Service Request Detail

SR No.	71-616995763	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account	[redacted]	Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #	[redacted]	UCC	Steering - Column / Ignition Lock /	Sub-Area	Initiate PAR- Injury
Address	[redacted]	City	Tallahassee	Involved Dlr	Champion Chevrolet, Inc.	Safety	Yes
State	FL ZipCd [redacted]	Con Acct		Source	Phone	Updated	4/8/2008 05:00:55 PM
Serial #/VIN	1G1ZT58N17F[redacted]	Model Year	2007	Priority	Medium License #	Owner	TOLBERWH
Make	Chevrolet	Warr. Start	10/31/2006	Status	Open	Opened	4/3/2008 12:01:11 PM
Model	Malibu	Mileage		Sub-Status	Satisfied	Closed	
Abstract	Collison						
Customer Description	This is a Brc Par case**DO NOT ASSUME**Please foward all inquires to Whitney Tolbert ext 11271						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	4/2/2008 11:30:00 AM	Y	0	2	Asphalt	Dry		

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'3	[redacted]	Yes

Insurance Agent First Name	Phone #	Insurance Agency
	(800) 947-AUTO	Geico.

Incident Loc	Capital Circle	Incident Desc	I turned at the yeild sign and the wheel yanked and the car went across the median and we lost control.
Component	N/A		
Vehicle Loc	At Dealer	Damage Desc	No Damage, but cust needs surgery on shoulder as a result of incident.
Emgcy Svc Names		Add'l Info	
		Maint Loc	Champion Chevrolet

PAR Detail

Collision		Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	nothing added
Vehicle Speed	20			Weather Condition	warm dry weather			Prop Owner	n/a
Last Service Date				Loc Last Service				Property Location	n/a
Veh Est Repair Cost				Spec Equip Installer				Prop Damage Description	NO PROPERTY DAMAGE
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	no damage							Explain Other	sent to ESIS

Property Type	n/a
Prop Est Repair Cost	
Inspection Date/Time	

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

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]			Occupant of Owner's Vehicle	[redacted]	Driver	Seat belt

Injury Description	Medical Rpt#	Treatment Location	Treated By
Shoulder needs Surgery		Tallahassee Community Hospital	Dr Zunera Yaqub

Street Address	City	State	Zip Code
[redacted]	Tallahassee	FL	[redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/9/2008 03:29:51 PM	TOLBERWH	TOLBERWH	Inbound Call Dealer	Complex Request	Done	4/9/2008 03:35:58 PM	Champion Chevrolet Service Manager Lamar Thomas

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Manager Lamar Thomas

Dlr sts that cust came in with the vehicle and said that the steerind was defective but it wasn't wrecked. She says that she caused a collision so we tested the vehicle and we found nothign wrong. I test drove it myself and found nothign wrong. She just bought the car a month ago but she doesn't want it anymore. She came and took everything off of the car and she wants her money back. We did find history codes and called TAC but they told us to have her call GM and make you aware of it.

Crs adv that the customer's case will go to ESIS because of the injury and that someone will call her in 7-10 business days. Crs adv that the cust did mention not wanting the vehicle anymore and asked if we could help her out of the payments. Crs adv that she told customer that she would have to call the person that she financed the vehicle through because we couldn't stop payments on it

Whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/9/2008 12:41:56 PM	TOLBERWH	TOLBERWH	Scheduled Follow-up		Scheduled Alarm		see if case has been assumed

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/9/2008 12:41:16 PM	TOLBERWH	TOLBERWH	BRC PAR	ESIS- Injuries	Done	4/9/2008 12:41:56 PM	Sent to ESIS for injuries

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Customer was in a collision and recived and injury.

Whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/9/2008 12:40:55 PM	TOLBERWH	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/8/2008 10:02:02 AM	TOLBERWH	TOLBERWH	Ownership Changed	Ownership Escalated to BRC	Done	4/8/2008 10:02:02 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:58 PM	DRAHEICM	TOLBERWH	Ownership Changed		Done	4/7/2008 12:48:58 PM	Service Request Ownership has changed FROM: AYRESMA TO: TOLBERWH

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:43 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- Phone	Done	4/8/2008 10:19:55 AM	called

Contact Last Name [redacted] Account BAC Code

Comments

Cust sts that she was turning @ a yeild sign and that the steering wheel locked up caused her to have an injury. Cust has a torn should and needs surgery. Cust sts that the vehicle is @ the dlr and that she would like to have her bank contacted and wants GM to stop the payments.

Crs adv that the case will be going to the central claims department and that someone will be in contact in 7-10 business days.

Cust sts that she doesn't agree with that time frame and that she will be contacting an attorney

Crs adv that the case willbe sent over to ESIS an that someone will be in contact

whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:37 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- Dealer	Done	4/9/2008 12:38:33 PM	Champion Chevrolet, Inc. (850) 576-4000

[redacted] Account BAC Code

Comments

Crs left message for Service Manager Lamar Thomas

Crs adv that the customer was in a collision and feels that it was caused by the steering. wondering if you knew anything about this, if so please give me a call back @ 866-790-5600 ext 11271

Whitneytolbert/atx/par 11271

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:32 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- AVM	Done	4/9/2008 12:36:05 PM	called FAVM Jordan Randall Randy 404082 8136 CHAMPION CHEVROLET, INC. TALLAHASSEE FL

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

FAVM Jordan Randall Randy 404082 8136

SR#:71-616995763
Cust: Christine Hogan
Vehicle: 2007 Chevrolet Malibu
Vin:7F183758

Cust alleges that the steering wheel locked up and caused her to recieve a shoulder injury. This is just an FYI call to let you know that the case will be sent to ESIS but if there is anything that you would like to know about the case, please give me a callback @ 866-790-5600 ext 11271

Whitneytolbert/abx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:27 PM	DRAHEICM	TOLBERWH	BRC PAR	Acknowledgement	Done	4/8/2008 10:07:25 AM	called (850) 877-2052

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Crs made contact , please see initial

whitneytolbert/abx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:23 PM	DRAHEICM	TOLBERWH	Notify CRM		Done	4/8/2008 05:01:18 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:19 PM	DRAHEICM	TOLBERWH	Research		Done	4/8/2008 05:01:13 PM	research vin

[redacted] Name | Account | BAC Code

Comments

>1 repair related to allegation: 03/18/2008 010018 # E9448 - REPOSITION I-SHAFT TO CORRECT NOISE 29271 miles
>No recalls related to allegation
>NO SR's related to allegation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 12:48:01 PM	DRAHEICM	TOLBERWH	BRC PAR	Case Assigned	Done	4/8/2008 04:59:43 PM	assigned to whitney tolbert ext 11271

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 11:36:15 AM	VENNEJE	BRCPARQ	Escalation	Initiate PAR	Done	4/7/2008 12:47:59 PM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 11:27:32 AM	VENNEJE	VENNEJE	Inbound Call Customer	Complex Request	Done	4/7/2008 11:36:14 AM	calling for update

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust sts: That she wants to talk to someone about her case she was supposed to get a callback within 48 hrs last week but no one called.

CRS ADV: That I will re-escalate this to the product allegation dept. Someone will contact u within 48hrs.

Cust sts: That's what they said last time I need help now I want to talk to ur supervisor.

Put customer on hold to get supervisor then they hung up.

Jeffrey Venne/Chatham/Tier 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/7/2008 10:48:08 AM	NOLASCE1	AYRESMA	Notify CRM	Customer Called	Done	4/7/2008 11:28:06 AM	***assisting only***

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/4/2008 10:15:53 AM	DRAHEICM	AYRESMA	SR Opened		Done	4/4/2008 10:15:53 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/4/2008 10:15:51 AM	DRAHEICM	AYRESMA	SR Closed - Satisfied		Done	4/4/2008 10:15:51 AM	Service Request has been Closed Satisfied.

Contact Last Name [redacted] Contact First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/3/2008 01:12:09 PM	AYRESMA	KINZERTH	Escalation	Initiate PAR	Done	4/4/2008 10:15:47 AM	Assigning activity to PAR QUEUE.

Contact Last Name [redacted] Contact First Name | Account | BAC Code

Comments

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

Received and assigned in PAR
Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/3/2008 12:22:26 PM	AYRESMA	AYRESMA	Inbound Call Customer	Complex Request	Done	4/3/2008 12:45:02 PM	Alleged product allegation-injury.

Contact Last Name [redacted] Contact First Name | Account | BAC Code

Cust Sts: I bought this vehicle and I felt there was something wrong with it, and I was driveing and was mergeing after a yield sighn when the wheel locked and we went across the Median. And I went to the emergency dept and they said I am going to need surgery on my shoulder and I feel that the dealer knew there was a problem with the car when they sold it to me but everytime I went to them they said it was fine.

CRS Adv: Your information will now be forwarded to the Product Allegation Department within the BRC

MATTHEW AYERS/T1/STJ

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	Inoperative	Steering - Column / Ignition Lock / Parts

GM Vehicle Inquiry System
Summary

[redacted]

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

Help

VIN :	1G1ZT58N17F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2007 MALIBU SEDAN 2LT	Warranty Start Date :	10/31/2006
BARS Order Type :	50 - FLEET		
Delivering Dealer :	PROSPECT MTRS/VANGUARD OUT OF STATE 6929 N LAKEWOOD AVE SUITE 100 TULSA , OK 74117-1824	Selling Source :	13 - CHEVROLET
		Site Code :	38111
		Business Associate Code :	112174

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07034	P0128 P0117 P0118, LOSS OF COOLANT, INSUFFICIENT HEAT REF TSB 07-06-02-001	01/30/2007	See Bulletin

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 LIMITED WARRANTY	10/31/2006	10 miles	10/31/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/31/2006	10 miles	10/31/2012	100010 miles
39/39000 GM CERTIFIED USED LIMITED WARRANTY	10/31/2006	10 miles	01/31/2010	39010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/31/2006	10 miles	10/31/2014	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/31/2006	10 miles	10/31/2011	100010 miles

36/36000 FEDERAL EMISSION	10/31/2006	10 miles	10/31/2009	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/18/2008	010018	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	29271 miles
03/12/2008	009697	#	C2205 - COVER OR PLATE, INSTRUMENT TRIM PANEL ACCESSORY - REPLACE	29148 miles
10/19/2007	279518	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	24332 miles
10/30/2006	A83758	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 :	1G1ZT58N17F[redacted]

CLAIM HISTORY

Repair Order Date :	03/18/2008	Repair Order Number :	010018	Odometer Reading :	29271 miles

Serviced By :	CHAMPION CHEVROLET, INC. PO BOX 2154 TALLAHASSEE, FL 32316-2154 (850) 576-4000	Selling Source :	13 - CHEVROLET
		Site Code :	26497
		Business Associate Code :	114693

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/25/2008	885	01	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	N/A	N/A	N/A	$ 23.50	N

Repair Order Date :	03/12/2008	Repair Order Number :	009697	Odometer Reading :	29148 miles

Serviced By :	CHAMPION CHEVROLET, INC. PO BOX 2154 TALLAHASSEE, FL 32316-2154 (850) 576-4000	Selling Source :	13 - CHEVROLET
		Site Code :	26497
		Business Associate Code :	114693

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/18/2008	883	01	#	C2205 - COVER OR PLATE, INSTRUMENT TRIM PANEL ACCESSORY - REPLACE	15276350 - PLATE	N/A	N/A	$ 140.00	N

Repair Order Date :	10/19/2007	Repair Order Number :	279518	Odometer Reading :	24332 miles

Serviced By :	NATIONAL/ALAMO CAR RENTAL 6929 N. LAKEWOOD AVE. SUITE 100 TULSA, OK 74117-1824	Selling Source :	13 - CHEVROLET
		Site Code :	99877
		Business Associate Code :	127067

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

10/26/2007	842	01	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	N/A	N/A	N/A	$ 22.12	N

Repair Order Date :	10/30/2006	Repair Order Number :	A83758	Odometer Reading :	0 miles

Serviced By :	NATIONAL/ALAMO CAR RENTAL 6929 N LAKEWOOD AVE SUITE 100 TULSA, OK 74117-1824	Selling Source :	13 - CHEVROLET
		Site Code :	97297
		Business Associate Code :	160024

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/03/2006	740	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 82.73	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	1G1ZT58N17F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZT69 -2007 MALIBU SEDAN 2LT		
Gross Vehicle Weight Rating :	1947 kg (4293 lb)	Order Number :	KJXFTM
Build Date :	10/30/2006	Build Plant :	17FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG1 - DRIVER SEAT 6-WAY POWER	AL0 - SENSOR INDICATOR
AP9 - CARGO CONVENIENCE NETS	AT8 - RESTRAINT, CHILD RR SEAT
AY1 - AIR BAGS, DUAL FRONTAL, PASSENGERS SENSING SYSTEM HEAD CURTAIN SIDE AIR BAGS, FRONT/OUTBOARD REAR	A51 - SEATS, CUSTOM
B37 - FLOOR MATS	B8S - GM PRODUCTION WEEK #43
C60 - AIR CONDITIONING	DL6 - POWER O/S MIRRORS, BODY COLOR
FA1 - FAIRFAX	FE0 - SUSPENSION SYSTEM-ACTIVE
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
F83 - TRANSAXLE 3.05 RATIO	GME - ORNAMENTATION, GM MARK OF EXEL.
IBC - INTERIOR TRIM	JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL
KA1 - HEATED FRONT SEATS	KCV - VANGUARD RAC
K64 - GENERATOR 115 AMPS	LZ4 - ENGINE, 3.5L V6 SFI
MN5 - 4-SPEED AUTO TRANSMISSION	NR0 - LEATHER WRAPPED STEERING WHL
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	NW7 - ELECTRONIC TRACTION CONTROL
NZ6 - (4) 16" WHEELS W/SILVER PAINTED COVERS	PCY - FRONT SEATING PACKAGE; *HEATED FRONT SEATS *DRIVER SEAT 6-WAY POWER
QPE - (4) TOURING TIRES P215/60R16	R6F - IDENTIFY B-CODE USERS
R6K	R6P - SPECIAL PAINT
R9N - LEATHER TRIM OPTION CODE	T43 - REAR SPOILER

UK3 - STEERING WHEEL CONTROLS	UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)
UZ6 - SIX PREMIUM SPEAKERS	U2J - DELETE XM SATELLITE RADIO
U77 - ANTENNA RR WINDOW	VH3 - NOTICE TO BUYER LABEL - 5 MPH BUMPER IMPACT, HAWAII
VK3 - FRONT LICENSE PLATE BRACKET	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VY7 - LEATHER SHIFT KNOB	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SZ - OPTION PACKAGE DISCOUNT
2LT - 2LT PACKAGE	6AR - FRONT SPRING
7AR - FRONT SPRING	75U - DARK GRAY METALLIC
8AB - REAR SPRING	83C - TITANIUM
831 - INTERIOR TRIM	9AB - REAR SPRING

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5

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

Susan Braun
Claim Administrator

May 20, 2008

[redacted]
Tallahassee, FL [redacted]

RE: Claimant: [redacted]
Our File No.: 651782
Our Client: General Motors Corporation
Date/Event: 04.02.2008
Subject vehicle: 2007 Chevrolet Malibu
VIN: 1G1ZT58N17F[redacted]

Dear [redacted]:

This will confirm our conversation on April 16, 2008 wherein we discussed the above matter involving the incident you with the 2006 Chevrolet Malibu. It was explained that while you were attempting to make a right turn, the subject vehicle steering 'locked up' and caused you to drive the Malibu onto the median. During the incident it was stated that you sustained a shoulder injury. Please be advised that ESIS provides administrative claims handling services to General Motors Corporation in connection with product liability claims against GM. They have referred your claim to our office for further handling.

Please be advised that Ryan Jahr, an ESIS Field Investigator will be contacting you to schedule an interview with you. He will also photograph the 2007 Malibu. Additionally, I have enclosed a Medical Authorization for you to complete and return to my attention.

Lastly, all attempts should be made to keep the subject vehicle and its related components in their immediate post-collision condition for as long as a claim is being pursued. If there are any alterations, modifications, repairs, or destructive inspections or testing conducted on the subject vehicle or it's related components, spoliation of evidence may occur and a denial of said claim may result.

I look forward to working with you. Should you have any questions or concerns regarding this letter, please feel free to contact me at (800) 888-0164, Monday through Friday, 8:00 AM to 4:00 PM, EST.

Sincerely,

Susan Braun

CHAMPION
CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA RAISOR	Tag: 1214	License: FL	1G1ZT58N1 7F[redacted]	Page: 1	Invoice: C11002

Invoice to	Driver/Owner Information
[redacted] TALLAHASSEE, FL Work [redacted] Home: [redacted]	[redacted] TALLAHASSEE, FL Work: [redacted] Home: [redacted]

For Office Use			Vehicle Information	
Odometer In: 29424 Out: 29429	Dist: CHV CUS C	Prelim	07 CHEVROLET MALIBU LT 4DR STN GRAY	
			Stock#: OR[redacted]	
Begin: 04/02/08	Done: 04/02/08	Invoiced: 04/02/08 15:54 LT	Inservice: 10/31/06	Sold: 02/29/08

Customer Concern

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES WHEN TURN RIGHT STEERING IS LOCKING UP & HARD TO RETURN			
Cause	DTC'S C0896,899,900 HISTORY CODES	NC	491	0.00
Correction	NO CHARGE,COULD NOT DUPLICATE CONCERN,TECH CASE #1C225934 [redacted] CUSTOMER NEEDS TO CONTACT CUSTOMER ASSISTANCE 81-800-222-1020,THEY WILL CONTACT PRODUCT ALIGATION GROUP,NO REPAIRS TO BE DONE AT THIS TIME Tech 491 THOMLEY, JARED			
Type: C		TOTAL CHARGE FOR CONCERN		0.00

		Operation	Tech	Amount
Concern 52	CUSTOMER STATES POPPING NOISE ON TURNS			
Cause	COULD NOT DUPLICATE	NC	491	0.00
Correction	NO CHARGE Tech 491 THOMLEY, JARED			
Type: C		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice C11002		Payment Distribution for Invoice C11002	
TOTAL CHARGE	0.00	CASH	0.00
		TOTAL CHARGE	0.00

If you have any questions - please see LISA RAISOR

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.[S.559.904(4)]

THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE SCATE[S.403.718],AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185].

Last Page

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

UCS02004

FILE

CHAMPION
CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA RAISOR	Tag: 6325	License: FL	1G1ZT58N17 [redacted]	Page: 1	Invoice: W09697

Invoice to	Driver/Owner Information
[redacted] TALLAHASSEE, FL Work: [redacted] Home: [redacted]	[redacted] TALLAHASSEE, FL Work: [redacted] Home: [redacted]

For Office Use			Vehicle Information	
Odometer In: 29148	Out:	Dist: CHV WAR H Prelim	07 CHEVROLET MALIBU LT 4DR SDN GRAY	
	MFG: 37C001		Stock#: 0R[redacted]	
Begin: 03/12/08	Done: 03/12/08	Invoiced: 03/12/08 14:34 LR	Inservice: 10/31/06	Sold: 02/29/08

Customer Waiting

		Operation	Tech	Units	Amount
Concern 51	CUSTOMER STATES CENTER VENTS NOT WORKING (PART IN)				
Cause	VERIFIED CUSTOMER COMPLAINT AND FOUND THAT CENTER STACK PANEL NEEDS TO BE REPLACED	C2205	310	0.5	38.00
Correction	REPLACED CENTER STACK PANEL, VENTS WORKING AT THIS TIME				
Parts	Part Number PO# Note Description	Qty		Sell	
	000 015276350 PLATE	1		100.83	100.83
	Parts: Count 1.00 Allowance: 28.81				
	Tech 310 PINNOCK, KENNET				
	COND CODE : OJ				
	FAIL CODE : 1D				
	FP- 015276350				
Type: W		TOTAL CHARGE FOR CONCERN			138.83

Summary of Charges for Invoice W09697		Payment Distribution for Invoice W09697	
PARTS	100.83	TOTAL CHARGE	138.83
LAB-MECHANICAL	38.00		
TOTAL CHARGE	138.83	WARRANTY	138.83
		Customer Waiting	

Future Reservations

TUESDAY, 03/18/08 at 09:00 for CUSTOMER STATES WHEN BACKING UP & TURNING POPPING NOISE OCCURS & SQUEEKS

If you have any questions - please see LISA RAISOR
IN ORDER FOR CHAMPION TO BE #1 IN TALLAHASSEE,
WE WOULD APPRECIATE YOU SENDING IN ALL SURVEYS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

OCSO2004

FILE

CHAMPION
CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA ERISOR	Tag: 6326	License: FL	1G1ZT58N1 7F[redacted]	Page: 2	Invoice: W09697
Invoice to: ROGAN, CHRISTINE			Driver/Owner: ROGAN, CHRISTINE		
Invoiced: 03/12/08 14:34:54 LR			07 CHEVROLET MALIBU LT 4DR SDN GRAY		

THAT YOU RECEIVE FROM GM.

Last Page

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

UCSC2004

FILE

CHAMPION
CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA RAISOR	Tag: 6989	License: FL	1G1ZT58N1 7F[redacted]	Page: 1	Invoice: W10018

Invoice to

[redacted]
TALLAHASSEE, FL [redacted]
Work: [redacted] Home [redacted]

Driver/Owner Information

[redacted]
TALLAHASSEE, FL [redacted]
Work: [redacted] Home: [redacted]

For Office Use

Odometer in: 29271 Out:	Dist: CHV WAR W Prelim	07 CHEVROLET MALIBU LT 4DR SDN GRAY
MFG: 370001		Stock#: GR[redacted]
Begin: 03/18/08 Done: 03/18/08	Invoiced: 03/18/08 10:22 LR	Inservice: 10/31/06 Sold: 02/29/08

Customer Concern

		Operation	Tech	Units	Amount
Concern 51	CUSTOMER STATES WHEN BACKING UP & TURNING POPPING NOISE OCCURS & SQUEEKS ESPECIALLY ON LEFT TURNS (WAS TOLD ELSEWHERE TIE ROD)				
Cause	TEST DROVE VEHICLE AND VERIFIED CUSTOEMR COMPLAINT, UPON INSPECTION FOUND INTERMEDIATE SHAFT CAUSING POPPING NOISE.	E9448	389	0.3	22.80
Correction	LUBED AND REPOSITIONED INTERMEDIATE SHAFT PER TSB# 06-02-32-007B. TEST DROVE VEHICLE TO VERIFY CORRECTION. NO OTHER NOISE AT THIS TIME Tech 389 CHILDERS JR., J COND CODE : AF FAIL CODE : 93				
Type: W		TOTAL CHARGE FOR CONCERN			22.80

Summary of Charges for Invoice W10018		Payment Distribution for Invoice W10018	
LAB-MECHANICAL	22.80	TOTAL CHARGE	22.80
TOTAL CHARGE	22.80	WARRANTY	22.80

If you have any questions - please see LISA RAISOR
IN ORDER FOR CHAMPION TO BE #1 IN TALLAHASSEE.
WE WOULD APPRECIATE YOU SENDING IN ALL SURVEYS
THAT YOU RECEIVE FROM GM.

Last Page

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

VCSC2004

FILE

Adv: 369 GEORGE BELL	Tag: 4223	License:	1G1ZT58N1 7F[redacted]	Page: 1	Invoice: L08170

Invoice to	Driver/Owner Information
OR183758	OR[redacted]

For Office Use			Vehicle Information
Odometer In: 28907 Out: 28910	Dist: CHV SCI L	Prelim	07 CHEVROLET MALIBU LT 4DR SDN GRAY
		Stock#: OR[redacted]	Inv Acct: 240
	Invoiced: 02/19/06 17:15 GB		Inservice: 10/31/06

Customer Concern

Concern +02	VIBRATION AT SPEED					Operation	Tech	Units	Amount
Correction	COMPLETED ROTATION AND COMPUTER WHEEL BALANCE					RB	392	1.0 *	44.95
	Tech 392 SANGSTER, JEREM								
Type: IS						TOTAL CHARGE FOR CONCERN			44.95
Concern 24	PERFORM USED VEHICLE DETAIL					Operation	Tech	Units	Amount
Cause	MARCUS					UCFD	099	3.0 *	130.00
Correction	PERFORMED USED VEHICLE DETAIL								
	Tech 099 SUBLET, TECH								
Type: IS						TOTAL CHARGE FOR CONCERN			130.00
Concern +25	OIL CHANGE ADD ON					Operation	Tech	Units	Amount
Correction	PERFORMED OIL CHANGE					LOFI	392	1.0 *	29.95
Parts	Part Number	PO#	Note	Description		Qty		Sell	
	000 XTTPX61			OIL & FILTER		1		**.00	**.00
	000 089017342		PF61	FILTER		1 B		4.84	4.84
	000 12345621B		GOG	CWRENCH 10W30		6 B		2.45	14.70
	Tech 392 SANGSTER, JEREM								
Type: IS						TOTAL CHARGE FOR CONCERN			49.49
Concern 50	USED CAR INSPECTION					Operation	Tech	Units	Amount
Correction	USED CAR INSPECTION					UCI	392	1.5	119.95
Comment	CERT #1647527								
	Tech 392 SANGSTER, JEREM								
Type: IS						TOTAL CHARGE FOR CONCERN			119.95
Concern +51	BRAKES PULSATE WHEN APPLIED					Operation	Tech	Units	Amount
Correction	TRUED FRT ROTORS					TRUE	392	2.0 S	100.95

Adv: 369 GEORGE BELL	Tag: 4223	License:	1G1ZT58N17F[redacted]	Page: 2	Invoice: L08170

Invoice to: 0R183758	Driver/Owner: 0R183758
Invoiced: 02/19/08 17:15:45 GB	07 CHEVROLET MALIBU LT 4DR SDN GRAY

Type: IS	Tech 392 SANGSTER, JEREM	TOTAL CHARGE FOR CONCERN 100.95
Concern +52 Correction Type: IS	REAR SEAT CUSHION LEFT LOOSE SECURED REAR SEAT ASSY;S Tech 392 SANGSTER, JEREM	Operation Tech Units Amount SECURE 392 0.5 36.95 TOTAL CHARGE FOR CONCERN 36.95

Summary of Charges for Invoice L08170

PARTS	4.84
GAS-OIL-GREASE	14.70
SUPPLIES	20.00
LAB-MECHANICAL	462.75
SUB-TOTAL	502.29
FLORIDA STATE TAX	0.88
FLORIDA COUNTY TAX	0.22
TOTAL CHARGE	503.39

Payment Distribution for Invoice L08170

TOTAL CHARGE	503.39
INTERNAL	503.39

If you have any questions - please see GEORGE BELL
580-576-4000

Last Page

Finaled 5/14/08
per Lamar Thomas

CHAMPION
CHEVROLET

CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

FAX 4-16-08

File # 651782
Susan Braun

CHEVROLET

313-665-0911

Adv: 907 LISA RAISOR	Tag: 1214	License: FL	1G1ZT58N1 7F[redacted]	Page: 1	Invoice: C11002

Invoice to

[redacted]
TALLAHASSEE, FL [redacted]
Work [redacted] Home [redacted]

Driver/Owner Information

[redacted]
TALLAHASSEE, FL [redacted]
Work: [redacted] Home: [redacted]

For Office Use

Odometer in: 29424 Out: 29429 | Dist: CHV CUS C Prelim

Vehicle Information

07 CHEVROLET MALIBU LT 4DR SDN GRAY

Stock#: OR[redacted]

Begin: 04/02/08 | Done: 04/02/08 | Invoiced: 04/02/08 15:54 LT | Inservice: 10/31/06 | Sold: 02/29/08

Customer Concern

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES WHEN TURN RIGHT STEERING IS LOCKING UP & HARD TO RETURN	NC	491	0.00
Cause	DTC'S C0896,899,900 HISTORY CODES			
Correction	NO CHARGE,COULD NOT DUPLICATE CONCERN,TECH CASE #10225834 KEN RATCLIFF,CUSTOMER NEEDS TO CONTACT CUSTOMER ASSISTANCE @1-800-222-1020,THEY WILL CONTACT PRODUCT ALIGATION GROUP,NO REPAIRS TO BE DONE AT THIS TIME			
	Tech 491 THOMLEY, JARED			
Type: C		TOTAL CHARGE FOR CONCERN		0.00

		Operation	Tech	Amount
Concern 52	CUSTOMER STATES POPPING NOISE ON TURNS	NC	491	0.00
Cause	COULD NOT DUPLICATE			
Correction	NO CHARGE			
	Tech 491 THOMLEY, JARED			
Type: C		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice C11002

TOTAL CHARGE	0.00

Payment Distribution for Invoice C11002

CASH	0.00
TOTAL CHARGE	0.00

If you have any questions - please see LISA RAISOR
THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.[S.559.904(4)]
THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE[S.403.718],AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185].

Last Page

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER

ON LINE SERVICE INVOICING BY UCS © 1979 TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 6214 98429 F

UCSO2004

CHEVROLET

CHAMPION

CHEVROLET

CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
CUSTOMER STATES WHEN TURN RIGHT STEERING
IS LOCKING UP & HARD TO RETURN
Could not duplicate concern at this time, road tested 5 miles. History DTCs stored doc Id # 1566688.
DTCs C0896, C0899, C900 all History codes, no current
52 PAY TYPE: W
CUSTOMER STATES POPPING NOISE ON TURNS
NO Noise heard @ this time

Talked with "Whitney" @ the product alignment group on 4-9-08 (1:45). Will be in touch in 7 to 10 days with Customer about her shoulder injury. WLT

RO 11002 *TAG 1214* LIC: FL FL SVC ADV: 907 LISA RAISOR
[redacted]
07 **VIN: 1G1ZT58N1 7F[redacted]*

CHEVROLET MALIBU
LT 4DR SDN
LICENSE: FL FL GRAY CAR
MFG CODE: 37C001 SVC DLR: 26497 SLM: 286
STOCK NUMBER: 0R183758
IN-SVC: 103106 SOLD:022908 29429
ODOMETER: LAST: 29271 CURRENT: 29424
AVG PER DAY: 20 PER MONTH: 600

TALLAHASSEE
FL [redacted]
LEON

WORK: [redacted]
HOME:

Doc Id 1566688
C0896
C0899
C0900
History

* Customer needs to contact customer assistance per TAC. Customer does not want vehicle, left here @ Champion 4-2-08 4:30. WLT

DIST CODE: CHV

04/02/08 14:53:06

****PROMISED DATE: 04/02/08 TIME: 1800 ****

TAG 1214 **RO 11002** SVC ADV: 907 VIN: 1G1ZT58N1 7F

May 28 08 02:04p Lisa Raisor 8505754620 p.2

CHAMPION
CHEVROLET

3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA RAISOR	Tag: 6559	License: FL	1G1ZT58N1 7F	Page: 1	Invoice: W10018

Invoice to	Driver/Owner Information
[redacted] TALLAHASSEE, FL Work [redacted] Home [redacted]	[redacted] TALLAHASSEE, FL Work [redacted] Home [redacted]

For Office Use			Vehicle Information
Odometer In: 29271 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET MALIBU LT 4DR SDN GRAY
	MFG: 37C001		Stock#: GR[redacted]
Begin: 03/18/08	Done: 03/18/08	Invoiced: 03/18/08 10:22 LR	Inservice: 10/31/06 Sold: 02/29/08

Customer Concern

		Operation	Tech	Units	Amount
Concern: 01	CUSTOMER STATES WHEN BACKING UP & TURNING POPPING NOISE OCCURS & SQUEEKS ESPECIALLY ON LEFT TURNS (WAS TOLD ELSEWHERE TIE ROD)				
Cause	TEST DROVE VEHICLE AND VERIFIED CUSTOMER COMPLAINT, UPON INSPECTION FOUND INTERMEDIATE SHAFT CAUSING POPPING NOISE.	E9448	389	0.3	22.80
Correction	LUBED AND REPOSITIONED INTERMEDIATE SHAFT PER TSB# 06-02-32-007B. TEST DROVE VEHICLE TO VERIFY CORRECTION. NO OTHER NOISE AT THIS TIME Tech 389 CHILDERS JR., J COND CODE : NF FAIL CODE : 93				
Type: W		TOTAL CHARGE FOR CONCERN			22.80

Summary of Charges for Invoice W10018		Payment Distribution for Invoice W10018	
LAB-MECHANICAL	22.80	TOTAL CHARGE	22.80
TOTAL CHARGE	22.80	WARRANTY	22.80

If you have any questions - please see LISA RAISOR
IN ORDER FOR CHAMPION TO BE #1 IN TALLAHASSEE.
WE WOULD APPRECIATE YOU SENDING IN ALL SURVEYS
THAT YOU RECEIVE FROM GM.

Last Page

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

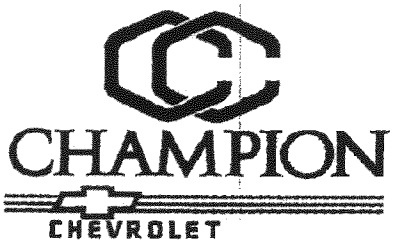
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

UCSO2004

FILE

May 28 08 02:04p Lisa Raisor 8505754620 p.3

CHAMPION
CHEVROLET



3127 WEST TENNESSEE STREET
TALLAHASSEE, FLORIDA 32304
(850) 576-4000
REPAIR # MV 00121

Adv: 907 LISA RAISOR	Tag: 6326	License: FL	1C1ZT58N1 7F	Page: 1	Invoice: W09697

Invoice to	Driver/Owner Information
[redacted]	[redacted]
TALLAHASSEE, FL [redacted]	TALLAHASSEE, FL [redacted]
Work: [redacted] Home: [redacted]	Work: [redacted] Home: [redacted]

For Office Use			Vehicle Information	
Odometer In: 29148 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET MALIBU LT 4DR SDN GRAY	
	MFG: 37C001		Stock#: 08[redacted]	
Begin: 03/12/08	Done: 03/12/08	Invoiced: 03/12/08 14:34 LR	Inservice: 10/31/06	Sold: 02/29/08

Customer Waiting

Concern 51
Cause
Correction
Parts
Type: W

CUSTOMER STATES CENTER VENTS NOT WORKING (PART IN)
VERIFIED CUSTOMER COMPLAINT AND FOUND THAT CENTER STACK PANEL NEEDS TO BE REPLACED
REPLACED CENTER STACK PANEL, VENTS WORKING AT THIS TIME

Part Number	PO#	Note	Description
000 015276350			PLATE

Parts: Count 1.00 Allowance: 28.81
Tech 310 PINNOCK, KENNET
COND CODE : OJ
FAIL CODE : 1D
FP- 015276350

Operation	Tech	Units	Amount
C2205	310	0.5	38.00

Qty	Sell	
1	100.83	100.83

TOTAL CHARGE FOR CONCERN 138.83

Summary of Charges for Invoice W09697		Payment Distribution for Invoice W09697	
PARTS	100.83	TOTAL CHARGE	138.83
LAB-MECHANICAL	38.00		
TOTAL CHARGE	138.83	WARRANTY	138.83

Customer Waiting

Future Reservations

TUESDAY, 03/18/08 at 09:00 for CUSTOMER STATES WHEN BACKING UP & TURNING POPPING NOISE OCCURS & SQUEEKS

If you have any questions - please see LISA RAISOR
IN ORDER FOR CHAMPION TO BE #1 IN TALLAHASSEE.
WE WOULD APPRECIATE YOU SENDING IN ALL SURVEYS

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X

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

UC302004

FILE

May 28 08 02:05p Lisa Raisor 8505754620 p.4

5

ESIS
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265

800-888-0164 tel
313-665-0911 fax
www.esis.com

Susan Braun
Claims Administrator

February 18, 2009

[redacted]

TALLAHASSEE, FL [redacted]

Re: Claimant: [redacted]
Date of Event: 04/02/08
Our File: 651782
Our Client: General Motors Corporation

Dear [redacted]

This will acknowledge my conversation with you on February 18, 2009, during which we agreed to settle the above matter for $5,000.00. The settlement breakdown is as follows:

- $500.00 cash;
- $2500.00 cash towards repayment of loan balance on subject vehicle; and
- $2000.00 GM Loyalty Certificate towards purchase of another vehicle through a GM dealer.

Prior to issuing the check and certificate, the enclosed Release needs to be signed by you in the presence of a Notary Public. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter.

Once I have the completed Release, a settlement check will be issued in the agreed amount of $3,000 and a $2,000.00 GM Loyalty Certificate will be sent to you.

Should you have any questions, please do not hesitate to contact me at 800.888.0164.

Thank you for your cooperation in this matter.

Sincerely,

Susan Braun

Enclosure:
Release

ESIS 800-888-0164 tel
300 Renaissance Center 313-665-0911 fax
Mail Code 482 C19 B61
Detroit, MI 48265 www.esis.com

Susan Braun
Claims Administrator

5

April 16, 2009

[redacted]
TALLAHASSEE, FL [redacted]

Re: Claimant: [redacted]
Date of Event: 04/02/08
Our File: 651782
Our Client: General Motors Corporation

Dear [redacted]

This will acknowledge my conversation with you on February 18, 2009, during which we agreed to settle the above matter for $8,250.00. The settlement breakdown is as follows:

- $4,250.00 cash;
- $4,000.00 cash towards repayment of loan balance on subject vehicle; and

Prior to issuing the checks, the enclosed Release needs to be signed by you in the presence of a Notary Public. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter.

Once I have the completed Release, the settlement checks will be sent to your attention.

Should you have any questions, please do not hesitate to contact me at 866-948-2806.

Thank you for your cooperation in this matter.

Sincerely,

Susan Braun

Enclosure:
Release

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: 8213-259-651782 Claims Administrator: Braun

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [redacted] being of lawful age, for the sole consideration of Eight Thousand two hundred fifty and NO/100 dollars, ($8,250.00 ($4,000 check to Citifinancial and [redacted] and $4,250.00 check to [redacted]) to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors Corporation, ESIS Inc.**, and Champion Chevrolet dealership and all GM Dealers, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releasees", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the 2nd day of April, 2008, at or near Tallahassee, Florida.

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

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releasees.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releasees from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about April 2, 2008, including actual damages, actual attorneys fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releasees by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

Initial: [redacted]

FILE NUMBER: 8213-259-651782

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

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

Signed, sealed and delivered this 24th day of April, 2009.

CAUTION: READ BEFORE SIGNING

WITNESS [redacted] LS

State of FL }
}
County of Leon }

On the 24 day of April, 2009 before me personally appeared Christine Hogan to me known to be the person(s) named herein and who executed the foregoing Release and she acknowledged to me that she voluntarily executed the same.

My term expires 1/6, 2012

Notary Public

DAVIS DUGGER
Notary Public - State of Florida
My Commission Expires Jan 6, 2012
Commission # DD 746963
Bonded Through National Notary Assn.

RECEIVED
APR 2 8 2009
ESIS-GM CLAIMS UNIT

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

General Information

Incident Date & Time 4/23/2008

Owner
Title - First Name [redacted] Middle - Last Name [redacted]
Street [redacted]
City Lancaster State PA Zip [redacted] Country - Age 0
Home Phone [redacted] 0000 Work Ph. [redacted] 0000
If Company Owned - Name -

Driver
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Claimant
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Represented by Attorney? No
Attorney
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

End of General Information

RECEIVED
MAY 16 2008
ESIS-GM CLAIMS UNIT

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

Vehicle Information

VIN 1G8AJ52FX5Z[redacted]
Year - Model ION New/Used/Demo USED
Transaxle AUT Engine ENGINE 4 CYL

Delivery Date 11/13/2004
Mileage 33000
License# - State -

Inspection# -
Station -
Expiration Date -

Special Equipment/Features
-
Sir Equipped Yes ABS No Traction Control No

Nature and Extent of Damages
Steering shaft locking

Est. Cost of Repairs $ 0
Source of Estimate -

Product Campaigns That Vehicle Was Subject of.
If Appropriate, Attach Copy of Campaign Bulletin.

