential Comments

Created	Assigned By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 4:01:53 PM	MEEKSL	MEEKSL	Outbound Call Dealer	Made Contact	Done	6/3/04 4:09:41 PM	Called dealership at 973-472-5500
Contact Last Name		Contact First Name		Account		BAC Code	

McFadden Luke
Account Crane Chevrolet-Geo, Inc. 158562

Comments
PAR crm asked for SVM Luke Mcfadden, and advised him of GM decision on file.
Larry Meeks/PAV/57255

Confidential Comments

Service Request Detail

Activities

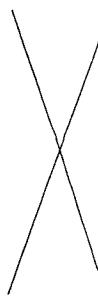
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 3:59:15 PM	MEEKSL	MEEKSL	BRC PAR	GM Decision- Other	Done	6/3/04 4:01:12 PM	PAR cm making GM decision
Comments							
Based on the fact that the vehicle is almost finished repairs and customer needs vehicle and can't provide GM time to complete the inspection customer advised will let insurance repair and seek suborgation. GM will decline any assistance from PAR and will close file until notified of insurance suborgation. Larry Meeks/PAr/57255							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 3:57:58 PM	MEEKSL	MEEKSL	BRC PAR	Inspection Not Required	Done	6/3/04 3:59:13 PM	Customer didn't request
Comments							
Due to vehicle state of repair customer will pursue through insurance co. Customer states can't allow time frame for inspection and vehicle is mostly repaired. Larry Meeks/PAr/57255							

Confidential Comments

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 3:30:10 PM	MEEKSL	MEEKSL	Outbound Call Customer	Made Contact	Done	6/3/04 3:55:26 PM	PAR crm calling customer at 917-674-7198
Contact Last Name: _____ Contact First Name: _____ Account: _____ BAC Code: _____							

PAR crm called customer at number in VM and apologized that I had been out of the office until today and had customer confirm the basic file data and proceeded to give the following Description of the incident:

States that his wife was going up some ramp that gave her a choice between going to a street or getting on the highway and when she tried to bare to the right she stated the steering was very hard and she was unable to continue turning wheel and she was doing about 25 mph and she hit the barrier wall with the side of the vehicle and damaged a wheel and customer called on the steering concern but advises that the vehicle is almost repaired. I explained the inspection process and time frame and the customer states he appreciates that I was out but that he can't allow the time frame for inspection. I explained then he can have his insurance co. seek subrogation after repaired and they can supply their inspection report to a division that works with Insurance co. and they then can seek recovery on his behalf. Customer states he will go that way and I advise I will document file as same that customer proceeded with insurance co. and declines any assistance from PAR at this point.
 Larry Meeks/PAr/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/04 12:48:47 PM	MEEKSL	MEEKSL	Inbound Voice Mail	Inquiry	Done	6/3/04 12:49:46 PM	Customer attempting to return VM from PAR crm
Contact Last Name: _____ Contact First Name: _____ Account: _____							

During PAR crm absence customer has left 3 VM asking for a return call.
 Larry Meeks/PAr/57255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/04 2:36:29 PM	LEWELLEM	MEEKSL	Notify CRM		Done	6/3/04 12:47:06 PM	Cust is seeking a call, 917/674-7189
Contact Last Name: _____ Contact First Name: _____ Account: _____ BAC Code: _____							

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/04 2:32:44 PM	LEWELLEM	LEWELLEM	Inbound Call Customer	Service Request Update	Done	6/2/04 2:34:27 PM	Cust called.
Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]							
Comments: CUST is very frudatrated that he has not had any response. cust stated that his wife had an accident in this veh due to a failure of a part and wants to know what to do. cust has left several msg for the crm without a response. Please call cust at [REDACTED] Pat Lewellen/ADR/58040							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/04 4:24:27 PM	TOLLESOA	MEEKSL	Notify CRM		Done	6/3/04 12:46:23 PM	Cust called in seeks contact...
Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]							
Comments: [REDACTED]							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/04 4:21:46 PM	TOLLESOA	TOLLESOA	Inbound Call Customer	Transfer/Referral	Done	5/28/04 4:24:20 PM	CRM?
Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]							
Comments: [REDACTED]							
CUST STATES: that they were supposed to receive a call back.							
CUST SEEKS: to get update.							
CRM ADVISED: to transfer cust to BRC ext 57255.							
Angela Mueller/CAC/PDX/EMP2							
Confidential Comments							

Service Request Detail

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/04 1:28:37 PM	COLERON	Notify CRM	Inner Circle	Done	5/28/04 1:30:04 PM	See Notes
Contact Last Name	First Name	Account	BAC Code			

Comments
Cust called to contact owner Larry Meeks CRM/coleron advised

Cust transferred

Ronita Coleman/CAC/ATX

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/04 2:41:04 PM	MEEKSL	Outbound Call Customer	Left Message	Done	5/27/04 2:41:41 PM	PAR crm called for customer
Contact Last Name	Contact First Name	Account	BAC Code			

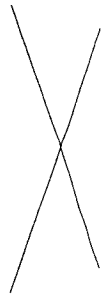
Comments
Reached VM where file number and contact data left including available time and request for return call with contact data for owner and driver of vehicle..