Campaign	Status	Description
-		

Tires	Size	Brand	Condition	Air/psi	Tread/32 in
Left Front	-	-	-	0	0
Comments	-				
Right Front	-	-	-	0	0
Comments	-				
Left Rear	-	-	-	0	0
Comments	-				
Right Rear	-	-	-	0	0
Comments	-				
Spare	-	-	-	0	0
Comments	-				

End of Vehicle Information

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

Property Damage

Damage, Other than Owners Vehicle (Vehicle Property Yes Other Than Vehicle No)

Owner
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Driver
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Vehicle
Make/Model/Year
-
Estimate of Speed -
By Whom? -

Extent of Damage
-

Property Owner
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Kind of Damage
-
Extent of Damage
-
Additional Comments
-

End of Property Information

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
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Bodily Injuries

Bodily Injuries? Yes

Number of People: 1

1)
Title - First Name [redacted] Middle - Last Name [redacted]
Street [redacted]
City Lancaster State PA Zip [redacted] Country USA Age -
Home Phone [redacted] 0000 Work Ph. [redacted] 0000

Location Code -
Driver's Name : -
Seating Position: Driver
Nature of Injuries:
Back and leg hurting

Where were Injuries Treated?
-
By Whom?
-

Claimant Reported: Seat Belt Usage: Yes Shoulder Belts?: No Lap?: No

End of Bodily Injuries

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

Incident Information

Was Another Vehicle Involved? No Number of Vehicles 0
Did vehicle overturn? No
Where can vehicle be seen? Saturn of Lancaster
Principal use of vehicle personal

Driver Description
-

Did you speak to driver? No
If No, Give Source of Driver Desc. -

Nature of Weather Sunny

What Component(s) are Allegedly defective steering systems
Who made allegation of defect owner
Estimated Vehicle Speed 15 MPH
Source of Estimated Vehicle Speed owner

Was Vehicle towed? No
Towing Co. Name -
Towing Co. Address -
Tow Driver Name -

End of Incident Information

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

Location Information

Police Report Made? No Report Attached? No
Station Making Report -

Officer
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Witness
Title - First Name - Middle - Last Name -
Street -
City - State - Zip - Country - Age -
Home Phone Work Ph.

Location of Incident
-

Kind of Road - Kind of Shoulder -
Condition of Road - Condition of Shoulder - Posted Speed 0 MPH

Visual Obstructions
-

Additional Comments
-

End of Location Information

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
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Retailer / Parts Detail Information

Were Photos Taken? No Number? 0
By Whom?
Title - First Name - Middle - Last Name -
Street [redacted]
City Spring Hill State TN Zip [redacted] Country USA Age 0
Home Phone Work Ph.

Vehicle Inspected No Inspector(s) Name -
CIGNA Rep. at Investigation
-

Selling Retailer SATURN OF LANCASTER
City LANCASTER State PA

Servicing Retailer SATURN OF LANCASTER
City LANCASTER State PA

Did Search of the National Service History Produce Customer Service Orders? Yes
How Many Line Items? 36

How & When was matter left with claimant?
5/6/2008
The claimant and I discussed the nature of the incident. We discussed the results of the inspection performed at the Saturn of Lancaster as well as the repairs completed. The claimant will pay her portion of the repairs to the vehicle (about 100 dollars) and return the loaner vehicle. The claimant is seeking reimbursement of the 100 dollar payment, coverage of possible medical expenses, and a consideration for replacement because of this incident. I advised the claimant we will forward the matter to our insurer, ESIS, for further handling. JAL

End of Retailer Information

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

General Comments

1-27004135 (steering systems) The claimant alleges a possible defect with the vehicle's steering systems led to bodily injury.
[redacted] owner / driver / claimant
[redacted]

Saturn of Lancaster

5/2/2008 Mel Gochenaurr (717) 560-5777 Saturn of Lancaster
Mel Gochenaurr, service manager, and I discussed the nature of the incident and the repairs performed: electric power assist steering component replaced. They will retain the parts for possible inspection in the future. I advised Mel we will forward the matter of bodily injury from the incident to our insurer, ESIS. Mel will fax the work order to my attention. JAL

5/6/2008
I received the work order by fax. JAL

5/6/2008 [redacted]
I left a message for the claimant to return my call. JAL

5/6/2008
The claimant and I discussed the nature of the incident. We discussed the results of the inspection performed at the Saturn of Lancaster as well as the repairs completed. The claimant will pay her portion of the repairs to the vehicle (about 100 dollars) and return the loaner vehicle. The claimant is seeking reimbursement of the 100 dollar payment, coverage of possible medical expenses, and a consideration for replacement because of this incident. I advised the claimant we will forward the matter to our insurer, ESIS, for further handling. JAL

End of General Comments

Saturn Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

Notification / Investigator Detail Information

Saturn Notified on Incident?
How? Service RequestWhen? 4/24/200
Area Assigned NE

Assignment

Investigator
First Name Josh Middle . Last Name Lawson
Assignment Date 5/2/2008 Due Date 5/12/2008
Investigation Date - Received Date 5/2/2008

Info. from Further Investigation
-

CIGNA Office Code DETROIT, MI Date Sent -
Area Approved By - Date -
C.O.Approved By - Date -

End of Notify Information

Resolution Comments

Resolution: 1241, forwarded to CIGNA for handling

End of Resolution Comments

Saturn CAC Information
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

CAC Case Information

CAMIS Case Number 27004135

Owner: [redacted]
[redacted]
Lancaster PA [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Source: Owner
Contact: Service Request
Issue Comments:
The claimant alleges a possible defect with the vehicle's steering sys
tems led to bodily injury

Vehicle: 1G8AJ52FX5Z[redacted] 2005
Mileage: 33000
Delivery: 11/13/2004
In Warranty: No
Retailer: 10406
Problems: 0 llegation GM 12T01 - Product A41

Resolution Comments:

Memo: No Corporate File: Yes
Legal: No Letter: No
Close: Yes

End of CAC Case Information

Saturn CAC Information
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

CAC Legal Information

CAMIS Case Number 27004135

Legal Information I

Case Type: Product Liabili
PL Basic Info: Product Liabili
Reason:
-
Representation: No

Request: -
Vehicle Disposition: -

Legal Information II

Outcome: -
Legal Correspondence: No

PL Basic Information I

Allegation: Diving going to make right turn and the steering locked up c
Driver at time of incident: [redacted]
Vehicle Damage: Yes Description: Steering shaft locking
Property Damage: No Description: -
Date and Time of the incident: 4/23/2008

PL Basic Information II

Injuries: Yes Description: Back and leg hurtin
Additional Vehicle Involved? No Description: -
Police Report Filed? No Where? -
Where is the vehicle now? Saturn of Lancaster
Contact # for vehicle location: 71761514210000
Claimant's Permission for Investigation? No

End of CAC Legal Information

Saturn CAC Information
** Saturn Confidential **
Case # PLC200800190

Print Date
5/7/2008

CAC Memopad Information

CAMIS Case Number 27004135

Date: 5/1/2008 3 User: JLAWSON Approve

Type: Approve - Contact Name: Josh Lawson

Date: 4/24/2008 User: SKING Forward

Type: Forward - Contact Name: Samantha King

Date: 4/24/2008 User: SKING Inbound Call

Type: Inbound Call - Contact Name: Samantha KingOwner stated: `was driving the vehicle yesterday `steering wheellocked up `almost wrecked `towed to the facility `facility advised the electrical in the steering locked up and needs to be replaced `facility advised they would cover it all but $100 `dosent want to pay the $100 `vehicle is not unsafe `has a break at 9:15 11:30 and 200 `would like a call then SEEKING OUT OF VEHICLE I advised CAM CBE SR#

Date: 4/25/2008 User: AHAMMACK Inbound Callback

Type: Inbound Callback - Contact Name: Alison HammackOwner asked if some one would call her around her lunch time so she could talk this over with them

Date: 4/25/2008 User: GBAXTER Inbound Callback

Type: Inbound Callback - Contact Name: Gloria BaxterOwner called back wanting to speak to a manager or supervisor. Iadvised the owner of cbe. She said she only gets breaks at certain times. I advised the owner of the process for an CAM to give her a call back and they need time to research her concern. She said to let the CAM know she called. I advised the owner I would.

Date: 4/25/2008 User: KTUCKER Inbound Callback

Type: Inbound Callback - Contact Name: Kenneth TuckerOwner stated she needs to speak to you.

Date: 4/25/2008 User: HGOLAB Inbound Callback

Saturn CAC Information

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Type: Inbound Callback - Contact Name: Hayley Golab

Date: 4/30/2008 User: HGOLAB Inbound Callback

Type: Inbound Callback - Contact Name: Hayley Golab

Date: 4/25/2008 User: OODEN Inbound Other

Type: Inbound Other - Contact Name: Ondrekia OdenEric Toth Dssm left a message for me to contact him.

Date: 4/25/2008 User: VBROWN Inbound Retailer Call

Type: Inbound Retailer Call - Contact Name: Valarie Brown Mel stated: You may not get to him today. He spoke with the DSSM Eric Toth. Eric instructed not to release the vehicle. DSSM will pay for the loaner until rhis resolved. DSSM wanted Dreak direct number. He wants to speak with Dreak. I provided Dreak's directnumber

Date: 4/29/2008 User: MPARKS Inbound Retailer Call

Type: Inbound Retailer Call - Contact Name: Melissa ParksMel stated: - I was advised on Friday not to release the vehicleto the owner - he needs to know where we stand - owner is in a loaner vehicle I advised Dreak was out of office on Monday, is expected to be in today. Please call Mel when you know where we aregoing to go with this.

Date: 4/30/2008 User: JBABCOCK Inbound Retailer Call

Type: Inbound Retailer Call - Contact Name: Jim BabcockService manager Mel Gochenaurr

Date: 4/25/2008 User: OODEN Information or Research

Type: Information or Research - Contact Name: Ondrekia OdenBusiness case: - ISD 11-13-2004 *expired *11/13/2007* 5 months outside warranty - ISM 44 - MTF 2 - First Owner, First saturn - NoSSP - warranty dollars $2148.60 - Incentives $2375 - No Previoussr - No Previous gw - Maintenance *poor* - No VP

Date: 4/25/2008 User: OODEN Internal Contact

Type: Internal Contact - Contact Name: Ondrekia OdenShawntese Perry RQA states this may be a 1241 to set CBE for Monday COB and check with Josh OPLA.

Saturn CAC Information
** Saturn Confidential **
Case # PLC200800190

Print Date
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Date: 4/30/2008 User: BBLACK Internal Contact

Type: Internal Contact - Contact Name: Beverly BlackPam advised to call the owner back and talk to them as this is apossible 1241

Date: 4/28/2008 User: SGARLA01 Outbound Call

Type: Outbound Call - Contact Name: Stephen Garland717-615-1421 I provided the owner a courtesy call.

Date: 4/25/2008 User: OODEN Outbound Call - Left Mess

Type: Outbound Call - Left Message - Contact Name: Ondrekia Oden717-615-1421

Date: 4/30/2008 User: BBLACK Outbound Call - Left Mess

Type: Outbound Call - Left Message - Contact Name: Beverly BlackI called the owner back to start 1241 case. I left a message forthe owner to call us back because this is a possible 1241

Date: 4/25/2008 User: OODEN Outbound Retailer Call

Type: Outbound Retailer Call - Contact Name: Ondrekia OdenI stated: - Concern? Mel Gochenaurr service manager states: - She needs a new power steering rack - Normally a $700 repair - We are going to do it for $100 - She called in here before she brought the vehicle in and was pretty rude to one of my consultants - Iput myself in her shoes, this is why i'm offering to cover the repair with a $100 Deductible - Once she got here she unleashed onmy consultant again i stated: - I'll let her know the repair is $100 deductible - Thank you last night she came in we had to order the part She was unleashing on my advisor again

Date: 4/25/2008 User: OODEN Outbound Retailer Call

Type: Outbound Retailer Call - Contact Name: Ondrekia OdenI stated: - Possibly Product Allegation - Owner is now claiming Injury - We need to make sure we save the parts - Owner is stating she isn't getting out of the rental until I call her Monday MelGochenaurr Service manager states: - The vehicle is ready - We will save the parts - Do I still need to do the repair for $100? Istated: - I'm unsure, If it is a product Allegation we aren't able to offer any GW, so you may want to check with you DSSM - I'm currently unsure if it is a product Allegation or not, I have to check with our OPLA on Monday - I'll give you a call Monday and let you know Mel Gochenaurr states: - I'll contact our DSSM in themean time - Thank you

Date: 4/25/2008 User: OODEN Outbound Retailer Call

Saturn CAC Information

** Saturn Confidential **

Case # PLC200800190

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5/7/2008

Type: Outbound Retailer Call - Contact Name: Ondrekia OdenI stated: - I advised Eric Toth of the concerns and the owners complaints Eric Toth states: - Can you review it with OPLA I stated: - Monday Morning I'm going to review - I'll let you know Eric Toth states: - thanks

Date: 4/30/2008 User: BBLACK Outbound Retailer Call

Type: Outbound Retailer Call - Contact Name: Beverly BlackI called the facility & spoke to Mel and he is wanting to know if this is going to be a product support case. He said they had toleave a message but she does not call back. She was offered $100good will but that was not good enough.

Date: 4/30/2008 User: BBLACK Outbound Retailer Call

Type: Outbound Retailer Call - Contact Name: Beverly BlackI called the facility and spoke to Mel the service manager giving an FYI 1241

Date: 4/25/2008 User: OODEN Outbound Retailer Call -

Type: Outbound Retailer Call - Left - Contact Name: Ondrekia OdenI left a message with the receptionist.

Date: 4/24/2008 User: JLAWSON SR Summary

SR SummaryThe claimant alleges a possible defect with the vehicle's steering systems led to bodily injury

Date: 4/24/2008 User: JLAWSON Standard Questions

1. There were injuries as a result of the accident. 2. Injuries: Back and leg hurtin 3. There was no property damage as a result of the accident. 4. was driving at the time of the incident. 5. There were 5 occupants in the vehicle. 6. The Owner's daytime phone is The Owner's evening phone is [redacted] The Claimant's daytime phone is [redacted] The Claimant's evening phone is [redacted] 7. The events leading up to the incident are as follows:Diving going to make right turn and the steering locked up c 8. The incident occurred on 04/23/2008 at 16:35. 9. old or new Dorwart/Manor St Lancaster10. sunny/hot11. dry/pavement12. The vehicle was traveling at 15.13. There was no insurance involved.14: Vehicle Loc: Saturn of Lancaster15. Vehicle Damage: Steering shaft locking16. A police report was not filed.17. There were no other vehicles involved in the incident.18. Permission has not been granted to inspect the vehicle.

Date: 4/25/2008 User: OODEN Transfer

Saturn CAC Information

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Type: Transfer - Contact Name: Ondrekia Oden*this activity should be before the internal contact* I stated: - Business case - Concerns Candida Ruiz owner states: - This camefrom the factory this way - Safety concern - My girls were screaming - We were scared we were going to go threw a house and causemore damage - The steering locked up - I'm so sore today, my leghurts i'm limping from this - My leg hit the dash, you know how when your legs get caught under there - I want out of the vehicle, whats going to happen next time this happens - Why would saturnwant to wait until something else happens - I could see if I didn't take care of the vehicle or it had alot of miles - The vehicle is under mileage and well taken care of - This isn't my fault it came from the factory like this - Saturn should take a look into this it could be a recall - I'll have a police report on this -I'm going to the hospital today I stated: - Since your claiming injury i need to review the case more - CBE COB Monday states: - Ok, Saturn is a great company, i'm not complaining about saturn - Its been a great car - I hope to resolve this issuewith Saturn, I don't want to have to take other steps - I get off work at 3:30, I take break at 9:15/ 11:00/ 2:00 - I'm staying in this rental until I hear from you I stated: - CBE COB Monday

Date: 4/30/2008 User: BBLACK Transfer

Type: Transfer - Contact Name: Beverly BlackThe owner states: - She was driving down a little hill went to make a right turn and when she tried to turn the steering wheel locked, it did not indicate a problem or anything and a man behind her and he got out of the car. - There was a curb and she had to stop by the curve and she had her foot on the brake and a gentleman told her that the steering wheel locked on her. -He told her to put the car in park. -She used all her force and she was cryingand she waited 15 minutes then it started up and drove fine. Theowner alleges: -when the steering locked she had to force the wheel which caused her back inury and the leg injury -There were injuries as a result of the accident; her back and leg were hurtingbadly. -She scheduled the appointment within 24 hours. -She wentto her doctor's office. -She has severe muscle pulling in the back and leg. -She is on medication. -They told her to come back intwo weeks. -3. No -4. There were 5 in the car; all were wearing seatbelts -5. [redacted] cell phone 9:15; 11; 2; after 3:30 can be gotten -6. She was driving down a little hill went to make a right turn and when she tried to turn the steering wheel locked, it did not indicate a problem or anything and a man behind her and he got out of the car. -There was a curb and she had to stop by the curve and she had her foot on the brake and a gentleman told her that the steering wheel locked on her. -He told her to putthe car in park. -She used all her force and she was crying and she waited 15 minutes then it started up and drove fine. -7. 4-23-08 around 4:35 pm -8. The happened on old or new Dorwart/Manor St Lanchester PA -9. The weather : nice sunny, hot -10. Pavement was dry -11. 15 mph -12. Insurance company-no call to them -13. The vehicle is at S/Lanchaster -14. The steering shaft locked. The cost is over $900 and she was going to pay $100 but not going to pay anything. -15. No PD report but she did speak to officer Waggoner who told her to speak to Saturn about what to do -16. No other vehicles involved -She will let this take its course but will get an attorney involved if need be **********SEEKING********** Out of the vehicle I advised a member of the product supportteam would be calling her back in 3-5 business days to speak to her about this I called the facility and gave an FYI to the service manager

Date: 4/25/2008 User: KTUCKER Transfer - No Answer

Saturn CAC Information

** Saturn Confidential **

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Type: Transfer - No Answer - Contact Name: Kenneth Tucker

End of CAC Memopad Information

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 :	1G8AJ52FX5Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAJ69 -2005 ION 2 SEDAN AUTOMATIC	Warranty Start Date :	11/13/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	11/13/2004	44 miles	11/13/2007	36044 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/13/2004	44 miles	11/13/2010	100044 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/13/2004	44 miles	11/13/2012	80044 miles
36/50000 CALIFORNIA EMISSIONS	11/13/2004	44 miles	11/13/2007	50044 miles
84/70000 CALIFORNIA SELECT COMPONENT	11/13/2004	44 miles	11/13/2011	70044 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

5/19/2008

Saturn Product Liability
Option Report
** Saturn Confidential **

Case Nbr: PLC200800190
Vin: 1G8AJ52FX5Z[redacted]

OPTION CODE	OPTION DESCRIPTION
C60	AIR CONDITIONING
AR9	FRONT BUCKET SEATS
A31	POWER WINDOWS
6AB	STRUTS
HAA	POWER PACKAGE
J41	DISC/DRUM BRAKES
K34	CRUISE CONTROL
U1C	CD RADIO
7AB	STRUTS
8AF	RR LH STRUT
9AF	STRUTS
PG1	STEEL WHEEL
NC7	EMISSION OVERRIDE
AK5	SEAT SYS RESTRAINT
AU0	REMOTE KEYLESS ENTRY
L61	ENGINE 4 CYL
NK5	STD STEERING WHEEL
MN5	4 SPD AUTO TRANS
DG7	MIRROR O/S LH & RH
17C	GREY CLOTH
NE1	NORTHEAST EMISSION
B37	FLOOR MATS
DL5	ROADSIDE SVC DECAL
FE1	SUSPENSION SYS
IPC	TRIM INTERIOR DESIGN
K62	GENERATOR 105 AMP
MX0	AUTO TRANSMISSION
QTU	P195/60R15 TIRE
UH8	CLUSTER INST, TRIP
US6	FIXED ANTENNA
UX7	4 SPEAKER SYSTEM
V73	US/CAN VEH STATEMNT
17I	GREY INTERIOR TRIM
RF3	MERCH PKG SDN 2 AUTO
BBC	BODY COLOR ROOFRAIL
63U	BERRY RED
63L	BERRY RED
NU1	CA/N.E. EMISSIONS
FY1	TRANSAXLE RATIO 3.63

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	01	VW	10/25/2006	$304.61	C4208

Complaint - V29 - STAIN
Conditon -
Cause - C29 - INOPERATIVE PART
Failed Labor -
Failed Part Nbr - 15240312 - CARPET ASM-FLR PNL
Tech Comments - CUSTOMER STATES THAT THE CARPET IS STAINED. CUSTOMER ATTEMPTED TO CLEAN AND FAILED. TECH VERIFIED. TECH TRIED TO CLEAN. UNABLE. TECH REPLACED AND RESATURNGUARDED. OK NOW.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	02	VW	10/25/2006	$70.00	Z4632

Complaint - V29 - STAIN
Conditon -
Cause - C29 - INOPERATIVE PART
Failed Labor -
Failed Part Nbr -
Tech Comments - 2 DAYS OF LOANER

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	03	CP	10/25/2006	$0.00	M6015

Complaint -
Conditon -
Cause -
Failed Labor -
Failed Part Nbr -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	04	VW	10/25/2006	$26.24	J3010

Complaint - V40 - LOW FLUID
Conditon -
Cause - M05 - COULD NOT DUPLICATE
Failed Labor -
Failed Part Nbr - 21007651 - DYE-COOLANT
Tech Comments - CUSTOMER STATES THAT THE COOLANT LIGHT CAME ON. TECH CHECKED COOLANT LEVEL AND FOUND RESERVIOR TO BE LOW. TECH PERFORMED PRESSURE TEST. NO INTERNAL LEAKS AT THIS TIME. TECH REOMVED COIL & PLUGS AND CHECKED FOR INTERNAL USE OF COOLANT. NONE FOUND. TECH THEN INSTALLED COOLANT DYE INTO SYSTEM AND TOPPED OFF FLUID. CUSTOMER NEEDS TO DRIVE CAR AND MONITOR. IF LOW COOLANT LIGHT

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	05	CP	10/25/2006	$0.00	M5300

Complaint -
Conditon -
Cause -
Failed Labor -
Failed Part Nbr -

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0223367	17633	06	VW	10/25/2006	$38.50	J6354

Complaint - V36 - UNUSUAL GAGE READING
Conditon - -
Cause - C02 - ALIGNMENT/ADJUSTMENT
Failed Labor -
Failed Part Nbr - -
Tech Comments - CUSTOMER STATES THAT THE GAS GAGE FLUCTUATES. FOUND BULLETIN STATING CONCERN. BULLETIN # 05-08-49-004A STATES TO UPDATE ECM. TECH UPDATED ECM, CLEARED CODES, AND RELEARNED CRANK POSITION SENSOR AND RECHECKED. OK NOW.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	01	VW	10/3/2006	$169.08	C6870

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830779 - COVER ASM-P/SEAT CUSH
Tech Comments - TECH REPLACED RIGHT FRONT SEAT COVER BOTTOM AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	02	VW	10/3/2006	$212.14	C7050

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830785 - COVER ASM-P/SEAT BK CUSH
Tech Comments - TECH REPLACED THE RIGHT FRONT SEAT BACK COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	03	VW	10/3/2006	$152.28	C6871

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830776 - COVER ASM-D/SEAT CUSH
Tech Comments - TECH REPLACED THE LEFT FRONT SEAT BOTTOM COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	04	VW	10/3/2006	$208.43	C7051

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830770 - COVER ASM-D/SEAT BK CUSH
Tech Comments - TECH REPLACED THE LEFT FRONT SEAT BACK COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	05	VW	10/3/2006	$228.96	C7258

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830845 - COVER ASM-R/SEAT CUSH
Tech Comments - TECH REPLACED THE REAR SEAT BOTTOM COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	06	VW	10/3/2006	$195.97	C7280

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830820 - COVER ASM-R/SEAT BK CUSH
Tech Comments - TECH REPLACED THE RIGHT REAR SEAT BACK COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	07	VW	10/3/2006	$181.03	C7281

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - 15830817 - COVER ASM-R/SEAT BK CUSH
Tech Comments - TECH REPLACED LEFT REAR SEAT BACK COVER AS PER PREVIOUS DIAGNOSIS. APPLIED SATURN GUARD.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	08	CP	10/3/2006	$0.00	X5050

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	09	CP	10/3/2006	$0.00	X5050

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0222458	17175	10	VW	10/3/2006	$37.00	Z4631

Complaint - V28 - SPOTTED/WATER MARKS
Conditon - -
Cause - C21 - CONTAMINATION/FOREIGN MAT
Failed Labor -
Failed Part Nbr - -
Tech Comments - LOANER VEHICLE FOR CUSTOMER SATISFACTION

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0221928	16898	01	CP	9/21/2006	$0.00	M5010

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0221928	16898	02	CP	9/21/2006	$0.00	X5050

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0213560	12158	02	CP	3/15/2006	$0.00	M5010

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0204044	7890	01	CP	8/23/2005	$0.00	M5300

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0204044	7890	02	VW	8/23/2005	$51.16	E2020

Complaint - O18 - PULLS/GRABS
Conditon - -
Cause - C02 - ALIGNMENT/ADJUSTMENT
Failed Labor -
Failed Part Nbr - -
Tech Comments - CUSTOMER STATES THE CAR IS PULLING TO THE RIGHT PUT CAR ON RACK TO CHECK ALIGNMENT-ALIGNMENT OK-TEST DROVE CAR PRIOR-DID NOT PULL RIGHT-LEAD TECHNICIAN AND SERVICE MANAGER DROVE WITH CUSTOMER-VERIFIED CROWN PULL IS WHAT CUSTOMERS CONCERN WAS-ALL OK AT THIS TIME ~OK JC

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0204044	7890	03	CP	8/23/2005	$0.00	M5300

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198794	5239	01	VW	5/11/2005	$102.32	E2020

Complaint - O18 - PULLS/GRABS
Conditon - -
Cause - C02 - ALIGNMENT/ADJUSTMENT
Failed Labor -
Failed Part Nbr - -
Tech Comments - CUSTOMER STATES VEHICLE PULLS TO THE RIGHT-VERIFIED CONCERN ON TEST DRIVE-CROSSED FRONT TIRES-STILL PULLS TO THE RIGHT-CHECKED ALIGNMENT-IT WAS OFF PERFORMED ALIGNMENT-ADJUSTED CASTER ON BOTH SIDES AND FRONT TOE-TEST DROVE AND VERIFIED REPAIR-ALL OK

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198794	5239	02	VW	5/11/2005	$68.03	E2180

Complaint - N19 - RUBBING
Conditon - -
Cause - C29 - INOPERATIVE PART
Failed Labor -
Failed Part Nbr - 10370615 - INSULATOR-FRT STAB SHF
Tech Comments - CUSTOMER STATES THERE IS A RUBBING NOISE WHEN TURNING-VERIFIED CONCERN-TEST DROVE WITH CUSTOMER-SWAY BAR BUSHINGS-ALLOWING METAL TO METAL CONTACT-REPLACED BOTH BUSHINGS AND VERIFIED-ALL OK

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198794	5239	03	CP	5/11/2005	$0.00	C9995

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198716	5239	01	VW	5/10/2005	$67.85	N2320

Complaint - L12 - SERVICE LIGHT
Conditon - -
Cause - C29 - INOPERATIVE PART
Failed Labor -
Failed Part Nbr - 10392423 - SWITCH ASM-IGN & START
Tech Comments - CS THE LOCK LIGHT IS COMING ON. TECH VERIFIED THE LIGHT IS ON. CHECKED THE COMPUTER FOR CODES--CODE B2960 IS SET IN HISTORY. THE IGNITION SWITCH IS FAULTY. TECH REPLACED THE IGNITION SWITCH, CLEARED CODES AND CHECKED OPERATION--OK.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198716	5239	02	CP	5/10/2005	$0.00	M5300

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198716	5239	03	CP	5/10/2005	$0.00	M5300

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0198716	5239	04	GW	5/10/2005	$35.00	N2320

Complaint - L12 - SERVICE LIGHT
Conditon - -
Cause - C29 - INOPERATIVE PART
Failed Labor -
Failed Part Nbr - -
Tech Comments - 1 DAY RENTAL FOR CUSTOMER SATISFACTION.

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0196128	3325	01	CP	3/22/2005	$0.00	M5010

Complaint - -
Conditon - -
Cause - -
Failed Labor -
Failed Part Nbr - -

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0196128	3325	02	CP	3/22/2005	$0.00	M5300

Complaint -
Conditon -
Cause -
Failed Labor -
Failed Part Nbr -

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0190096	44	01	LR	11/17/2004	$1,000.00	X5117

Complaint -
Conditon -
Cause - M13 - RETAILER INSTALLED ACCSRY
Failed Labor -
Failed Part Nbr -
Tech Comments - DD111304; PERSONAL 1000

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0190096	44	02	LR	11/17/2004	$1,000.00	X5120

Complaint -
Conditon -
Cause - M13 - RETAILER INSTALLED ACCSRY
Failed Labor -
Failed Part Nbr -
Tech Comments - DD111304; FLEX 48604159,18588386 18824342.48228260

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
10406	0190096	44	03	LR	11/17/2004	$375.00	X5044

Complaint -
Conditon -
Cause - M13 - RETAILER INSTALLED ACCSRY
Failed Labor -
Failed Part Nbr -
Tech Comments - DD111304;

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
11062	0024980	9	01	PD	10/26/2004	$93.01	Z7000

Complaint -
Conditon -
Cause - M10 - PDI
Failed Labor -
Failed Part Nbr -
Tech Comments - AI49701805

CSO History Information
Case # - PLC200800190
VIN - 1G8AJ52FX5Z[redacted]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op
11062	0024980	9	02	CP	10/26/2004	$0.00	M6010

Complaint	-	-
Conditon	-	-
Cause	-	-
Failed Labor	-	
Failed Part Nbr	-	-

END OF CSO HISTORY REPORT

SATURN
SATURN OF LANCASTER
A Sutliff Company
1530 Manheim Pike
Lancaster, PA 17601
(717) 560-5777
FAX (717) 560-5670

SERVICE INVOICE

SO# 244865 DATE/TIME IN: 4/24/2008 14:44 DATE/TIME OUT: 4/25/2008 16:41
SA: JEFFREY LASH DOC COUNT: 3 PAGE: 1

[redacted] 02 1G8AJ52FX5Z[redacted]
2005 SATURN ION 2 SDN BERRY RED
LANCASTER PA [redacted] ENGINE: L61 2.2LL4 LIC.NO:
[redacted] STK#: 1746
MILES IN/OUT 30000 / 34015
SVC DATE: 11/13/2004
SALESPERSON: MERSEREAU JR., ROBERT P

----------email: ----------

LINE 1 CUSTOMER STATES THE STEERING LOCKED UP AND THE POWER STEERING MESSAGE CAME ON. PLEASE CHECK.

AUTH: A

TECH COMM: CUSTOMER STATES THE STEERING LOCKED UP AND THE POWER STEERING MESSAGE CAME ON. TECH VERIFIED CONCERN AND FOUND C0475 SHORTED STEERING MOTOR CIRCUIT STORED IN MEMORY. TECH INSPECTED WIRING AND CONNECTORS TO THE POWER STEERING MODULE AND NO PROBLEMS FOUND. TECH FOUND THE MOTOR IS FAILING AND REPLCED STEERING COLUMN AND MOTOR. OFFERED CUSTOMER GOOD WILL ON REPAIR WITH $100 PARTICIPATION ON 04/24/08. CUSTOMER AGREED TO $100

REPAIR 1 COLUMN ASSEMBLY, STEERING - REPLACE
OPCODE: E7680 SALE TYPE: WARRANTY PO WTY
HRS: 1.50 CASH - GM 100.00
PRIMARY TECH: JAMES ZIMMERMAN
WARR PARTS: 1

PARTS SN	DESC	FP	QTY	PRICE	SALE TYPE	
19200757	COLUMN KI	Y	1		WARRANTY POLICY	WTY

NET ITEM: C NATIONAL RENTAL CAR SALE TYPE WARRANTY POLICY WTY
RENTAL DAYS: 1

LINE TOTAL $100.00

COMMENTS: DROP/JL

COMPLETELY SATISFIED ON OUR SURVEY IS OUR ONLY PASSING GRADE

LABOR	$100.00
TAX (Pennsylvania St)	$6.00
CUSTOMER TOTAL	$106.00
PAYMENT (AMOUNT DUE)	$106.00

CUSTOMER SIGNATURE _____

SATURN

SATURN OF LANCASTER
A Sutliff Company

1530 Manheim Pike
Lancaster, PA 17601
(717) 560-5777
FAX: (717) 560-9870

LOANER CAMRY 8T 1545 FOR DIAG

WORK ORDER 244885

08 APR 24 PM 2:49

PAGE 03/05

DATE	VIN	MILEAGE	DEL. DATE	MILES	IN-SERV-DATE	LICENSE NO.	YEAR	MAKE	MODEL
04/24/08	1GBAJ52FX[redacted]	30000	11/13/04	9	11/13/04	[redacted]	05	SATURN	ION 2 SDN

Coolant Status	Engine Oil Level

10108
34015

NAME
ADDRESS
CITY / STATE / ZIP
LANCASTER PA

ENG: L61 2.2LLA
TRANSMISSION: 4 SPD AUTO
COLOR: BERRY RED
SA #: 99
SO #: 0
HOME
BUSINESS PHONE
TAG #: 881
REF SO #: 02
STOCK #: 1746
LABOR RATE: .00
PAYMENT TYPE: 01
PROMISE DATE / TIME: 00/00/00

PRINTED: 10:16:54
ATTENTION:
200
COMMENTS:
DOC CNT: 1
PRK LOT:
DIAG CODES:

L # CODES

1 CUSTOMER STATES THE STEERING LOCKED UP AND THE POWER STEERING MESSAGE CAME ON. PLEASE CHECK

NO INDICATION NOW

ST ? WP ?

Hrs LABOR $125.00 PARTS TOTAL

WP OR NO $100 COUPON PARTICIPATE - GOODWILL

DIAG FIRST AND SEND $10 DOWN THANK YOU

2) LOANER

[redacted]

PAID 140.32 CK CHECK 5/4/08

SOLD Conv. Chk. Bank

SOLD 4/25/08 1459 $10608

Advise SS

4/25/08 4:15 DRIVE FROM SATURN CALLED * 2007 OWNER WAS INFORM WHEEL STEERING LOCKED UP

4/25/08 4:30 OWNER STATE TOTH 4 WAS INSTRUCTED TO NOT RELEASE COMPLETED VEHICLE

4/25/08 4:40 LEFT MESSAGE WITH CUSTOMER NOT TO PICK UP THE CAR.

[redacted]

Who Authorized Repair:	
Amount of Repair: $	Date & Time:
Advisor:	
Comments:	

SA: JEFFREY LASH

HOURS	LABOR	PARTS	ESTIMATE TOTAL: NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL

SATURN OF LANCASTER 7175589870 05/02/2008 10:34

TIME

MECHANIC'S FINDINGS AND REMARKS

STICKER NO.

EXP. DATE

MECHANIC'S NAME AND NUMBER

CAUSE

TIRES LF RF LR RR

CORRECTION

BRAKES LF RF LR RR

MECHANIC'S FINDINGS AND REMARKS

CS) Steering went out

MECHANIC'S NAME AND NUMBER Scanned Modules and found Code C0475 Started

CAUSE Steering Motor Circuit

Code Failure Not Present at this time - Inspected wiring

CORRECTION and Connectors to PS. Module - No Problem found -

Intermed Motor Failure - Would Need to be Replaced.

Likely it would Not be done today.

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME AND NUMBER Replaced steering column assembly motor.

CAUSE E7680 2.0

CORRECTION

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME AND NUMBER

CAUSE

CORRECTION

'08 APR 25 PM 2:21

'08 APR 25 PM 2:48

PAGE 04/05

SATURN OF LANCASTER

7175609870

05/02/2008 10:34

** ACCOUNTING COPY **

SO# 244885 DATE/TIME IN: 4/24/2008 14:44 DATE/TIME OUT: 5/02/2008 9:36
SA: JEFFREY LASH DOC COUNT: 4 PAGE: 1

[redacted] 02 1G8AJ52FX52[redacted]
2005 SATURN ION 2 SDN BERRY RED
LANCASTER PA [redacted] ENGINE: L61 2.2LL4 LIC.NO: [redacted]
STK#: 1746
[redacted] MILES IN/OUT 30000 / 34015
SVC DATE: 11/13/2004
SALESPERSON: MERSEREAU JR., ROBERT P

----------email: ----------

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AUTH: A

TECH COMM: CUSTOMER STATES THE STEERING LOCKED UP AND THE POWER STEERING MESSAGE CAME ON. TECH VERIFIED CONCERN AND FOUND C0475 SHORTED STEERING MOTOR CIRCUIT STORED IN MEMORY. TECH INSPECTED WIRING AND CONNECTORS TO THE POWER STEERING MODULE AND NO PROBLEMS FOUND. TECH FOUND THE MOTOR IS FAILING AND REPLCED STEERING COLUMN AND MOTOR. OFFERED CUSTOMER GOOD WILL ON REPAIR WITH $100 PARTICIPATION ON 04/24/08. CUSTOMER AGREED TO $100

REPAIR 1 COLUMN ASSEMBLY, STEERING - REPLACE
OPCODE: E7680 SALE RATE: A COST RATE: A COST: 40.76
HRS: 1.50 SALE TYPE: WP $23.50
PRIMARY TECH: JAMES ZIMMERMAN C 100.00
WARR PARTS: 1 AMT: 445.79

PARTS		DESC	FP	QTY	PRICE	COST	ST	
SN	19200757	COLUMN KI	Y	1	445.788	318.42	WP	$445.79

NET ITEM: C NATIONAL RENTAL CAR SALE TYPE
PO#: L#: COST: 37.00 WP $37.00
UNIT QTY: 1 UNIT AMT: 37.00 RENTAL DAYS: 1

LINE TOTAL $396.18 $606.29

COMMENTS: DROP/JL

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO		
324	6.00-			LABOR	$100.00
460A	100.00-	33.01		TAX (Pennsylvania St)	$6.00
201	106.00			CUSTOMER TOTAL	$106.00
067D	37.00-	37.00	244885	PAYMENT (AMOUNT DUE)	$106.00
462	23.50-	7.74			
480	445.79-	318.42			
263	506.29				

05/02/2008 10:34 /1/56058/0 SATURN OF LANCASTER PAGE 05/05

5

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*

June 5, 2008

[redacted]
Lancaster PA [redacted]

Re: 2005 Saturn Ion
File no. 654184

Dear [redacted]

ESIS is the third party claims administrator for General Motors/Saturn handling matters that involve Product Liability.

Per our conversation on Thursday, June 5, 2008, ESIS has received information from Saturn. You indicated that the steering malfunctioned as a result of a product defect and would like reimbursement for the $100 copay and that you are making a bodily injury claim.

ESIS will review this matter further. In order to proceed with the handling of your claim we need copies of your medical records. Enclosed is a medical authorization form. Please complete and return this form to my attention. If you have questions regarding this matter please contact me at the number above.

Sincerely,

Yvette Young

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: [redacted]
Name, address, telephone number of medical provider: [redacted]
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:

RECEIVED
JUN 18 2008
ESIS-GM CLAIMS UNIT

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 4/23/08.