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 12:00:19 PM	MEEKSL	Ownership Changed	Ownership Escalated to BRC	Done	5/26/04 12:00:19 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code			

Confidential Comments

Service Request Detail



Activities

Created 5/26/04 10:19:10 AM **Created By** LOTTM **Assigned To** MEEKSL **Activity Type** Ownership Changed **Activity Sub-Type** **Status** Done **Completed** 5/26/04 10:19:10 AM **Description** Service Request Ownership has changed FROM: LOTTM TO: MEEKSL
Contact Last Name **Contact First Name** **Account** **BAC Code**

Comments

Confidential Comments

Created 5/26/04 10:18:13 AM **Created By** LOTTM **Assigned To** MEEKSL **Activity Type** BRC PAR **Activity Sub-Type** Initial Contact- Phone **Status** Done **Completed** 6/3/04 3:57:10 PM **Description** Called customer on his cell at 917-674-7198
Contact Last Name **Contact First Name** **Account** **BAC Code**

Comments

Summary: Customer reached in outbound call activity on 6/3/04 check comments in that activity.
 Larry Meeks/PA/57255

Confidential Comments

Created 5/26/04 10:18:12 AM **Created By** LOTTM **Assigned To** MEEKSL **Activity Type** BRC PAR **Activity Sub-Type** Initial Contact- Dealer **Status** Done **Completed** 5/26/04 12:13:56 PM **Description** Called dealership at 973-472-5500
Contact Last Name **Contact First Name** **Account** **BAC Code**
 McFadden Luke Crane Chevrolet-Geo, Inc. 158562

Comments

Summary: asked for SVM Luke Mcfadden and he was on another line was transferred into VM where I left the file data and my contact data and that once customer interview will update him on how GM is handling file.
 Larry Meeks/PA/57255

Confidential Comments

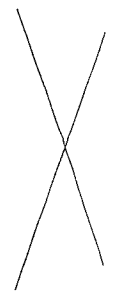
Created 5/26/04 10:18:12 AM **Created By** LOTTM **Assigned To** MEEKSL **Activity Type** BRC PAR **Activity Sub-Type** Acknowledgement **Status** Done **Completed** 5/26/04 12:08:08 PM **Description** Called customer at 917-674-7189
Contact Last Name **Contact First Name** **Account** **BAC Code**

Comments

Summary: Reached VM where file number and contact data left including available time and request for return call with contact data for owner and driver of vehicle.
 Larry Meeks/PA/57255

Confidential Comments

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 10:18:11 AM	LOTTM	MEEKSL	Notify CRM		Done	5/26/04 12:01:54 PM	File Assigned
		Contact Last Name	Contact First Name	Account			
				BAC Code			
Comments							
Confidential Comments							

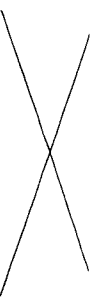
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 10:18:11 AM	LOTTM	MEEKSL	Research		Done	5/26/04 12:01:14 PM	Researched VIN-1G1ZT52894F104156
		Contact Last Name	Contact First Name	Account			
				BAC Code			
Comments							
Summary: Par crm researched Siebel found no duplicates, corepoint research not needed. Larry Meeks/PA/57255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 10:18:11 AM	LOTTM	MEEKSL	BRC PAR	Initial Contact- AVM	Done	5/26/04 12:18:34 PM	Called AVM Dan Oldham
		Contact Last Name	Contact First Name	Account			
		Oldham	Daniel	Crane Chevrolet-Geo, Inc.	158562		
Comments							
Summary: At node: 914055 box 8474 and left VM with contact data and time available and a description of incident and VIN of vehicle involved and the allegation concern. Larry Meeks/PA/57255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 10:18:10 AM	LOTTM	MEEKSL	BRC PAR	Case Assigned	Done	5/26/04 12:01:30 PM	Assigned File to Larry Meeks at Ext.
		Contact Last Name	Contact First Name	Account			
				BAC Code			
Comments							
Confidential Comments							



Service Request Detail



Activities

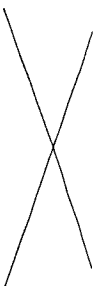
Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 10:18:08 AM				Done	5/26/04 10:19:05 AM	1-220756716, BRC PAR Assignor
Contact Last Name	Contact First Name		Account		BAC Code	
Comments						
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/04 7:47:30 AM	LOTTM	LOTTM	Ownership Changed	Done	5/26/04 7:47:30 AM	Service Request Ownership has changed FROM: KIRKLANM TO: LOTTM
Contact Last Name	Contact First Name		Account		BAC Code	
Comments						
Confidential Comments						

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/04 4:20:44 PM	KIRKLANM	LOTTM	Escalation	Done	5/26/04 10:18:06 AM	Escalation of Pre-Par Form
Contact Last Name	Contact First Name		Account		BAC Code	
Comments						
Received and assigned in PAR. Marjorie Lott/PAR/Workflow						
Confidential Comments						



Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/04 4:05:40 PM	KIRKLANM	KIRKLANM	Inbound Call Customer	Complex Request	Done	5/25/04 4:20:41 PM	cust sts wife was in accident due to steering of vehicle

Contact Last Name: [Redacted] Contact First Name: [Redacted] Account: [Redacted] BAC Code: [Redacted]

Cust sts yesterday around 1pm, cust's wife was driving vehicle and steering felt locked up and it became difficult for her to steer. Cust sts wife hit a wall. Cust sts there was no property damage and cust wife was not injured. Cust was adv by Crane Chev. to contact CAC. Cust sts was adv this was occurring w/ the Mailbu's. Cust alleges product failure caused accident. Cust seeks concern filed and will be done. Cust sts body shop is aware he contacted manufacturer. Crm adv cust has documented information re: accident. Cust does not have estimate from body shop yet. Crm provided cust w/ srf#. Cust seeks to know if vehicle will be inspected. Crm adv cust that depends upon the initial review of the file. Crm adv cust he would be contacted w/ 2 business days from a gm representative.

via kirkland/cars/tpa/1/2

Confidential Comments

UCC Information

UCC Code	Symptom	Description
S97	GM Dealership	Referred Customer to CAC
E04	Dent	Chassis - Front Bumper
E30	No Symptom Indicated	Wheels - Rims General
E40	Bent / Warped	Tires - General
S96	Chevrolet	Non Component GM
M01	Excessive Effort	Steering - General



GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1ZT52894F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2004 MALIBU LS SEDAN	Warranty Start Date :	09/18/2003				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	CRANE CHEVROLET-GEO, INC. PO BOX 1869 CLIFTON, NJ 07015-1869 (973) 472-5500	Selling Source :	13 - CHEVROLET				
		Site Code :	02205				
		Business Associate Code :	158562				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04011	AIR BAG WARNING LABEL	N/A	Closed
RC	04027	DRIVER'S SAFETY BELT ANCHORAGE	N/A	Closed
RC	04030	UNWANTED ABS ACTIVATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/18/2003	10 miles	09/18/2006	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/18/2003	10 miles	09/18/2009	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/18/2003	10 miles	09/18/2011	80010 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/18/2003	10 miles	09/18/2010	70010 miles
36/50000 CALIFORNIA EMISSIONS	09/18/2003	10 miles	09/18/2006	50010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/23/2004	066684	#	V1119 - INSTALL LABEL ON BOTH SUN VISOR	4578 miles
06/23/2004	066684	#	V1152 - 04027- INSTALL RETAINERS	4578 miles

06/23/2004	066684	#	V1156 - 04030- REPROGRAM ABS MODULE	4578 miles
01/19/2004	954609	#	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	2000 miles
12/17/2003	888566	#	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	1428 miles
08/28/2003	A04156	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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EA 1 Inspection Request

Date: 6/11/04

TO: **Janice Mondary**

EAA/SPX Field Coordinator

Phone: 586-753-3336

Fax: 586-753-3335

From: **Larry Meeks**

PAR Customer Relations Mgr

Email: meeksl@gmexpert.com

Phone: 800-231-1841 ext.57255

Fax: 866-222-8258

Mailing Address:

GM PAR Investigations

5701 East Hillsborough Avenue

Suite 2300

Tampa, FL 33610

Vehicle Information

VIN#: **1G1ZT52894E**

Year/Make: 200 Chevrolet

Model: Malibu

Contact's Name: Luke McFadden-Svm

Contact's Number: 973-472-5500

Vehicle Location: Crane Chevrolet

999 Rte 46

999 Rte 46, NJ 07013-2429

IF located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: **1-220756716**

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address:

Bronx, NJ

Required Actions:

- Advise PAR CRM via voicemail/email of inspection date.
- Repair Estimate Required
- Review All PAR File information

Please Use Forms:

<input type="checkbox"/> Accelerator/Throttle	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TC System(s)	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires&Wheels	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> Hood/Hood Latch
<input type="checkbox"/> Engine	<input type="checkbox"/> Fire Non-Collision	<input type="checkbox"/> OnStar

Special Instructions:

<input checked="" type="checkbox"/> Interview Owner	<input type="checkbox"/> Vetronix Requested	<input checked="" type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Do Not Interview Owner	<input checked="" type="checkbox"/> Contact PAR CRM After	<input type="checkbox"/>

RUSH A. Medina PAR Team Manager: _____ GM Team Leader:

To: SA: _____ Date E-Mailed to SA: _____

From: **Janice Mondary** Due Date: _____


Case Acceptance/Investigation: YES NO

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

Report Sent via Priority Mail Date: _____ Date Report Faxed/Emailed to CRM: _____

**Engineering Analysis Associates
Raymond R. Polakoski
973-495-4501
rpolakoski@aol.com**

Attention: Larry Meeks, PAR Customer Relations Manager

PAR 1-220756716 

Attached is the repair estimate for this case.