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.
- the above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

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

Printed Name of Patient* [redacted]	Date of Birth [redacted]
Address, City, State and Zip [redacted] Lancaster PA [redacted]	Social Security Number [redacted]
Signature [redacted]	Date Signed 6-11-08
Relationship [redacted]	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: 654184
Claims Administrator: Yvette Young

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

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:

[redacted] Howard Stephen Diamanto	
Name, address, telephone number of medical provider: [redacted] Ancillary # [redacted]	
Name, address, telephone number of medical provider: [redacted]	
Name, address, telephone number of medical provider:	RECEIVED
Name, address, telephone number of medical provider:	JUN 18 2008
Name, address, telephone number of medical provider:	ESIS-GM CLAIMS UNIT

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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.

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- 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.
- the above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

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

Printed Name of Patient* [redacted]	Date [redacted]
Address, City, State and Zip [redacted] Lancaster PA [redacted]	[redacted]
Signature [redacted]	Date Signed 6-11-08
Relationship to Individual [redacted]	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: 654184
Claims Administrator: Yvette Young

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

Stephen G Diamantoni & Assoc. Family Practice

Patient Name: [redacted]
Patient Number: 50726.0
Chart Number:

Procedure

Service Date: 06/20/08
Procedure: 99213 OFFICE/OUTPATIENT VISIT, EST
Modifiers:
Units: 1

Diagnosis: 840.9 SPRAIN SHOULDER/ARM NOS
847.1 SPRAIN THORACIC REGION
847.0 SPRAIN OF NECK
E813.0 MV-OTH VEH COLL-DRIVER

Service Ctr: Stephen G Diamantoni & Assoc. Franklin Street
POS Code: 11 - Office
Referral:
Authorization:

Provider: Riley, M.D., Timothy Daniel
Supervisor: Gerstein MD, Howard J
Referring: Riley, M.D., Timothy Daniel

Financial Details

Encounter: 284360		Charge:	$80.00
Voucher:		Adjustments:	$0.00
Finance Ctr:		Payments:	$0.00
Department:		Balance:	$80.00

Insurance Billing

Unbilled

Notes

Charge General Note

Created by Dani Ankrim on 06/23/2008
Last updated by Dani Ankrim on 06/23/2008

no mva info 6/23/08

---------- END General NOTE ----------

Patient: 50726.0 [redacted]
DOB: [redacted]
SSN: [redacted]

Date: 06/20/2008 16:15
Provider: Riley, M.D., Timothy Daniel
Encounter: acute office visit

HISTORY OF PRESENT ILLNESS
4/25 MVA. Steering wheel locked when she was going down a hill. Strained shoulder and back. Came to a sharp stop on a curb. Has pain from her neck down her back. Dr. Diamantoni saw. Had headache and pain down R leg. Saw CAB, sent to PT/OT. Has a lot pain the day after. Currently taking Tramadol and Flexeril. Previously taking ibuprofen 800mg OTC twice daily. Flexeril helps some, lasts for 5-6 hours. Notes headache, posterior, both sides. No XR. Has pain in R arm, "burning" on outside of arm. R shoulder pain. Pain has not improved at all despite conservative

Axial loading produces pain. Spurling's positive for pain in R arm. Neck FROM with pain in R shoulder and R arm, worst on R lateral rotation.

Shoulders FROM despite discomfort with all motions. No gross deformities. Tender to palpation of R trapezius throughout, R glenohumeral joint. Decreased strength on forced adduction. Grip strength 5/5 bilat. Subscapularis, supraspinatus, and infraspinatus strength testing all normal.

Low back diffuse tenderness, mild paraspinous muscle spasm.

Sensation altered to light touch on R lateral arm. Reflexes 2+ bilat biceps.

IMP
MVA
Cervicalgia
Working diagnosis of cervical radiculopathy

PLAN
XR and MRI of C-spine to rule out foraminal impingement and herniated disc. Add ibuprofen. She has severe claustrophobia and outright refuses anything but an open MRI. I offered Vicodin, which she refused due to addictive potential.

PHYSICAL FINDINGS
- Vitals taken 06/20/2008 04:15 PM

Systolic BP-Sitting	140 mmHg	100 - 120
Diastolic BP-Sitting	78 mmHg	60 - 80
Pulse Rate-Sitting	72 bpm	60 - 100
Respiration Rate	16 per min	18 - 26
Temp-Oral	99.3 F	97.6 - 99.6
Weight	162 lbs	98 - 183

Patient: [redacted]
DOB: [redacted]
SSN: [redacted]

Date: 06/20/2008 16:15
Provider: Riley, M.D., Timothy Daniel
Encounter: acute office visit

Timothy Daniel Riley, M.D.
Entered data sealed by: Tim Riley Date: 06/23/2008 09:43

Stephen G Diamantoni & Assoc. Family Practice

Patient Name: [redacted]
Patient Number: 50726.0
Chart Number: [redacted]

Procedure

Service Date: 06/10/08
Procedure: 99213 OFFICE/OUTPATIENT VISIT, EST
Modifiers:
Units: 1

Diagnosis: 840.9 SPRAIN SHOULDER/ARM NOS
847.1 SPRAIN THORACIC REGION
847.0 SPRAIN OF NECK

Service Ctr: Stephen G Diamantoni & Assoc. Franklin Street
POS Code: 11 - Office
Referral:
Authorization:

Provider: Brubaker, PA-C, Cindy
Supervisor: Gerstein MD, Howard J
Referring: Brubaker, PA-C, Cindy

Financial Details

Encounter: 280678		Charge:	$80.00
Voucher:		Adjustments:	$0.00
Finance Ctr:		Payments:	$0.00
Department:		Balance:	$80.00

Insurance Billing

06/11/2008 Mercy Health Plan Ailment: ov lanc

Notes

None

Patient: 50726.0 - [redacted]
DOB: [redacted]
SSN: [redacted]

Date: 06/10/2008 16:15
Provider: Brubaker, PA-C, Cindy
Encounter: acute office visit

CHIEF COMPLAINT
The Chief Complaint is: Neck and shoulder pain w/ headache.

HISTORY OF PRESENT ILLNESS
[redacted] is a 39 year old female.

- Headache.
- Musculoskeletal symptoms incident with her car on 4/25/08

she was driving along when the steering went out - she had to try and steer the car off the road-she has been having alot of right shoulder/arm/neck and upper back pain
also having more and more headaches as the time goes on
can't sleep due to the pain.

- No eye symptoms.

CURRENT MEDICATION
- Flonase 50 MCG/ACT SUSP, 1 bid 30 days, 5 refills

PAST MEDICAL/SURGICAL HISTORY
Reported History:
No recent change in medical history no hx of neck or shoulder injury in the past
seen 4/25 here and given naprosyn which did not help.

ALLERGIES
- Sulfa Drugs Reaction: Asthma/Shortness of Breath, Skin Rashes/Hives Confirmed: 09/25/2006

REVIEW OF SYSTEMS
Systemic symptoms: Feeling poorly (malaise). No fever and no recent weight change.
Head symptoms: Headache. No facial pain and no sinus pain.
Neck symptoms: Neck pain, neck stiffness, and muscle spasms in the neck. No lump or swelling in the neck.
Eye symptoms: No vision problems.
Otolaryngeal symptoms: No earache, no nasal discharge, no hoarseness, and no sore throat.
Neurological symptoms: Dizziness.

PHYSICAL FINDINGS
- Vitals taken 06/10/2008 04:15

Systolic BP-Sitting	120 mmHg	100 - 120
Diastolic BP-Sitting	90 mmHg	60 - 80
Pulse Rate-Sitting	84 bpm	60 - 100
Respiration Rate	20 per min	18 - 26
Weight	162 lbs	98 - 183

Patient: 50726.0 - [redacted]
DOB: [redacted]
SSN: [redacted]

Date: 06/10/2008 16:15
Provider: Brubaker, PA-C, Cindy
Encounter: acute office visit

General appearance:
° Well developed. ° Well nourished. ° In no acute distress.
Neck:
• Demonstrated a decrease in suppleness. • Stiff with dorsiflexion. °Thyroid showed no abnormalities.
Eyes:
General/bilateral:
Extraocular Movements: °Normal.
Pupils: ° PERRLA.
Nose:
° No nasal discharge seen.
Pharynx:
Oropharynx: ° Normal.
Lungs:
° Normal breath sounds/voice sounds.
Cardiovascular system:
Heart Rate And Rhythm: °Normal.
Musculoskeletal system:
Cervical Spine:
General/bilateral: • Cervical spine showed abnormalities tenderness and spasm over trapezious bilaterally
full ROM shoulders with pain when moving right shoulder
tenderness along the paraspinal muscles upper back with spasm. • Cervical spine showed tenderness on palpation. • Cervical spine pain was elicited by motion. °Cervical spine had a normal appearance. ° Cervical spine showed full range of motion. °Cervical spine showed no instability.

ASSESSMENT
- Thoracic sprain
- Neck strain
- Shoulder strain

PLAN
- Return to the clinic if condition worsens or new symptoms arise
- Analgesics (non-steroidal anti-inflammatory agents)
- Moist heat
- Consultation with a physical therapist 8 visits

RX ORDER
- Flexeril 10 MG TABS, 1hs 30 days, 1 refills
- Tramadol HCl 50 MG TABS, 1q4h 30 days, 1 refills, prn for pain

Cindy Brubaker, PA-C

Patient: 50726.0 - [redacted]
DOB:
SSN: [redacted]

Date: 06/10/2008 16:15
Provider: Brubaker, PA-C, Cindy
Encounter: acute office visit

Entered data sealed by: Cindy Brubaker Date: 06/10/2008 16:26

Stephen G Diamantoni & Assoc. Family Practice

Patient Name: [redacted]
Patient Number: 50726.0
Chart Number: [redacted]

Procedure

Service Date: 04/21/06
Procedure: 99213 OFFICE/OUTPATIENT VISIT, EST
Modifiers:
Units: 1

Diagnosis: E958.5 INJURY-MVA Suicide

Service Ctr: Stephen G Diamantoni & Assoc. Franklin Street
POS Code: 11 - Office
Referral:
Authorization:

Provider: Martin PA-C, Brian A
Supervisor: Gerstein MD, Howard J
Referring: Martin PA-C, Brian A

Financial Details

Encounter: 5955
Voucher:
Finance Ctr:
Department:

Charge:	$60.00
Adjustments:	$0.00
Payments:	$0.00
Balance:	$60.00

Insurance Billing

04/27/2006 Ross Insurance Agency

Ailment: ov lanc

Notes

Charge General Note

Created by Marta Rodriguez on 11/14/2006
Last updated by Marta Rodriguez on 11/14/2006

Ross Ins can not id pt

---------- END General NOTE ----------

4-21-06. back pain w/o MVA. ——— MDC/BAM

4-21-06 Pr Dr BAM Dx back pain w/o MVA. I sch appt for PT on Acquatic Therapy on 5/4/06 @ 11:45 am. Pt does not need pre authorization for the first 12 visit (Pr Mercy H.P insurance said about it) ——— MDC.

[redacted]

dob: [redacted] dos: 04/21/06

S: Pt. was involved in MVA on the 19th. Vehicle was hit from behind. Their vehicle was stationery. Air bags did not deploy. All occupants were restrained. X-rays in the ER were neg. Pt. discharged on Ibuprofen. Chief complaint continues to be some periodic headaches, low back pain and stiffness.

O: No pertinent pos. noted with HEENT, pulmonary, cardiac, GI or neuro. Vital signs stable. Appears to be in some mild discomfort. HEENT clear. Neck full range of motion noted without limitation. Lungs ct bil. Heart RRR. Chest wall nontender. Abd. unremark. Musculoskeletal, muscle strength symmetric bil. Range of motion of low back is slightly limited to flexion and rotation. Straight leg raises are neg. Reflexes 2+. Neuro, no focal deficits noted.

A: Headaches/back pain, status post MVA.

P: Continue with Ibuprofen. Schedule pt. for PT. F/u after completion of PT-sooner if any acute issues develop. BAM/dlf D: 04/21/06 T: 05/01/06

[redacted]

JOSEPH F. VOYSTOCK, M.D., FACS
STEVEN P. WORATYLA, M.D., FACS

"Where Patients Always Come First"
Board Certified Surgical Specialists

July 30, 2008

Steven N. Dorf, D.O.
Otolaryngology Physicians of Lancaster
810 Plaza Blvd, Suite 101
Lancaster, PA 17601

RE: [redacted]
DOB: [redacted]

Dear Dr. Dorf:

[redacted] is a 39 year old female who was seen in the office today with a 3 cm right carotid body tumor. This was found serendipitously after a car accident. She had imaging studies of her neck including a CT Scan and ultrasound confirming a 3 cm right carotid body tumor. There is no significant carotid stenosis on ultrasound. I did review her CT Scan.

On examination, there is only a vague palpable mass in the right knee. She is asymptomatic in regards to her carotid body tumor.

I do feel that this carotid body tumor should be removed. I have discussed the procedure with her including the risks of bleeding, infection and stroke. She understands and agrees to proceed. We will make arrangements for her to have this done in the near future.

Thank you for allowing myself and Surgical Specialists of Lancaster the opportunity to care for this patient.

Sincerely,

Steven P. Woratyla, M.D., FACS
Dictated but not read
SPW/mry

Cc: Timothy D. Riley, M.D./Stephen G. Diamantoni, M.D. and Asso.

[redacted] Sex:F [redacted]

Print this Page
MR#:0623257

MR CervicalSpine

Jun 28, 2008 10:11

Rad Image VIEW

SIGNED
Patient: [redacted] DOB: [redacted]
[redacted]
LANCASTER, PA [redacted]
MRN: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No:
Account No: [redacted] Pt Loc: O
Acct: [redacted] LGH: MRC
Final Report MRI GROUP - CROOKED OAK
1671 Crooked Oak Drive
Lancaster, PA 17601
(717) 291-1016
Patient: [redacted] Date of Birth: [redacted]
[redacted]
LANCASTER, PA [redacted]
[redacted] MR Number: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No: 90002
Account No: [redacted] Patient Loc: O -
Page 6
NAME: [redacted] ACCT: ([redacted] MRN: 0623257
Accession: 5724764
MRC MRC-MRI CERVICAL SPINE Jun 28 2008 10:11AM
RESULT:
MRI of the cervical spine.
Clinical History: 39-year-old female with neck pain and right arm pain.
Technique: T1-weighted, T2-weighted, and gradient-echo sagittal images, as well as T2-weighted coronal images, and gradient-echo T2-weighted axial images of the cervical spine were obtained.
Findings: There is a mass present in the soft tissues of the neck on the right side posterior to the submandibular gland. This measures approximately 3.2 x 2.5 x 3.2 cm in diameter. The mass was not entirely evaluated since this was an MRI for the cervical spine. Further evaluation of the neck with CT scan with and without contrast is suggested for further evaluation.
The cervicovertebral bodies are normal in height and signal intensity. There is mild disk space narrowing and spurring at C5-C6. The cervical cord is normal in size and signal intensity. There is no evidence of cervical disk herniation, encroachment on the cervical cord or neural foramen.
IMPRESSION:
No significant bony abnormality in the cervical spine.
Prominent mass in the soft tissues of the neck on the right side. CT scan with and without contrast material is suggested for further evaluation.
Read by: JANESKY MD, CINDY M.
Signed by: JANESKY MD, CINDY M.
Signed Date: Jun 29 2008 5:14PM

[redacted] Sex:F [redacted]

Print this Page

MR#:0623257

Neck CT

Jul 07, 2008 21:12

Rad Image VIEW

SIGNED
Patient: [redacted] DOB: [redacted]
[redacted]
LANCASTER, PA [redacted]
MRN: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No:
Account No: [redacted] Pt Loc: O
Acct: [redacted] LGH: CCT
Final Report MRI GROUP
Lancaster General Hospital
Department of Radiology and Diagnostic Imaging
Lancaster, PA 17604
(717) 544-4900
64 Slice CT
Patient: [redacted] Date of Birth: [redacted]
[redacted]
LANCASTER, PA [redacted]
[redacted] MR Number: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No: 90003
Account No: [redacted] Patient Loc: O -
Page 5
NAME: [redacted] ACCT: 000114991696 MRN: 0623257
Accession: 5736936
CCT CCT-CT SOFT TISS NECK W/CON Jul 7 2008 9:12PM
RESULT:
CT scan of the neck with intravenous contrast on 07/07/2008.
Clinical Indication: Right neck mass seen on MRI. Assess.
Intravenous contrast-enhanced axial CT scans of the neck were obtained. In the right neck there is a densely enhancing carotid space mass. It is located at the carotid bifurcation and splays the internal and external carotid arteries. The mass measures 2.1 cm AP x 2.9 cm transverse x 3.5 cm craniocaudal. It is most consistent with a carotid body/glomus tumor. There are a few subcentimeter lymph nodes in the neck in the deep cervical lymph node chain bilaterally. These are not hyperenhancing and do not meet adenopathy by CT criteria.
IMPRESSION:
Well-defined hyperenhancing carotid space mass splaying the proximal internal and external carotid arteries, most compatible with a carotid body/glomus tumor.
Read by: FEARNOW III MD, EDGAR C
Signed by: FEARNOW III MD, EDGAR C
Signed Date: Jul 8 2008 9:34AM

- Carotid US in SSC office

[redacted] Sex:F [redacted]

Print this Page

MR#:0623257

Spine Cervical

Jun 27, 2008 18:04

Rad Image VIEW

SIGNED
Patient: [redacted] DOB: [redacted]
[redacted]
LANCASTER, P[redacted]
MRN: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No:
Account No: [redacted] Pt Loc: O
Acct: [redacted] LGH: XRP
Final Report Lancaster General Health Pavilion
Diagnostic Imaging and Women's Center
Lancaster, PA 17604-3200
(717) 544-3104
Patient: [redacted] DOB: [redacted]
[redacted]
LANCASTER, PA [redacted]
[redacted] MRN: 0623257
Ordering Dr: TIMOTHY D. RILEY MD Order No: 90001
Account No: [redacted] Pt Loc: O -
Page 5
NAME: [redacted] ACCT: [redacted] MRN: 0623257
Accession: 5724343
XRP PAV-SPINE, CERVICAL ROUTINE 4VW Jun 27 2008 6:04PM
RESULT:
Cervical spine, 4 views.
History: Neck and bilateral shoulder pain after injury April 25, 2008. Tingling down both arms.
AP, oblique, and lateral images of the cervical spine demonstrate slight disk space narrowing at C5-C6 consistent with mild degenerative disk disease. The bones are otherwise normal in appearance. Alignment is normal. The bony neural foramen are normal. There are no cervical ribs.
IMPRESSION:
Minimal degenerative disk disease at C5-C6.
Read by: BROOKS DO, THOMAS
Signed by: BROOKS DO, THOMAS
Signed Date: Jun 27 2008 7:04PM

Page created: Thursday, July 10, 2008 12:00 PM For: CTSTEVEN

Top of Page

[redacted]

Med. Record No.: 22098
Date of Exam: 07/30/2008
Date of Print: 07/31/2008

Extracranial Examination

Patient name: [redacted]
Patient DOB:

Referring physician: Dr. Steven Woratyla, Surgical Specialists of Lancaster, P.C. 2110 Harrisburg Pike Suite 308, Lancaster, PA 17604

Indication:
Master ListNeoplasm of unspecified site.
F/u to carotid body tumor observed on Neck CT done 7/7/08.

Results:

	Right Side		Left Side	
	PSV [cm/s]	**EDV** [cm/s]	**PSV** [cm/s]	**EDV** [cm/s]
CCA prox.	108	35	92	33
CCA mid.	92	35	85	35
CCA dist.	88	33	79	31
Bulb prox.	59	26	39	14
ICA prox.	75	36	69	25
ICA mid.	82	40	79	36
ICA dist.	86	47	87	44
ECA prox.	100	29	93	25
Vertebral prox.	41	21	39	16
Ratio ICA / CCA	1.0	1.4	1.1	1.4
Vertebral Artery	Antegrade flow		Antegrade flow	

Report Summary:
Impression:
Duplex exam of the bilateral carotid arteries reveals:

RIGHT SIDE:
1. No significant stenosis of the right internal carotid artery.
2. Antegrade flow in the right vertebral artery.
3. Carotid body tumor observed measuring = 2.9 cm L x 2.6 cm W x 2.3 cm AP. This tumor splays the ECA and ICA. The tumor does not appear to involve the vessels.

LEFT SIDE:
1. No significant stenosis of the left internal carotid artery.

2. Antegrade flow in the left vertebral artery.

Sonographer: Lee Hoffer RDMS

Physician: Steven P. Woratyla M.D.

CPT: 93880 - Carotid Duplex Ultrasound; complete.

Electronically signed by: Steven P. Woratyla, M.D., FACS, at: Jul 30 2008 05:21PM

Patient: [redacted]
DOB: [redacted]
SSN: [redacted]

Date: 08/08/2008 16:00
Provider: Gerstein MD, Howard J.
Encounter: Pre-Op PE

PHYSICAL FINDINGS

- Vitals taken 08/08/2008 04:00 PM

Systolic BP-Sitting	130 mmHg	100 - 120
Diastolic BP-Sitting	80 mmHg	60 - 80
Pulse Rate-Sitting	84 bpm	60 - 100
Respiration Rate	18 per min	18 - 26
Weight	161 lbs	98 - 183
Peak Flow	420	

S: A 39 year old who presents for pre-op. She will be getting a globus tumor removed right side of her neck. Medical problems include smoking addiction and pain, s/p MVA in April.

Past medical history includes she is a G8, P5, AB3, s/p 5 C-sections. She had her gall bladder out. No meds. Social history, smoker as above.

O: On exam, blood pressure is 130/80. In general she is in no distress. Head, eyes, ears, nose and throat are clear. Lungs are clear. CV is regular. Abdomen is soft, nontender with good bowel sounds. No masses. Extremities are normal. Her CBC is normal. Her nonfasting BMP shows sugar of 148. Chest x-ray and EKG are pending.

Plan: She is cleared for surgery pending review of her chest x-ray and EKG.
HJG/ty 08/08/08

VACCINATIONS

- Td Dose #1 Status: Reported Date: 01/01/2007

Howard J. Gerstein MD
Entered data sealed by: Howard Gerstein Date: 08/10/2008 16:12

ESIS 800-888-0164 *tel*
300 Renaissance Center 313-665-0911 *fax*
Mail Code 482 C19 B61
Detroit, MI 48265 www.esis.com

Yvette Young
Claims Administrator

5

September 23, 2008

[redacted]
LANCASTER PA [redacted]

Re: Claimant: [redacted]
Date of Event: 04/23/08
Our File: 654184
Our Client: General Motors Corporation

Dear [redacted]

This will acknowledge my conversation with you on September 22, 2008, during which we agreed to settle the above matter for $1,000.00.

Prior to issuing the check, the enclosed Release needs to be signed by you in the presence of a Notary Public. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter.

Once I have the completed Release, a settlement check will be issued in the agreed amount of $1,000.00.

Should you have any questions, please do not hesitate to contact me at 800.888.0164.

Thank you for your cooperation in this matter.

Sincerely,

Yvette Young

Enclosure:
Release

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: 8213-259-654184 Claims Administrator: Yvette Young

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [redacted] being of lawful age, for the sole consideration of One Thousand dollars, ($1000.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors Corporation, ESIS Inc.**, and , and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releasees", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the 23rd day of April, 2008, at or near Lancaster PA.

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

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releasees.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releasees from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about 4/23/08, including actual damages, actual attorneys fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releasees by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

RECEIVED
OCT 0 2 2008
ESIS-GM CLAIMS UNIT

Initials [redacted]

FILE NUMBER: 8213-259-654184

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

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

Signed, sealed and delivered this 29th day of September, 2008

[redacted]ON: READ BEFORE SIGNING

[redacted] LS

LS

WITNESS

State of Pennsylvania }
County of Lancaster }

On the 29th day of September, 2008, before me personally appeared Candida Ruiz to me known to be the person(s) named herein and who executed the foregoing Release and she acknowledged to me that she voluntarily executed the same.

My term expires January 15, 2012

Notary Public

NOTARIAL SEAL
ARLING RODRIGUEZ
Notary Public
LANCASTER CITY, LANCASTER COUNTY
My Commission Expires Jan 15, 2012

Service Request Detail

SR No.	71-625686343	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Injury
Address	[redacted]	City	Pittsburgh	Involved Dir		Safety	Yes
State	PA ZipCd [redacted]	Con Acct		Source	Phone	Updated	5/21/2008 01:03:43 PM
Serial #/VIN	1G1ZS52F25F[redacted]	Model Year	2005	Priority	Medium License # CHEVROL	Owner	VEULEMBR
Make	Chevrolet	Warr. Start	02/21/2005	Status	Open	Opened	5/6/2008 10:32:24 PM
Model	Malibu	Mileage	38000	Sub-Status	Dissatisfied	Closed	
Abstract	2005 Chevrolet Malibu - Steering Wheel - Locked Up						
Customer Description	This is a BRC-PAR case / do not assume / forward all						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver	1/21/2008 07:30:00 AM	Y	0	1	Asphalt	Dry	n/a	unknown

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'11 1/2	[redacted]	none

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Hagergy	Gail	[redacted]	Progressive Insurance

Incident Loc	Baum Boulevard, Pittsburg, PA	Incident Desc	I was driving along the road @ 43 to 45mph & then a light just came on and after a few minutes the wheel just get tight & when I tried to turn my steering wheel has locked up & I hit a pole, then my air bag deployed & the next thing I know I was at the hospital already
Component	Steering wheel locked up	Damage Desc	Vehicle is total wrecked
Vehicle Loc	Salvar Auto Wrecking Company - Chedwick, PA	Add'l Info	Just want someone to help me on this case, ive been hospitalized & I just want help
Emgcy Svc Names	Pittsburg Police Department	Maint Loc	DON ALLEN CHEVROLET/OLDSMOBILE, 5315 BAUM BLVD

PAR Detail

Collision	Y	Non Collision		Property Damage	Y	Thermal Evt	N	Spec Equip	NONE
Vehicle Speed	40			Weather Condition	Nice			Prop Owner	Pole
Last Service Date				Loc Last Service				Property Location	On the Corner of street
Veh Est Repair Cost				Spec Equip Installer	NONE			Prop Damage Description	Damage to a pole, they are sending him an invoice for the pole
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	The vehicle is totaled, front of vehicle is smashed							Explain Other	Inspection Not Performed

Property Type	Pole		
Prop Est Repair Cost	$190.00		
Inspection Date/Time			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]			Occupant of Owner's Vehicle	[redacted]	Driver	

Injury Description	Medical Rpt#	Treatment Location	Treated By
Neck,Shoulder, and Back Injuries, Chipped Ribs		Presbytarian University Hospital, Pittburg, PA	

Street Address	City	State	Zip Code
[redacted]	Pittsburgh	PA	[redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2008 01:04:33 PM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Thermal Event	Done	5/21/2008 01:05:25 PM	ESIS- Thermal Event - Third Party Property Damages

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

File fowarded to ESIS due to thermal event and third party property damages.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2008 01:03:49 PM	MARQUEMO	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Thermal Event - Third Party Property Damages

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2008 10:36:09 AM	VEULEMBR	VEULEMBR	Scheduled Follow-up		Scheduled Alarm		f/u to see if ESIS has picked up file

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

f/u to see if ESIS has picked up file

BrandonVeuleman/par/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2008 09:55:35 AM	DRAHEICM	MARQUEMO	Notify CRM		Done	5/21/2008 01:00:37 PM	ESIS-Thermal event

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 04:27:35 PM	VEULEMBR	VEULEMBR	Scheduled Follow-up		Done	5/20/2008 10:36:01 AM	Follow up on escalation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS to follow up w/ case to see if ESIS has recieved this case.

CRS to follow up on case 05-20-08 between 11am-2pm EST

BrandonVeuleman/atx/par

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 04:26:42 PM	VEULEMBR	DRAHEICM	BRC PAR	ESIS- Thermal Event	Done	5/15/2008 09:55:34 AM	ESIS- Thermal Event

Contact Last Name	Account	BAC Code
[redacted]		

2005 Chevrolet Malibu

Brandon Veuleman / PAR/ATX

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 04:25:57 PM	VEULEMBR	VEULEMBR	BRC PAR	ESIS- Thermal Event	Done	5/14/2008 04:26:40 PM	ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

2005 Chevrolet Malibu

Brandon Veuleman /PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 04:04:23 PM	VEULEMBR	VEULEMBR	Ownership Changed	Ownership Escalated to BRC	Done	5/14/2008 04:04:24 PM	Ownership Escalated to BRC

[redacted] Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:10:24 PM	DRAHEICM	VEULEMBR	Ownership Changed		Done	5/14/2008 01:10:24 PM	Service Request Ownership has changed FROM: RIVARA TO: VEULEMBR

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:10:05 PM	DRAHEICM	VEULEMBR	BRC PAR	Initial Contact- Phone	Done	5/14/2008 04:13:47 PM	Initial Contact made

Account | BAC Code

[redacted]

CRS spoke w/ cust [redacted]

Cust sts: A light came on - DIC, while driving to make it through a stoplight, all of the sudden the steering wheel locked. Hard to turn, ran into a pole – The vehicle is totaled, front of vehicle is smashed. Attorney and Insurance is involved. Intensive care for 3 days, hospital for 7 days. Neck, Head, Back all injured. Bone chipped in his rib. He is also having Head-aches.

Cust sks: he wants a car, he had a 2005 car, and now he has nothing. Spent a week in the hospital. Has nothing to drive.

CRS adv: someone from the Claims Department will be contacting him within 7-10 business days.

BrandonVeuleman/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:59 PM	DRAHEICM	VEULEMBR	BRC PAR	Initial Contact- Dealer	Done	5/14/2008 03:46:35 PM	No Dealer Contact Needed

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

No dealer contact needed. Cust's vehicle is out of warranty and has not been to a dealership in the last two years per GMVIS.

BrandonVeuleman /PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:52 PM	DRAHEICM	VEULEMBR	BRC PAR	Initial Contact- AVM	Done	5/14/2008 04:23:25 PM	Message Left

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS left message for DVM:
Adams Jack 914055 8037

CRS sts: This call is an FYI to adv you that a [redacted] has filed a product allegation claim stating that a possible manufacturing concern with his 2005 Chevrolet Malibu caused the steering wheel to lock up while he was driving, resulting in a collision and serious injuries to the customer. The last 8 of the VIN is: 5F128981 - The customer has not been to a dealership regarding this issue, and has not been to a dlrship in the last two years. Due to the nature of the allegation and the injuries involved w/ this case I will be forwarding this case to ESIS. At this time I have just received the file but if you have any questions or information in regards to the case please call me at (866) 790-5700 ext 41170, the service request number is 71-625686343. Thank you.

Brandon Veuleman /PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:47 PM	DRAHEICM	VEULEMBR	BRC PAR	Acknowledgement	Done	5/14/2008 04:05:00 PM	Acknowledgement Made

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

See Initial Contact Customer

BrandonVeuleman/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:43 PM	DRAHEICM	VEULEMBR	Notify CRM		Done	5/14/2008 02:20:20 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:38 PM	DRAHEICM	VEULEMBR	Research		Done	5/14/2008 03:45:24 PM	research vin

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS researched Cust's VIN:

* No previous SR's

* No Open Recalls

* No Related Issues on veh's claim history.

BrandonVeuleman/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 01:09:09 PM	DRAHEICM	VEULEMBR	BRC PAR	Case Assigned	Done	5/14/2008 02:20:15 PM	assigned to brandon veuleman ext41170

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 12:36:09 PM	DRAHEICM	RIVARA	SR Opened		Done	5/14/2008 12:36:09 PM	SR In Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2008 12:36:08 PM	DRAHEICM	RIVARA	SR Closed - Dissatisfied		Done	5/14/2008 12:36:08 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2008 10:49:00 PM	RIVARA	DRAHEICM	Escalation	Initiate PAR	Done	5/14/2008 12:35:49 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

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

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2008 10:35:06 PM	RIVARA	RIVARA	Inbound Call Customer	Complex Request	Done	5/6/2008 10:50:45 PM	Alleged product allegation (Steering Wheel Lock-up)

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust Sts:
>I have a 2005 Chevrolet Malibu, got into a collision a month & a half ago, I was rushed to a hospital & has been on intensive care unit for 3 days due to neck & shoulder injuries, the collision that took place is because my steering wheel has locked up

Cust Seeks:
>assistance

CRS Advsd:
>apologized for this inconvenience
>will escalate this case to our Product Allegations Dept & they will be in contact with you within 2 business days

RainAnderson<rain riva>/CAC Tier1/MLA

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	No Symptom Indicated	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 :	1G1ZS52F25F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZS69 -2005 MALIBU BASE SEDAN	Warranty Start Date :	02/21/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH , PA 15224-2305 (412) 681-4800	Selling Source :	13 - CHEVROLET
		Site Code :	13011
		Business Associate Code :	113424

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	02/21/2005	210 miles	02/21/2008	36210 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/21/2005	210 miles	02/21/2011	100210 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/21/2005	210 miles	02/21/2013	80210 miles
36/36000 FEDERAL EMISSION	02/21/2005	210 miles	02/21/2008	36210 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/11/2006	303299	#	N0657 - BULBS, ONE OR ALL LICENSE LAMP - REPLACE	10752 miles

[redacted] 5/21/2008

08/16/2005	293725	#	D0890 - BLOWER MOTOR CONTROL MODULE REPLACEMENT	5887 miles
08/16/2005	293725	#	C6620 - PANEL, SEAT BACK OF BACK - PASSENGER - R&R OR REPLACE	5887 miles
01/03/2005	278814	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	205 miles
08/18/2004	250398	I	Z6999 - PDI RELATED FLUID ADDS	3 miles
08/09/2004	A28981	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 :	1G1ZS52F25F[redacted]

CLAIM HISTORY

Repair Order Date :	01/11/2006	Repair Order Number :	303299	Odometer Reading :	10752 miles

Serviced By :	DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800	Selling Source :	13 - CHEVROLET
		Site Code :	13011
		Business Associate Code :	113424

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/17/2006	657	01	#	N0657 - BULBS, ONE OR ALL LICENSE LAMP - REPLACE	09421330 - BULB	N/A	N/A	$ 14.99	N

Repair Order Date :	08/16/2005	Repair Order Number :	293725	Odometer Reading :	5887 miles

Serviced By :	DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800	Selling Source :	13 - CHEVROLET
		Site Code :	13011
		Business Associate Code :	113424

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/23/2005	615	01	#	D0890 - BLOWER MOTOR CONTROL MODULE REPLACEMENT	22688135 - RESISTOR	N/A	N/A	$ 49.28	N
08/23/2005	615	02	#	C6620 - PANEL, SEAT BACK OF BACK - PASSENGER - R&R OR REPLACE	15226958 - RETAINER	N/A	N/A	$ 25.44	N

Repair Order Date :	01/03/2005	Repair Order Number :	278814	Odometer Reading :	205 miles

Serviced By :	DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800	Selling Source :	13 - CHEVROLET
		Site Code :	13011

				Business Associate Code :		113424			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/14/2005	552	01	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12589320 - PCM	N/A	N/A	$ 439.68	N

Repair Order Date :	08/18/2004	Repair Order Number :	250398	Odometer Reading :	3 miles

Serviced By :	SERPENTINI CHEVROLET OF WADSWORTH PO BOX 149 WADSWORTH, OH 44282-0149 (330) 334-1515	Selling Source :	13 - CHEVROLET
		Site Code :	28581
		Business Associate Code :	113626

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/20/2004	510	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 1.81	N

Repair Order Date :	08/09/2004	Repair Order Number :	A28981	Odometer Reading :	0 miles

Serviced By :	SERPENTINI CHEVROLET OF WADSWORTH PO BOX 149 WADSWORTH, OH 44282-0149 (330) 334-1515	Selling Source :	13 - CHEVROLET
		Site Code :	28581
		Business Associate Code :	113626

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/13/2004	508	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 90.32	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	1G1ZS52F25F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZS69 -2005 MALIBU BASE SEDAN		
Gross Vehicle Weight Rating :	1841 kg (4059 lb)	Order Number :	HKCZQR
Build Date :	08/09/2004	Build Plant :	15FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & PASS FRONT AIR BAGS	A51 - SEATS, CUSTOM
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
D49 - POWER OUTSIDE MIRRORS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - 50-STATE EMISSIONS
FY1 - TRANS/AXLE 3.63 RATIO	IBD - INTERIOR TRIM
J41 - BRAKES, FRONT DISC, REAR DRUM	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 - (4) 15" WHEELS W/BOLT ON COVERS
QMR - (4) TOURING TIRES P205/65R15	SLM - STOCK ORDERS
UW4 - SPEAKER SYSTEM 4, CUSTOM	U1C - AM/FM STEREO W/CD PLAYER
U77 - ANTENNA RR WINDOW	VK3 - FRONT LICENSE PLATE BRACKET
VM3 - CONSUMER INFORMATION LABEL	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
1SA - MALIBU BASE EQUIPMENT GROUP	1SZ - PREFERRED EQUIPMENT SAVINGS PREFERRED EQUIPMENT GROUP SAVINGS
12U - GALAXY SILVER METALLIC	14D - GRAY CLOTH
141 - GRAY INTERIOR TRIM	6AK - FRONT SPRING
7AK - FRONT SPRING	8AB - REAR SPRING
9AB - REAR SPRING	

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Yvette Young
Claims Administrator

August 5, 2008

[redacted]
Pittsburgh PA [redacted]

RE: Claimant: [redacted]
Our File No.: 654468
Our Client: General Motors Corporation
Date/Event: 1/21/08

Dear [redacted]

I am writing to you in reference to a recent claim that you put General Motors on notice of regarding your accident of 1/21/08 in a 2005 Chev Malibu. I have not heard from you regarding your claim and I have not received the location of your vehicle.

Please contact me at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST. to further discuss the details of your accident. If I do not hear from you within 30 days, I will assume you are no longer pursuing a claim and close my file.

Please be advised that 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.

Sincerely,

Yvette Young
Claims Administrator

GRINNELL MUTUAL REINSURANCE COMPANY

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641-269-8000

Received from MSX

June 12, 2008

GENERAL MOTORS CORPORATION
ATTN: CLAIMS DEPARTMENT
PO BOX 33170
DETROIT, MI 48232-5170

RECEIVED
JUN 19 2008
ESIS-GM CLAIMS UNIT

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No: [redacted]
Loss Date: 06/10/2008
Claimant: [redacted]

Dear Sir or Madam:

We have been called upon by our insured to make property damage payments under their Personal Auto Policy.

Our investigation has revealed that a malfunction of the power steering assist system in our insured's 2005 Pontiac G6 was the proximate cause of this accident. If you would like the opportunity to inspect this vehicle, please contact me within 30 days.

We are subrogated to the rights of our insured and are putting you on notice of our subrogation claim. Once the total damages have been ascertained we will send you our supporting documents.

Sincerely,

Anna Miller

Anna Miller
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: amiller@gmrc.com

Certificate of Mailing

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Yolanda Allen
Claims Administrator

July 31, 2008

Attn: Anna Miller
Grinnell Mutual
P.O. Box 790
Grinnell, IA 50112-0790

RE: Claimant: [redacted]
Our File No.: 656412
Our Client: General Motors Corporation
Date/Event: 6/10/08
Subject vehicle: 2005 Pontiac G6
Your File No.: PA00023496

Dear Ms. Miller:

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

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

****IF AN INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING****

1. Please provide a <u>copy</u> of your expert report and <u>color copies</u> of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

esis

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Yolanda Allen
Claims Administrator

GRINNELL MUTUAL REINSURANCE COMPANY

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641-269-8000

August 20, 2008

ESIS/GM CENTRAL CLAIMS UNIT
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265-3000

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No:
Loss Date: 06/10/2008
Your File No.: 656412

Dear Ms. Allen:

I am in receipt of your request for additional documentation regarding the above referenced claim.