Regards,

Ray Polakoski



07/06/2004 at 04:49 PM
51012

Job Number: 1466

SUPPORTED BY COLLECTIVE INC.
License [REDACTED]
COMMITMENT TO EXCELLENCE
517 Bruckner Boulevard
Bronx, NY 10455
(718) 292-8553 Fax: (718) 665-4274

SUPPLEMENT OF RECORD 2 WITH SUMMARY

Written By: JOSEPH DESALVO 91A-948674 07/03/2004 02:07 PM
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Bronx, NY [REDACTED]

Claim #
Policy #66 31 P 759460
Deductible:

Day:
Evening:

Date of Loss:
Type of Loss: Collision
Point of Impact: 11. Left Front

Inspect
Location:

Insurance Nationwide Mutual
Company:

Days to Repair

2004 CHEV MALIBU LS 6-3.5L-VI 4D SED US19F Int:
VIN: 1G1ET52894 [REDACTED] Lic: ATE6746 NY Prod Date: 08/2003 Odometer: 4479
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Telescopic Wheel Intermittent Wipers
Keyless Entry Body Side Moldings Dual Mirrors
Traction Control Clear Coat Paint Power Steering
Power Brakes Power Windows Power Locks
Power Mirrors Power Trunk/Tailgate AM Radio
FM Radio Stereo CD Player
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
4 Wheel Disc Brakes Cloth Seats Bucket Seats
Automatic Transmission Overdrive Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H front bumper	0		0.00	2.0	0.0
3	Repl	Bumper cover	1		275.00	Incl.	2.6
4		Add for Clear Coat	0		0.00	0.0	1.0
5		GRILLE					
6	Repl	Molding	1		108.00	0.4	0.0
7*	R&I	Emblem	0		0.00	0.2	0.0
8		HOOD					
9*	Rpr	Head	0		0.00	0.5	1.3
10*		Add for Clear Coat	0		0.00	0.0	1.2
11		FENDER					
12	Repl	LT Fender	1		181.63	2.0	1.8

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Job Number: 1466

SUPPLEMENT OF RECORD & WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
13		Overlap Major Adj. Panel	0		0.00	0.0	-0.4
14		Add for Clear Coat	0		0.00	0.0	0.3
15		Add for Edging	0		0.00	0.0	0.5
16		Deduct for Overlap	0		0.00	-0.3	0.0
17*	S02	Rpr LT Apron assy	0		0.00	6.0	1.0
18*	S02	Repl LT Fender liner	1		<u>20.50</u>	Incl.	0.0
19		WHEELS					
N 20	S02	Repl LT/Front Wheel, alloy 15"	1		252.50	m 0.3 M	0.0
21*	S02	Repl LT/Front Center cap QD1	1		<u>23.22</u>	0.0	0.0
22*		Repl Tire Bridgestone 205/65R15 +25#	1		93.75	0.0	0.0
23*		TIRE MOUNT & BALANCE / TIRE	1		15.00	T 0.0 M	0.0
24		FRONT SUSPENSION					
25		O/H frt susp it	0		0.00	m 3.0 M	0.0
26		Repl LT Knuckle	1		193.11	m Incl. M	0.0
27*		Align front wheels	0		0.00	m 0.0 M	0.0
28*		Adjust toe-in	0		0.00	m 0.0 M	0.0
29*		Align four wheels	0		0.00	m 0.0 M	0.0
30		Repl LT Lower cntrl arm	1		85.75	m Incl. M	0.0
31		Deduct for Overlap	0		0.00	Incl. M	0.0
32		Repl LT Strut 3.5 liter	1		125.00	m Incl. M	0.0
33		Deduct for Overlap	0		0.00	Incl. M	0.0
34		Repl LT Stabilizer link	1		32.75	m Incl. M	0.0
35		Deduct for Overlap	0		0.00	Incl. M	0.0
36*	S02	Repl LT Axle assy	1		<u>645.36</u>	m 1.0 M	0.0
37		Deduct for Overlap	0		0.00	-0.5 M	0.0
38*		Repl LT Hub & bearing	1		<u>187.28</u>	m Incl. M	0.0
39	S02	Repl LT Seat	1		5.75	Incl.	0.0
40	S02	Repl LT Rotor w/o 4 wheel disc	1		135.88	m Incl. M	0.0
41	S02	Repl LT Bearing	1		4.75	Incl.	0.0
42	S02	Repl LT Strut mount	1		49.95	Incl.	0.0
43		FRONT DOOR					
44*		Rpr LT Outer panel	0		0.00	1.5	1.5
45		Overlap Major Adj. Panel	0		0.00	0.0	-0.4
46*	S01	Add for Clear Coat	0		0.00	0.0	0.3
47		R&I LT Belt molding	0		0.00	0.2	0.0
48*		R&I LT Body side mldg LS & LT	0		0.00	0.3	0.0
49		R&I LT Handle, outside	0		0.00	0.4	0.0
50		R&I LT Mirror assy w/heated	0		0.00	0.3	0.0
51		R&I LT R&I trim panel	0		0.00	0.4	0.0
52		REAR DOOR					
53*		Rpr LT Outer panel / Polish	0		0.00	1.0	0.0
54		QUARTER PANEL					
55*		Rpr LT Quarter panel	0		0.00	1.0	2.0
56		REAR LAMPS					
57		R&I LT Tail lamp assy	0		0.00	0.3	0.0
58		PILLARS, ROCKER & FLOOR					
59		R&I RT Rocker molding base & LS	0		0.00	0.5	0.0

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Job Number: 1466

SUPPLEMENT OF RECORD & WORK SUMMARY
 2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
60	R&I	LT Rocker molding base & LS	0	0.00	0.5	0.0
61*	S02 Rpr	LT Uniside assy outer	0	0.00	2.0	1.0
62	S01	Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
63	S01	FRONT LAMPS				
64	S01	Repl LT Headlamp assy	1	210.00	0.3	0.0
65	S01	Aim headlamps	0	0.00	0.4	0.0
66	S01 R&I	RT Headlamp assy	0	0.00	0.3	0.0
67		REAR BUMPER				
68	R&I	R&I bumper cover	0	0.00	1.0	0.0
69*	Rpr	Bumper cover	0	3.00	1.5	1.5
70*		Add for Clear Coat	0	0.00	0.0	1.2
71*		CAR COVER FOR OVERSPRAY	1	5.00	0.2	0.0
72*		HAZARDOUS WASTE	1	3.00	0.0	0.0
73*		CORROSION PROTECTION	1	10.00	0.0	0.0
74*		TINT COLOR	1	0.00	0.5	0.0
75*		FLEX AGENT	1	15.00	0.0	0.0
76*		SET-UP MOUNT & MEASURE	1	0.00	2.0	0.0
77*		PULL & ALIGN	1	0.00	2.0	0.0
78*		ORDER COAT	1	8.00	0.0	0.0
79*		COLOR SAND & BUFF	1	0.00	1.5	0.0
80*		CLEAN & RETAPE HOLDINGS	1	0.00	0.5	0.0
81	S01	WINDSHIELD				
82	S01 R&I	Washer reservoir	0	0.00	0.3	0.0
83	S01	ELECTRICAL				
84	S01 R&I	Battery	0	0.00	0.3	0.0
85	S01 R&I	Horn low note	0	0.00	0.2	0.0
86	S01 R&I	Horn high note	0	0.00	0.2	0.0
87*	S02	Repl Battery tray	1	34.21	0.2	0.0
88*	S02	Repl Battery cover	1	27.23	0.0	0.0
89	S01	COOLING				
90*	S02 Rpr	Upper tie bar	0	0.00	2.5	1.0
91	S01	Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
92		OTHER CHARGES				
93*		Towing	1	150.00		
Subtotals ==>			2837.62	36.9	17.2	

Line 20 : NO RECON AVAILABLE , LKQ MOUNTS PT - ELVIS..... SAMMILL AUTO - TOMY
 CAPS AND WHEELS - STEVE

Parts	Body Labor	Paint Labor	Mechanical Labor	Structural Labor	Paint Supplies	Sublet/Misc.	Other Charges
	22.3 hrs @ \$ 38.00/hr	17.2 hrs @ \$ 38.00/hr	4.1 hrs @ \$ 38.00/hr	10.5 hrs @ \$ 38.00/hr	17.2 hrs @ \$ 18.00/hr		
						38.00	150.00
							2649.62
							847.40
							653.60
							155.80
							399.00
							309.60
							38.00
							150.00

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Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SCREENARY
2004 CHEV MALIBU L6 6-3.5L-FI 4D SED US19F Int:

NO.	QP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- CHANGED ITEMS -----							
20	S01	Repl LT/Front Center cap QD1	1		-25.75	-0.0	0.0
21*	S02	Repl LT/Front Center cap QD1	1		23.22	0.0	0.0
33*	S01	Repl LT Axle assy	1		-538.85	M -1.0 M	0.0
36*	S02	Repl LT Axle assy	1		<u>645.36</u>	M 1.0 M	0.0
----- DELETED ITEMS -----							
18	S01	Add for Clear Coat	0		-0.00	-0.0	-0.2
20**	S01	Repl RECOND LT/Front Wheel, alloy 15"	1				
44		R&I LT Applique	0		-178.00	M -0.3	0.0
60	S01	Add for Clear Coat	0		-0.00	-0.1	0.0
88	S01	Add for Clear Coat	0		-0.00	-0.0	-0.2
----- ADDED ITEMS -----							
19*	S02	Repl LT Fender liner	1		20.50	Incl.	0.0
N 20	S02	Repl LT/Front Wheel, alloy 15"	1		252.50	M 0.3 M	0.0
39	S02	Repl LT Seat	1		5.75	Incl.	0.0
40	S02	Repl LT Rotor w/o 4 wheel disc	1		135.88	M Incl. M	0.0
41	S02	Repl LT bearing	1		4.75	Incl.	0.0
42	S02	Repl LT strut mount	1		49.95	Incl.	0.0
87*	S02	Repl Battery tray	1		34.21	0.2	0.0
88*	S02	Repl Battery cover	1		<u>27.23</u>	0.0	0.0
Subtotals ==>					456.72	0.1	-0.6

Line 20 : NO RECON AVAILABLE , LKQ HUNTS PT - ELVIS..... SANMILL AUTO - TONY
 CAPS AND WHEELS - STEVE
 Line 20 : NO RECON AVAILABLE , LKQ HUNTS PT - ELVIS..... SANMILL AUTO - TONY
 CAPS AND WHEELS - STEVE

Parts		456.72
Body Labor	0.2 hrs @ \$ 38.00/hr	7.60
Mechanical Labor	0.3 hrs @ \$ 38.00/hr	11.40
Additional Supplement Labor		-38.00
Additional Supplement Materials/Supplies		-10.80
SUBTOTAL		\$ 426.92
Sales Tax	\$ 426.92 @ 8.6250%	36.84
Additional Supplement Taxes		-0.02
TOTAL SUPPLEMENT AMOUNT		\$ 463.74
NET COST OF SUPPLEMENT		\$ 463.74

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Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519F Int:

SUBTOTAL	\$ 5203.02
Sales Tax	\$ 5203.02 @ 8.6250% 448.76

GRAND TOTAL	\$ 5651.78
ADJUSTMENTS:	
Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 5651.78

THIS ESTIMATE IS BASED ON OUR DETAILED INSPECTION. OCCASSIONALLY, WORN OR DAMAGED PARTS ARE DISCOVERED AFTER REPAIRS HAVE COMMENCED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONSTINGENCIES. PARTS PRICES SUBJECT TO INVOICE. PARTS REMOVED FROM THE VEHICLE WILL BE SCRAPPED UNLESS OTHERWISE NOTIFIED BY THE CUSTOMER IN ADVANCE. THIS IS AN ESTIMATE BASED ON OUR VISUAL INSPECTION ONLY. FREQUENTLY , ADDITIONAL HIDDEN DAMAGE IS FOUND ONCE REPAIRS HAVE BEEN STARTED. THIS ESTIMATE DOES NOT INCLUDE SUCH DAMAGE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRICP04 Database Date 06/2004, CCC Data Date 06/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

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Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

Estimate	4243.22	JOSEPH DESALVO
Supplement S1	944.82	JOSEPH DESALVO
Supplement S2	463.74	JOSEPH DESALVO

Job Total \$ 5651.78

INSURANCE PAY \$ 5651.78

THIS ESTIMATE IS BASED ON OUR DETAILED INSPECTION. OCCASSIONALLY, WORN OR DAMAGED PARTS ARE DISCOVERED AFTER REPAIRS HAVE COMMENCED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONSTINGENCIES. PARTS PRICES SUBJECT TO INVOICE. PARTS REMOVED FROM THE VEHICLE WILL BE SCRAPPED UNLESS OTHERWISE NOTIFIED BY THE CUSTOMER IN ADVANCE. THIS IS AN ESTIMATE BASED ON OUR VISUAL INSPECTION ONLY. FREQUENTLY , ADDITIONAL HIDDEN DAMAGE IS FOUND ONCE REPAIRS HAVE BEEN STARTED. THIS ESTIMATE DOES NOT INCLUDE SUCH DAMAGE.

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Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRIC04 Database Date 06/2004, CCC Data Date 06/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AN, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LEQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recen. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

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PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division:	Ref:	VIN: 1G1ZT52894F
Claimant's Name (LAST, First)		

Inspected By: Raymond R. Polakoski

Organization: EAA

Phone: (973) 495-4501 x

Inspection Date: 07/06/2004

Mileage at Inspection: 5576

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

- Checked steering for binding by driving vehicle for 45 minutes executing a wide variety of turns at slow speeds. With the steering wheel in a straight ahead position, slight movements to the left and right will produce a slight loss of power steering assist along with a slight vibration in the wheel.. With the wheel 3/4 of a turn to the right, there is a pronounced banging noise from the steering column with vibration felt in the steering wheel. At this point there is a momentary loss of power steering assist. Beyond this point power assist returns. There was no problem evident on left turns.
- Checked for looseness and play in front suspension components with the vehicle suspended on a lift. Ball joints, tie rod ends, and steering gear showed no play or looseness at all.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

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

[Redacted]
Bronx, NY
[Redacted]

2. Prior collision damage (date, description, etc.) None

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident(e.g. warning lights "On", tires worn, etc.):
No unusual conditions.