Enclosed please find a copy of the accident report from the Buchanan County Sheriff's Office and a copy of the correspondence received by our insured, [redacted] from General Motors regarding possible problems with the power steering assist on 2005 model year Pontiac G6 vehicles. Our insured did not receive any other Recall Notices.

I have also included a CD containing the recorded statement taken from our insured driver, [redacted] and her father, [redacted] have stated that they had not noticed anything unusual about the vehicle prior to the accident. Please be advised that neithe[redacted] nor the driver of the other vehicle involved in the accident were injured. Neither vehicle had any passengers.

Also enclosed are copies of the estimates for both vehicles involved in the accident as well as color photos of the damages. Our insured vehicle was a total loss and copies of the N.A.D.A. Vehicle Appraisal and Salvage Sheet have been included. Copies of all payments are enclosed.

Please be advised that we are in the process of obtaining the additional requested information from our insured. That information will be forwarded when available.

If you have any questions, please call me.

Sincerely,

Anna Pinkerton

Anna Pinkerton
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: apinkerton@gmrc.com

Enc. Accident Report
Correspondence from GM
CD of Recorded Statement
Color Photos
Salvage Sheet, N.A.D.A. Vehicle Appraisal, & Estimates
Copies of Payments

Office of Driver Services
P.O. Box 9204
Des Moines, Iowa 50306-9204

[redacted] Department of Transportation
INVESTIGATING OFFICERS REPORT OF MOTOR VEHICLE ACCIDENT

Law Enforcement Case Number: **08006900**

Legal Intervention? ☐ Private Property? ☐

LOCATION

Date of Accident	Time of Accident	County	Accident occurred within corporate limits of (city)
08/10/08	20:09 Hrs.	Buchanan - 10	

If accident occurred outside of city limits show general vicinity: "N/A" of nearest city "N/A"

On Road, Street, or Highway: "N/A" At Intersection with: "N/A"

Note: Unless accident occurred at an intersection which is completely described above, use the space below to give the exact location from a milepost or definable intersection, bridge, or railroad crossing, using two distances and directions if necessary

Distance	Direction		Distance	Direction	
"N/A"	"N/A"	and	"N/A"	"N/A"	of

Milepost Number "N/A" Or Definable intersection, bridge, or railroad crossing "N/A"

Location Literal Description: **V071 / DUGAN AVE and D022 / 220TH ST**

X-Coordinate: **00581614**

Y-Coordinate: **04702208**

If Divided Highway, Provide Route (Cardinal) Travel Direction: "N/A"

UNIT 001

Driver's Name - Last [redacted] First [redacted] Middle [redacted] Suffix Phone [redacted]

Address [redacted] City **BRANDON** State **IA** Zip [redacted]

Date of Birth	Driver's License Number	Citation Charge Code 1	Citation Charge 1
[redacted]	[redacted]	Citation Charge Code 2	Citation Charge 2
Gender: **Female**	State: **IA** Class: **C** Endorsements: **NONE** Restrictions: **BY**	Citation Charge Code 3	Citation Charge 3
Alcohol Test Given? **1 - None**	Test Results:	Drug Test Given? **1 - None**	Test Results:
		Citation Charge Code 4	Citation Charge 4

Seating Position **01** | Injury Status **4** | Occupant Protection **2** | Airbag Deployment **5** | Airbag Switch Status **3** | Ejection **1** | Ejection Path **1** | Trapped **1**

Transported to: | Transported by:

Owner's Name - Last [redacted] First [redacted] Middle [redacted] Suffix | Owner Company Name

Address [redacted] City **BRANDON** State **IA** Zip [redacted]

Insurance Co. Name **GRINNELL MUTUAL** Insurance Policy # **940008?480-ELITE**

VIN No.	Year	Make	Model	Style	License Plate #	State	Year
1G2ZH6289641[redacted]	**2008**	**Pontiac - PONT**	**G6**	**4D**	[redacted]	**IA**	[redacted]

Initial Travel Direction	Vehicle Action	Speed Limit	Point of Initial Impact	Most Damaged Area	Extent of Damage	Underride/ Override	Tow # / Private?	Approximate Cost to Repair or Replace
3	**03**	**55**	**02**	**02**	**4**	**1**	**NO** / ☒	**$5,500.00**

Total Occupants	Traffic Controls	Vehicle Config.	Cargo Body Type	Vehicle Defect	Driver Condition	Vision Obscured	Contributing Circumstances, Driver (up to two)
01	**01**	**01**	**01**	**99**	**1**	**01**	**07**

SEQUENCE OF EVENTS: First Event **21** Second Event Third Event Fourth Event Most Harmful Event (by vehicle) **21**

Commercial Trailer License Plate # Attached to Power Unit: State Year Attached to Trailer Unit: State Year Emergency Vehicle Type **1** Emergency Status **3**

Carrier Name Address City State Zip

US DOT # or MC # Number of Axles Gross Vehicle Weight Rating Placard # Hazardous Materials Released?

UNIT 002

Driver's Name - Last [redacted] First [redacted] Middle [redacted] Suffix Phone [redacted]

Address [redacted] City **ROWLEY** State **IA** Zip [redacted]

Date of Birth	Driver's License Number	Citation Charge Code 1	Citation Charge 1
[redacted]	[redacted]	Citation Charge Code 2	Citation Charge 2
Gender: **Male**	State: **IA** Class: **B** Endorsements: **NONE** Restrictions: **NONE**	Citation Charge Code 3	Citation Charge 3
Alcohol Test Given? **1 - None**	Test Results:	Drug Test Given? **1 - None**	Test Results:
		Citation Charge Code 4	Citation Charge 4

Seating Position **01** | Injury Status **5** | Occupant Protection **2** | Airbag Deployment **5** | Airbag Switch Status **1** | Ejection **1** | Ejection Path **1** | Trapped **1**

Transported to: | Transported by:

Owner's Name - Last [redacted] First [redacted] Middle [redacted] Suffix | Owner Company Name

Insurance Co. Name **PROGRESSIVE CASUALTY** City **ROWLEY** State **IA** Zip [redacted]

VIN No.	Year	Make	Model	Style	License Plate #	State	Year
1GCEK197722[redacted]	**2002**	**Chevrolet - CHEV**	**SLV**	**PK**	[redacted]	**IA**	**2009**

Initial Travel Direction	Vehicle Action	Speed Limit	Point of Initial Impact	Most Damaged Area	Extent of Damage	Underride/ Override	Tow # / Private?	Approximate Cost to Repair or Replace
1	**10**	**55**	**02**	**02**	**2**	**1**	**NO** / ☐	**$3,500.00**

Total Occupants	Traffic Controls	Vehicle Config.	Cargo Body Type	Vehicle Defect	Driver Condition	Vision Obscured	Contributing Circumstances, Driver (up to two)
01	**01**	**02**	**01**	**01**	**1**	**01**	**28**

SEQUENCE OF EVENTS: First Event **21** Second Event Third Event Fourth Event Most Harmful Event (by vehicle) **21**

Commercial Trailer License Plate # Attached to Power Unit: State Year Attached to Trailer Unit: State Year Emergency Vehicle Type **1** Emergency Status **3**

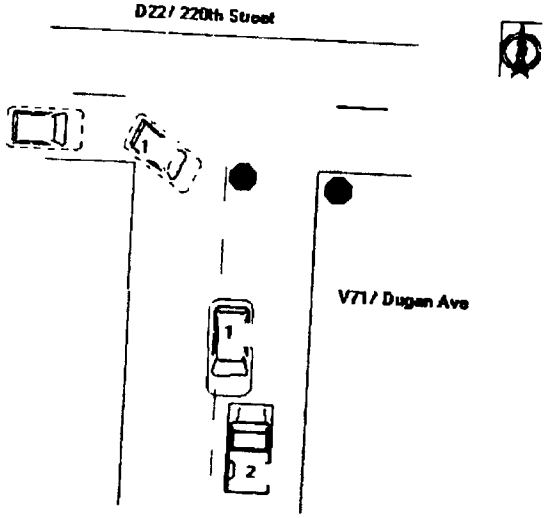
Carrier Name Address City State Zip

US DOT # or MC # Number of Axles Gross Vehicle Weight Rating Placard # Hazardous Materials Released?

Owner's Name - Last	First	Middle	Suffix	Damage	Was owner or tenant notified?
Street or RFD	City		State	Company Owner Name	Zip Code

ACCIDENT ENVIRONMENT				ROADWAY CHARACTERISTICS		WORKZONE RELATED?	SEQUENCE OF EVENTS
Location of First Harmful Event	1	Weather Conditions (up to two)	02	Major Contributing Circumstances Environment	1	No	First Harmful Event of Crash (use codes 11-42 only) 21
Manner of Crash/Collision	2			Roadway	01	Location	
Light Conditions	1	Surface Conditions	1	Type of Roadway Junction/Feature	12	Type	
						Workers Present?	

DIAGRAM



NARRATIVE

Describe what happened (refer to vehicles by number)

UNIT 1 WAS TRAVELING EAST BOUND ON D22 AND ATTEMPTING TO MAKE A RIGHT TURN ONTO V71. AFTER MAKING THE RIGHT TURN UNIT 1 ACROSSED THE CENTER LINE AND WENT INTO THE PATH OF UNIT 2. UNIT 1 THEN STRUCK UNIT 2 IN A HEAD ON COLLISION CAUSING DAMAGE TO BOTH VEHICLES. NO INJURIES WERE REPORTED AT THE TIME OF THE ACCIDENT.

WITNESS	Witness Name - Last	First	Middle	Suffix
	[redacted]	[redacted]		
	Address: [redacted]	City: JESUP	State: IA	Zip Code
	Home Phone #: [redacted]	Work Phone #		

Officer	Badge No.	Time Officer Notified of Accident	Time Officer Arrived At Scene
Schwinghammer Joe	S6039	20:09 Hrs.	20:21 Hrs
Name of Agency	**Date of Report**	**Investigation made at scene?**	**T.I. #**
Buchanan Cnty Sheriff's Office	06/10/2008	Yes	
Report Reviewed By	**Date Reviewed**	**Agency Specific**	**Other Technical Investigation Agency**
			Buchanan Cnty Sheriff's Office

Attention

Anna Miller

10-23-08

8:38

GM

December 2007

[redacted]

Brandon, IA [redacted]

Dea[redacted]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

Date: 6/13/2008 06:48 AM
Estimate ID: 12694
Estimate Version: 0
Preliminary
Profile ID: Mitchell

HILLTOP MOTORS, INC.

512 20th. AVE. S.W., INDEPENDENCE, IA 50644
(319) 334-2337
Fax: (319) 334-5985

Damage Assessed By: DON MAGSAMEN

Deductible: 0.00
Claim Number: 12694

Insured: [redacted]
Address:
Telephone: Home Phone: [redacted]

Mitchell Service: 910410

Description: 2005 Pontiac G6 GT
Body Style: 4D Sed
VIN: 1G2ZH528954[redacted]
Drive Train: 3.5L Inj 6 Cyl 4A FWD
Options: ALUM/ALLOY WHEELS, POWER DRIVER SEAT

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number		Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY				2.8 #
2	000008	BDY	REMOVE/REPLACE	FRT BUMPER COVER	19120467	GM PART	398.08	INC #
3	AUTO	REF	REFINISH	FRT BUMPER COVER				C 2.6
4	000026	BDY	REMOVE/REPLACE	FRT BUMPER NUT 8@0.56	11515638	GM PART	4.48	INC
5	003434	BDY	REMOVE/REPLACE	FRT BUMPER SUPPORT	15234066	GM PART	41.30	INC
6	000009	BDY	REMOVE/REPLACE	FRT UPR BUMPER COVER RETAINER 6@2.12	11518017	GM PART	12.72	INC
7	000011	BDY	REMOVE/REPLACE	FRT BUMPER ADHESIVE EMBLEM	22589321	GM PART	35.50	INC
8	000012	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624987	GM PART	134.70	INC
9	000016	BDY	REMOVE/REPLACE	L FRT BUMPER BRACKET	22703311	GM PART	16.06	INC #
10	000021	BDY	REMOVE/REPLACE	FRT BUMPER SPLASH SHIELD	15859479	GM PART	78.21	INC
11	003288	BDY	REMOVE/REPLACE	FRT AMBIENT TEMP SENSOR	22697635	GM PART	12.46	INC #
12	000025	BDY	REMOVE/REPLACE	FRT BUMPER RIVET 4@0.70	22638717	GM PART	2.80	INC
13	000024	BDY	REMOVE/REPLACE	FRT BUMPER LICENSE BRACKET	10379556	GM PART	8.45	INC
14	000028	BDY	REMOVE/REPLACE	L OTR UPR GRILLE	15221711	GM PART	36.21	INC #
15	000030	BDY	REMOVE/REPLACE	L INR UPR GRILLE	22699329	GM PART	32.87	INC #
16	002489	BDY	REMOVE/REPLACE	L LWR GRILLE	15243268	GM PART	57.09	INC #
17	000034	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	15881657	GM PART	248.65	INC
18	AUTO	BDY	CHECK/ADJUST	HEADLAMPS				0.4
19	000057	BDY	REMOVE/REPLACE	FRONT COMBINATION LAMP WIRING HARNESS	15257561	GM PART	125.33	
20	000051	BDY	REMOVE/REPLACE	L FRT FOG LAMP ASSEMBLY	15162675	GM PART	157.10	INC #
21	000058	BDY	REMOVE/REPLACE	HOOD PANEL	15801208	GM PART	384.12	1.0
22	AUTO	REF	REFINISH	HOOD OUTSIDE				C 2.5
23	AUTO	REF	REFINISH	HOOD UNDERSIDE				C 1.3
24	000059	BDY	REMOVE/REPLACE	HOOD INSULATOR	25809559	GM PART	43.95	INC
25	000060	BDY	REMOVE/REPLACE	HOOD INSULATOR RETAINER 4@1.69	22718305	GM PART	6.76	
26	000061	BDY	REMOVE/REPLACE	R INR HOOD HINGE	15143682	GM PART	17.79	0.2 #
27	AUTO	REF	REFINISH	R INR HINGE				C 0.5
28	000062	BDY	REMOVE/REPLACE	L INR HOOD HINGE	15143683	GM PART	17.82	0.2 #
29	AUTO	REF	REFINISH	L INR HINGE				C 0.5
30	000063	BDY	REMOVE/REPLACE	R OTR HOOD HINGE	22701366	GM PART	19.47	INC #
31	AUTO	REF	REFINISH	R OTR HINGE				C 0.5

ESTIMATE RECALL NUMBER: 06/12/2008 15:14:29 12694

Mitchell Data Version: MAY_08_A
UltraMate Version: 6.0.029

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DAC JUN 25 2008

Date: 6/13/2008 06:48 AM
Estimate ID: 12694
Estimate Version: 0
Preliminary
Profile ID: Mitchell

32	000064	BDY	REMOVE/REPLACE	L OTR HOOD HINGE		22701367	GM PART	19.47	INC #
33	AUTO	REF	REFINISH	L OTR HINGE					C 0.5
34	002494	BDY	REMOVE/REPLACE	FRT HOOD RETAINER 4@2.84		11610086	GM PART	11.36	
35	000079	BDY	REMOVE/REPLACE	HOOD LATCH		15876265	GM PART	57.71	INC #
36	000081	BDY	REMOVE/REPLACE	HOOD RELEASE CABLE		25817511	GM PART	21.48	0.8
37	000082	BDY	REMOVE/REPLACE	COOLING RADIATOR		52494386	GM PART	332.59	INC #
38	000089	BDY	REMOVE/REPLACE	L COOLING RADIATOR BAFFLE		22705986	GM PART	3.55	
39	000117	MCH	REMOVE/REPLACE	AIR COND CONDENSER	-M	15777890	GM PART	346.47	INC #
40	AUTO	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M				1.4
41	000137	BDY	REPAIR	R FENDER PANEL		Existing			2.0* #
42	AUTO	REF	REFINISH	R FENDER OUTSIDE					C 1.5
43	000138	BDY	REMOVE/REPLACE	L FENDER PANEL		15292019	GM PART	169.30	1.2 #
44	AUTO	REF	REFINISH	L FENDER OUTSIDE					C 1.5
45	AUTO	REF	REFINISH	L FENDER EDGE					0.5
46	000146	BDY	REMOVE/REPLACE	L FENDER LINER		25860275	GM PART	38.32	INC
47	003095	BDY	REMOVE/REPLACE	L FENDER WHEELHOUSE PANEL		25779654	GM PART	17.77	0.8 #
48	000163	BDY	REMOVE/REPLACE	UPR FRONT BODY TIE BAR	-S	25800756	GM PART	206.81	5.9 #
49	AUTO	REF	REFINISH	UPPER TIE BAR					1.0
50	AUTO	MCH	REMOVE/REPLACE	ADD TO R&R MECHANICAL COMPONENTS	-M				0.6 #
51	AUTO	REF	REFINISH	L APRON/SIDEMEMBER COMPLETE					1.5
52	001067	BDY	REPAIR	L FRONT BODY SIDE RAIL	-S	Existing			4.0* #
53	003085	BDY	REMOVE/REPLACE	L ENGINE SHIELD		15809317	GM PART	21.78	0.2
54	001084	BDY	REPAIR	R UPR FRONT BODY SIDE RAIL	-S	Existing			2.0*
55	AUTO	REF	REFINISH	R UPR SIDE RAIL					0.5
56	001085	BDY	REMOVE/REPLACE	L UPR FRONT BODY SIDE RAIL	-S	10375729	GM PART	209.60	INC
57	001087	BDY	REMOVE/REPLACE	L FRONT BODY BAFFLE	-S	15895558	GM PART	5.51	1.0
58	003091	BDY	REMOVE/REPLACE	L FRONT BODY WHEELHOUSE ASSY	-S	15800731	GM PART	147.90	7.0 #
59	003093	BDY	REMOVE/REPLACE	L PANEL BONDING ADHESIVE		12378567	GM PART	76.95	
60	000153	MCH	REMOVE/REPLACE	FUSE BOX	-M	22731137	GM PART	287.76	1.2 #
61	001590	MCH	REMOVE/REPLACE	ENGINE WIRING HARNESS	-M	ORDER FROM DEALER		207.67	
62	001587	MCH	REMOVE/REPLACE	WIRING HARNESS	-M	ORDER FROM DEALER		1,317.08	
63	AUTO	MCH	REMOVE/REPLACE	L FRT SUSP COMPONENTS ONE SIDE	-M				3.7
64				DOES NOT INCLUDE ALIGNMENT					
65	001038	MCH	ALIGN	FOUR WHEEL	-M				2.7
66	000194	MCH	REMOVE/REPLACE	L FRT SUSP HUB & BEARING	-M	15793213	GM PART	272.34	INC #
67	000256	MCH	REMOVE/REPLACE	L FRT SUSP STRUT ASSY	-M	22716370	GM PART	160.78	INC #
68	000278	MCH	REMOVE/REPLACE	L LWR FRT SUSP CONTROL ARM ASSY	-M	22730775	GM PART	193.57	INC #
69	000348	BDY	REMOVE/REPLACE	AIR CLEANER INTAKE DUCT		22689639	GM PART	65.32	INC
70	000388	BDY	REMOVE/REPLACE	BATTERY		N.A.	GM PART	105.00 *	INC
71	002782	BDY	REMOVE/REPLACE	POSITIVE BATTERY CABLE		88861297	GM PART	29.64	0.6
72	000390	BDY	REMOVE/REPLACE	NEGATIVE BATTERY CABLE		88987120	GM PART	44.38	0.4
73	000391	BDY	REMOVE/REPLACE	BATTERY COVER		22731686	GM PART	40.35	
74	000162	BDY	REMOVE/REPLACE	BATTERY TRAY		15217067	GM PART	41.67	INC #
75	000392	BDY	REMOVE/REPLACE	RETAINER		22593091	GM PART	7.48	
76	000393	BDY	REMOVE/REPLACE	SUPPORT		22731258	GM PART	43.88	
77	000394	BDY	REMOVE/REPLACE	DUCT		22660814	GM PART	8.82	
78	003854	GLS	REMOVE/REPLACE	W/SHIELD GLASS		DW01603GTY		303.75	2.3 #
79	900500	GLS *	REMOVE/REPLACE	W/S SEAL KIT		New		25.00 *	0.0*
80	001095	BDY	REPAIR	COWL/DASH PLENUM PANEL		Existing			5.0*
81	000541	BDY	REPAIR	L FRT DOOR REPAIR PANEL		Existing			2.0* #
82	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE					C 1.6
83	001229	BDY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR					INC #
84	001223	BDY	REMOVE/INSTALL	L FRT OTR BELT MOULDING					INC #
85	001225	BDY	REMOVE/INSTALL	L FRT UPR DOOR GLASS REVEAL MOULDING					INC #
86	001227	BDY	REMOVE/INSTALL	L FRT DOOR REAR APPLIQUE					1.2 #
87	002485	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE NAMEPLATE		15223484	GM PART	4.75	0.2
88	001237	BDY	REMOVE/INSTALL	L FRT OTR DOOR HANDLE					0.3 #
89	936018		ADD'L COST	R134A FREON & OIL				50.00 *	
90	AUTO	REF	ADD'L OPR	CLEAR COAT					3.1
91	AUTO		ADD'L COST	PAINT/MATERIALS				627.20 *	

ESTIMATE RECALL NUMBER: 06/12/2008 15:14:29 12694

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UltraMate Version: 6.0.029

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DAC JUN 25 2008

Date: 6/13/2008 06:48 AM
Estimate ID: 12694
Estimate Version: 0
Preliminary
Profile ID: Mitchell

92 AUTO ADD'L COST HAZARDOUS WASTE DISPOSAL 3.00 *

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

I. Labor Subtotals

	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	
Body	39.2	50.00	0.00	0.00	1,960.00	T
Refinish	19.6	50.00	0.00	0.00	980.00	T
Glass	2.3	50.00	0.00	0.00	115.00	T
Mechanical	9.6	60.00	0.00	0.00	576.00	T
Taxable Labor					3,631.00	
Labor Tax		@	7.000 %		254.17	
Labor Summary	70.7				3,885.17	

II. Part Replacement Summary

			Amount
Taxable Parts			6,737.24
Sales Tax	@	7.000%	471.61
Total Replacement Parts Amount			7,208.85

III. Additional Costs

			Amount
Taxable Costs			53.00
Sales Tax	@	7.000%	3.71
Non-Taxable Costs			627.20
Total Additional Costs			683.91

IV. Adjustments

	Amount
Insurance Deductible	0.00
Customer Responsibility	0.00

I.	Total Labor:	3,885.17
II.	Total Replacement Parts:	7,208.85
III.	Total Additional Costs:	683.91
	Gross Total:	11,777.93
IV.	Total Adjustments:	0.00
	Net Total:	11,777.93

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Inspection Date: 12/30/1999

HILLTOP MOTORS INC. WILL WARRANTY ALL LABOR, WORKMANSHIP, AND REFINISHING FOR UP TO ONE YEAR AFTER REPAIRS ARE COMPLETED.

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N.A.D.A. Official Used Car Guide
Vehicle Appraisal Retail Value
6/13/2008

2005 PONTIAC
G6-V6
Sedan 4D GT

Region: Eastern June, 2008

VIN: 1G2ZH528954[redacted]

N.A.D.A. Base Clean Retail	**$13,475**
Mileage (30,000)	$930
Accessories	$1,075
N.A.D.A. Clean Retail Value	**$15,500**

Optional Equipment:

Leather Seats	$400	Power Sunroof	$550
Theft Recovery Sys	$125		
Option Total:	$1,075		

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[redacted]

PLEASE CHECK ONE COMPANY NAME BELOW
☐ Grinnell Mutual Reinsurance Company
☒ Grinnell Select Insurance Company
4215 Highway 146, PO Box 790, Grinnell, Iowa 50112-0790

SALVAGE SHEET

Claim No. PA00023496
Insured [redacted]
Loss Date 6/10/08 Coverage Code 200-001

Owner [redacted] Vehicle Color Black Miles 30,000
Location of Auto Insd residence - [redacted] Town Brandon State IA
Year 2005 Make Pontiac Body G6 Series ____ VIN No. 1G2ZH528954 [redacted]
Engine 6 Cylinders/Liters 3.5L Condition ____ Transmission Auto Condition prior salvage
Tire Tread Remaining: RF ____ RR ____ LF ____ LR ____ Spare ____
Air Bag Deployed: ☐ Yes ☒ No If any – give location ____
Glass Broken: Windshield X Back ____ R Vent ____ RF ____ RR ____ L Vent ____ LF ____ LR ____ Back ____

PANEL CODES: X – Usable with Repair; None – None; NG – No Good; OK – Good Parts; PD – Prior Damage (Hrs.)

Top Panel		LF Fender		LR Door		RF Fender		RR Door		Trunk Lid	
Hood		LF Door		LR Quarter		RF Door		RR Quarter			

EQUIPMENT	ADD	DEDUCT
Moon/Sun Roof	550	
Alum/Chrome/Wheel		
AM/FM Ster, Tape/CD		
Power Window		
Power Door Locks		
Power Seat		
Cruise Control		
Tilt Wheel		
R. Window Defogger		
Manual Transmission		
Air Conditioner		
Gas/Diesel Engine		
4 x 4 Pkg.		
Running Boards		
Trailer Tow		
Box Liner		
Anti-Theft/ Alarm	125	
Leather	400	
Subtotal	1075	

EVALUATION OF AUTO

NADA Book Value (base) 15,500.00 Market Survey ____

ADD ON

Low Mileage	950		
Equipment	1075		
Subtotal	2025 + 2025	Settlement	11,625
DEDUCTIONS		Sales Tax	
High Mileage		License	
Equipment		Subtotal	
Old Damage (minus)	3875 prior salv.	Paper Trans (Salvage Value)	- 2557.50
Subtotal	3875 - 3875	Ded. (Minus)	- 500.00
NADA Value	11,625	TOTAL	8567.50

Stolen ☐

SALVAGE PICK-UP AUTHORIZATION

Salvor Retained by owner Control # —
Date Notified ____ NADA Value 11,625 % 22 Amt. 2557.50
☐ Unit is Released, Forward Salvage Draft. ☐ Negotiable Unit
☐ **HOLD Unit Until Notified.**
Less Towing ____ Storage ____ Total ____
Comments: ____

Permission ☐ IS ☐ IS NOT – hereby granted to the insurance company listed above, or a representative thereof, to move the aforesaid vehicle as necessary.

Market Survey: 1. Dealer ____ Salesman ____
Location ____ Price ____
Comments ____
2. Dealer ____ Salesman ____
Location ____ Price ____
Comments ____

I have received a copy of this form and have had an opportunity to review the form in its entirety.

OWNER'S SIGNATURE ____ DATE 7/11/08 ADJUSTER'S SIGNATURE Anna Miller

ILLINOIS SPECIAL PROVISIONS – The Illinois Vehicle Code states any vehicle 9 (nine) model years of age or older may, by agreement between the registered owner and the insurance company, be retained by the registered owner of such vehicle.

"A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information or helps to commit a fraud against an insurer commits a crime."

2917 10-02

GRINNELL SELECT INSURANCE COMPANY

INSURED: [redacted]			CHECK NUMBER [redacted]	DATE JULY 13, 2008
CLAIM NO.:	ACCIDENT DATE:	ADJ	TAXPAYER ID#	CHECK TOTAL: $****7,312.78
PA00023496	06102008	AMI		

FOR: Loan Payoff for Loan # 4278410 for [redacted] for the 2005 Pontiac G6.

TO: ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

GROSS: $****7,312.78
WITHHELD: $*********.00
NET: $****7,312.78

Printed using Amerisseal

GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 148, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

33-6/730 Bankers Trust Company, N.A.
Des Moines, IA

3001118444

CLAIM NO: PA00023496
TAX ID#:

DATE JULY 13, 2008

Pay ⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨ $7,312.78
DOLLAR SEVEN COMMA THREE ONE TWO PERIOD CENTS CENTS

$****7,312.78

FOR Loan Payoff for Loan # 4278410 for Richard Ratchford for the 2005 Pontiac G6.

TO THE ORDER OF ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

HOME OFFICE COPY

VOID OVER $7,312.78

[redacted]

GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 148, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

CLM#: PA00023496 ADJ: AMI

Jan 1-14-09

ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

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 :	1G2ZH528954[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZH69 -2005 G6 - GT SEDAN	Warranty Start Date :	11/06/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	RAMSEY PONTIAC 9625 HICKMAN RD URBANDALE , IA 50322-5301 (515) 278-6400	Selling Source :	16 - PONTIAC
		Site Code :	13389
		Business Associate Code :	116206

Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	04088	DRIVER DOOR WATER INTRUSION	N/A	Closed
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06047	DETERMINE IF ONSTAR CAN BE UPGRADED AT GM GLOBALCONNECT-SEE TSB 05-08-46-006	02/21/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	11/06/2004	49 miles	11/06/2007	36049 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/06/2004	49 miles	11/06/2010	100049 miles

[redacted]

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/06/2004	49 miles	11/06/2012	80049 miles
36/36000 FEDERAL EMISSION	11/06/2004	49 miles	11/06/2007	36049 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/31/2005	036681	#	E2000 - WHEEL ALIGNMENT - STEERING WHEEL ANGLE AND/OR FRONT TOE AD	7400 miles
05/31/2005	036681	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	7400 miles
02/16/2005	028634	#	C2368 - GRILLE, DEFROSTER OUTLET (ONE OR BOTH) - REPLACE	3201 miles
01/06/2005	025542	#	B0485 - FRONT AIR DEFLECTOR REPLACEMENT	1936 miles
11/18/2004	022072	#	R4491 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPROGRAM	428 miles
11/11/2004	021460	#	Y0014 - DRIVER DOOR WATER INTRUSION - REPROGRAM BODY CONTROL MODUL	9 miles
10/18/2004	A26460	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

October 31, 2008

GRINNELL MUTUAL
ANNA MILLER
P.O. BOX 790
GRINNELL, IA, 50112-0790

RE:	Claimant:	[redacted]
	Our File No.:	656412
	Our Client:	General Motors Corporation
	Date/Event:	06/10/2008
	Subject vehicle:	2005 PONTIAC G6
	VIN:	1G2ZH528954[redacted]

Dear Ms. Miller:

ESIS is the third party administrator on behalf of General Motors. As we discussed, the above claim has been denied.

If you choose to pursue this matter further, you must maintain the vehicle in its immediate post-incident condition.

Thank you for your time in this regard.

Sincerely,

Bethany Tillman
Claims Administrator

GRINNELL MUTUAL REINSURANCE SINCE 1909

Grinnell Mutual Reins rance Company
Grinnell Select Insura ce Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641 269-8000

September 8, 2008

RECEIVED
SEP 18 2008
ESIS-GM CLAIMS UNIT

ESIS/GM CENTRAL CLAIMS UNIT
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265-3000

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No: [redacted]
Loss Date: 06/10/2008

Dear Ms. Allen:

This letter is a follow up to your request for additional documentatio regarding the above referenced claim dated July 31, 2008.

Enclosed please find a note from our insured [redacted] cc ncerning the vehicle involved in the loss. Please be advised that all maintenance, warra ty, and repair orders were lost in a shop fire that occurred prior to the auto accide t. The insured has stated that regular oil changes were completed every 3,000 miles a d the vehicle was also greased at the same times.

[redacted] has advised that no after-market equipment has ver been installed on the vehicle and no modifications were made.

[redacted] purchased the vehicle with prior damage to the left d or, quarter panel, and roof. There was no prior damage to the front end whatsoever. Mr. Ratchford completed all repairs on the vehicle himself.

If you have any questions, please contact me.

Sincerely,

Anna Pinkerton

Anna Pinkerton
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: apinkerton@gmrc.com

Enc. Correspondence from Richard Ratchford

2005 Pontiac G-6
ALL records were lost in shop fire. oil was changed every 3,000 and also was greased.

No after market EQIP. was installed on vehicle.

NO Modifications were Done to vehicle.

Prior Damage to Vehicle when I bought was in Left Door, roof and rear Quarter. NO Damage to front End or wheels.

8/22/05 [redacted]

GRINNELL MUTUAL REINSURANCE SINCE 1909

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641-269-8000

November 13, 2008

ESIS/GM CENTRAL CLAIMS UNIT
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265-3000

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No: [redacted]
Loss Date: 06/10/2008
Your File No: 656412

Dear Ms. Tillman:

Per your voicemail request on November 11, 2008, I have enclosed a CD of the recorded statement taken from our insured driver, [redacted], regarding the above accident.

If you have any questions, please call me.

Sincerely,

Anna Pinkerton

Anna Pinkerton
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: apinkerton@gmrc.com

Enc. CD – Recorded Statement of [redacted]

GRINNELL MUTUAL REINSURANCE SINCE 1909

Grinnell Mutual Reins rance Company
Grinnell Select Insura ce Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641 269-8000

September 8, 2008

RECEIVED
SEP 18 2008
ESIS-GM CLAIMS UNIT

ESIS/GM CENTRAL CLAIMS UNIT
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265-3000

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No: [redacted]
Loss Date: 06/10/2008

Dear Ms. Allen:

This letter is a follow up to your request for additional documentatio regarding the above referenced claim dated July 31, 2008.

Enclosed please find a note from our insured, [redacted] cc ncerning the vehicle involved in the loss. Please be advised that all maintenance, warra ty, and repair orders were lost in a shop fire that occurred prior to the auto accide t. The insured has stated that regular oil changes were completed every 3,000 miles a d the vehicle was also greased at the same times.

[redacted] has advised that no after-market equipment has ver been installed on the vehicle and no modifications were made.

[redacted] purchased the vehicle with prior damage to the left d r, quarter panel, and roof. There was no prior damage to the front end whatsoever. [redacted] completed all repairs on the vehicle himself.

If you have any questions, please contact me.

Sincerely,

Anna Pinkerton

Anna Pinkerton
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: apinkerton@gmrc.com

Enc. Correspondence from [redacted]

2005 Pontiac G-5
ALL records were lost in shop fire. oil was changed every 3,000 and also was greased.

No after market EQIP. was installed on Vehicl.

No Modifications were Done to Vehicle.

Prior Damage to Vehile when I bought was in Left Door, roof and rear Quautur. NO Damage to front End or wheels.

8/22/05 [redacted]

GRINNELL MUTUAL REINSURANCE COMPANY

Grinnell Mutual Reinsurance Company
4215 Highway 146, PO Box 790
Grinnell, IA 50112-0790
Phone (800) 362-2041
FAX 1-800-892-2302

facsimile transmission

To: Bethany Tillman From: Anna Pinkerton Ext.: 8194

Co.: Dept.: Claims Date: 12/15/08

Fax #: 313-665-0911 Pages including this sheet: 13

GMRC Claim No: PA0002349G

Message:

Your claim # 656412

"A policy of working together"

GMRC 1356 9-92

GRINNELL MUTUAL REINSURANCE SINCE 1909

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
4215 Highway 146
PO Box 790
Grinnell, IA 50112-0790
Phone 800-362-2041 or 641-269-8000

December 15, 2008

GENERAL MOTORS CORPORATION
ATTN: CLAIMS DEPARTMENT
PO BOX 33170
DETROIT, MI 48232-5170

Our Claim No: PA00023496
Our Insured: [redacted]
Our Policy No: [redacted]
Loss Date: 06/10/2008

Dear Sir or Madam:

We have been called upon by our insured to make property damage payments under the above Personal Auto policy. The total amount of the loss is $13,320.86, which includes our insured's $500 deductible, related storage expenses, and damage to the other vehicle involved in the accident.

The investigation of this accident reveals that a malfunction of the power steering assist system in our insured's 2005 Pontiac G6 was the proximate cause of this accident. We are subrogated to the rights of our insured and are pursuing our subrogation claim against you in the amount of $13,320.86. Enclosed please find our supporting documents.

Your prompt reply will be appreciated.

Sincerely,

Anna Pinkerton

Anna Pinkerton
Claims Adjuster
Phone: (800) 362-2041, Ext. 8194
Fax: (800) 892-2302
Email: amiller@gmrc.com

Enc. Copies of Estimates
Copies of Payments
Copy of Salvage Sheet

Date: 6/13/2008 06:48 AM
Estimate ID: 12894
Estimate Version: 0
Preliminary
Profile ID: Mitchell

HILLTOP MOTORS, INC.

512 2ND AVE. S.W., INDEPENDENCE, IA 50644
(319) 334-2337
Fax: (319) 334-5985

Damage Assessed By: DON MAGSAMEN

Deductible: 0.00
Claim Number: 12894

Insured: [redacted]
Address:
Telephone: Home Phone: [redacted]

Mitchell Service: 910410

Description: 2005 Pontiac GTO GT
Body Style: 4D Sed
VIN: 1G2ZH528954[redacted]
Options: ALUM/ALLOY WHEELS, POWER DRIVER SEAT
Drive Train: 5.7L [V] 8 Cyl 4A RWD

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number		Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY				2.5 M
2	000009	BDY	REMOVE/REPLACE	FRT BUMPER COVER	19129467	GM PART	398.08	INC M
3	AUTO	REF	REFINISH	FRT BUMPER COVER				C 2.5
4	000025	BDY	REMOVE/REPLACE	FRT BUMPER NUT 8@0.56	11515838	GM PART	4.48	INC
5	000034	BDY	REMOVE/REPLACE	FRT BUMPER SUPPORT	15234068	GM PART	41.00	INC
6	000003	BDY	REMOVE/REPLACE	FRT UPR BUMPER COVER RETAINER 8@2.12	11518017	GM PART	12.72	INC
7	000011	BDY	REMOVE/REPLACE	FRT BUMPER ADHESIVE EMBLEM	22648321	GM PART	35.50	INC
8	000012	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624987	GM PART	134.70	INC
9	000016	BDY	REMOVE/REPLACE	L FRT BUMPER BRACKET	22703311	GM PART	16.06	INC M
10	000021	BDY	REMOVE/REPLACE	FRT BUMPER SPLASH SHIELD	15859479	GM PART	78.21	INC
11	003288	BDY	REMOVE/REPLACE	FRT AMBIENT TEMP SENSOR	22857635	GM PART	12.48	INC M
12	000026	BDY	REMOVE/REPLACE	FRT BUMPER RIVET 4@0.70	22638717	GM PART	2.80	INC
13	000024	BDY	REMOVE/REPLACE	FRT BUMPER LICENSE BRACKET	10379556	GM PART	9.45	INC
14	000028	BDY	REMOVE/REPLACE	L OTR UPR GRILLE	15221711	GM PART	36.21	INC M
15	000030	BDY	REMOVE/REPLACE	L INR UPR GRILLE	22694328	GM PART	32.67	INC M
16	002468	BDY	REMOVE/REPLACE	L LWR GRILLE	15243286	GM PART	57.09	INC M
17	000034	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	15881857	GM PART	248.65	INC
18	AUTO	BDY	CHECK/ADJUST	HEADLAMPS				0.4
19	000037	BDY	REMOVE/REPLACE	FRONT COMBINATION LAMP WIRING HARNESS	15252561	GM PART	125.33	
20	000051	BDY	REMOVE/REPLACE	L FRT FOG LAMP ASSEMBLY	15162975	GM PART	157.10	INC M
21	000058	BDY	REMOVE/REPLACE	HOOD PANEL	15801208	GM PART	384.12	1.9
22	AUTO	REF	REFINISH	HOOD OUTSIDE				C 2.5
23	AUTO	REF	REFINISH	HOOD UNDERSIDE				C 1.3
24	000059	BDY	REMOVE/REPLACE	HOOD INSULATOR	25809556	GM PART	43.85	INC
25	000060	BDY	REMOVE/REPLACE	HOOD INSULATOR RETAINER 4@1.69	22718305	GM PART	6.76	
26	000061	BDY	REMOVE/REPLACE	R INR HOOD HINGE	15143682	GM PART	17.79	0.2 M
27	AUTO	REF	REFINISH	R INR HINGE				C 0.5
28	000062	BDY	REMOVE/REPLACE	L INR HOOD HINGE	15143683	GM PART	17.62	0.2 M
29	AUTO	REF	REFINISH	L INR HINGE				C 0.5
30	000063	BDY	REMOVE/REPLACE	R OTR HOOD HINGE	22701366	GM PART	19.47	INC M
31	AUTO	REF	REFINISH	R OTR HINGE				C 0.5

ESTIMATE RECALL NUMBER: 06/12/2008 15:14:29 12894

Mitchell Data Version: MAY_08_A
UltraMate Version: 8.0.029

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DAC JUN 25 2008

Date: 6/13/2008 06:48 AM
Estimate ID: 12634
Estimate Version: 0
Preliminary
Profile ID: Mitchell

32	000064	BDY	REMOVE/REPLACE	L QTR HOOD HINGE					
33	AUTO	REF	REFINISH	L QTR HINGE					
34	002496	BDY	REMOVE/REPLACE	FRT HOOD RETAINER 4@2.3H					
35	000079	BDY	REMOVE/REPLACE	HOOD LATCH					
36	000091	BDY	REMOVE/REPLACE	HOOD RELEASE CABLE					
37	000082	BDY	REMOVE/REPLACE	COOLING RADIATOR					
38	000088	BDY	REMOVE/REPLACE	L COOLING RADIATOR BAFFLE					
39	000117	MCH	REMOVE/REPLACE	AIR COND CONDENSER	-M				
40	AUTO	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M				
41	000137	BDY	REPAIR	R FENDER PANEL					
42	AUTO	REF	REFINISH	R FENDER OUTSIDE					
43	000138	BDY	REMOVE/REPLACE	L FENDER PANEL					
44	AUTO	REF	REFINISH	L FENDER OUTSIDE					
45	AUTO	REF	REFINISH	L FENDER EDGE					
46	000146	BDY	REMOVE/REPLACE	L FENDER LINER					
47	003085	BDY	REMOVE/REPLACE	L FENDER WHEELHOUSE PANEL					
48	000163	BDY	REMOVE/REPLACE	UPR FRONT BODY TIE BAR	-S				
49	AUTO	REF	REFINISH	UPPER TIE BAR					
50	AUTO	MCH	REMOVE/REPLACE	ADD TO R&R MECHANICAL COMPONENTS	-M				
51	AUTO	REF	REFINISH	L APRON/SIDEMEMBER COMPLETE					
52	001067	BDY	REPAIR	L FRONT BODY SIDE RAIL	-S				
53	003085	BDY	REMOVE/REPLACE	L ENGINE SHIELD					
54	001084	BDY	REPAIR	R UPR FRONT BODY SIDE RAIL	-S				
55	AUTO	REF	REFINISH	R UPR SIDE RAIL					
56	001085	BDY	REMOVE/REPLACE	L UPR FRONT BODY SIDE RAIL	-S				
57	001087	BDY	REMOVE/REPLACE	L FRONT BODY BAFFLE	-S				
58	003091	BDY	REMOVE/REPLACE	L FRONT BODY WHEELHOUSE ASSY	-S				
59	003093	BDY	REMOVE/REPLACE	L PANEL BONDING ADHESIVE					
60	001153	MCH	REMOVE/REPLACE	FUSE BOX	-M				
61	001590	MCH	REMOVE/REPLACE	ENGINE WIRING HARNESS	-M				
62	001587	MCH	REMOVE/REPLACE	WIRING HARNESS	-M				
63	AUTO	MCH	REMOVE/REPLACE	L FRT SUSP COMPONENTS ONE SIDE	-M				
64				DOES NOT INCLUDE ALIGNMENT					
65	001338	MCH	ALIGN	FOUR WHEEL	-M				
66	000194	MCH	REMOVE/REPLACE	L FRT SUSP HUB & BEARING	-M	15793215	GM PART	272.34	INC #
67	000256	MCH	REMOVE/REPLACE	L FRT SUSP STRUT ASSY	-M	22215370	GM PART	160.78	INC #
68	000278	MCH	REMOVE/REPLACE	L LWR FRT SUSP CONTROL ARM ASSY	-M	22230775	GM PART	193.57	INC #
69	000348	BDY	REMOVE/REPLACE	AIR CLEANER INTAKE DUCT		22696539	GM PART	85.32	INC
70	000368	BDY	REMOVE/REPLACE	BATTERY		N.A.	GM PART	103.00	INC
71	002782	BDY	REMOVE/REPLACE	POSITIVE BATTERY CABLE		88961287	GM PART	29.84	0.6
72	000390	BDY	REMOVE/REPLACE	NEGATIVE BATTERY CABLE		88969120	GM PART	42.18	0.4
73	000391	BDY	REMOVE/REPLACE	BATTERY COVER		22731884	GM PART	40.35	
74	000152	BDY	REMOVE/REPLACE	BATTERY TRAY		15217067	GM PART	41.87	INC #
75	000392	BDY	REMOVE/REPLACE	RETAINER		22593091	GM PART	7.46	
76	000393	BDY	REMOVE/REPLACE	SUPPORT		22731258	GM PART	43.68	
77	000394	BDY	REMOVE/REPLACE	DUCT		22660614	GM PART	8.82	
78	003854	GLS	REMOVE/REPLACE	W/SHIELD GLASS		DW01603GTY		303.75	2.2 #
79	900500	GLS	REMOVE/REPLACE	WS SEAL KIT		New		25.00	0.0
80	001085	BDY	REPAIR	COWL/DASH PLENUM PANEL		Existing			5.0
81	000541	BDY	REPAIR	L FRT DOOR REPAIR PANEL		Existing			2.0 #
82	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE					
83	001229	BDY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR					C 1.6
84	001223	BDY	REMOVE/INSTALL	L FRT QTR BELT MOULDING					INC #
85	001225	BDY	REMOVE/INSTALL	L FRT UPR DOOR GLASS REVEAL MOULDING					INC #
86	001227	BDY	REMOVE/INSTALL	L FRT DOOR REAR APPLIQUE					INC #
87	002485	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE NAMEPLATE		15223484	GM PART	4.75	1.2 #
88	001237	BDY	REMOVE/INSTALL	L FRT QTR DOOR HANDLE					0.2
89	936018		ADD'L COST	R134A FREON & OIL				50.00	0.3 #
90	AUTO	REF	ADD'L OPR	CLEAR COAT					3.1
91	AUTO		ADD'L COST	PAINT MATERIALS				527.20	

ESTIMATE RECALL NUMBER: 06/12/2008 15:14:28 12634

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Mitchell Data Version: MAY_08_A
UltraMate Version: 6.00.029

DAC JUN 25 2008

Date: 6/13/2008 06:48 AM
Estimate ID: 12994
Estimate Version: 0
Preliminary
Profile ID: Mitchell

92 AUTO ADDT.COST HAZARDOUS WASTE DISPOSAL 3.00 *

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

I. Labor Subtotals:

	Units	Rate	Addl Labor Amount	Sublet Amount	Totals	
Body	38.2	50.00	0.00	0.00	1,910.00	T
Refinish	19.6	50.00	0.00	0.00	980.00	T
Glass	2.3	50.00	0.00	0.00	115.00	T
Mechanical	9.8	60.00	0.00	0.00	588.00	T
Taxable Labor					3,831.00	
Labor Tax	@	7.000%			254.17	
Labor Summary	70.7				3,885.17	

II. Part Replacement Summary

			Amount
Taxable Parts			6,737.24
Sales Tax	@	7.000%	471.61
Total Replacement Parts Amount			7,208.85

III. Additional Costs

			Amount
Taxable Costs			53.00
Sales Tax	@	7.000%	3.71
Non-Taxable Costs			827.20
Total Additional Costs			883.91

IV. Adjustments

	Amount
Insurance Deductible	0.00
Customer Responsibility	0.00

I.	Total Labor:	3,885.17
II.	Total Replacement Parts:	7,208.85
III.	Total Additional Costs:	883.91
	Gross Total:	11,777.93
IV.	Total Adjustments:	0.00
	Net Total:	11,777.93

Total loss - See Salvage sheet.

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Inspection Date: 12/30/1998

HILLTOP MOTORS INC. WILL WARRANTY ALL LABOR, WORKMANSHIP, AND REFINISHING FOR UP TO ONE YEAR AFTER REPAIRS ARE COMPLETED.

ESTIMATE RECALL NUMBER: 05/12/2008 15:14:29 12994

Mitchell Data Version: MAY_08_A
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DAC

N.A.D.A. Official Used Car Guide
Vehicle Appraisal Retail Value
6/13/2008

2005 PONTIAC
G6-V6
Sedan 4D GT

Region: Eastern June, 2008

VIN: 1G2ZH528954 [redacted]

N.A.D.A. Base Clean Retail	$13,475
Mileage (30,000)	$950
Accessories	$1,075
N.A.D.A. Clean Retail Value	**$15,500**

Optional Equipment:

Leather Seats	$400	Power Sunroof	$550
Theft Recovery Sys	$125		
Option Total:	$1,075		

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[redacted]

PLEASE CHECK ONE COMPANY NAME BELOW
☐ Grinnell Mutual Reinsurance Company
☒ Grinnell Select Insurance Company
4215 Highway 146, PO Box 790, Grinnell, Iowa 50112-0790

SALVAGE SHEET

Claim No. PA00023496
Insured [redacted]
Loss Date 6/10/08 Coverage Code 200-001

Owner [redacted]
Location of Auto Insd residence - [redacted] Vehicle Color Black Miles 30,000
Year 2005 Make Pontiac Body G6 Series ____ VIN No. 1G2ZH528954 [redacted] Town Brandon State IA
Engine 6 Cylinders/Liters 3.5L Condition ____ Transmission Auto Condition prior salvage
Tire Tread Remaining: RF ____ RR ____ LF ____ LR ____ Spare ____
Air Bag Deployed: ☐ Yes ☒ No If any – give location ____
Glass Broken: Windshield X Back ____ R Vent ____ RF ____ RR ____ L Vent ____ LF ____ LR ____ Back ____

PANEL CODES: X – Usable with Repair; None – None; NG – No Good; OK – Good Parts; PD – Prior Damage (Hrs.)

Top Panel		LF Fender		LR Door		RF Fender		RR Door		Trunk Lid	
Hood		LF Door		LR Quarter		RF Door		RR Quarter			

EQUIPMENT	ADD	DEDUCT
Moon/Sun Roof	550	
Alum/Chrome/Wheel		
AM/FM Ster, Tape/CD		
Power Window		
Power Door Locks		
Power Seat		
Cruise Control		
Tilt Wheel		
R. Window Defogger		
Manual Transmission		
Air Conditioner		
Gas/Diesel Engine		
4 x 4 Pkg.		
Running Boards		
Trailer Tow		
Box Liner		
Anti-Theft/ Alarm	125	
Leather	400	
Subtotal	1075	

EVALUATION OF AUTO

NADA Book Value (base) 15,500.00 Market Survey ____

ADD ON

Low Mileage + 950
Equipment + 1075
Subtotal 2025 + 2025

DEDUCTIONS

High Mileage ____
Equipment ____
Old Damage (minus) – 3875 prior salv.
Subtotal 3875 – 3875
NADA Value 11,625

Settlement 11,625
Sales Tax ____
License ____
Subtotal ____
Paper Trans (Salvage Value) – 2557.50
Ded. (Minus) – 500.00
TOTAL 8567.50

Stolen ☐

SALVAGE PICK-UP AUTHORIZATION

Salvor Retained by owner Control # —
Date Notified ____ NADA Value 11,625 % 22 Amt. 2557.50
☐ Unit is Released, Forward Salvage Draft. ☐ Negotiable Unit
☐ HOLD Unit Until Notified.
Less Towing ____ Storage ____ Total ____
Comments: ____

Permission ☐ IS ☐ IS NOT – hereby granted to the insurance company listed above, or a representative thereof, to move the aforesaid vehicle as necessary.

Market Survey: 1. Dealer ____ Salesman ____
Location ____ Price ____
Comments ____
2. Dealer ____ Salesman ____
Location ____ Price ____
Comments ____

I have received a copy of this form and have had an opportunity to review the form in its entirety.

OWNER'S SIGNATURE ____ DATE 7/11/08 ADJUSTER'S SIGNATURE Anna Miller

ILLINOIS SPECIAL PROVISIONS – The Illinois Vehicle Code states any vehicle 9 (nine) model years of age or older may, by agreement between the registered owner and the insurance company, be retained by the registered owner of such vehicle.

"A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information or helps to commit a fraud against an insurer commits a crime."

2917 10-02

GRINNELL SELECT INSURANCE COMPANY

CHECK NUMBER [redacted] DATE JULY 13, 2008

INSURED: [redacted]				CHECK TOTAL: $****7,312.78
CLAIM NO	ACCIDENT DATE	ADJ	TAXPAYER ID#	
PA00023496	06102008	AMI		

FOR: Loan Payoff for Loan # 4278410 for [redacted] for the 2005 Pontiac G6.

TO: ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

GROSS: $****7,312.78
WITHHELD: $*********.00
NET: $****7,312.78

Perforated Carbonless Approved

GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

32-64/730 Bankers Trust Company, N.A.
Des Moines, IA

3001118444

CLAIM NO: PA00023496
TAX ID#:

DATE JULY 13, 2008

Pay ⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨ $7,312.78 (SEVEN THREE ONE TWO DOLLARS AND 78 CENTS)

$****7,312.78

FOR: Loan Payoff for Loan # 4278410 for [redacted] the 2005 Pontiac G6.

TO THE ORDER OF ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

HOME OFFICE COPY

VOID OVER $7,312.78

[redacted]

GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790
CLM#: PA00023496 ADJ: AMI

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

Rec 1-14-08

ROWLEY SAVINGS BANK
114 ELY ST
ROWLEY IA 52329

GRINNELL SELECT INSURANCE COMPANY

CHECK NUMBER [redacted]

DATE JULY 13, 2008

INSURED: [redacted]

CHECK TOTAL: $****1,254.72

CLAIM NO.:	ACCIDENT DATE:	ADJ	TAXPAYER ID#
PA00023496	06102008	AMI	

FOR: Payment for Total Loss to Your 2005 Pontiac G6 less salvage and $500 deductible.

TO: [redacted]

BRANDON IA [redacted]

GROSS: $****1,254.72

WITHHELD: $*********.00

NET: $****1,254.72

Printed using Amsterdam

GRINNELL MUTUAL REINSURANCE COMPANY

4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

33-64/730 Bankers Trust Company, N.A.
Des Moines, IA

3001118445

CLAIM NO: PA00023496
TAX ID#:

DATE JULY 13, 2008

Pay ⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨ $1,254.72 (DOLLAR ONE COMMA THIS FIVE FOUR PERIOD CENTS CENTS)

$****1,254.72

FOR Payment for Total Loss to Your 2005 Pontiac G6 less salvage and $500 deductible.

TO THE ORDER OF [redacted]

BRANDON IA [redacted]

HOME OFFICE COPY

VOID OVER $1,254.72

[redacted]

GRINNELL MUTUAL REINSURANCE COMPANY

4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

CLM#: PA00023496 ADJ: AMI

[redacted]

BRANDON IA [redacted]

Pas 7-14-08

Total paid for dmg to 2005 Pontiac G6:

Loan payoff –	$ 7312.78
To owner –	$ 1254.72
	$ 8567.50
Deductible	+ 500.00
Storage	+ 300.00
	$ 9367.50

GRINNELL SELECT INSURANCE COMPANY

CHECK NUMBER [redacted] DATE JULY 13, 2008

INSURED: [redacted]				CHECK TOTAL: $******300.00
CLAIM NO.	ACCIDENT DATE	ADJ.	TAXPAYER ID#	
PA00023496	06102008	AMI	42-1377761	

FOR: Payment for 30 Days of Storage for the 2005 Pontiac G6.

TO: [redacted]
BRANDON IA [redacted]

GROSS: $******300.00
WITHHELD: $*********.00
NET: $******300.00

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GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

33-64/730 Bankers Trust Company, N.A.
Des Moines, IA

3001118446

CLAIM NO: PA00023496
TAX ID#:

DATE JULY 13, 2008

Pay ➪➪➪➪➪➪➪➪➪➪➪➪➪ $300.00
DOLLAR THREE ZERO ZERO AND ZERO ZERO CENTS

$******300.00

FOR Payment for 30 Days of Storage for the 2005 Pontiac G6.

TO THE ORDER OF [redacted]
BRANDON IA [redacted]

HOME OFFICE COPY

VOID OVER $300.00

[redacted]

GRINNELL MUTUAL REINSURANCE COMPANY
4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790
CLM#: PA00023496 ADJ: AMI

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

Pay 1-14-08

[redacted]
BRANDON IA [redacted]

Pol.: 9400057480
PA 23496

Date: 6/12/2008 03:28 PM
Estimate ID: 12693
Estimate Version: 0
Preliminary
Profile ID: Mitchell

HILLTOP MOTORS, INC.

512 20th AVE. S.W., INDEPENDENCE, IA 50644
(319) 334-2337
Fax: (319) 334-3985

Damage Assessed By: ALLEN MAGSAMEN

Deductible: 0.00
Claim Number: PA23496

Insured: [redacted]
Address: [redacted] INDEPENDENCE, IA [redacted]
Telephone: Home Phone: [redacted]

Mitchell Service: 913495

Description: 2002 Chevrolet Pickup Silverado K1500 LS
Body Style: 4D PkupXCb 6' Bed 143" WB
VIN: 1GCEK19T72[redacted] Drive Train: 5.3L Inj 8 Cyl 4WD
Options: 4WD OR AWD, AIR CONDITIONING, POWER DOOR LOCKS, CRUISE CONTROL, AUTOMATIC TRANSMISSION

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY			1.3 #
2	500014	BDY	REMOVE/REPLACE	FRT BUMPER FACE BAR	** QUAL REPL PART	345.00 *	INC #
3	505965	BDY	REMOVE/REPLACE	R FRT INR BUMPER BRACE	88944246 GM PART	33.06	INC
4	505966	BDY	REMOVE/REPLACE	L FRT INR BUMPER BRACE	88944245 GM PART	33.06	INC
5	505967	BDY	REMOVE/REPLACE	FRT OTR BUMPER BRACE	88944247 GM PART	d30.06	INC
6	500021	BDY	REMOVE/REPLACE	FRT UPR BUMPER COVER	15050703 GM PART	121.86	INC #
7	501703	BDY	REMOVE/REPLACE	FRT BUMPER AIR DEFLECTOR	ORDER FROM DEALER	111.65	INC
8	500042	BDY	REMOVE/REPLACE	R FRT BUMPER BRACE	15705658 GM PART	29.72	0.2 #
9	500043	BDY	REMOVE/REPLACE	L FRT BUMPER BRACE	15705657 GM PART	29.72	0.2 #
10	501705	BDY	REMOVE/REPLACE	R FRT BUMPER FILLER	15035438 GM PART	16.61	0.2 #
11	501707	BDY	REMOVE/REPLACE	L FRT BUMPER FILLER	15035437 GM PART	16.61	0.2 #
12	500031	BDY	REMOVE/REPLACE	GRILLE	** QUAL REPL PART	247.00 *	0.2 #
13	500053	BDY	REMOVE/REPLACE	GRILLE EMBLEM	12335833 GM PART	28.46	INC #
14	500099	BDY	REMOVE/REPLACE	L HLAMP MOUNTING PLATE	15798919 GM PART	22.38	0.2 #
15	AUTO	BDY	CHECK/ADJUST	HEADLAMPS			0.4
16	500094	BDY	REMOVE/REPLACE	L FRT COMBINATION LAMP ASSEMBLY	** QUAL REPL PART	65.00 *	INC #
17	502216	BDY	REMOVE/REPLACE	COOLING RADIATOR SUPPORT	Qual Recycled Part	250.00 *	6.3 #
18				LINE MARKUP 425.00		62.50	
19	500242	MCH	REMOVE/REPLACE	AIR COND CONDENSER -M	** QUAL REPL PART	173.00 *	INC
20	AUTO	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C -M			1.4
21	500296	BDY	REMOVE/REPLACE	L FENDER PANEL	** QUAL REPL PART	183.00 *	1.9 #
22	AUTO	REF	REFINISH	L FENDER OUTSIDE		C	2.0
23	AUTO	REF	REFINISH	L FENDER EDGE		C	1.2
24	502294	BDY	REMOVE/REPLACE	L FENDER LINER	** QUAL REPL PART	28.00 *	0.3
25	507840	BDY	REMOVE/REPLACE	FRAME SKID PLATE	ORDER FROM DEALER	122.94	0.4
26	500508	MCH	ALIGN	FRONT SUSPENSION -M			2.1
27	502809	BDY	REMOVE/REPLACE	W/SHIELD WASHER RESERVOIR	12467670 GM PART	34.70	0.5
28	501258	REF	REFINISH	L FRT DOOR OUTSIDE		C	2.2
29	504892	BDY	REMOVE/INSTALL	L FRT OTR BELT MOULDING			0.2 #
30	501295	BDY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR			0.2

ESTIMATE RECALL NUMBER: 06/12/2008 15:28:31 12693

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Date: 04/12/2008 03:28 PM
Estimate ID: 12693
Estimate Version: 0
Preliminary
Profile ID: Mitchell

31	504043	BDY	REMOVE/INSTALL	L FRT DOOR ADHESIVE MOULDING				
32	501288	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE NAMEPLATE				
33	502181	BDY	REMOVE/INSTALL	L FRT DOOR HANDLE	Existing 15707431	GM PART	28.40	0.2
34	936018		ADD'L COST	R134A FREON & OIL				0.7 #
35	AUTO	REF	ADD'L OPR	TWO TONE			55.00*	
36	AUTO	REF	ADD'L OPR	CLEAR COAT				1.7
37	AUTO		ADD'L COST	PAINT/MATERIALS				1.7
38	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL			281.60*	
							3.00*	

* - Judgment Item
# - Labor Note Applies
d - Discontinued by the Manufacturer
C - Included in Two Tone / Clear Coat Calc

Remarks:
POSSIBLE FRAME TIME NEEDED.

I. Labor Subtotals:

	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	
Body	14.0	50.00	0.00	0.00	700.00	T
Refinish	8.8	50.00	0.00	0.00	440.00	T
Mechanical	3.5	60.00	0.00	0.00	210.00	T
Taxable Labor					1,350.00	
Labor Tax	@	7.000%			94.50	
Labor Summary	26.3				1,444.50	

II. Part Replacement Summary

			Amount
Taxable Parts			1,941.05
Parts Adjustments			62.50
Sales Tax	@	7.000%	141.65
Total Replacement Parts Amount			2,185.20

III. Additional Costs:

			Amount
Taxable Costs			58.00
Sales Tax	@	7.000%	4.06
Non-Taxable Costs			281.60
Total Additional Costs:			343.66

IV. Adjustments

	Amount
Insurance Deductible	0.00
Customer Responsibility	0.00

I.	Total Labor:	1,444.50
II.	Total Replacement Parts:	2,185.20
III.	Total Additional Costs:	343.66
	Gross Totals:	3,953.36
IV.	Total Adjustments:	0.00
	Net Total:	3,953.36

This is a preliminary estimate.
Additional charges to the estimate may be required for the actual repair.

Inspection Date: 12/30/1999

HILLTOP MOTORS INC. WILL WARRANTY ALL LABOR, WORKMANSHIP, AND REFINISHING FOR UP TO ONE YEAR AFTER REPAIRS ARE COMPLETED.

ESTIMATE RECALL NUMBER: 04/12/2008 15:28:37 12693

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GRINNELL SELECT INSURANCE COMPANY

CHECK NUMBER [redacted] DATE JUNE 16, 2008

INSURED: [redacted] CHECK TOTAL $****3,953.36

CLAIM NO.	ACCIDENT DATE	ADJ	TAXPAYER ID#
PA00023496	06102008	AMI	

FOR: Full Settlement of Property Damage Claim Occurring on 6/10/08

TO: [redacted]

ROWLEY IA [redacted]

GROSS: $****3,953.36
WITHHELD: $*********.00
NET: $****3,953.36

Printed Using Arrowsoft

GRINNELL MUTUAL REINSURANCE COMPANY

4215 Highway 146, PO Box 790 Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

53-64/730 Bankers Trust Company, N.A. Des Moines, IA

3001116749

CLAIM NO: PA00023496
TAX ID#:

DATE JUNE 16, 2008

Pay ⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨⇨ $3,953.36

$****3,953.36

FOR Full Settlement of Property Damage Claim Occurring on 6/10/08.

TO THE ORDER OF [redacted]

ROWLEY IA [redacted]

HOME OFFICE COPY

VOID OVER $3,953.36

[redacted]

GRINNELL MUTUAL REINSURANCE COMPANY

4215 Highway 146, PO Box 790
Grinnell, Iowa 50112-0790

Grinnell Mutual Reinsurance Company
Grinnell Select Insurance Company
Grinnell InfoSystems, Inc.
Grinnell Advisory Company
Grinnell Realty Company
Big M Agency, Inc.

CLM#: PA00023496 ADJ: AMI

[redacted]

6-16-08 Cmy

[redacted]

ROWLEY IA [redacted]

Total paid for Dmg to other Vehicle:
3953.36

MAIRS
May 2003

MAIL REPORTS TO:
Iowa Department of Transportation
Office of Driver Services
P.O. Box 9204
Des Moines, Iowa 50306-9204

Iowa Department of Transportation
INVESTIGATING OFFICERS REPORT OF MOTOR VEHICLE ACCIDENT

Law Enforcement Case Number: 08006900

Legal Intervention? ☐ Private Property? ☐

LOCATION

Date of Accident	Time of Accident	County	Accident occurred within corporate limits of (city)
06/10/08	20:09 Hrs.	Buchanan - 10	

If accident occurred outside of city limits show general vicinity: "N/A" of nearest city "N/A"

On Road, Street, or Highway: "N/A"

At Intersection with: "N/A"

Note: Unless accident occurred at an intersection which is completely described above, use the space below to give the exact location from a milepost or definable intersection, bridge, or railroad crossing, using two distances and directions if necessary.

Distance	Direction		Distance	Direction	
"N/A"	"N/A"	and	"N/A"	"N/A"	of

Milepost Number: "N/A" Or Definable intersection, bridge, or railroad crossing: "N/A"

Location Lateral Description: V071 / DUGAN AVE and D022 / 220TH ST

X-Coordinate: 00581614

Y-Coordinate: 04702208

If Divided Highway, Provide Route (Cardinal) Travel Direction: "N/A"

UNIT 001

Driver's Name - Last: [redacted] First: [redacted] Middle: [redacted] Suffix: Phone: [redacted]

Address: [redacted] City: BRANDON State: IA Zip: [redacted]

Date of Birth	Driver's License Number	Gender	State	Class	Endorsements	Restrictions
[redacted]	[redacted]	Female	IA	C	NONE	BY

Alcohol Test Given? 1 - None Test Results: Drug Test Given? 1 - None Test Results:

Citation Charge Code 1: Citation Charge 1:
Citation Charge Code 2: Citation Charge 2:
Citation Charge Code 3: Citation Charge 3:
Citation Charge Code 4: Citation Charge 4:

Seating Position 01 | Injury Status 4 | Occupant Protection 2 | Airbag Deployment 5 | Airbag Switch Status 3 | Ejection 1 | Ejection Path 1 | Trapped 1

Transported to: Transported by:

Owner's Name - Last: [redacted] First: [redacted] Middle: [redacted] Suffix: Owner Company Name:

Address: [redacted] City: BRANDON State: IA Zip: [redacted]

Insurance Co. Name: GRINNELL MUTUAL Insurance Policy #: [redacted] License Plate #: [redacted] State: IA Year: 2009

VIN No.	Year	Make	Model	Style
1G2ZH528954[redacted]	2005	Pontiac - PONT	G6	4D

Tow #: NO Private? ☒ Approximate Cost to Repair or Replace: $5,500.00

Initial Travel Direction	Vehicle Action	Speed Limit	Point of Initial Impact	Most Damaged Area	Extent of Damage	Underride/ Override
3	03	55	02	02	4	1

Total Occupants	Traffic Controls	Vehicle Config.	Cargo Body Type	Vehicle Defect	Driver Condition	Vision Obscured
01	01	01	01	99	1	01

Contributing Circumstances, Driver (up to two): 07

SEQUENCE OF EVENTS: First Event 21 | Second Event | Third Event | Fourth Event | Most Harmful Event (by vehicle) 21

Commercial Trailer License Plate #: Attached to Power Unit: State: Year: Attached to Trailer Unit: State: Year: Emergency Vehicle Type 1 Emergency Status 3

Carrier Name: Address: City: State: Zip:

US DOT # or MC #: Number of Axles: Gross Vehicle Weight Rating: Placard #: Hazardous Materials Released?

UNIT 002

Driver's Name - Last: [redacted] First: [redacted] Middle: [redacted] Suffix: Phone: [redacted]

Address: [redacted] City: NEW VIRGINIA State: IA Zip: [redacted]

Date of Birth	Driver's License Number	Gender	State	Class	Endorsements	Restrictions
[redacted]	[redacted]	Male	IA	B	NONE	NONE

Alcohol Test Given? 1 - None Test Results: Drug Test Given? 1 - None Test Results:

Citation Charge Code 1: Citation Charge 1:
Citation Charge Code 2: Citation Charge 2:
Citation Charge Code 3: Citation Charge 3:
Citation Charge Code 4: Citation Charge 4:

Seating Position 01 | Injury Status 5 | Occupant Protection 2 | Airbag Deployment 5 | Airbag Switch Status 1 | Ejection 1 | Ejection Path 1 | Trapped 1

Transported to: Transported by:

Owner's Name - Last: [redacted] First: [redacted] Middle: [redacted] Suffix: Owner Company Name:

Address: [redacted] City: ROWLEY State: IA Zip: [redacted]

Insurance Co. Name: PROGRESSIVE CASUALTY Insurance Policy #: [redacted] License Plate #: [redacted] State: IA Year: 2009

VIN No.	Year	Make	Model	Style
1GCEK19T72Z[redacted]	2002	Chevrolet - CHEV	SLV	PK

Tow #: NO Private? ☐ Approximate Cost to Repair or Replace: $3,500.00

Initial Travel Direction	Vehicle Action	Speed Limit	Point of Initial Impact	Most Damaged Area	Extent of Damage	Underride/ Override
1	10	55	02	02	2	1

Total Occupants	Traffic Controls	Vehicle Config.	Cargo Body Type	Vehicle Defect	Driver Condition	Vision Obscured
01	01	02	01	01	1	01

Contributing Circumstances, Driver (up to two): 28

SEQUENCE OF EVENTS: First Event 21 | Second Event | Third Event | Fourth Event | Most Harmful Event (by vehicle) 21

Commercial Trailer License Plate #: Attached to Power Unit: State: Year: Attached to Trailer Unit: State: Year: Emergency Vehicle Type 1 Emergency Status 3

Carrier Name: Address: City: State: Zip:

US DOT # or MC #: Number of Axles: Gross Vehicle Weight Rating: Placard #: Hazardous Materials Released?

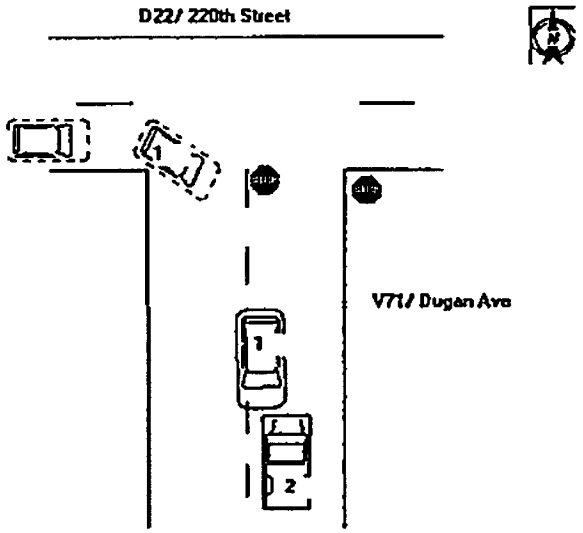
If Property other than vehicles damaged explain	Object Damaged	Estimate of Damage	Was owner or tenant notified?
	NONE		

Owner's Name - Last	First	Middle	Suffix	Company Owner Name

Street or RFD	City	State	Zip Code

ACCIDENT ENVIRONMENT				ROADWAY CHARACTERISTICS Major Contributing Circumstances:		WORKZONE RELATED?	SEQUENCE OF EVENTS
Location of First Harmful Event	1	Weather Conditions (up to two)	02	Environment	1	No	
Manner of Crash/Collision	2			Roadway	01	Location	First Harmful Event of Crash (use codes 11-42 only) 21
Light Conditions	1	Surface Conditions	1	Type of Roadway Junction/Feature	12	Type	
						Workers Present?	

DIAGRAM



NARRATIVE

Describe what happened (refer to vehicles by number)

UNIT 1 WAS TRAVELING EAST BOUND ON D22 AND ATTEMPTING TO MAKE A RIGHT TURN ONTO V71. AFTER MAKING THE RIGHT TURN UNIT 1 CROSSED THE CENTER LINE AND WENT INTO THE PATH OF UNIT 2. UNIT 1 THEN STRUCK UNIT 2 IN A HEAD ON COLLISION CAUSING DAMAGE TO BOTH VEHICLES. NO INJURIES WERE REPORTED AT THE TIME OF THE ACCIDENT.

WITNESS

Witness Name - Last	First	Middle	Suffix
[redacted]	[redacted]		

Address	City	State	Zip Code
[redacted]	JESUP	IA	

Home Phone #	Work Phone #
[redacted]	

Officer	Badge No	Time Officer Notified of Accident	Time Officer Arrived At Scene
Schwinghammer Joe	S6039	20:09 Hrs	20:21 Hrs.

Name of Agency	Date of Report	Investigation made at scene?	T.I. #
Buchanan Cnty Sheriff's Office	06/10/2008	Yes	

Report Reviewed By:	Date Reviewed	Agency Specific	Other Technical Investigation Agency
			Buchanan Cnty Sheriff's Office

CARFAX

2005 PONTIAC G6 GT
1G2ZH528954[redacted]
SEDAN 4 DR 3.5L V6 SFI
FRONT WHEEL DRIVE

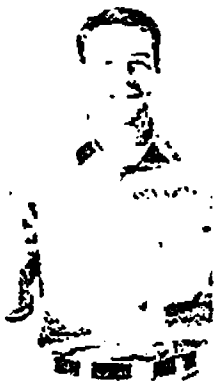
CARFAX 1-Owner vehicle

Search for other in Minneapolis, MN

Lease vehicle

8 Detailed records available

18,172 Last reported odometer reading



SUMMARY

A CARFAX Vehicle History Report is based only on supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY

	OWNER 1
Year purchased	2004
Type of owner	Lease
Estimated length of ownership	1 yr. 4 mo.
Owned in the following states/provinces	Iowa
Estimated miles driven per year	—
Last reported odometer reading	18,172

TITLE PROBLEMS

	OWNER 1
	No Problem
	No Problem

Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

OTHER INFORMATION

	OWNER 1
Total loss reported on 03/15/2006.	
No structural / frame damage reported to CARFAX.	No Issues Reported
No airbag deployment reported to CARFAX.	No Issues Reported
No indication of an odometer rollback.	No Issues Indicated
See State DMV-reported Title Problems above.	
Check with an authorized Pontiac dealer for any open recalls.	No Recalls Reported
Original manufacturer warranty likely voided by manufacturer after vehicle was severely damaged.	Warranty Voided

[redacted]

Still looking? Find similar cars just listed for sale in your area.

Body Style: Sedan 4 DR
Engine Type: 3.5L V6 SFI
Standard Equipment: Power Windows, Power Steering, Air Conditioning, AM / FM CD, Power Brakes, Tilt Wheel, 6-digit Odometer
CARFAX

763-561-8111
Distance: 7.94 mi

GM Certified Used Vehicle
Body Style: Sedan 4 DR
Engine Type: 3.5L V6 SFI

Distance: 36.27 mi

Body Style: Sedan 4 DR
Engine Type: 3.5L V6 SFI

CARFAX 1 OWNER

Distance: 7.94 mi



DETAILS

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 5 billion vehicle history events and found 8 record(s) for this 2005 PONTIAC G6 GT (1G2ZH528954[redacted]

OWNER

Date:	Mileage:	Source:	Comments:	
11/12/2004	49	Iowa Motor Vehicle Dept. West Des Moines, IA Title #77Y733239	Title issued or updated First owner reported Registered as lease vehicle Loan or lien reported	
03/16/2006		Iowa Motor Vehicle Dept.	Title or registration issued to insurance company	TOTAL LOSS VEHICLE
03/16/2006	18,172	Iowa Motor Vehicle Dept. Davenport, IA Title #82SA20182	Vehicle color noted as Black	SALVAGE TITLE ISSUED
04/10/2006		Iowa Motor Vehicle Dept. Cedar Rapids, IA Title #57SA01989	Vehicle color noted as Black Owner purchased from leasing company	SALVAGE TITLE ISSUED
04/28/2006		Iowa Motor Vehicle Dept. Brandon, IA Title #10SA00709	Vehicle color noted as Black	SALVAGE TITLE ISSUED
08/23/2007		Iowa Motor Vehicle Dept. Brandon, IA Title #10AA21691	Loan or lien reported Vehicle color noted as Black	RE-BUILT TITLE ISSUED
10/26/2007		Iowa Motor Vehicle Dept. Brandon, IA Title #10AA21691	Correction to record Loan or lien reported Vehicle color noted as Black	RE-BUILT TITLE ISSUED
04/30/2008		Iowa Motor Vehicle Dept. Brandon, IA Title #10AA21691	Loan or lien reported Vehicle color noted as Black	RE-BUILT - TITLE ISSUED



If you are buying this vehicle from a private seller, check to be sure any associated on the vehicle has been paid off.

[redacted]

Have Questions? Please visit our Help Center at

GLOSSARY

- **Accident / Damage Indicator**
  CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report.
  CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.
  - According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
  - CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 08 Jan 2009 18:53:50. New data will result in a change to this report.
- **First Owner**
  When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **Lease**
  When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.
- **Ownership History**
  CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.
- **Rebuilt/Reconstructed Title**
  A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.
- **Salvage Title**
  A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds ~ 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.
- **Title Issued**
  A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.
- **Total Loss Vehicle**
  An insurance or fleet company declares a vehicle a total loss when a claim exceeds ~ 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

ZIP code where you park at night: [ ] WEB

Additional Services & Resources

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MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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[redacted]

CARFAX

The original manufacturer warranty for this 2005 PONTIAC GRAND PRIX GT (1G2ZH528954[redacted]) was void when this vehicle was severely damaged.

VIN:	1G2ZH528954[redacted]
Estimated start date of warranty:	11/12/2004
Last CARFAX reading reported on 03/16/2006:	18,172 miles
Today's Date:	January 8, 2009

Basic	36 months or 36,000 miles	Void
Drivetrain	36 months or 36,000 miles	Void
Emissions	No data reported to CARFAX	Void
Corrosion	72 months or 100,000 miles	Void
Transferable	No data reported to CARFAX	Void
Roadside Assistance	No data reported to CARFAX	Void
Safety belt & inflatable restraint	No data reported to CARFAX	Void
Specific Components	96 months or 80,000 miles	Void
Notes	Transferable, no cost, unlimited owners covered. Alignment and wheel balancing are [illegible] adjustments, alternate transportation, roadside assistance, and tires. Includes [illegible] Manufacturer covers emissions components under basic warranty. Emissions [illegible] Warranty Pros recommends performing a vehicle information report to confirm applicable manufacturer warranty coverage	

CARFAX Warranty Check provides an estimate of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States market.