4. Repairs outside of warranty (what, when, by whom?): None

5. Other vehicle history information (from person being interviewed or GM Warranty History)? None

6. Last maintenance (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: _____
lbs, Load description: _____

Load location: _____

Comments: **The vehicle had been repaired prior to the inspection. There was a large gash in the lower driver's door from lot damage at Crane Chevrolet.**

B. Corner assemblies, if applicable:

- Struts/shocks
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle assemblies

Comments: None

C. Interior:

Instrument panel & odometer

Comments:

None

D. Underhood:

- Engine compartment
- Steering linkage
- Steering
- Power steering lines/hoses, connections/clamps

Comments:

None

E. Underbody:

- Steering linkage
- Scrapes or impact damage on the following:
 - Fuel tank
 - Tires/Wheels
 - Etc.

Comments:

None

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: **No aftermarket equipment**

Anything on vehicle which is a modification: **No modifications**

Anything on vehicle which is unusual, out-of-place, etc.: **Nothing unusual**

Other relevant information:

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	<u>Drove vehicle for 45 minutes- see above Inspection Summary</u>
Steering linkage	<u>Tested for play-none found</u>
Gear/rack and pinion	<u>Tested for play-none found</u>
Steering column, ignition switch, intermediate shaft	<u>Steering column is tight and could not be moved back and forth or side to side.</u>
Steering pump, drive, hoses, connections, flow, pressure	<u>This power steering system does not use a hydraulic pump.</u>
PS fluid level and condition	<u>PS fluid is not used in this system</u>
Steering knuckle	<u>No play at the knuckle.</u>
Suspension components - LF	<u>Strut tight with no leaks.</u>
RF	<u>Strut tight with no leaks</u>
LR	<u>No leaks from rear shock and spring is seated properly.</u>
RR	<u>No leaks from rear shock and spring is seated properly.</u>
Rear axle assembly	<u>Nothing unususl observed</u>
Deformation to the frame	<u>No frame damage observed</u>
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<u>No evidence of this condition observed.</u>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<u>No evidence of this condition observed</u>
Electronic level control system/components	<u>NA</u>
Engine (normal, other)	<u>Normal</u>
Electrical (normal, other)	<u>Normal</u>
Warning lights/messages	<u>All work properly.</u>
Wheels (damage/impact marks)	<u>No wheel damage observed</u>
Codes/numbers for failed components. Describe	<u>One code present-C0545 Steering Wheel Torque Input Sensor/Symptom 00</u>
Other	<u>NA</u>

B. ECM/PCM

Stored codes? (Y/N) No If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

<u>CURRENT CODE</u>	<u>DESCRIPTION</u>

<u>HISTORY CODE</u>	<u>DESCRIPTION</u>

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: _____

3. Other comments: _____

D. TIRE INSPECTION

1. IDENTIFICATION:

	<u>TIRE BRAND</u> (Goodyear)	<u>TIRE TYPE</u> (Eagle GA)	<u>TIRE SIZE</u> (P205/70R15)	<u>PRESSURE</u> (psi)	<u>AVE. TREAD DEPTH</u> 32nds of inch
LF	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>9</u>
RF	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>9</u>
LR	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>10</u>
RR	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>32</u>	<u>10</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF No damage to

tires

RF _____

LR _____

RR _____

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>Could not locate this label</u>	_____	_____
SPARE TIRE	_____	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: **Did not visit the site of the accident.**

VII OTHER REPORT INFORMATION

- Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

- x Photographs Data Downloads x Other Records

PAR Case Assessment Form

Siebel Request No.: 1-220756716

Customer Name: [REDACTED]

Product Purchased?: x New Used

Vehicle Identification Number: 1G1ZT52894F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 4400

Service Request Detail Screen x Reviewed and Updated

Pre-PAR Form x Reviewed and Updated

PAR Detail Form x Reviewed and Updated

Allegation and / or Claim

- OnStar (Follow specialized procedure)
- Credit / Rebill Process (Review Step-by-Step)

Injury

- Reviewed Step-by-Step in Webknowledge:
 - Major** (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)
 - Forward file to ESIS.
 - Minor** (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.
 - Dealer
 - Forward file to EAA
 - Grey Area** (Past: medical treatment, surgery and injury. Pregnancy, numbness)
 - Review file with Team Manager
 - Forward file to ESIS
 - PAR will work file

x Collision (Includes curbs and / or sidewalks):