Complete warranty coverage information is available for this vehicle at the

[redacted]

CARFAX

report, you'll know the safety and reliability of your next used car. All information presented in this report is specific to the 2005 PONTIAC G6 GT. Please view the for the detailed history of a specific used PONTIAC

This information will help you select a vehicle model that meets your expectations for safety and security.

This information to check how reliable a vehicle model is before you buy.



Let us do the work!

Be the first to know about 2005 PONTIAC G6 GT vehicles just listed for sale in your area.

Zip Code

1

NHTSA Crash Test Results

Driver	○○○○○
Passenger	○○○○○
Front Seat	○○○○○
Rear Seat	
Rollover Resistance	

LEGEND

○○○○○

The National Highway Traffic Safety Administration (NHTSA) provides 2 different ratings , and . The frontal crash test indicates how well the safety features and restraints will protect an occupant in a head on collision. The side impact test assesses the chances of a serious chest injury while the rollover resistance rating estimates the risk of rolling over in a single vehicle crash. Go to to learn more about these results.

NHTSA Crash Test Results

Overall Evaluation	G
Structure/Safety Cage	G
Injury Measures	
Head/Neck	G
Chest	G
Leg/foot, left	G
Leg/foot, right	M

LEGEND

G

A

M

P

[redacted]

Crash Tested Vehicle: [redacted]

[redacted] these results are good indicators of how a frontal and side impact can structurally impact a 2005 PONTIAC G6 GT. The crashworthiness [redacted] about these crash test results.

Low-Speed Damage Repair

[redacted]

Front into flat barrier	Not tested by IIHS
Front into angle barrier	Not tested by IIHS
Rear into flat barrier	Not tested by IIHS
Rear into pole	Not tested by IIHS

[redacted] how well this 2005 PONTIAC G6 GT bumpers will protect the car body from damage in low-speed collisions. Low-speed damage repair costs are obtained from the Insurance Institute for Highway Safety, Highway Loss Data Institute.

Injury, Collision, & Theft Ratings

[redacted]

115	Average
123	Worse than average
87	Average

[redacted] represent higher risk in each category. For example, an injury indicator score of 122 means that a passenger in this model is 22% [redacted] Insurance Institute for Highway Safety, Highway Loss Data Institute. about these results.

Safety Recalls

[redacted] Administration (NHTSA). To find out if a specific 2005 PONTIAC G6 GT still has open recalls that require repair, CARFAX [redacted] for more information.

Recall date:	04-06-2005
Units potentially affected:	35,777
NHTSA campaign number:	05V098000
Defective part or component:	EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL
Description:	[redacted] Vehicle Safety Standard No. 225, Child Restraint Anchorage Systems. The child [redacted] approximately 90mm behind the corresponding z-point of the child restraint [redacted] seating positions only. Without additional and corrected owners manual [redacted] rigid attachments in the center position. Owners will be mailed an owner's [redacted] may contact Pontiac at 1-800-820-7888.

[redacted] institute and is derived from the [redacted] list of safety recalls. Please call the National [redacted] to obtain information on cars, trucks, child seats, and highway or traffic safety. CARFAX does not review, validate or edit the information and statements provided by the National Highway Traffic and Safety Administration, which do not represent the opinion

[redacted]

of CARFAX

2

J.D. Power Ratings

Power Circle Ratings J.D. Power Consumer Center jdpower.com

Initial Ratings (up to 1 year)

Scoring Legend
- Among the best
- Better than most
- About average
- The rest

Midterm Ratings (1-3 Years)

No data from source

No data from source

No data from source

Long Term Ratings (3-5 Years)

No data from source

No data from source

No data from source

No data from source

J.D. Power and Associates uses selected highlights from the firm's quality and [illegible] to create the Power Ratings at the model-level. These ratings and awards are based on model rankings within each vehicle segment, whereas Power Circle Ratings compare all models across segments.

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Identifix Reliability Ratings

IDENTI FIND FIXES FASTER

LEGEND
- Minimal Problems

Engine	Infrequent problems reported, all with low repair costs
[illegible]	
Driveline	Infrequent problems reported, all with low repair costs
Steering & Suspension	Infrequent problems reported, all with low repair costs
Brakes	Infrequent problems reported, all with low repair costs
Heating & Air Conditioning	[illegible]

[redacted]

Starting & Charging	Infrequent problems reported, all with low repair costs
Accessories	Infrequent problems reported, all with low repair costs

This 2005 PONTIAC G6 reliability information was provided by Identifix. Identifix is the nation's largest technical support engine for the aftermarket auto repair industry. CARFAX does not review, validate or edit the information and statements provided by Identifix, which do not represent the opinion of CARFAX.

Intellichoice Cost of Ownership & Value Rating

IntelliChoice

Category:	G6 GT:
	$14,334
	$3,045
	$6,362
	$421
	$5,466
	$1,683
	$700
Total 5-Year Ownership Cost	$32,008

Ownership costs are the costs to purchase and operate a vehicle over a period of time. Understanding these costs can save you money and help you make a wiser financial decision when it comes time to select a vehicle. Intellichoice is one of the leading providers of automotive information in the U.S.

Original Manufacturer Warranty

Basic	3 years or 36,000 miles
Drivetrain	3 years or 36,000 miles
Emissions	No data from source
Corrosion	6 years or 100,000 miles
Transferable	No data from source
[illegible]	[illegible] transferable.
Safety Belt & Inflatable Restraint	No data from source
Specific Components	8 years or 80,000 miles
Notes:	Transferable: no cost, unlimited owners covered. Alignment and wheel balancing are considered maintenance after 7,500 miles. Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, and time. Includes courtesy transportation, roadside assistance, transferable, no deductible. Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. JM Warranty Pros recommends performing a vehicle information report to confirm applicable manufacturer warranty coverage.

This 2005 PONTIAC G6 GT warranty information has been provided by JM Warranty Pros.

New Car Test Drive Review

All-new mid-size sedan is roomy and affordable.
By Jim McCraw, NewCarTestDrive.com

The all-new Pontiac G6 is much roomier than the previous Grand Am. It offers good road manners and excellent overall function, especially at these initial prices. It does its job well and should be a big seller for Pontiac in the years to come, especially when the line expands to coupes, convertibles and high-performance versions

[redacted]

New Car Test Drive correspondent Jim McCraw reports from Norwell, Michigan

Overview

Accord, Nissan Altima and Mazda 6 to beat it on sheer value. That was the central

sixth generation of, the Pontiac Grand Am, first introduced in 1999 as a much larger car, and evolving down to the all-new (generation b. of G6

SE and GT trim levels. Initially, all will be equipped with a 3.5-liter V6. By spring

unique styling. Three engines will be available: a four-cylinder, a 3.5-liter V6, and a

four-speed automatic transmissions, though a high-performance six-speed manual gearbox will be available for the GTP.

wheelbase and European-designed architecture. The sedan is roomy and plush with

sedan. The G6 offers some interesting features. The car can be started remotely by

colder cold winter mornings or sweltering summer afternoons. A panoramic roof is

back-seat riders to enjoy an open-air experience.

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Awards

View awardees recognized by , , and

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CARFAX

2005 PONTIAC G6
1G2ZH528954[redacted]
Sedan 4 Door
Front Wheel Drive

The CARFAX Vehicle Rating is provided by real CARFAX customers who have owned or shopped for this 2005 PONTIAC G6.

THERE ARE CURRENTLY NO CUSTOMER RATINGS FOR THIS VEHICLE

THERE ARE CURRENTLY NO CUSTOMER COMMENTS FOR THIS VEHICLE

How do you know about this vehicle?

Tell us what you know about this car. Was it well

[redacted]

Own(ed) it

Saw it for sale

Saw it for sale and test drove it

Rate this vehicle's overall condition:

Poor (1) Excellent (5)

Add a current odometer reading in miles:

Example: 12,345

maintained? Has it been damaged? How did it drive?

What you should and should not include in the review.
- Comment on this vehicle only
- Don't include names, e-mails or addresses
- View &
- If you have a question for CARFAX, go to the

1,000 Character Maximum

1000 characters remaining

Submit Comments

CARFAX only displays comments in compliance with the . It does not validate these comments but reserves the right to accept or decline any entry. CARFAX does not inspect vehicles and recommends you have a vehicle inspected by or mechanic before buying. Questions for CARFAX?

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[redacted]

Service Request Detail

SR No.	71-643408896	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #		**Evening #**		**UCC**	Steering - General	**Sub-Area**	Initiate PAR- Injury
Address		**City**	Columbus	**Involved Dir**		**Safety**	No
State	OH **ZipCd** [redacted]	**Con Acct**		**Source**	Phone	**Updated**	7/14/2008 10:28:30 AM
Serial #/VIN	1G2ZH528754[redacted]	**Model Year**	2005	**Priority**	Medium **License #** PONTIAC	**Owner**	MARQUEMO
Make	Pontiac	**Warr. Start**	11/01/2004	**Status**	Open	**Opened**	7/9/2008 09:26:37 AM
Model	G6	**Mileage**	50000	**Sub-Status**	Satisfied	**Closed**	
Abstract	Collision - Injuries - Steering - General - Third Party Property Damages						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	11/19/2007 09:27:10 AM	Y	1	1	Asphalt	Dry	07139204	29644

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'7"	[redacted]	n/a

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Jatoby	Charles	(614) 249-2141	Nationwide Insurance Company

Incident Loc	I71 south Columbus OH	Incident Desc	Cust sts:Daughter was driving down the ramping down the ramp and her steering locked up and hit guardrail and she turned veh and the semi hit her, it totaled the veh and semi turned into flames and fire and police dept was called.
Component	loss of power steering control	Damage Desc	came down ramp and car did not turn driver hit gardrail and then swerved into on comming semi which turned towards the curb to avoid her but did strik
Vehicle Loc	Unknown - Insurance company took veh	Add'l Info	cust seeks to see if bulitin on steering and if can recover some cost. cust paid $1000 and driver had broken nose from the airbag. 2005 g6 steering went haywire and
Emgcy Svc Names	Columbus Police Dept and Fire Dept	Maint Loc	did not have veh long enough to do any related maintence

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	Y	**Thermal Evt**	N	**Spec Equip**	none
Vehicle Speed				**Weather Condition**	Dry			**Prop Owner**	Semi Truck
Last Service Date				**Loc Last Service**				**Property Location**	Unknown
Veh Est Repair Cost				**Spec Equip Installer**	none			**Prop Damage Description**	Unknown of damages and insurance company paid for damages
Primary Veh Use	Personal			**Inspection Type**				**Inspected By**	Inspection Not Performed
Veh Damage Description	Unkown of speed, Front end was damaged and veh was totaled							**Explain Other**	Inspection Not Performed

Property Type	Semi Truck		
Prop Est Repair Cost			
Inspection Date/Time			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]			Occupant of Owner's Vehicle		Driver	seatbelts and air bag

Injury Description	Medical Rpt#	Treatment Location	Treated By
airbag broke nose	Unknown	Grant Medical Center trasported by abumblance	ER doctors and then nose surgery the next week

Street Address	City	State	Zip Code
[redacted]	Columbus	OH	[redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2008 10:27:05 AM	MARQUEMO	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2008 10:25:21 AM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Injuries	Done	7/14/2008 10:27:00 AM	ESIS- Injuries - Third Party Property Damages

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

File fowarded to ESIS due to cust sts collision was due to steering which caused injuries to driver of an broken nose, veh did collide into an semi which cust was be held responsible for damages.(Third Party Damages)

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2008 10:24:46 AM	MARQUEMO	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Injuries - Third Party Property Damages

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 03:20:22 PM	MARQUEMO	MARQUEMO	Scheduled Outbound Call Cust		Done	7/14/2008 09:43:22 AM	Call customer

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Action Plan: Perform Initial Contact with Customer

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 03:18:04 PM	MARQUEMO	MARQUEMO	Outbound Call Customer	Left Message	Done	7/11/2008 03:19:45 PM	Called:(614) 854-8061

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS adv.Message is for Debbie this is Monica Marquez calling from gm par dept. Advised to call CRS back at 1-866-790-5700 ext.21072, Advised CRS is calling in regards to the 05 Pontiac G6.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 11:38:18 AM	MARQUEMO	MARQUEMO	Scheduled Outbound Call Cust		Done	7/11/2008 03:17:29 PM	Call Customer

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Action Plan: Perform Initial Contact with Customer

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 04:23:26 PM	MARQUEMO	MARQUEMO	Scheduled Outbound Call Cust		Done	7/11/2008 11:38:05 AM	Call Customer call before 12:10pm

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Action Plan: Perform Ack with Customer

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 01:22:06 PM	MARQUEMO	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	7/10/2008 01:22:07 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:11:16 PM	DRAHEICM	MARQUEMO	Ownership Changed		Done	7/10/2008 12:11:16 PM	Service Request Ownership has changed FROM: GREENKE TO: MARQUEMO

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
7/10/2008 12:10:56 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	7/14/2008 10:18:14 AM	called:(614) 854-8061

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS adv: asked detailed questions

Cust sts:Daughter was driving down the ramping down the ramp and her steering locked up and hit guardrail and she turned veh and the semi hit her, it totaled the veh and semi turned into flames and fire and police dept was called. Cust sts it has something to do with the steering that caused the collision, daughter did substain an broken nose and did go to the emergency room, the damages to the veh was the whole front end, veh was totaled by insurance company and frontal airbags did deploy. Cust was being held responsible for the third party damages and insurance did pay out damages. Unknown if the other driver substained injuries. Insurance company now have hold of the vehicle.

Cust Sks: Comp.Pain and suffering and Reimbursement of 500.00 deductable and 150.00 for ER co.pay and 400.00 for EMS transport and 95.00 Ticket

CRS adv:Due to the third party damages and major injuries this file will have to be fowarded to ESIS and will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:50 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	7/14/2008 10:18:56 AM	No Call Needed

Contact Last Name | Contact First Name | Account | BAC Code

Comments

No need to call Dlr. Vehicle beyond warranty and has not been to dealer in two years.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:45 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	7/14/2008 10:23:37 AM	called:Taylor Steven 630092 8192 HAYDOCY AUTOMOTIVE COLUMBUS OH

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

This is Monica Marquez calling from gm par dept.
Customer:[redacted]
Service Request:71-643408896
Vehicle information:2005 Pontiac G6
Last 8 of the VIN: 54[redacted]
Involved Dealership:no dlr involved
Nature of allegation: veh had an collision due to steering failed and driver substained an broken nose , file will be fowarded to ESIS.
CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5700 ext 21072. If not then this is an FYI to let you know what is going on in your district.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:40 PM	DRAHEICM	MARQUEMO	BRC PAR	Acknowledgement	Done	7/11/2008 11:38:08 AM	called[redacted]

[redacted]	irst Name	Account	BAC Code

Comments

Left Message

CRS adv: Message is for Debbie Fuchs, this is Monica Marquez calling from gm par dept in regards to the 05 Pontiac G6. Advised to call CRS back at 1-866-790-5700 ext.21072.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:36 PM	DRAHEICM	MARQUEMO	Notify CRM		Done	7/10/2008 04:23:19 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:32 PM	DRAHEICM	MARQUEMO	Research		Done	7/14/2008 10:20:32 AM	research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS Performed VIN Scan

GMVIS: Found No Open Recalls

VIN: Found No Duplicate File

SVC History: No Service History Related to Allegation

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 12:10:19 PM	DRAHEICM	MARQUEMO	BRC PAR	Case Assigned	Done	7/10/2008 01:23:56 PM	assigned to monica marquez ext 21072

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
7/10/2008 10:52:34 AM	DRAHEICM	GREENKE	SR Opened		Done	7/10/2008 10:52:34 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

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
7/10/2008 10:52:14 AM	DRAHEICM	GREENKE	SR Closed - Satisfied		Done	7/10/2008 10:52:31 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2008 10:11:41 AM	GREENKE	DRAHEICM	Escalation	Initiate PAR	Done	7/10/2008 10:51:54 AM	Assigning activity to PAR QUEUE.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

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

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2008 10:00:07 AM	GREENKE	GREENKE	Inbound Call Customer	Complex Request	Done	7/9/2008 10:10:37 AM	re accident involving steering

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

cust seeks to see if bulitin on steering and if can recover some cost.
cust paid $1000 and driver had broken nose from the airbag. 2005 g6 steering went haywire and she got into an accident have heard that there was a letter sent about the steering on the g6.
cust has purchased a 07 g6 to replace orig veh
came down ramp and car did not turn driver hit gardrail and then swerved into on comming semi which turned towards the curb to avoid her but did strike her.
right side damaged from guard rail and semi struck on front left side which crumpled the front end.
crs stated we do have Special Coverage 07126 Customer Letter Loss of power steering assist
submitted pre par file
10:10
Tier 1
CAC/STJ Kevin Green

Confidential Comments

UCC Information

UCC Code	Symptom	Description
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 :	1G2ZH528754[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZH69 -2005 G6 - GT SEDAN	**Warranty Start Date :**	11/01/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	STADIUM OLDSMOBILE-BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 587 SALEM , OH 44460-0587 (330) 337-3488	**Selling Source :**	16 - PONTIAC
		Site Code :	06010
		Business Associate Code :	117150

Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	04088	DRIVER DOOR WATER INTRUSION	N/A	Closed
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06047	ONSTAR HARDWARE CAN BE UPGRADED TO DIGITAL. SEE TSB 05-08-46-006.	02/21/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	11/01/2004	196 miles	11/01/2007	36196 miles

72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/01/2004	196 miles	11/01/2010	100196 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/01/2004	196 miles	11/01/2012	80196 miles
36/50000 CALIFORNIA EMISSIONS	11/01/2004	196 miles	11/01/2007	50196 miles
84/70000 CALIFORNIA SELECT COMPONENT	11/01/2004	196 miles	11/01/2011	70196 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/06/2006	100885	#	Y0014 - DRIVER DOOR WATER INTRUSION - REPROGRAM BODY CONTROL MODUL	25307 miles
03/06/2006	100885	#	B2780 - SUNROOF MODULE ASSEMBLY REPLACEMENT	25307 miles
10/12/2004	089295	I	Z6999 - PDI RELATED FLUID ADDS	11 miles
09/27/2004	A19331	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 :	1G2ZH528754[redacted]

CLAIM HISTORY

Repair Order Date :	03/06/2006	Repair Order Number :	100885	Odometer Reading :	25307 miles

Serviced By :	STADIUM OLDSMOBILE-BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 587 SALEM, OH 44460-0587 (330) 337-3488	Selling Source :	16 - PONTIAC
		Site Code :	06010
		Business Associate Code :	117150

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/10/2006	672	01	#	Y0014 - DRIVER DOOR WATER INTRUSION - REPROGRAM BODY CONTROL MODUL	N/A	N/A	N/A	$ 24.87	N
03/10/2006	672	02	#	B2780 - SUNROOF MODULE ASSEMBLY REPLACEMENT	N/A	N/A	N/A	$ 236.28	N

Repair Order Date :	10/12/2004	Repair Order Number :	089295	Odometer Reading :	11 miles

Serviced By :	STADIUM OLDSMOBILE-BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 587 SALEM, OH 44460-0587 (330) 337-3488	Selling Source :	16 - PONTIAC
		Site Code :	06010
		Business Associate Code :	117150

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/19/2004	527	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 7.00	N

Repair Order Date :	09/27/2004	Repair Order Number :	A19331	Odometer Reading :	0 miles

Serviced By :	STADIUM OLDSMOBILE-BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 587 SALEM, OH 44460-0587 (330) 337-3488	Selling Source :	16 - PONTIAC
		Site Code :	06010
		Business Associate Code :	117150

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/01/2004	522	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 75.67	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	1G2ZH528754[redacted]

VEHICLE BUILD

Merchandising Model :	2ZH69 -2005 G6 - GT SEDAN		
Gross Vehicle Weight Rating :	2026 kg (4467 lb)	**Order Number :**	HMWT7B
Build Date :	09/27/2004	**Build Plant :**	154Z

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG1 - DRIVER SEAT 6-WAY POWER	AK5 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS
AP3 - REMOTE VEHICLE STARTER SYSTEM	A51 - LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROLS * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE
C3Y - PANORAMIC ROOF, POWER	C60 - AIR CONDITIONING, CUSTOM
DL5 - DECAL ROADSIDE SERVICE	D49 - POWER OUTSIDE REAR VIEW-MIRRORS
FE2 - SUSPENSION, SPORT	FR9 - AXLE RATIO 3.29
IB2 - LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROLS * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE	JA7 - HANDLE, PARK BRAKE RELEASE LTHR
JL9 - BRAKES, 4-WHEEL DISC ANTILOCK W/TRACTION CONTROL	KA1 - HEATER SEAT, FRONT
KG7 - GENERATOR 125 AMP	LX9 - ENGINE, 3.5L V6 SFI
MN5 - TRANSMISSION 4SPEED	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NC7 - FEDERAL EMISSIONS OVERRIDE	NE1 - 50-STATE EMISSIONS
NR0 - STEERING WHEEL, LEATHER WRAPPED RIM	NU1 - CAL EMISSION SYSTEM, LEV2
NW9 - TRACTION CONTROL	ORN - ORION ASSY
PCH - PREMIUM VALUE PACKAGE INCLUDES: * (4)	PDD - CONVENIENCE PACKAGE INCLUDES: *

WHEELS, 17" CHROMETECH * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) * PANORAMIC ROOF, POWER * ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND	MANUAL DRIVERS SEAT LUMBAR * SEATBACK MAP POCKETS * POWER SEAT HEIGHT ADJUSTER * ADJUSTABLE PEDALS * FLOOR MATS * CONVENIENCE NET
PFE - (4) WHEELS, 17" CHROMETECH	QWN - (4) P225/50/17 TOURING TIRES
R6J - CUSTOMER DIALOG NETWORK	SLM - SALES STOCK ORDERS
UC6 - AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)	UE1 - ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND
UK3 - STEERING WHEEL AUDIO CONTROL	U77 - REAR WINDOW ANTENNA
U85 - 8 SPEAKER MONSOON PREMIUM SOUND SYSTEM	VK3 - LICENSE PLATE BRACKET, FRONT
VM3 - BUMPER STD IMPACT 5 MPH FRT &RR	VY7 - SHIFTER, LEATHER WRAPPED
V73 - VEHICLE CERTIFICATION U.S.	1SZ - GT, PCH OPTION PKG DISCOUNT
19I - INT TRIM, EBONY	192 - EBONY
41U - BLACK	6AX - COMPONENT FRT LH COMPUT SEL SUS
7AX - COMPONENT FRT RH COMPUT SEL SUS	8AB - COMPONENT RR LH COMPUT SEL SUS
9AB - COMPONENT RR RH COMPUT SEL SUS	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Susan Braun
Claim Administrator

August 1, 2008

[redacted]
Columbus, OH [redacted]

RE: Claimant: [redacted]
Our File No.: 657218
Our Client: General Motors Corporation
Date/Event: 11.19.2007
Subject vehicle: 2005 Pontiac G6
VIN: 1G2ZH528754[redacted]

Dear [redacted]

Please be advised that ESIS provides administrative claims handling services to General Motors Corporation in connection with product liability claims against GM. They have referred this claim to our office for further handling.

This will confirm our July 22, 2008 conversation regarding the above captioned matter. I have attempted to locate the subject 2005 Pontac G6 without success. Can you please attempt to obtain the current location of the subject vehicle? As explained during our conversation, it is necessary to inspect the subject vehicle in order for GM to respond to your inquiry.

Please call me with any questions, I can be reached at 1-800-888-0164.

Sincerely,

Susan Braun

Service Request Detail

SR No.	71-643957815	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #		**Evening #**		**UCC**	Steering - Power Steering Hose	**Sub-Area**	Initiate PAR- Collision
Address	[redacted]	**City**	Casagrande	**Involved Dlr**	Jones Auto Center, L.L.C.	**Safety**	Yes
State	AZ ZipCd [redacted]	**Con Acct**		**Source**	Phone	**Updated**	7/18/2008 01:31:20 PM
Serial #/VIN	1G2ZF55B664[redacted]	**Model Year**	2006	**Priority**	Medium License # PONTIAC	**Owner**	VALVERDM
Make	Pontiac	**Warr. Start**	12/15/2005	**Status**	Open	**Opened**	7/10/2008 01:44:25 PM
Model	G6	**Mileage**	49000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	Steering - Power Steering Hose						
Customer Description	brc par case please do not assume forward all inquiries to Mark Valverde ext 11215						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver	6/26/2008 05:02:38 PM	N	0	1	Asphalt	Dry	none	5901

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'9"		No

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Harmon	Ashley	(800) 833-2244	Daryland

Incident Loc	Highway 37	**Incident Desc**	5am I was going to work, I was passing a veh, and the steering didn't work, I had to turn but I couldn't, car went hard, wheels were hard, I ended up off the road, I had to avoid two veh, drop 2 feet about the road
Component	Electric Power steering	**Damage Desc**	Three tires, underwheel all the pieces, quarter panel, touch up paint work
Vehicle Loc	Jones Pontiac	**Add'l Info**	* Claim # [redacted] with the insurance # * Agent at the Insurance Company phone# 1480867000
Emgcy Svc Names	Arizona DPS Officer Jay Reeves 208-034839	**Maint Loc**	Jones Pontiac, and Gippy Louis.

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	N	**Thermal Evt**	N	**Spec Equip**	none
Vehicle Speed	55			**Weather Condition**	clear and dry			**Prop Owner**	n/a
Last Service Date				**Loc Last Service**				**Property Location**	n/a
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	n/a
Primary Veh Use	Personal			**Inspection Type**				**Inspected By**	Inspection Not Performed
Veh Damage Description	3 tires blown out. quarter panel was scratched							**Explain Other**	

Property Type	n/a		
Prop Est Repair Cost			
Inspection Date/Time			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2008 09:42:49 AM	KINZERTH	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	7/21/2008 09:43:22 AM	ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust claims collision due to steering failure
File forwarded to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2008 09:41:24 AM	KINZERTH	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust claims collision due to steering failure
Insurance company repairing veh:
Agent - Ashley Harmon
Company - Daryland
Phone - (800) 833-2244
Claim Number - [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2008 08:51:56 AM	DRAHEICM	KINZERTH	Notify CRM		Done	7/21/2008 09:44:01 AM	ESIS-Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/18/2008 01:31:40 PM	VALVERDM	DRAHEICM	BRC PAR	ESIS- Insurance Involvement	Done	7/21/2008 08:51:55 AM	escalate

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

insurance company is repairing the vehicle. cust is seeking to get the vehicle paid off. cust states that steering failed and cuased accident.

Mark Valverde/PAR/ATX

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/17/2008 01:39:01 PM	VALVERDM	VALVERDM	Scheduled Outbound Call Cust		Scheduled Alarm		(71-643957815)

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

send to esis
(7-18)3-5pm

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/17/2008 01:24:25 PM	VALVERDM	VALVERDM	Inbound Call Customer	Customer	Done	7/17/2008 01:40:53 PM	cust called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

PAR INCIDENT QUESTIONNAIRE

• where was location of accident? state road 287 casagrand, AZ

• What was the vehicle speed? _____ 55 mph

• any concerns with the brakes? _____ none

was passing another vehicle and pull in front of the vehicle and had no power steering. did lose control of vehicle go off the road and went back on road went into a field. vehicle did go airborne and had hard landing

• Describe Damage to the vehicle- 3 tires blown out. quarter panel was scratched

• Police Report? yes #2008-034839
• How was vehicle removed from the scene - Was the vehicle towed or driven? ____jones bodyshop 520-836-2384
are u the original owner of the vehicle? used 20 k miles
where do you have the maint done on the vehicle? gm
When was last maint on the vehicle? dont know
what are you seeking from gm?cust is afraid of driving the vehicle. insurance company is repairing the vehicle. seeks to get the vehicle paid off. will send case to central claims.* Claim # [redacted] with the insurance #
* Agent at the Insurance Company phone# 1480867080. ashley harmon.
are there any injuries? none
weather cond? clear and dry

prim vehicle use? personal vehicle
spec equipment? aftermarket stereo

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/17/2008 01:23:21 PM	VALVERDM	VALVERDM	SR Opened		Done	7/17/2008 01:23:21 PM	SR in Status of Closed has been Re-Opened by VALVERDM

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/15/2008 12:25:32 PM	VALVERDM	VALVERDM	SR Closed - Dissatisfied		Done	7/15/2008 12:25:32 PM	Service Request has been Closed Dissatisfied.

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
7/15/2008 12:17:40 PM	VALVERDM	VALVERDM	Correspondence		Done	7/15/2008 12:17:40 PM	Created:BRCPAR_PA0005. SR#71-643957815

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
7/15/2008 12:04:48 PM	VALVERDM	VALVERDM	Outbound Call Customer	Left Message	Done	7/15/2008 12:07:40 PM	made call

Contact Last Name	Contact First Name	Account	BAC Code

Comments

did call cust but got voice mail so did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2008 04:17:00 PM	VALVERDM	VALVERDM	Outbound Call Customer	Left Message	Done	7/14/2008 04:19:28 PM	made call

Contact Last Name	Contact First Name	Account	BAC Code

did call cust but got voice mail so did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 04:51:48 PM	VALVERDM	VALVERDM	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	7/15/2008 12:24:14 PM	(71-643957815)

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Initial call
(7-14)3-5pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:52:31 PM	DRAHEICM	VALVERDM	Ownership Changed		Done	7/11/2008 12:52:31 PM	Service Request Ownership has changed FROM: DELAFUAL TO: VALVERDM

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
7/11/2008 12:52:13 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Phone	Done	7/14/2008 04:19:51 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

made call attempts

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:52:06 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Dealer	Done	7/14/2008 04:21:44 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

did try calling the service manager but there line was busy.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:52:00 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- AVM	Done	7/14/2008 04:26:13 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

did call dvm/paul zbjonowitz and let him know that cust vehicle was in accident and they allege that their steering failed. may be seeking inspection.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:51:55 PM	DRAHEICM	VALVERDM	BRC PAR	Acknowledgement	Done	7/11/2008 04:51:39 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

did call cust but he was not home did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:51:51 PM	DRAHEICM	VALVERDM	Notify CRM		Done	7/11/2008 05:02:48 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:51:45 PM	DRAHEICM	VALVERDM	Research		Done	7/15/2008 12:03:22 PM	research vin

Contact Last Name | Contact First Name | Account | BAC Code

did look in gmvis and found no open recalls, no repairs made to the brake system. found no other cases.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 12:51:33 PM	DRAHEICM	VALVERDM	BRC PAR	Case Assigned	Done	7/15/2008 12:23:23 PM	assigned to mark valverde ext 11215

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
7/11/2008 10:42:43 AM	DRAHEICM	DELAFUAL	SR Opened		Done	7/11/2008 10:42:43 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name | Contact First Name | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2008 10:42:41 AM	DRAHEICM	DELAFUAL	SR Closed - Dissatisfied		Done	7/11/2008 10:42:41 AM	Service Request has been Closed Dissatisfied.

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
7/10/2008 02:22:54 PM	DELAFUAL	DRAHEICM	Escalation	Initiate PAR	Done	7/11/2008 10:42:20 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Uma Davis/Tier 1/CAC/BA/Lvl 1 Emp

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 02:16:57 PM	DELAFUAL	DELAFUAL	Inbound Call Customer	Complex Request	Done	7/10/2008 02:21:52 PM	Cust Funnel

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust Sts: [redacted] cust's mother) We had Problems with the electric power steering, at the dlr they said Nothing wrong it, it's Interminent. But now my son was involved in an accident, he was passing a veh. We had asked when in warranty to Replace that unit, but No codes were found so they couldn't do that.

Owner Specific: (Cust on the phone)
Orig owner? N
Primary driver? Y
Personal or business use? Personal

Veh Specific:
Where purchased? New Begginning. AZ
If 2nd Owner of Veh, when/what mlg? 20000 miles. About a year ago.
Current approx mlg? 49.000
Ext Svc Plan? Y. Roadside 48.000 Service Contract something. Not sure

Concern Specific:
Concern? electric power steering. It's interminent. It will go loose or it would go off
When 1st notice concern? 6 months after I got it
What conditions does concern occur? Normal driving or before starting the veh. Whenever.
Where diagnosed? Jones
Est cost of the repair? $1500
Current location of veh? Jones
Veh repaired? If yes, cost & where completed? Not yet
If not GM dlr, phone # of repair facility?
What has Dlr told you about a diagnosis? Who was working with you? Rick

Business Decision:
Where maint performed? Jones and Independent
Prev GM veh? N
Prev related repairs? When? No

Out of Pocket expense: No, only tires and brakes.

Cust Sks: A safe veh, to get out of this one, but I own $21000

CRS adv: BRC agent will call you within 24-48 hs.

Uma Davis/Tier 1/CAC/BA/Lvl 1 Emp

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2008 01:47:16 PM	DELAFUAL	DELAFUAL	Outbound Call Dealer	Made Contact	Done	7/10/2008 02:16:56 PM	Dlr Funnel

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS spoke w/: Rick

CRS adv: It's abou[redacted]s veh. Cust stated that she took the veh for diagnosis since she has an interment concern with the electric power steering. Can I have some more details, please.
Dlr sts: We program a key for it. We did an inspection August 31st, 07. It's an used car co, bought at a dlr that is like a sister to ours. The Steering went out on the cust. But we found No Issues. Steering Concern not duplicated. 35310 miles back then.
Diagnosis? Concern not duplicated
Maint at dlr? I don't know
Misuse/Abuse/Lack of maint? Usually not. Ihaven't seen the veh yet

Uma Davis/Tier 1/CAC/BA/Lvl 1 Emp

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M04	Inoperative	Steering - Power Steering Hose

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 :	1G2ZF55B664[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZF69 -2006 G6 - 4CYL SEDAN	Warranty Start Date :	12/15/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	HENRY BROWN BUICK PONTIAC GMC 1550 E DRIVERS WAY GILBERT , AZ 85297-0402 (480) 835-0900	Selling Source :	16 - PONTIAC
		Site Code :	24515
		Business Associate Code :	210275

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07131	SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR	06/25/2007	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 LIMITED WARRANTY	12/15/2005	10 miles	12/15/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/15/2005	10 miles	12/15/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/15/2005	10 miles	12/15/2013	80010 miles
36/50000 CALIFORNIA EMISSIONS	12/15/2005	10 miles	12/15/2008	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	12/15/2005	10 miles	12/15/2012	70010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

08/30/2007	P04026	#	Z2080 - ROADSIDE SERVICE (TOWING)	30000 miles
01/23/2006	385950	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	9 miles
12/14/2005	A23629	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 :	1G2ZF55B664[redacted]

CLAIM HISTORY

Repair Order Date :	08/30/2007	Repair Order Number :	P04026	Odometer Reading :	30000 miles
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	16 - PONTIAC		
		Site Code :	34415		
		Business Associate Code :	207453		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/07/2007	828	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	$ 58.94	N

Repair Order Date :	01/23/2006	Repair Order Number :	385950	Odometer Reading :	9 miles
Serviced By :	HENRY BROWN BUICK PONTIAC GMC 1550 E DRIVERS WAY GILBERT, AZ 85297-0402 (480) 835-0900	Selling Source :	16 - PONTIAC		
		Site Code :	24515		
		Business Associate Code :	210275		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/24/2006	668	01	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12603530 - ECM	N/A	N/A	$ 366.39	Y

Repair Order Date :	12/14/2005	Repair Order Number :	A23629	Odometer Reading :	0 miles
Serviced By :	HENRY BROWN BUICK PONTIAC GMC 1550 E DRIVERS WAY GILBERT, AZ 85297-0402 (480) 835-0900	Selling Source :	16 - PONTIAC		
		Site Code :	24515		
		Business Associate Code :	210275		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/20/2005	649	01	I	Z7000 - PRE-DELIVERY	N/A	N/A	N/A	$ 101.92	N

				INSPECTION - BASE TIME						

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	1G2ZF55B664 [redacted]

VEHICLE BUILD

Merchandising Model :	2ZF69 -2006 G6 - 4CYL SEDAN		
Gross Vehicle Weight Rating :	1922 kg (4238 lb)	**Order Number :**	JPNVVQ
Build Date :	12/14/2005	**Build Plant :**	164Z

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - FRONT SIDE IMPACT AIR BAGS	AP8 - KEYLESS ENTRY, REMOTE
A51 - SEAT, FRONT 45/45 BUCKET	B9A - VEHICLE GM PROD WEEK 51
C1U - FLT-ENTERPRISE RENT A CAR	C60 - AIR CONDITIONING, CUSTOM
DL5 - DECAL ROADSIDE SERVICE	D49 - POWER OUTSIDE REAR VIEW-MIRRORS
FAD - SIMULATED WALNUT BURL ACCENTS	FE0 - SUSPENSION, TOURING
FLT - FLT-FLEET ORDERS	FX2 - AXLE RATIO 3.91
IBB - TRIM INTERIOR DESIGN	J66 - BRAKES, 4-WHEEL DISC
KG7 - GENERATOR 125 AMP	K34 - CRUISE CONTROL, ELECTRONIC
LE5 - ENGINE, 2.4L HO 4-CYL DOHC MFI	MN5 - TRANSMISSION 4SPEED
MX0 - AUTOMATIC TRANSMISSION	NC7 - FEDERAL EMISSIONS OVERRIDE
NU1 - CAL EMISSION SYSTEM, LEV2	N45 - STEERING WHEEL 3 SPOKES
ORN - ORION ASSY	PDC - CRUISE & RKE PACKAGE INCLUDES: * CRUISE CONTROL, ELECTRONIC *KEYLESS ENTRY, REMOTE
QC1 - (4) WHEELS, 16" STEEL W/BOLT-ON COVER	QPE - (4) P215/60/16 TOURING TIRES
R6F - IDENTIFY B CODE USERS	R6P - PREMIUM PAINT
R9C - ALLOW NON RETAIL REQ. FOR FLEET	UZ6 - 6 SPEAKER SOUND SYSTEM
U1C - AM/FM CD STEREO W/CLOCK & DRIVER INFORMATION CENTER	U77 - REAR WINDOW ANTENNA
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM
V2G - CREDIT IN LIEU OF FUEL	V73 - VEHICLE CERTIFICATION U.S.