- Air Bag/s (Vetronix) -**
- Non-Deployment**
 - Forward file to EAA
 - Advised customer on basic air bag function
- Inadvertent Deployment without collision**
 - Advised customer on basic airbag function
 - Dealer (Inspect under-carriage)
 - Forward file to EAA
- Deployment with Collision**
 - Advised customer on basic air bag function
 - Dealer (Inspect vehicle and obtain a repair estimate)
 - Forward file to EAA (Customer is requesting an inspection)
- Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering**
- Major Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
 - Forward file to EAA
 - Advised customer on basic brake/ABS function
- Minor Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
 - Advised customer on basic brake/ABS function
 - Dealer
 - Forward file to EAA (Customer is requesting an inspection)

- Thermal Event:**
 - Major** (Entire: vehicle, compartment, component and / or > 2 components)
 - Forward file to EAA.
 - Minor** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
 - Dealer Inspection and / or Repair Order
 - Forward file to EAA.
 - Smoke / Non-Thermal** –
 - Return to Workflow (File reviewed < 24 HRS after assignment).
 - PAR will work file (File is > 24 HRS after assignment).

- Property Damage (Includes pets):**
 - < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
 - > \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
 - Forward file to ESIS.

- Insurance Subrogation Claim**
- Deductible Claim**
- Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
 - Forward file to ESIS.

- Law Enforcement Inquiry without allegation**
 - Forward file to Workflow
- Law Enforcement Inquiry with allegation**
 - Review file with Team Manager

- Customer Retracted Allegation:**
 - PAR will close file.

Vehicle Evaluation

- Inspection requested**
 - EAA
 - Dealer
 - Field Personnel
- Inspection not requested**
 - Customer did not authorize inspection
 - Customer accepted explanation and resolution
 - Customer retracted allegation
 - Vehicle not available
 - Customer does not own vehicle

Siebel Actions/Follow-Up

- Documented all actions and events in the PAR file
- Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

- Forward file to ESIS
- Repair
- Repurchase
- Trade Repurchase
- Law Enforcement Inquiry
- GM declines responsibility
- File Closed / Customer Information Request Only
- File forwarded to the Workflow
- Non PAR File
- Other

PAR Case Assessment Form

Siebel Request No.: 1-220756716

Customer Name [REDACTED]

Product Purchased?: x New Used

Vehicle Identification Number: 1G1ZT52894F [REDACTED]

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Injury

Reviewed Step-by-Step in Webknowledge:

Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)

Forward file to ESIS.

Minor (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.

Dealer

Forward file to EAA

Grey Area (Past: medical treatment, surgery and injury. Pregnancy, numbness)

Review file with Team Manager

Forward file to ESIS

PAR will work file

x Collision (Includes curbs and / or sidewalks):

Air Bag/s (Vetronix) –

Non-Deployment

Forward file to EAA

Advised customer on basic air bag function

Inadvertent Deployment without collision

Advised customer on basic airbag function

Dealer (Inspect under-carriage)

Forward file to EAA

Deployment with Collision

Advised customer on basic air bag function

Dealer (Inspect vehicle and obtain a repair estimate)

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Dealer

Forward file to EAA (Customer is requesting an inspection)

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- Deductible Claim**
- Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
 - Forward file to ESIS.

- Law Enforcement Inquiry without allegation**
 - Forward file to Workflow
- Law Enforcement Inquiry with allegation**
 - Review file with Team Manager

x **Customer Retracted Allegation:**
 x PAR will close file.

Vehicle Evaluation

- Inspection requested**
 - EAA
 - Dealer
 - Field Personnel
- x **Inspection not requested**
 - x Customer did not authorize inspection- veh almost repaired
 - Customer accepted explanation and resolution
 - Customer retracted allegation
 - Vehicle not available
 - Customer does not own vehicle

Siebel Actions/Follow-Up

x Documented all actions and events in the PAR file
 x Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

- Forward file to ESIS
- Repair
- Repurchase
- Trade Repurchase
- Law Enforcement Inquiry
- GM declines responsibility
- File Closed / Customer Information Request Only
- File forwarded to the Workflow
- Non PAR File
- x Other- customer is letting insurance co pursue through suborgation



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Janice.Quick@gm.com
Product Liability Unit

August 2, 2004

[REDACTED]
Bronx, NY [REDACTED]

Our File Number: 482801
Our Client: GENERAL MOTORS CORPORATION
Date of Event: May 24, 2004

Dear Mr. & Mrs. [REDACTED]

We are in receipt of correspondence regarding your 2004 Chevrolet Malibu. ESIS is the third party claims administrator for General Motors Corporation. We would like to discuss your concerns pursuant to your correspondence.

Please give us a call upon receipt of this letter so we can discuss your concerns, Monday through Friday, 8:00 a.m. to 4:00 p.m. at 1.800.888.0164 ext. 3415.

Sincerely,

Janice Quick
Claims Administrator

Cc: File