YF5 - 50-STATE EMISSIONS	1SA - OPTION GROUP - 1SA
1SZ - OPTION PACKAGE DISCOUNT	15U - SEDONA BEIGE METALLIC
6AK - COMPONENT FRT LH COMPUT SEL SUS	7AK - COMPONENT FRT RH COMPUT SEL SUS
70B - LIGHT TAUPE	70I - TRIM, LIGHT TAUPE
8AB - COMPONENT RR LH COMPUT SEL SUS	9AB - COMPONENT RR RH COMPUT SEL SUS

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

August 6, 2008

[redacted]
Castagrande, AZ [redacted]

RE: Claimant: [redacted]
Our File No.: 657526
Our Client: General Motors Corporation
Date/Event: 6/26/08
Subject vehicle: 2006 Pontiac G6
VIN: 1G2ZF55B664[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, 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.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Nancy Johnson
Claims Administrator

Service Request Detail

SR No.	71-647904476	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Power Steering Pump /	Sub-Area	Initiate PAR- Collision
Address		City	Dalton	Involved Dlr	Edd Kirby Chevrolet, Inc.	Safety	Yes
State	GA ZipCd	Coll Acct		Source	Phone	Updated	7/28/2008 11:14:04 AM
Serial #/VIN	1G1ZT61846F	Model Year	2006	Priority	Medium License #	Owner	VALVERDM
Make	Chevrolet	Warr. Start	09/16/2005	Status	Open	Opened	7/24/2008 11:06:53 AM
Model	Malibu MAXX	Mileage	45848	Sub-Status	Dissatisfied	Closed	
Abstract	Steering - Power Steering Pump / Brackets						
Customer Description	brc par case please do not assume forward all inquiries to Mark Valverde ext 11215						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/23/2008 02:15:22 PM	N	0	1	Gravel	Dry	none	none

Driver Last Name	Driver First Name	Height	DOB	Disabilities
		5'11		low blood pressure

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Sinard	Ronny		Cotton States

Incident Loc	edge of my driveway	Incident Desc	when i came to pick up my mail, when I turned back into my other drive, the power steering locked up, and i couldnt straightened it to stay in the drive way and i hit a tree.
Component	power steering locked up.		
Vehicle Loc	with customer	Damage Desc	bumper and fender with a big dent, pushed the fiberglass into the headlights.
Emgcy Svc Names	none	Add'l Info	Policy # for insurance
		Maint Loc	EDD KIRBY S ADVENTURE CHEVROLET

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	15			Weather Condition	dry and cool			Prop Owner	n/a
Last Service Date	7/1/2008			Loc Last Service				Property Location	n/a
Veh Est Repair Cost				Spec Equip Installer				Prop Damage Description	n/a
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	scratches and dents to the front bumper.							Explain Other	

Property Type	n/a
Prop Est Repair Cost	
Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2008 11:15:27 AM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Insurance Involvement	Done	7/28/2008 11:17:06 AM	ESIS- Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

File fowarded to ESIS due to cust was involved in a collision and allegation is steering and insurance company repaired veh and cust sks reimbursement for insurance deductable.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2008 11:14:11 AM	MARQUEMO	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Insurance Involvement - sks reimbursement for insurance deductable

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2008 10:34:36 AM	DRAHEICM	MARQUEMO	Notify CRM		Done	7/28/2008 11:14:09 AM	ESIS-Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/25/2008 02:44:57 PM	VALVERDM	DRAHEICM	BRC PAR	ESIS- Insurance Involvement	Done	7/28/2008 10:34:35 AM	escalate to esis

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

insurance company is going to repair the vehicle. seeking reimbursement for deductible.

cotton states insurance
agent ronny sinlard
706-278-7329
[redacted]

Mark Valverde/PAR/ATX

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/25/2008 02:44:12 PM	VALVERDM	VALVERDM	Ownership Changed	Ownership Escalated to BRC	Done	7/25/2008 02:44:12 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 04:50:17 PM	VALVERDM	VALVERDM	Inbound Call Customer	Customer	Done	7/24/2008 04:51:32 PM	cust called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

PAR INCIDENT QUESTIONNAIRE

• where was location of accident? was in driveway at home

• What was the vehicle speed? _____ 15 mph

• any concerns with the brakes? _____ none

was going to pick up the mail and tried turning the vehicle and vehicle kept on going straight and hit tree.

• Describe Damage to the vehicle- scratches and dents to the front bumper.

• Police Report? none
• How was vehicle removed from the scene - Was the vehicle towed or driven? _____vehicle is at home
are u the original owner of the vehicle? yes
where do you have the maint done on the vehicle? kirby chevrolet
When was last maint on the vehicle? 2 weeks ago
what are you seeking from gm?insurance company is going to repair the vehicle and cust has to pay deductible. seeking reimbursement for deductible.
are there any injuries? none
weather cond? dry and cool

prim vehicle use? personal vehicle
spec equipment? none

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 04:23:35 PM	VALVERDM	VALVERDM	Scheduled Follow-up		Scheduled Alarm		(71-847904476)

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

send to esis
(7-25)3-5pm

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:40:08 PM	DRAHEICM	VALVERDM	Ownership Changed		Done	7/24/2008 12:40:08 PM	Service Request Ownership has changed FROM: CONNORMA TO: VALVERDM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:51 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Phone	Done	7/25/2008 02:20:48 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

cust called in see inbound activity.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:45 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Dealer	Done	7/25/2008 02:29:47 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

did call service manager but got voice mail so did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:38 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- AVM	Done	7/25/2008 02:33:58 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

did call jeff sullivan/dvm and let him know that cust vehicle was in an accident and thinks the steering failed. may be seeking an inspection.

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:33 PM	DRAHEICM	VALVERDM	BRC PAR	Acknowledgement	Done	7/24/2008 04:23:31 PM	callead

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

did call cust but got voice mail so did leave message.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:28 PM	DRAHEICM	VALVERDM	Notify CRM		Done	7/24/2008 04:35:45 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:23 PM	DRAHEICM	VALVERDM	Research		Done	7/25/2008 02:40:52 PM	research vin

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

did look in gmvis and found no open recalls. no repairs made to the steering system. found no other cases.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 12:39:07 PM	DRAHEICM	VALVERDM	BRC PAR	Case Assigned	In Progress		assigned to mark valverde ext 11215

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 11:37:49 AM	CONNORMA	DRAHEICM	Escalation	Initiate PAR	Done	7/24/2008 12:21:55 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

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

Mary Connors/CAC/STJ/T1

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2008 11:15:15 AM	CONNORMA	CONNORMA	Inbound Call Customer	Complex Request	Done	7/24/2008 11:37:48 AM	Alleged product allegation - has a trouble with the power steering.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

cust sts: I had a problem with my power steering, I went to the dealership and they said there was nothing wrong, well yesterday I got into a collison with a tree. when I went to turn back into my driveway the power steering locked up on me, and would not let me stay straight so I hit a tree.

cust sks: file complaint and report accident.

CRS adv: customer that their information will be forwarded to the Product Allegation Department within the BRC.

Mary Connors/CAC/STJ/T1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M30	No Symptom Indicated	Steering - Power Steering Pump / Brackets

[redacted]

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 :	1G1ZT61846F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT68 -2006 MALIBU MAXX LT	Warranty Start Date :	09/16/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	EDD KIRBY S ADVENTURE CHEVROLET PO BOX 369 DALTON , GA 30722-0369 (706) 278-1122	Selling Source :	13 - CHEVROLET
		Site Code :	08344
		Business Associate Code :	112500

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	09/16/2005	10 miles	09/16/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/16/2005	10 miles	09/16/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/16/2005	10 miles	09/16/2013	80010 miles
36/36000 FEDERAL EMISSION	09/16/2005	10 miles	09/16/2008	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/06/2007	110993	#	N6624 - WIRING AND/OR CONNECTOR - OCCUPANT SAFETY -	38541 miles

			REPAIR OR REPL	
09/15/2005	A29279	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

7/28/2008

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 :	1G1ZT61846F [redacted]

CLAIM HISTORY

Repair Order Date :	09/06/2007	Repair Order Number :	110993	Odometer Reading :	38541 miles
Serviced By :	EDD KIRBY S ADVENTURE CHEVROLET PO BOX 369 DALTON, GA 30722-0369 (706) 278-1122	Selling Source :	13 - CHEVROLET		
		Site Code :	08344		
		Business Associate Code :	112500		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/21/2007	832	01	#	N6624 - WIRING AND/OR CONNECTOR - OCCUPANT SAFETY - REPAIR OR REPL	N/A	A	N/A	$ 36.39	N

Repair Order Date :	09/15/2005	Repair Order Number :	A29279	Odometer Reading :	0 miles
Serviced By :	EDD KIRBY S ADVENTURE CHEVROLET PO BOX 369 DALTON, GA 30722-0369 (706) 278-1122	Selling Source :	13 - CHEVROLET		
		Site Code :	08344		
		Business Associate Code :	112500		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/20/2005	623	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 79.30	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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[redacted]

7/28/2008

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	1G1ZT61846F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZT68 -2006 MALIBU MAXX LT		
Gross Vehicle Weight Rating :	2023 kg (4461 lb)	Order Number :	JHSSQ1
Build Date :	09/15/2005	Build Plant :	16FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - AIR BAGS, DUAL-STAGE FRONT, DRIVER & PASSENGER	A51 - SEATS, CUSTOM
B0U - GM PRODUCTION WEEK #37	C1U - FLT-ENTERPRISE RENT A CAR
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
DL6 - POWER O/S MIRRORS, BODY COLOR	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - 50-STATE EMISSIONS
FLT - FLEET PROCESSING OPTION	FR9 - TRANSAXLE 3.29 RATIO
IBC - INTERIOR TRIM	JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL
K64 - GENERATOR 115 AMPS	LX9 - 3.5L V6 ENGINE
MN5 - 4-SPEED AUTO TRANSMISSION	MX0 - 4-SPEED AUTO TRANSMISSION
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	NZ6 - (4) 16" WHEELS W/SILVER PAINTED COVERS
N46 - STEERING WHEEL (REPLACES LEATHER WRAPPED STEERING WHEEL)	QPE - (4) TOURING TIRES P215/60R16
R6F - IDENTIFY B-CODE USERS	R6P - PREMIUM PAINT
UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)	UZ6 - SIX PREMIUM SPEAKERS
U73 - FIXED MAST ANTENNA	VQ2 - FLEET ORDERING AND ASSISTANCE
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SZ - OPTION PACKAGE DISCOUNT

2LT - 2LT PACKAGE	6AR - FRONT SPRING	
7AR - FRONT SPRING	8AB - REAR SPRING	
83C - TITANIUM	83I - INTERIOR TRIM	
88U - MEDIUM GRAY METALLIC	9AB - REAR SPRING	

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5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Matthew Fruth
Claims Administrator

July 31, 2008

[redacted]
Dalton, GA [redacted]

RE: Claimant: [redacted]
Our File No.: 657851
Our Client: General Motors Corporation
Date/Event: 7/23/2008
Subject vehicle: 2006 Malibu Maxx
VIN: 1G1ZT61846F[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Matthew Fruth
Claims Administrator

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Matthew Fruth
Claims Administrator

July 31, 2008

[redacted]
Dalton, GA [redacted]

RE: Claimant: [redacted]
Our File No.: 657851
Our Client: General Motors Corporation
Date/Event: 7/23/2008
Subject vehicle: 2006 Malibu Maxx
VIN: 1G1ZT61846F [redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

esis

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Matthew Fruth
Claims Administrator

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

November 10, 2008

[redacted]
Dalton, GA [redacted]

RE: Claimant: [redacted]
Our File No.: 657851
Our Client: General Motors Corporation
Date/Event: 7/23/2008
Subject vehicle: 2006 Malibu Maxx
VIN: 1G1ZT61846F [redacted]

Dear [redacted]

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

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

Correspondence that was sent to you on 7/31/2008 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bethany Tillman
Claims Administrator

Service Request Detail

SR No.	71-654575448	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	Initiate PAR- Injury
Address		City	Gray	Involved Dir		Safety	Yes
State	GA ZipCd [redacted]	Con Acct		Source	Phone	Updated	8/21/2008 12:30:06 PM
Serial #/VIN	1G8AW15F86Z[redacted]	Model Year	2006	Priority	Esc to T2 - License # SATURN -	Owner	HOLLARAL
Make	Saturn - GM	Warr. Start	05/25/2006	Status	Open	Opened	8/15/2008 02:25:28 PM
Model	ION 3	Mileage	24000	Sub-Status		Closed	
Abstract	Steering - Column / Ignition Lock / Parts						
Customer Description	***PAR File*** Please forward all inquiries to Alyson Hollar ext 21049						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	8/9/2008 03:15:00 PM	Y	0	1	Asphalt	Dry	n/a	Unknown

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'1	[redacted]	n/a

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Unknown	Unknown	(478) 986-4000	Cotton State Insurance

Incident Loc	Highway 18 Monroe County Georgia	Incident Desc	Driving down the road not at high speed. vehicle began shaking and customer took foot of gas thinking she blew a tire to allow the vehicle to slow on it's own. Steering then locked and customer noticed she was going towards rock pressed hard on brakes to stop and anti locks
Component	Steering, Brakes, Air bags		
		Damage Desc	Totalled, damage all over veh, hood and front of veh crushed
Vehicle Loc	Local Towing Garage		
		Add'l Info	
Emgcy Svc Names	Sherrif Deput card at home.		
		Maint Loc	Saturn of Macon

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	None
Vehicle Speed	55			Weather Condition	Clear			Prop Owner	n/a
Last Service Date				Loc Last Service				Property Location	n/a
Veh Est Repair Cost				Spec Equip Installer	n/a			Prop Damage Description	None
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	Totalled, damage all over veh, hood and front of veh crushed							Explain Other	File sent to ESIS

Property Type	n/a		
Prop Est Repair Cost			
Inspection Date/Time			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/25/2008 04:38:54 PM	RODRIJOS	RODRIJOS	BRC PAR	ESIS- Insurance Involvement	Done	8/25/2008 04:39:15 PM	esis

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Case was sent to ESIS.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/25/2008 04:38:35 PM	RODRIJOS	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Insurance Involved

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2008 08:50:45 AM	DRAHEICM	RODRIJOS	Notify CRM		Done	8/25/2008 04:38:34 PM	ESIS-Insurance Involvment

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Received And Assigned to ESIS

Jose Rodriguez ATX PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2008 12:27:47 PM	HOLLARAL	DRAHEICM	BRC PAR	ESIS- Insurance Involvement	Done	8/22/2008 08:50:44 AM	Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust was in a collision the he is alleging was caused by the steering and brakes failing. Cust has let insurance company total veh out.

Alyson Hollar/BRC/PAR/ATX

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 05:44:17 PM	HOLLARAL	HOLLARAL	Inbound Call Customer	Voice Mail Received	Done	8/20/2008 05:45:00 PM	Discuss file

Contact Last Name	Contact First Name	Account	BAC Code

Comments

I am going to turn the veh over to my insurance company and I know you have to send it to the other dept. You don't have to call me unless you need to.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 11:19:01 AM	HOLLARAL	HOLLARAL	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2008 11:19:01 AM	Ownership Escalated to BRC

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
8/20/2008 11:16:55 AM	HOLLARAL	HOLLARAL	Scheduled Follow-up		Scheduled Alarm		File sent to ESIS

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
8/20/2008 10:54:18 AM	HOLLARAL	HOLLARAL	Outbound Call Customer	Left Message	Done	8/20/2008 10:59:42 AM	Follow up decision

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS adv: Calling to follow up and see if cust had made a decision on whether or not he was going to settle with insurance company. My phone number is 1-866-790-5700 ext 21049.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 08:15:38 PM	AMSTUTST	HOLLARAL	Notify CRM		Done	8/21/2008 12:27:33 PM	acknowledgment complete

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
8/18/2008 12:14:40 PM	DRAHEICM	HOLLARAL	Ownership Changed		Done	8/18/2008 12:14:40 PM	Service Request Ownership has changed FROM: OSBORNAM TO: HOLLARAL

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
8/18/2008 12:14:22 PM	DRAHEICM	HOLLARAL	BRC PAR	Initial Contact- Phone	Done	8/19/2008 10:33:36 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts: Daughter was driving 55 mph and the veh started riding like she blew a tire so cust tried to slow down and but the veh started swerving and driver wasn't able to steer the veh because steering locked up. Driver went of the road and veh flipped over because the brakes would not work either. Driver was not injured and veh was taken to H and H body shop in Grey, GA. Cust insurance company wants cust to sign over the veh to total it but has not let them up until now as to give GM a chance to look at the veh and rectify the situation with the brakes, steering and air bags.

CRS adv: Can order an inspection, it is cust responsibility to bring the veh to a GM dlr though.

Cust sts: Well I don't think I can afford to do that. I will speak to my insurance company and decide what I want to do and will call you back.

CRS adv: Will be closing cust file if CRS does not hear back. File can be reopened

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:14:16 PM	DRAHEICM	HOLLARAL	BRC PAR	Initial Contact- Dealer	Done	8/20/2008 10:48:47 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS does not see an involved dlr.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:14:10 PM	DRAHEICM	HOLLARAL	BRC PAR	Initial Contact- AVM	Done	8/20/2008 10:53:22 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No contact required. Salum case.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:14:05 PM	DRAHEICM	HOLLARAL	BRC PAR	Acknowledgement	Done	8/18/2008 06:15:33 PM	called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: calling to inform cust we have recieved file concerning your 2006 Saturn Ion3, we do require some further information, cust can contact OCRS @ 1-866-790-5700 x21049. File number.

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:14:00 PM	DRAHEICM	HOLLARAL	Notify CRM		Done	8/20/2008 11:00:05 AM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:13:55 PM	DRAHEICM	HOLLARAL	Research		Done	8/20/2008 11:00:02 AM	research vin

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Scanned VIN-no related service requests
Checked GMVIS- no related recalls or repairs

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 12:13:38 PM	DRAHEICM	HOLLARAL	BRC PAR	Case Assigned	Done	8/20/2008 10:59:58 AM	assigned to alyson hollar ext 21049

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Received.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2008 10:45:24 AM	DRAHEICM	OSBORNAM	SR Opened		Done	8/18/2008 10:45:24 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

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
8/18/2008 10:45:23 AM	DRAHEICM	OSBORNAM	SR Closed - Dissatisfied		Done	8/18/2008 10:45:23 AM	Service Request has been Closed Dissatisfied.

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
8/15/2008 03:13:33 PM	OSBORNAM	OSBORNAM	Scheduled Follow-up		Done	8/18/2008 10:19:52 AM	To see if PAR picked the file up

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Aug 19
3-5 pm est
Amy Osborne.SaturnCAC.Chatham.DS.L2

Cancelled activity, case will be assigned to a PAR agent. No further action required from CAC.

Chad Draheim/abc/workflow par

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 03:08:18 PM	OSBORNAM	OSBORNAM	Ownership Changed		Done	8/15/2008 03:08:18 PM	Service Request Ownership has changed FROM: OSBORNAM TO: OSBORNAM

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
8/15/2008 03:08:14 PM	OSBORNAM	OSBORNAM	T2 Initial Acknowledgement		Done	8/15/2008 03:08:24 PM	Initial Customer Contact after escalation

Contact Last Name | Contact First Name | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 03:08:14 PM	OSBORNAM	OSBORNAM	Dealer Notification	Action Required	Done	8/15/2008 03:08:14 PM	Dlr Notify on T2 Escalation

Contact Last Name | Contact First Name | Account | BAC Code

Comments

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 03:04:27 PM	OSBORNAM	DRAHEICM	Escalation	Initiate PAR	Done	8/18/2008 10:19:41 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

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

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 03:03:37 PM	OSBORNAM	OSBORNAM	Outbound Call Dealer	Made Contact	Done	8/15/2008 03:11:07 PM	To get the customer VIN so that I can submit the case to PRE PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Spoke with Glen Mosley - SVC MGR

DS Sts: I just need to get the customer's VIN so that I can initate a PRE PAR case please?

RTL STS: 1G8AW15F86Z[redacted]

DS Sts: Thank you

Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 02:57:42 PM	OSBORNAM	OSBORNAM	Outbound Call Customer	Made Contact	Done	8/15/2008 03:03:28 PM	Continued

Contact Last Name	Contact First Name	Account	BAC Code

Comments

She said she couldn't steer it and the radio still was going. She had to turn the key off once she was out because she was worried about the car being upside down and still running. She did tells us that recently the key had been hard to get out of the ignition and didn't think anything about it. We had it towed to the local body shop. The insurance people have came and wrote the vehicle off and asking me to settle with them but I really want Saturn to have a look at it to see what happened with it because I am very upset that my daughter almost died. I am also concerned that other people are driving around in the same car and that it could happen to them.

DS Sts: I am very sorry that this happened to you. I will be sending this to the PAR department and they 48 hours to review the case.

Cust Sts: Okay thank you for this Amy.

DS Sts: Not a problem.

Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 02:51:27 PM	OSBORNAM	OSBORNAM	Outbound Call Customer	Made Contact	Done	8/15/2008 03:03:31 PM	Home[redacted] To get the PAR case initiated

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

DS Sts:I just spoke with Dave Stilles and he let me know that there was some concerns with the vehicle your daughter was driving and I would like to see what I can do to assist you. I will need to fill out a claim form to get a PAR case started for you.
Cust Sts: Sure
DS Sts: Okay tell me about what is going on please.
Cust Sts: The car is in my wife and my name and we bought it from Saturn of Macon. She was working and going home and sunshine day no rain. She was not any hurry and two lane black top and she just had to yield. Started to vibrate and started shaking and daddy is going to be really mad at me and she took her foot of the gas and the steering locked up and it shouldn't steering the car. She couldn't do anything. The anti lock brakes and she locked it down and she saw it going off the road and she mashed the brakes and went up on to the ditch bank. Air bags never went out. Car did not loose power and she was hanging up side down. She pushed On star and they asked how they could help her and she told them. She unbuckled the seat belt and fell on her head and she rolled down the window on the passenger side and shimmed out of the car through the window. She only got a scratch on her elbow. We rushed over to see her and she was really sorry for tearing up the car. She said she couldn't steer it and the radio still was going.
Cont'd
Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 02:50:52 PM	OSBORNAM	OSBORNAM	Outbound Call Customer	Left Message	Done	8/15/2008 02:51:12 PM	Home:[redacted] To get the PAR case initiated

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Left message

I just spoke with Dave Stilles and he let me know that there was some concerns with the vehicle your daughter was driving and I would like to see what I can do to assist you .

Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 02:49:22 PM	OSBORNAM	OSBORNAM	Outbound Call Customer	Left Message	Done	8/15/2008 02:51:16 PM	Work: To get the PAR case initiated

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Left message

I just spoke with Dave Stilles and he let me know that there was some concerns with the vehicle your daughter was driving and I would like to see what I can do to assist you .

Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2008 02:45:54 PM	OSBORNAM	OSBORNAM	Inbound Call Field Rep/Whls	Service Request Update	Done	8/15/2008 02:49:15 PM	DSSM requesting opening a PrePar Case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DSSM Sts: I have had a customer call me with regards to an accident that the vehicle his daughter was in was completely damaged. He feels that there was a failure in the vehicle.

DS Sts: Okay

DSSM Sts: I would really like to be proactive on this and get a case going asap for the customer.

DS Sts: Sure I can do.

DSSM STS: Okay the customer's name is Neil Deese and the number's that i have for him are : that is the number he called me on
Work:
Home:

DS Sts: Sure I can call him and get this going for you.

DSSM Sts: Thank you

Amy Osborne.SaturnCAC.Chatham.DS.L2

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	Locked Up	Steering - Column / Ignition Lock / Parts
M01	Locked Up	Steering - General

Service Request Detail

UCC Information

UCC Code	Symptom	Description
H70	Locked Up	Brakes - Antilock Brake System (ABS)
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front
C47	SIR - Did Not Deploy	Restraints - (SIR) - Driver Side - Side Impact
C48	SIR - Did Not Deploy	Restraints - (SIR) - Passenger Front
C49	SIR - Did Not Deploy	Restraints - (SIR) - Passenger Side -Side Impact

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 :	1G8AW15F86Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAW37 -2006 ION 3 QUAD COUPE AUTOMATIC	Warranty Start Date :	05/25/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/25/2006	91 miles	05/25/2009	36091 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/25/2006	91 miles	05/25/2012	100091 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/25/2006	91 miles	05/25/2014	80091 miles
36/36000 FEDERAL EMISSION	05/25/2006	91 miles	05/25/2009	36091 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

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 :	1G8AW15F86Z[redacted]

CLAIM HISTORY

Vehicle Has No Associated Claim History

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	1G8AW15F86Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAW37 -2006 ION 3 QUAD COUPE AUTOMATIC		
Gross Vehicle Weight Rating :	1660 kg (3660 lb)	Order Number :	GFF529
Build Date :	03/27/2006	Build Plant :	16ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AR9 - DLXE FRT BKT SEAT
BBC - BODY COLOR APPLIQUES	C60 - AIR CONDITIONING W/DUST & POLLEN FILTER
DG7 - PWR. REMOTE EXTERIOR MIRRORS	FE1 - SOFT RIDE SUSPENSION SYSTEM
FE9 - FEDERAL EMISSIONS	FY1 - RATIO - 3.63
IJ2 - LEATHER APPOINTMENTS	J41 - POWER BRAKE SYSTEM
K62 - 105 AMP GENERATOR	L61 - 2.2L 4CYL GAS ENGINE
MN5 - 4 SPEED AUTO TRANS	MX0 - MERCHANDISED TRANS AUTO PROVIS
NP5 - LEATHER WRAPPED STEERING WHEEL	NT7 - EMISSION SYSTEM FEDERAL
PFD - 16" MACHINED FACED ALLOY WHEEL	QLG - TIRE P205/55R16
RF9 - MERCHANDISED PKG SATURN	T37 - FOG LAMPS
T43 - DECKLID SPOILER	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN
UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH	US6 - FIXED ANTENNA, PAINTED, RADIO
US8 - AM/FM STEREO W/CD & MP3	U79 - 4 COAXIAL SPEAKERS
VY7 - LEATHER KNOB TRANS CONT LEVER	V73 - VEHICLE STATEMENT USA/CANADA
13L - BRIGHT SILVER METALLIC	13U - SILVER NICKEL
191 - BLACK	192 - BLACK
6AA - SUSPENSION	7AA - SUSPENSION
8AA - SUSPENSION	9AA - SUSPENSION

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

August 29, 2008

[redacted]
GRAY, GA [redacted]

RE: Claimant: [redacted]
Our File No.: 659182
Our Client: General Motors Corporation
Date/Event: 08/09/2008
Subject vehicle: 2006 Saturn Ion
VIN: 1G8AW15F86Z[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, 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.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

November 10, 2008

[redacted]
GRAY, GA[redacted]

RE: Claimant: [redacted]
Our File No.: 659182
Our Client: General Motors Corporation
Date/Event: 08/09/2008
Subject vehicle: 2006 Saturn Ion
VIN: 1G8AW15F86Z[redacted]

Dear [redacted]

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

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

Correspondence that was sent to you on 08/29/08 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Joshua Preister
Claims Administrator

Service Request Detail

SR No.	71-661549460	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #	[redacted]	UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Stockton	Involved Dir		Safety	Yes
State	CA ZipCd [redacted]	Con Acct		Source	Phone	Updated	9/11/2008 03:02:55 PM
Serial #/VIN	1G1ZT5485[redacted]	Model Year	2005	Priority	Medium License # CHEVROL	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	10/20/2004	Status	Open	Opened	9/8/2008 11:25:24 PM
Model	Malibu	Mileage	32723	Sub-Status	Satisfied	Closed	
Abstract	Steering - 05 Chevriet Malibu						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/19/2007 08:30:00 AM	N	1	1	Asphalt	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'3"	[redacted]	n/a

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		State Farm Insurance

Incident Loc	Provo UT near driver's apartment	Incident Desc	Driver turned vehicle but vehicle failed to return to path when the wheel was released. Vehicle clipped a school bus causing a minimal damage on the the but but damaged the right front of the Malibu
Component	power steering motor	Damage Desc	the right hand corbner of bumper and right front headlamp.
Vehicle Loc	home	Add'l Info	There was no police report bec the driver of the school bus didnt not want to report the incident
Emgcy Svc Names	n/a	Maint Loc	Owner is a mechanic who does the maintenance of veh

PAR Detail

Collision		Non Collision	N	Property Damage	Y	Thermal Evt	N	Spec Equip	n/a
Vehicle Speed	10			Weather Condition	clear			Prop Owner	
Last Service Date				Loc Last Service				Property Location	
Veh Est Repair Cost	$0.00			Spec Equip Installer	n/a			Prop Damage Description	
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	frt p/s of veh dmg - repaired							Explain Other	being sent to ESIS

Property Type	school bus
Prop Est Repair Cost	
Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 02:12:47 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		71-661549460, ESIS pick up?

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Tuesday 9/16/08, 11-1 pm et, [redacted]

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 02:12:28 PM	GARCIAJR	GARCIAJR	BRC PAR	ESIS- Insurance Involvement	Done	9/11/2008 02:12:46 PM	Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

State Farm
Teresa Williams - adjuster
408-243-4400

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 02:11:24 PM	GARCIAJR	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement - ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

State Farm
Teresa Williams - adjuster
408-243-4400

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 02:00:59 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	9/11/2008 02:00:59 PM	Ownership Escalated to BRC

Contact Last Name [redacted] Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:45:20 PM	DRAHEICM	GARCIAJR	Ownership Changed		Done	9/11/2008 01:45:20 PM	Service Request Ownership has changed FROM: PAGUIOJO TO: GARCIAJR

Contact Last Name [redacted] Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:45:02 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	9/11/2008 02:11:23 PM	made initial ct w/cust

Contact Last Name [redacted] Account BAC Code

Called daytime phone # [redacted]

Crm stated calling to f/u w/cust re the product allegation case, understand that veh was involved in a collision where cust alleges something wrong w/the steering contributed to it.

Cust stated that is correct, was going approx 10 mph when the steering became unresponsive & clipped a school bus. Cust stated the insurance company already repaird the school bus & his veh, minus a $500 ded. Cust stated he also repaired the steering motor, purchased at a GM dlr.

Cust stated he is looing to be reimb for his ded & steering repair.

Crm stated will have to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:57 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	9/11/2008 01:55:52 PM	no dlr ct needed

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

No Initial Contact required. Vehicle beyond warranty and has not been to dealer in two years.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:52 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact- AVM	Done	9/11/2008 01:58:13 PM	l/m for DVM, Sharon Zoyhofski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

DVM: Sharon Zoyhofski
Node: 80509
Mailbox: 58647

Calling to provide heads-up/FYI on cust's product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:48 PM	DRAHEICM	GARCIAJR	BRC PAR	Acknowledgement	Done	9/11/2008 02:08:40 PM	acknowledgement made

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:44 PM	DRAHEICM	GARCIAJR	Notify CRM		Done	9/11/2008 01:55:26 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:40 PM	DRAHEICM	GARCIAJR	Research		Done	9/11/2008 01:55:23 PM	research vin

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 01:44:23 PM	DRAHEICM	GARCIAJR	BRC PAR	Case Assigned	Done	9/11/2008 01:54:54 PM	assigned to joe garcia ext 11291

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 11:48:51 AM	DRAHEICM	PAGUIOJO	SR Opened		Done	9/11/2008 11:48:51 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2008 11:48:47 AM	DRAHEICM	PAGUIOJO	SR Closed - Satisfied		Done	9/11/2008 11:48:47 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 07:53:42 PM	PAGUIOJO	DRAHEICM	Escalation	Initiate PAR	Done	9/11/2008 11:48:25 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

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

Jane West/TREAD-CAC T1/MLA/L1

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 06:27:35 PM	PAGUIOJO	PAGUIOJO	Outbound Call Customer	Made Contact	Done	9/10/2008 07:53:41 PM	Alleged product allegation-Collision

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS spoke with cust [redacted]

CRS sts:
-calling to gather more info regarding the incident since veh was into a collision with an allegation that the power steering assist of the veh failed.
-can you tell me what happened during the incident?

Cust sts:
-My daughter was driving the veh and turned vehicle the but vehicle failed to return to path when the wheel was released. Vehicle clipped a school bus causing a minimal damage on the the but but damaged the right front of the Malibu.
-I replaced the power steering motor myself being a mechanic myself
-the repair on the body was done my Don's Body repair through my State Farm insurance wherein I paid $500.00 deductible

Cust sks:
-reimbursement for part and deductible

CRS adv:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 08:18:26 PM	PAGUIOJO	PAGUIOJO	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/10/2008 06:27:30 PM	(925) 918-1164 gather more info for Pre PAR escalation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
Sept 9, 2008 Tuesday
bet 6-8pm ET
(925) 918-1164 gather more info for Pre PAR escalation

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 08:16:54 PM	PAGUIOJO	PAGUIOJO	Outbound Call Customer	Left Message	Done	9/9/2008 08:18:10 PM	[redacted] gather more info for Pre PAR escalation

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

[redacted] ather more info for Pre PAR escalation

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 08:15:32 PM	PAGUIOJO	PAGUIOJO	Outbound Call Customer	Received No Answer	Done	9/9/2008 08:16:48 PM	[redacted] gather more info for Pre PAR escalation

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

Comments:
CRS received no answer

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 06:01:26 PM	PAGUIOJO	PAGUIOJO	Scheduled Outbound Call Cust	Initial Attempt	Done	9/9/2008 08:15:28 PM	[redacted] gather more info for Pre PAR escalation

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

Comments:
Sept 9, 2008 Tuesday
bet 8-10pm ET
(925) 918-1164 gather more info for Pre PAR escalation

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments:

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 05:47:04 PM	PAGUIOJO	PAGUIOJO	Outbound Call Third Party	Made Contact	Done	9/9/2008 06:01:12 PM	Don's Body Repair 209-464-3404; dlr funnel

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS spoke with Vickie, employee at Don's Body Repair

CRS sts:
-calling to verify some info regarding repair

employee sts:
-veh was in an accident, had a collision
-repaired the rear bumper, replaced right headlamp assembly, right fender, right fender bracket, liner and right body slode molding
-repair was endorsed by State Farm insurance bul cust paid $500.00 as a deductible
-claim number was 05B010052

CRS thanked employee for the info.

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 05:42:33 PM	PAGUIOJO	PAGUIOJO	Outbound Call Dealer	Made Contact	Done	9/9/2008 05:46:31 PM	Brent Brown Chevrolet Buick (801) 373-9500

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS spoke with Mr. Jessie Allen parts adv at Brent Brown Chevrolet Buick

CRS sts:
-calling to verify what p/n 25805894 is

Parts adv sts:
-its a power steering assist motor

CRS thanked parts adv for the info.

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2008 11:29:15 PM	PAGUIOJO	PAGUIOJO	Scheduled Outbound Call Dlr		Done	9/9/2008 05:42:28 PM	Brent Brown Chevrolet Buick (801) 373-9500

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Sept 9, 2008 Tuesday
bet 5-7PM ET
Brent Brown Chevrolet Buick verify part replaced
(801) 373-9500

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2008 11:28:55 PM	SADMIN	PAGUIOJO	Inbound White Mail	Customer	Done	9/8/2008 11:29:07 PM	Scanned: 2008-09-02-15.22.51.000000, MSXDocNum: 0824600958

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS received documents from the customer:

* Envelope
* Signed Claim Form for:
SC 07126 Amount requested $876.78
*Letter from cust
* Invoice from
Brent Brown Chevrolet Buick
Don's Body Repair
* Proof of Payment
Brent Brown Chevrolet Buick via Mastercard

Jane West/TREAD-CAC T1/MLA/L1

Confidential Comments

UCC Information

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

07126

CUSTOMER REIMBURSEMENT CLAIM FORM [redacted]

This section to be completed by Claimant

Date Claim Submitted: 8/19/08

17-Digit Vehicle Identification Number (VIN): 1G12[redacted]T54855F[redacted]

Mileage at Time of Repair: 32723 Date of Repair: 10/5/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Stockton State: CA ZIP Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 876.78

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
  (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

07126

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

07126 1G1ZT54855F[redacted]13 0010688
[redacted]
STOCKTON, CA[redacted]

December 2007

[redacted]
Stockton, CA [redacted]

Dear [redacted]

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

August 19, 2008

Reimbursement Department
P.O Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

The power steering on my 2005 Chevy Malibu failed on September 19, 2007 while my teenage daughter, [redacted] was driving. The failure occurred during a turn and the vehicle failed to return to path when the wheel was released. My vehicle clipped a school bus causing minimal damage to the bus but damaging the right front of the Malibu.

I purchased a new power steering unit from Brown Chevrolet in Provo, UT and replaced the unit myself on October 5, 2007. The car was drivable until I was able to return the vehicle to Stockton, CA where I live. I had the vehicle repaired by Don's Body Repair in March of this year. I have included a copy of the receipt for that repair in this mailing.

I believe that Chevrolet should reimburse me for the cost of the power steering unit and for the deductable ($500.00) that resulted due to the power steering unit failure. I request that this be done within the constraints of the timeframe set forth in the notice sent to me dated December 2007 from Scott Lawson, General Director of Customer and Relationship Services.

Sincerely,

[redacted]

[redacted]

Enc: Reimbursement Form
Brent Brown Chevrolet – Buick receipt
Copy of credit card receipt – Brown Chevrolet
Don's Body Repair receipt (no credit card receipt provided – notation on receipt)

GM Vehicle Inquiry System
Summary

[redacted]

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

Help

VIN :	1G1ZT54855F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN	Warranty Start Date :	10/20/2004
BARS Order Type :	50 - FLEET		
Delivering Dealer :	PROSPECT MOTORS/HERTZ PO BOX 1360 JACKSON , CA 95642-1360 (209) 223-1740	Selling Source :	13 - CHEVROLET
		Site Code :	06489
		Business Associate Code :	112174

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	10/20/2004	10 miles	10/20/2007	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/20/2004	10 miles	10/20/2010	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/20/2004	10 miles	10/20/2012	80010 miles
36/50000 CALIFORNIA EMISSIONS	10/20/2004	10 miles	10/20/2007	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/20/2004	10 miles	10/20/2011	70010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/16/2005	601001	#	C6411 - CABLES, FRONT SEAT ADJUSTER HORIZONTAL AND/OR VERTICAL DRI	16379 miles

03/19/2005	640971	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	8000 miles
10/19/2004	A80438	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 :	1G1ZT54855F[redacted]

CLAIM HISTORY

Repair Order Date :	09/16/2005	Repair Order Number :	601001	Odometer Reading :	16379 miles
Serviced By :	HERTZ CORPORATION 3817 NW EXPRESSWAY OKLAHOMA CITY, OK 73112-1489	Selling Source :	13 - CHEVROLET		
		Site Code :	69156		
		Business Associate Code :	124777		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/11/2005	638	01	#	C6411 - CABLES, FRONT SEAT ADJUSTER HORIZONTAL AND/OR VERTICAL DRI	N/A	N/A	N/A	$ 12.16	N

Repair Order Date :	03/19/2005	Repair Order Number :	640971	Odometer Reading :	8000 miles
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34415		
		Business Associate Code :	207453		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/27/2005	651	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	N/A	C	N/A	$ 0.00	N

Repair Order Date :	10/19/2004	Repair Order Number :	A80438	Odometer Reading :	0 miles
Serviced By :	HERTZ CORPORATION 3817 NW EXPRESSWAY OKLAHOMA CITY, OK 73112-1489	Selling Source :	13 - CHEVROLET		
		Site Code :	99358		
		Business Associate Code :	126652		

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

[redacted]

9/12/2008

10/22/2004	528	01	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 58.16	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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[redacted]

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	1G1ZT54855F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN		
Gross Vehicle Weight Rating :	1922 kg (4238 lb)	**Order Number :**	HNRRBF
Build Date :	10/19/2004	**Build Plant :**	15FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG1 - DRIVER SEAT 6-WAY POWER	AP3 - REMOTE VEHICLE STARTER SYSTEM
AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEATS, CUSTOM
B37 - FLOOR MATS	B8R - GM PRODUCTION WEEK #42
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
D49 - POWER OUTSIDE MIRRORS	FAI - FAIRFAX
FCH - FLT-HERTZ RENT A CAR	FE0 - SUSPENSION SYSTEM-ACTIVE
FLT - FLEET PROCESSING OPTION	F83 - TRANSAXLE 3.05 RATIO
IBE - INTERIOR TRIM	J67 - 4-WHEEL ANTI-LOCK BRAKES W/ TRACTION CONTROL
K64 - GENERATOR 115 AMPS	LX9 - 3.5L V6 ENGINE
MN5 - TRANSMISSION AUTO 4 SPEED	MX0 - 4-SPEED AUTO TRANSMISSION
NU1 - CALIFORNIA EMISSION SYSTM, LEV2	N46 - STEERING WHEEL
PF3 - (4) 15" ALLOY WHEELS	QMR - (4) TOURING TIRES P205/65R15
R6F - IDENTIFY B-CODE USERS	T43 - REAR SPOILER
UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)	UZ6 - SIX PREMIUM SPEAKERS
U77 - ANTENNA RR WINDOW	VG6 - NOTICE TO BUYER LABEL - 5 MPH BUMPER IMPACT, CALIFORNIA
VK3 - FRONT LICENSE PLATE BRACKET	VQ2 - FLEET ORDERING AND ASSISTANCE
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT

V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	YF5 - 50-STATE EMISSIONS
1SB - MALIBU PREFERRED EQUIP GRP 1SB * FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS * DRIVER SEAT 6-WAY POWER * FLOOR MATS * REMOTE VEHICLE STARTER SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS PREFERRED EQUIPMENT GROUP SAVINGS
33U - LIGHT DRIFTWOOD METALLIC	52E - NEUTRAL CUSTOM CLOTH
52I - NEUTRAL INTERIOR	6AR - FRONT SPRING
7AR - FRONT SPRING	8AB - REAR SPRING
9AB - REAR SPRING	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

November 6, 2008

[redacted]
Stockton, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 660121
Our Client: General Motors Corporation
Date/Event: 9/19/2007
Subject vehicle: 2005 Chevy Malibu
VIN: 1G1ZT54855F[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Bryan Schwartz
Claims Administrator

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

January 16, 2009

[redacted]
Stockton, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 660121
Our Client: General Motors Corporation
Date/Event: 9/19/07
Subject vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54855F [redacted]

Dear [redacted]

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

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

Correspondence that was sent to you on November 6th, 2008 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bryan Schwartz
Claims Administrator

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

January 16, 2009

RECEIVED
FEB 04 2009
ESIS-GM CLAIMS UNIT

[redacted]
Stockton, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 660121
Our Client: General Motors Corporation
Date/Event: 9/19/07
Subject vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54855F[redacted]

Dear [redacted]

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

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

Correspondence that was sent to you on November 6th, 2008 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bryan T. Schwartz
Claims Administrator

January 29, 2009

ESIS/GM Central Claims Unit
P.O Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

Dear Mr. Schwartz:

In regards to your letter of November 6' 2008; I did, fact receive that letter. However, I had decided not to reply right away as my mental state was not conducive to a polite response. I have provided every piece of data and evidence related to this claim that exists.

1. There is no police report. My 19 year-old daughter was rather "rattled" by the experience and did not insist upon one when she met resistance from the other person involved in the accident. This information has been provided to GM personnel on multiple occasions (3).
2. I do not have a lawyer representing me as this action was initiated by a recall notice sent to me by GM in regards to a faulty power steering unit associated with the 2005 Malibu and I had expected them to honor it. This recall notice was received in December of 2007 approximately 2.5 months after the power steering failed resulting in the accident. It seemed reasonable that GM was taking responsibility for this defect and was willing to reimburse us for the unit and repair costs. It also seemed reasonable that they might cover my deductable to have the vehicle repaired ($500).
3. The best copies of the invoices etc. has been forwarded to GM.

Now, let me explain. After considering your previous letter which asked the same set of questions that I had explained to GM personnel on three separate occasions, my tolerance for the "corporate run-around" ran out. I have been passed from department to department to department to you. I am not going to be passed anymore.

You have my formal written permission to file my claim in whatever drawer one files claims where the customer has reached the end of his rope concerning the matter.

I make only these requests; Do not call, Do not write, Do not contact me in any way, shape or form regarding this claim in the future. My wife and I have dropped it.

Please note that as a person who deals with customer service on a daily basis, I find GM's lacking in almost every respect including the tone of your latest correspondence.

[redacted]

Service Request Detail

SR No.	71-662715597	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical Start/Charge - Battery /	Sub-Area	Initiate PAR- Property Damage
Address	[redacted]	City	Monroe Twp	Involved Dlr	Dch New Jersey Saturn Inc.	Safety	Yes
State	NJ ZipCd [redacted]	Con Acct		Source	Phone	Updated	9/13/2008 01:20:24 PM
Serial #/VIN	1G8AG52FX5Z[redacted]	Model Year	2005	Priority	Medium License # SATURN -	Owner	AMSTUTST
Make	Saturn - GM	Warr. Start	04/25/2005	Status	Open	Opened	9/12/2008 08:29:11 AM
Model	ION 1	Mileage	46756	Sub-Status	Dissatisfied	Closed	
Abstract	loss of brakes and power steering						
Customer Description	PAR file, pls do not assume, send calls to x41022						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/12/2008 07:15:00 AM	N	1	2	Asphalt	Dry	n/a	unkown

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'3"	[redacted]	none

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Porter	Erin	(800) 776-4737	Progressive

Incident Loc	Porrine Ville Rd	Incident Desc	brakes and power steering went out and hit the veh in front of her, air bags did deploy
Component	brakes and power steering loss		
Vehicle Loc	Monroe Auto Body, 31 Bordentown Turnpike, Monroe township,NJ 732-521-4333	Damage Desc	front end of veh, oil pan was busted
Emgcy Svc Names	Officer Salem #97 Incident number 08-22490	Add'l Info	students going to school - Cassandra Roman, Valeri Mocciola
		Maint Loc	nowhere, just purchased veh 2 wks ago

PAR Detail

Collision	Y	Non Collision		Property Damage	Y	Thermal Evt	N	Spec Equip	radio
Vehicle Speed	35			Weather Condition	dry			Prop Owner	unknown
Last Service Date				Loc Last Service				Property Location	unknown
Veh Est Repair Cost				Spec Equip Installer	6th ave electronics			Prop Damage Description	unknown
Primary Veh Use	Personal			Inspection Type				Inspected By	
Veh Damage Description	front end of veh, oil pan was busted							Explain Other	

Property Type	another veh
Prop Est Repair Cost	
Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2008 01:20:13 PM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Property Damage	Done	9/15/2008 01:21:19 PM	ESIS- Property Damage

Contact Last Name	Contact First Name	Account	BAC Code

Comments

File fowarded to ESIS Due to third party property damages involved in collision.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2008 01:19:41 PM	MARQUEMO	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Property Damages

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2008 08:56:27 AM	DRAHEICM	MARQUEMO	Notify CRM		Done	9/15/2008 01:19:40 PM	ESIS-Property Damage

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
9/13/2008 01:20:45 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		ESIS

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
9/13/2008 01:20:24 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	9/13/2008 01:20:24 PM	Ownership Escalated to BRC

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
9/13/2008 01:19:12 PM	AMSTUTST	DRAHEICM	BRC PAR	ESIS- Property Damage	Done	9/15/2008 08:56:26 AM	Property Damage

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2008 12:43:17 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	9/13/2008 01:19:11 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

do initial

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2008 12:28:27 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Dlr	Cancelled	Done	9/13/2008 01:18:25 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

get permission to do inspection at dlr if necessary

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:43:38 PM	DRAHEICM	AMSTUTST	Ownership Changed		Done	9/12/2008 02:43:38 PM	Service Request Ownership has changed FROM: WHITTITE TO: AMSTUTST

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
9/12/2008 02:43:22 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	9/13/2008 01:15:18 PM	called Patricia Mocciola called in

Contact Last Name	Contact First Name	Account	BAC Code

cust sts: veh was in the shop for 2 days for this problem, then the next day after we got it back and the veh was in a wreck, daughter was driving veh, went to slow to 35 for the school area and the brakes did not work and the power steering stopped working, veh hit another veh that was in front of them, front air bags deployed, no one was injured, other veh is damage as well, don't have any information on it.

CRS adv: we are going to go ahead and send this file to our central claims dept, someone from that dept should contact you within 7-10 business days, any questions?

cust sts: no

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:43:17 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	9/13/2008 01:18:51 PM	
Contact Last Name	Contact First Name		Account			BAC Code	

CRS spoke with: FOM John Riley VM

CRS adv: calling on concern with cust, veh was in collision, is claiming that power steering and brakes stopped working when the check engine light came on and the driver lost control of the veh and hit another veh. If necessary could inspection of veh be done at dlr?
left SR# and CRS#

StacyAmslutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:43:11 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	9/13/2008 12:47:29 PM	called
Contact Last Name	Contact First Name		Account			BAC Code	

call not necessary due to brand

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:43:05 PM	DRAHEICM	AMSTUTST	BRC PAR	Acknowledgement	Done	9/13/2008 12:43:00 PM	
Contact Last Name	Contact First Name		Account			BAC Code	

CRS adv: Calling to inform cust that we have recieved your file concerning your 2005 Saturn Ion, we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41022, SR#

StacyAmslutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:43:02 PM	DRAHEICM	AMSTUTST	Notify CRM		Done	9/13/2008 12:47:51 PM	file assigned
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
9/12/2008 02:42:57 PM	DRAHEICM	AMSTUTST	Research		Done	9/13/2008 11:54:57 AM	research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

no open recalls
no prev repairs
no other files

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 02:42:42 PM	DRAHEICM	AMSTUTST	BRC PAR	Case Assigned	Done	9/13/2008 11:53:08 AM	assigned to stacy amstutz ext 41022

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
9/12/2008 12:23:01 PM	DRAHEICM	WHITTITE	SR Opened		Done	9/12/2008 12:23:01 PM	SR in Status of Closed has been Re-Opened by DRAHEICM

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
9/12/2008 12:22:59 PM	DRAHEICM	WHITTITE	SR Closed - Dissatisfied		Done	9/12/2008 12:22:59 PM	Service Request has been Closed Dissatisfied.

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
9/12/2008 08:52:00 AM	WHITTITE	DRAHEICM	Escalation	Initiate PAR	Done	9/12/2008 12:22:46 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Terry Whittington/Saturn CAC T1/Chatham/L2

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2008 08:33:38 AM	WHITTITE	WHITTITE	Inbound Call Customer	Complex Request	Done	9/12/2008 08:38:20 AM	Alleged product allegation-brakes and power steering failure, loss of power

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Owner Sts: Have been having problems with the battery and the light has been coming on and off. Battery light came on and daughter lost control and hit the person in front of her. The airbag went off but her brakes and power steering were not working.

Orig owner? n
Primary driver? y
Personal or business use? y
If 2nd owner, where purchased? Liccardi ford
Current approx mlg? 46756
Ext Svc Plan? Y

Owner Sks: to notify about problem

CRM adv: their information will be forwarded to the Product Allegation Department within the BRC

Terry Whittington/Saturn CAC T1/Chatham/L2

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N02	Charges / Discharges	Electrical Start/Charge - Battery / Cables
H01	Inoperative	Brakes - General
M01	Inoperative	Steering - General
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front

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 :	1G8AG52FX5Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAG69 -2005 ION 1 SEDAN AUTOMATIC	Warranty Start Date :	04/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	04/25/2005	16 miles	04/25/2008	36016 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/25/2005	16 miles	04/25/2011	100016 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/25/2005	16 miles	04/25/2013	80016 miles
36/50000 CALIFORNIA EMISSIONS	04/25/2005	16 miles	04/25/2008	50016 miles
84/70000 CALIFORNIA SELECT COMPONENT	04/25/2005	16 miles	04/25/2012	70016 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

[redacted] 9/15/2008

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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 :	1G8AG52FX5Z[redacted]

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY

Vehicle Has No Associated Check History.

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[redacted] 9/15/2008

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	1G8AG52FX52[redacted]

VEHICLE BUILD

Merchandising Model :	ZAG69 -2005 ION 1 SEDAN AUTOMATIC		
Gross Vehicle Weight Rating :	1697 kg (3742 lb)	**Order Number :**	FXG444
Build Date :	03/24/2005	**Build Plant :**	15ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AR7 - STD FRT BKT SEAT
BBC - BODY COLOR APPLIQUES	B37 - FRONT & REAR FLOOR MATS
C60 - AIR CONDITIONING	DL5 - DECAL ROADSIDE SERVICE INFO.
D35 - O/S MIRROR	FE1 - SOFT RIDE SUSPENSION SYSTEM
FY1	IPB - TRIM INTERIOR DESIGN
J41 - POWER BRAKE SYSTEM	K62 - 105 AMP GENERATOR
L61 - 2.2L 4CYL GAS ENGINE	MN5 - 4 SPEED AUTO TRANS
MX0 - MERCHANDISED TRANS AUTO PROVIS	NC7 - EMISSION OVERRIDE FEDERAL SYS
NE1 - 50-STATE EMISSIONS	NK5 - STANDARD STEERING WHEEL
NU1 - EMISSION SYSTEM CALIFORNIA	PB9 - STEEL WHEEL 14 X 5.5
QTN - TIRE P185/70R14	RF1 - CONVERSION OPTION
UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH	UM7 - AM/FM STEREO RADIO, SEEK/SCAN CLOCK, ETR
US6 - FIXED ANTENNA, PAINTED, RADIO	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

September 25, 2008

[redacted]

Monroe Twp, NJ [redacted]

RE: Claimant: [redacted]
Our File No.: 660266
Our Client: General Motors Corporation
Date/Event: 9/12/08
Subject vehicle: 2005 Saturn ION
VIN: 1G8AG52FX5Z[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, 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.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Nancy Johnson
Claims Administrator

Service Request Detail

SR No.	71-660213706	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #	[redacted]	UCC	Steering - Wheel / Touch Controls	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Cleveland	Involved Dlr	Martin Chevrolet-Buick, Inc.	Safety	Yes
State	TX ZipCd [redacted]	Con Acct		Source	Phone	Updated	9/10/2008 04:28:34 PM
Serial #/VIN	1G2ZF55B564[redacted]	Model Year	2006	Priority	Medium License # PONTIAC	Owner	GARCIAJR
Make	Pontiac	Warr. Start	06/17/2006	Status	Open	Opened	9/4/2008 09:34:13 AM
Model	G6	Mileage	38426	Sub-Status	Satisfied	Closed	
Abstract	Steering - 06 Pontiac G6						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/29/2008 07:00:00 PM	N	0	4	Asphalt	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		6'	[redacted]	No

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		n/a

Incident Loc	Highway 59 Borderline Cleveland	Incident Desc	Was going down road and turning to exit. When turned car decided to keep on turning and steering wheel locked and car brushed up against a 3 inch tree.
Component	Steering wheel locked up.		
Vehicle Loc	Martin Autopark 516 South Washington, Cleveland Texas	Damage Desc	Passenger side scrapes and dents from the middle of the passenger side front door going back to the wheel. And the right front grill popped off.
		Add'l Info	No additional information.
Emgcy Svc Names	n/a		
		Maint Loc	n/a

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	n/a
Vehicle Speed	35			Weather Condition	dry and clear			Prop Owner	n/a
Last Service Date				Loc Last Service				Property Location	n/a
Veh Est Repair Cost	$0.00			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal			Inspection Type	Steering and Suspension Sys			Inspected By	3rd Party Inspector
Veh Damage Description	frt & p/s							Explain Other	n/a

Property Type	n/a		
Prop Est Repair Cost			
Inspection Date/Time			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 12:18:56 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		71-660213706, ESIS pick up?

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Monday 9/22/08, 9-11 am et, [redacted]

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 12:17:58 PM	GARCIAJR	GARCIAJR	BRC PAR		Done	9/17/2008 12:18:41 PM	lost wages compensation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Loss wages compensation

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 12:17:05 PM	GARCIAJR	ESISBIQU	Escalation		In Progress		Loss Wages Compensation - ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Loss wages compensation

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 12:02:48 PM	DAVISS2	GARCIAJR	Notify CRM		Done	9/17/2008 12:57:34 PM	***assisting only***

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

See previous IB voicemail from cust. He left a number that he can be reached at.

SHIRLEY DAVIS/TIER1/STJ

Confidential Comments

Service Request Detail [redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 12:01:52 PM	DAVISS2	DAVISS2	Inbound Call Customer	Complex Request	Done	9/17/2008 12:02:46 PM	Steering-06 Pontiac G6

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Voice Mail Received From: [redacted]
Message: 71-660213706 You can reach me a [redacted]

SHIRLEY DAVIS/TIER1/STJ

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 11:45:44 AM	GARCIAJR	GARCIAJR	Outbound Call Dealer	Received No Answer	Done	9/17/2008 12:20:24 PM	recvd messg stating party is not answering

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Not able to leave message.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2008 11:44:50 AM	GARCIAJR	GARCIAJR	Inbound Call Customer	Service Request Update	Done	9/17/2008 12:17:03 PM	cust called in

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust stated he was c/b to find out how his case is coming along.

Crm stated I have not called the dlr, asked to hold....

.....Crm came back on the line to inform that couldn't to get through.

Cust stated he wants to pursue loss of work compensation.

Crm stated would have to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days.

Crm also stated that would have to stop repairs.

Cust stated the dlr is not going to have power until the middle of Oct, due to the hurricane.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 05:24:34 PM	GARCIAJR	GARCIAJR	Scheduled Outbound Call Cust		Done	9/17/2008 12:20:13 PM	71-660213706, repairs complete?

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Wednesday 9/17/08, 11-1 pm et, [redacted]

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 05:24:11 PM	GARCIAJR	GARCIAJR	Inbound Call Dealer	Voice Mail Received	Done	9/10/2008 05:24:29 PM	recvd v/m from SVM, Ben Casper

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

asked to be c/b.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

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 :	1G2ZF55B564[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZF69 -2006 G6 - 4CYL SEDAN	Warranty Start Date :	06/17/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	TEXAN PONTIAC GMC BUICK 18225 EASTEX FWY HUMBLE , TX 77338-4277 (281) 359-3600	Selling Source :	16 - PONTIAC
		Site Code :	22270
		Business Associate Code :	210181

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	06/17/2006	9 miles	06/17/2009	36009 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/17/2006	9 miles	06/17/2012	100009 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/17/2006	9 miles	06/17/2014	80009 miles
36/36000 FEDERAL EMISSION	06/17/2006	9 miles	06/17/2009	36009 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/17/2008	019698	#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	34770 miles
07/17/2008	019698	#	L1197 - FUEL LEVEL SENSOR REPLACEMENT	34770 miles
07/17/2008	019698	#	D9995 - CUSTOMER CONCERN NOT DUPLICATED	34770 miles

[redacted] 9/17/2008

07/17/2008	019698	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	34770 miles
06/16/2008	V95603	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	34009 miles
06/12/2008	V79781	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	33945 miles
05/30/2008	018716	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	33547 miles
05/23/2008	018716	#	T2020 - TOWING	33547 miles
05/23/2008	018716	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	33547 miles
05/14/2008	018598	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	33440 miles
05/14/2008	018598	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	33440 miles
05/14/2008	018598	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	33440 miles
05/14/2008	018598	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	33440 miles
03/11/2008	T99979	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	31603 miles
03/10/2008	017176	#	D1446 - DEFLECTOR, AIR (OUTLET VENT) - CENTER - REPLACE	30469 miles
02/21/2008	017176	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	30469 miles
02/20/2008	017176	#	N4180 - INSTRUMENT CLUSTER REPLACEMENT	30469 miles
02/20/2008	017176	#	C3241 - FRONT SIDE DOOR PULL HANDLE REPLACEMENT - LEFT SIDE	30469 miles
02/20/2008	017176	#	C2020 - SUNSHADE REPLACEMENT - RIGHT SIDE	30469 miles
02/20/2008	017176	#	D1444 - SIDE WINDOW DEFOGGER OUTLET DEFLECTOR REPLACEMENT - RIGHT	30469 miles
02/20/2008	017176	#	D1445 - SIDE WINDOW DEFOGGER OUTLET DEFLECTOR REPLACEMENT - LEFT S	30469 miles
07/12/2007	013823	#	R4485 - BATTERY, REMOTE DOOR/REAR COMPARTMENT LOCK TRANSMITTER - R	16742 miles
07/12/2007	013823	#	N6620 - WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R	16742 miles
05/31/2006	A89508	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 :	1G2ZF55B564[redacted]

CLAIM HISTORY

Repair Order Date :	07/17/2008	Repair Order Number :	019698	Odometer Reading :	34770 miles

Serviced By :	MARTIN AUTOPARK 516 S WASHINGTON CLEVELAND, TX 77327-4858 (281) 592-2644	Selling Source :	16 - PONTIAC
		Site Code :	22145
		Business Associate Code :	114847

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/15/2008	926	01	#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	B	N/A	$ 24.61	N
08/05/2008	923	02	#	L1197 - FUEL LEVEL SENSOR REPLACEMENT	19153328 - SEN KIT	N/A	N/A	$ 247.53	N
08/05/2008	923	03	#	D9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 24.61	N
08/05/2008	923	04	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00	N

Repair Order Date :	06/16/2008	Repair Order Number :	V95603	Odometer Reading :	34009 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	16 - PONTIAC
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/27/2008	912	01	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	$ 41.53	N

Repair Order Date :	06/12/2008	Repair Order	V79781	Odometer Reading :	33945 miles

		Number :			

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	16 - PONTIAC
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/20/2008	910	01	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	$ 41.53	N

Repair Order Date :	05/30/2008	Repair Order Number :	018716	Odometer Reading :	33547 miles

Serviced By :	MARTIN AUTOPARK 516 S WASHINGTON CLEVELAND, TX 77327-4858 (281) 592-2644	Selling Source :	16 - PONTIAC
		Site Code :	22145
		Business Associate Code :	114847

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/10/2008	907	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	$ 49.22	N
06/03/2008	905	01	#	T2020 - TOWING	N/A	N/A	N/A	$ 70.00	N
06/03/2008	905	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 72.98	N

Repair Order Date :	05/14/2008	Repair Order Number :	018598	Odometer Reading :	33440 miles

Serviced By :	MARTIN AUTOPARK 516 S WASHINGTON CLEVELAND, TX 77327-4858 (281) 592-2644	Selling Source :	16 - PONTIAC
		Site Code :	22145
		Business Associate Code :	114847

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/23/2008	902	01	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	15252034 - TRANSMITT	N/A	N/A	$ 94.92	N
05/23/2008	902	02	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	22687711 - SHAFT KIT	N/A	N/A	$ 159.92	N

05/23/2008	902	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 72.98	N
05/23/2008	902	04	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25902150 - GEAR	B	N/A	$ 364.16	N

Repair Order Date :	03/11/2008	Repair Order Number :	T99979	Odometer Reading :	31603 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	16 - PONTIAC
		Site Code :	34415
		Business Associate Code :	207453

[redacted] 9/17/2008

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	1G2ZF55B564[redacted]

VEHICLE BUILD

Merchandising Model :	2ZF69 -2006 G6 - 4CYL SEDAN		
Gross Vehicle Weight Rating :	1922 kg (4238 lb)	Order Number :	KCPXC2
Build Date :	05/31/2006	Build Plant :	164Z

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - FRONT SIDE IMPACT AIR BAGS	AP8 - KEYLESS ENTRY, REMOTE
A51 - SEAT, FRONT 45/45 BUCKET	C60 - AIR CONDITIONING, CUSTOM
DL5 - DECAL ROADSIDE SERVICE	D49 - POWER OUTSIDE REAR VIEW-MIRRORS
FE0 - SUSPENSION, TOURING	FE9 - 50-STATE EMISSIONS
FX2 - AXLE RATIO 3.91	IBB - TRIM INTERIOR DESIGN
J66 - BRAKES, 4-WHEEL DISC	KG7 - GENERATOR 125 AMP
K34 - CRUISE CONTROL, ELECTRONIC	LE5 - ENGINE, 2.4L HO 4-CYL DOHC MFI
MN5 - TRANSMISSION 4SPEED	MX0 - AUTOMATIC TRANSMISSION
NT7 - FED EMIS SYS, TIER 2	N45 - STEERING WHEEL 3 SPOKES
ORN - ORION ASSY	PDC - CRUISE & RKE PACKAGE INCLUDES: * CRUISE CONTROL, ELECTRONIC *KEYLESS ENTRY, REMOTE
QC1 - (4) WHEELS, 16" STEEL W/BOLT-ON COVER	QPE - (4) P215/60/16 TOURING TIRES
R6J - CUSTOMER DIALOG NETWORK	R6P - PREMIUM PAINT
R8K - **********	R9C - ALLOW NON RETAIL REQ. FOR FLEET
SLM - SALES STOCK ORDERS	UZ6 - 6 SPEAKER SOUND SYSTEM
U1C - AM/FM CD STEREO W/CLOCK & DRIVER INFORMATION CENTER	U77 - REAR WINDOW ANTENNA
VK3 - LICENSE PLATE BRACKET, FRONT	V73 - VEHICLE CERTIFICATION U.S.
1SA - OPTION GROUP - 1SA	1SZ - OPTION PACKAGE DISCOUNT
19B - EBONY	19I - TRIM, EBONY

59U - GRANITE METALLIC	6AK - COMPONENT FRT LH COMPUT SEL SUS
7AK - COMPONENT FRT RH COMPUT SEL SUS	8AB - COMPONENT RR LH COMPUT SEL SUS
9AB - COMPONENT RR RH COMPUT SEL SUS	

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esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 ~~C20 B71~~ C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

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

September 23, 2008

[redacted]
Cleveland, TX [redacted]

Re: File Number: 660396
Date of Event: 8-29-08
Claimant: [redacted]
Client/Account: General Motors

Dear [redacted]

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 claim. You allege that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

****IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING****

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 you are 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

09/23/2008 at 08:17 AM
17628

Job Number:

MARTIN AUTOPARK
License #:1-888-552-55 Federal ID #:741266043

516 S. WASHINGTON
CLEVELAND, TX 77327-4898
(281)659-2436 Fax: (281)593-2795

PRELIMINARY ESTIMATE

Written By: AMY ADAMS
Adjuster:

Insured: [redacted]
Owner:
Address:

Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Inspect Location: MARTIN AUTOPARK
516 S. WASHINGTON
CLEVELAND, TX 77327-4898

Other: (281)659-2436

Insurance Company:

Days to Repair

2006 PONT G6 4-2.4L-FI 4D SED Int:
VIN: 1G2ZF55B564[redacted] **Lic:** [redacted] TX **Prod Date:** 05/2006 **Odometer:** 38429
Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Telescopic Wheel	Intermittent Wipers	Keyless Entry
Body Side Moldings	Dual Mirrors	Console/Storage
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Mirrors
Power Trunk/Tailgate	AM Radio	FM Radio
Stereo	CD Player	Driver Air Bag
Passenger Air Bag	4 Wheel Disc Brakes	Cloth Seats
Bucket Seats	Automatic Transmission	Overdrive
Full Wheel Covers		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H bumper assy				
3	Repl	Bumper cover	1	398.08	2.2	
4		Add for Clear Coat			Incl.	2.8
5	Repl	Energy absorber				1.1
6	Repl	Emblem	1	134.70	Incl.	
7	R&I	License bracket	1	35.50	Incl.	
8		GRILLE			0.2	
9	Repl	LT Grille	1	32.87	Incl.	
10	Repl	LT Trim ring	1	36.21	Incl.	
11		HOOD				

09/23/2008 at 08:17 AM
17628

Job Number:

PRELIMINARY ESTIMATE
2006 PONT G6 4-2.4L-FI 4D SED Int:

	NO.	OP.	DESCRIPTION	QTY	EXT. PRICE		LABOR	PAINT
	12*	Rpr	Hood					
	13		WINDSHIELD				2.0	2.8
	14	R&I	RT Nozzle					
	15	R&I	LT Nozzle				0.2	
	16		FENDER				0.2	
	17	Blnd	RT Fender					
	18	R&I	RT Fender liner					0.9
	19		FRONT LAMPS				0.4	
	20	R&I	RT Headlamp assy					
	21	Repl	Aim headlamps				Incl.	
	22		FRONT DOOR	1			0.5	
	23	Repl	RT Outer panel					
	24		Overlap Major Adj. Panel	1	261.73		6.5	2.0
	25		Add for mirror					-0.4
	26		Add for Edging				0.3	
	27		Add for Clear Coat					0.5
	28		Add for Inside					0.1
	29		Add for Clear Coat					0.5
	30	Repl	RT Emblem					0.1
	31	Repl	RT Body side mldg	1	4.75		0.2	
	32*	Rpr	RT Door shell	1	100.40		0.3	0.4
	33		REAR DOOR				1.0	Incl.
	34	Repl	RT Outer panel					
	35		Overlap Major Non-Adj. Panel	1	252.88		6.0	2.0
	36		Add for Edging					-0.2
	37		Add for Clear Coat					0.5
	38		Add for Inside					0.1
	39		Add for Clear Coat					0.5
	40	Repl	RT Body side mldg					0.1
	41		PILLARS, ROCKER & FLOOR	1	83.70		0.3	0.3
	42	R&I	RT Rocker molding					
N	43*	Rpr	RT Uniside assy				0.5	
	44		Overlap Major Adj. Panel			s	8.0	5.0
	45		Clear Coat					-0.4
	46	Repl	RT Sill plate					2.5
	47		QUARTER PANEL	1	16.42		0.3	
	48	R&I	RT Wheelhouse liner					
	49	R&I	Fuel door				0.5	
	50		REAR BUMPER				0.3	
	51	R&I	R&I bumper cover					
N	52*	Refn	Bumper cover				1.0	
	53		Add for Clear Coat					1.4
	54		REAR LAMPS					0.6
	55	R&I	RT Tail lamp assy					
	56#	Subl	FLEX AGENT				0.3	
	57#	Subl	HAZARDOUS WASTE	1	6.00 T			
	58#	Refn	CORROSION PROTECTION	1	3.50 X			
	59#	Subl	COVER VEHICLE	1	5.00 X			0.5

-

09/23/2008 at 08:17 AM
17628

Job Number:

PRELIMINARY ESTIMATE

2006 PONT G6 4-2.4L-FI 4D SED Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
		Subtotals ==>		1371.74	31.2	23.7

Line 43 : REPAIR & REFINISH TO RIGHT QUARTER PANEL, DOGLEG, & ROCKER PANEL.
Line 52 : PARTIAL REFINISH TO RIGHT SIDE OF REAR BUMPER COVER

Parts		1357.24
Body Labor	31.2 hrs @ $ 40.00/hr	1248.00
Paint Labor	23.7 hrs @ $ 40.00/hr	948.00
Paint Supplies	24.1 hrs @ $ 30.00/hr	723.00
Sublet/Misc.		14.50
SUBTOTAL		$ 4290.74
Sales Tax	$ 2086.24 @ 8.2500%	172.11
GRAND TOTAL		$ 4462.85
ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		$ 0.00
INSURANCE PAY		$ 4462.85

THIS ESTIMATE IS BASED UPON A VISUAL INSPECTION ONLY. ADDITIONAL P
ARTS OR LABOR MAY BE NEEDED UPON TEAR DOWN OF VEHICLE. PARTS
PRICES ARE SUBJECT TO INVOICE. WE CAN NOT BE RESPONSIBLE FOR
PERSONAL ITEMS LEFT IN VEHICLE.

09/23/2008 at 08:17 AM
17628

Job Number:

PRELIMINARY ESTIMATE
2006 PONT G6 4-2.4L-FI 4D SED Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRIFQ05, CCC Data Date 08/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. 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 Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

20605SAB

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	38426	10/06/08	20605 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00512

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	281- -		00/00/00	279 8443	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		38426	09/03/08	00/00/00

You may receive a survey in the mail soon to rate your service visit with us. ***IF you were not 100% satisfied PLEASE LET US KNOW!

Thank you for giving Martin Autopark the opportunity to serve you today. We appreciate your business and the confidence you have placed in us!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	STEERING IS HARD TO STEER, STEERING WHEEL MOVES ON ITS OWN					
**	VERFY CUSTOMERS COMPLAINT.SCANNED FOR CODES.CODE C0475 STORED. CAUSE.FOLLOWED FLOW CHART 1566680.DEFECTIVE PSCM. CORRECTION.REPLACED MOTOR/MODULE.REPROGRAM AND ROAD TEST. E7631					
	E7631	6C	BJA 4185	.80	W	
	X	25805894	MOTOR	1	W	
		25774937	OUTLET	3	W	
				Line Total.....		
B	3 DASH AC VENTS BROKEN					
**	VERIFY COMPLAINT.3 OUTLETS WONT ADJUST. CORRECTION.REPLACED ALL 3 OUTLETS D1440/D1441/D1446					
w/	.02		BJA 4185			
BJA	w 09/23/08 10:14-10:15=00.02					
				Line Total.....		
C	LOANER					
w/	.02		BJA 4185			
BJA	w 09/23/08 10:16-10:17=00.02					
				Line Total.....		

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constituted 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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

20605SAB

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	38426	10/06/08	20605 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00512

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	279 8443	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		38426	09/03/08	00/00/00

You may receive a survey in the mail soon to rate your service visit with us. ***IF you were not 100% satisfied PLEASE LET US KNOW!

Thank you for giving Martin Autopark the opportunity to serve you today. We appreciate your business and the confidence you have placed in us!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D	REAR BRAKES ARE METAL TO METAL, CUSTOMER AWARE AND WILL TAKE CARE OF HIMSELF					
**	CUSTOMER DECLINED. UNSAFE TO DRIVE.					
	BJA 4185					
	Line Total.....					

TOTAL-CASH 225 NoCharge

WARRANTY COPY - PAGE 02

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	34770	08/04/08	19698 D EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00080

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	281- -		00/00/00	306 2885	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		34770	07/17/08	00/00/00

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Thank you for giving Martin Autopark the opportunity to serve you today. We appreciate your business and the confidence you have placed in us!

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES POWER STEERING LOCKS UP WHILE DRIVING					
**	SCAN TEST, NO CODES, ROAD TEST ON NUMEROUS OCASIONS, & UNABLE TO DUPLICATE, CONSULT TECNICAL ASSISTANCE, CASE # 10407181 - THEY COUL D NOT RECOMMEND ANY REPAIRS WITHOUT ANY CODES OR DUPLICATION VEHICLE TEST DRIVE TWICE ON 7/18/08 - TEST DRIVEN 7/21/08, TEST DRIVEN MULTIPLE TIMES 7/22/08 AND 7/23/08 - COULD NOT DUPLICATE ANY PROBLEMS WITH STEERING SYSTEM AND NO CODES EVER WERE PRESENT					
w/	.02	R9995	9Z	BMW 9072	.30 W	24.61
BMW w 07/25/08 07:56-07:57=00.02						
Auth:		Claim Type:		Complaint Cd: OM	LaborHrs: 0.3	OtherHrs: 0.0
				Line Total.....		24.61
B	WHEN 20.00 OF FUEL AND GUAGE READS EMPTY					
**	ADD FUEL & FUEL GAGE DID NOT MOVE, INSTALL SIGNAL GENERATOR & CONTROL FUEL GAGE, R&R FUEL TANK & REPLACE FUEL SENDING UNIT.					
	L1197	6C		BMW 9072	2.10 W	172.28
Auth:		Claim Type:		Complaint Cd: AV	LaborHrs: 2.1	OtherHrs: 0.0
	X	19153328	SEN KIT		1 W	75.25 53.75
				Line Total.....	247.53	53.75

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	34770	08/04/08	19698 D EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00080

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	306 2885	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		34770	07/17/08	00/00/00

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Thank you for giving Martin Autopark the opportunity to serve you today. We appreciate your business and the confidence you have placed in us!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
C	LOW COOLANT LIGHT COMES ON					
**	CHECK COOLANT LEVEL & PRESURE TEST, NO LEAKS FOUND UNABLE TO DUPLICATE					
	D9995	9Z	BMW 9072	.30	W	24.61
Auth:	Claim Type:		Complaint Cd: WD	LaborHrs: 0.3		OtherHrs: 0.0
				Line Total.....		24.61
D	ENTERPRISE RENT CAR					
**	3GCEC13C18G[redacted]					
	Z7903	6C	BMW 9072			
Auth:G	Claim Type:		Complaint Cd: AV	LaborHrs: 0.0		OtherHrs: 0.0
	SUBLET ENTERPRISE RENT A		PO# 8385	1	W	126.00 126.00
				Line Total.....		126.00 126.00

462	221.50-	75.60	TOTAL-CASH	225	NoCharge
480	75.25-	53.75			
466	126.00-	126.00			
263	422.75				

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	33547	06/02/08	18716 A EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00531

CUST.NO.	LICENSE	HOME PHONE	[illegible] PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		33547	05/23/08	00/00/00

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LINE	OP.CODE	FAIL CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	TOWING					
w/	.02	T2020	95	BLB 4573		
BLB w 05/23/08 15:34-15:35=00.02						
Auth:	Claim Type:		Complaint Cd: PN	LaborHrs: 0.0	OtherHrs: 0.0	
	SUBLET J&J WRECKER		PO# 8249	1	W	70.00 70.00
			Line Total.....			70.00 70.00
B	CK NO START INT.					
**	SCAN TEST CODES U2103, U2122 FEWER MODULES THAN PROGRAMED					
	REPROGRAMED ENGINE CONTROL MODULE CLEARED CODES RETEST ALL MODULES					
	COMMUNICATING NOW TEST DROVE NO OTHER PROBLEMS FOUND AT THIS TIME					
w/	.02	J6354	3L	BLB 4573	.60 W	49.22
BLB w 05/23/08 15:35-15:36=00.02						
Auth:	Claim Type:		Complaint Cd: PN	LaborHrs: 0.6	OtherHrs: 0.0	
			Line Total.....			49.22
C	ENTERPRISE					
**	2G1WJ15K479[redacted]					
	Z7902	95	BLB 4573			
Auth:G	Claim Type:		Complaint Cd: PN	LaborHrs: 0.0	OtherHrs: 0.0	
	SUBLET ENTERPRISE LEASING		PO# 8235	1	W	72.98 72.98
			Line Total.....			72.98 72.98

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MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	33547	06/02/08	18716 A EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00531

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	[redacted] -		00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		33547	05/23/08	00/00/00

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LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT
462	49.22-		12.00				
466	142.98-		142.98				
263	192.20			TOTAL-CASH	225	NoCharge	

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MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	33440	05/23/08	18598 B EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00370

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	660 3835	CASH

CUST LABOR RATE	DELIV.DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		33440	05/14/08	00/00/00

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Thank you for giving Martin Autopark the opportunity to serve you today. We appreciate your business and the confidence you have placed in us!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CK KEY FOB INOP					
**	KEY FOB BAD					
	REPLACED AND PROGRAMED FOB					
	R4490	6C	BLB 4573	.50	W	41.02
Auth:	Claim Type:		Complaint Cd: OJ	LaborHrs: 0.5		OtherHrs: 0.0
	X 15252034 TRANSMITT			1	W	53.90 38.50
				Line Total.....		94.92 38.50
B	ON TAKE OFF WHEN UNDER HARD TURN CLUNKING NOISE IN FRONT END					
**	INTERMEDIATE STEERING SHAFT POPPING					
	REPLACED SHAFT					
	E7700	2E	BLB 4573	.50	W	41.02
Auth:	Claim Type:		Complaint Cd: NP	LaborHrs: 0.5		OtherHrs: 0.0
	X 22687711 SHAFT KIT			1	W	118.90 84.93
				Line Total.....		159.92 84.93
D	ENTERPRISE					
**	2G1WJ15K479[redacted]					
	Z7902	95	BLB 4573			
Auth:G	Claim Type:		Complaint Cd: ON	LaborHrs: 0.0		OtherHrs: 0.0

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516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	33440	05/23/08	18598 B EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00370

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	81- -		00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		33440	05/14/08	00/00/00

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LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT	
	SUBLET			ENTERPRISE LEASING PO# 8214	1	W	72.98	72.98
				Line Total.....			72.98	72.98

E CK FOR SLACK IN FRONT END
** STEERING GEAR LOOSE
REPLACED STEERING GEAR AND SET FRONT TOE

w/ .02 E9740 2W BLB 4573 1.70 W 139.47
BLB w 05/16/08 14:35-14:36=00.02
Auth:B Claim Type: Complaint Cd: ON LaborHrs: 1.7 OtherHrs: 0.0
X 25902150 GEAR 1 W 217.34 155.24
89020661 FLUID 1 W 7.35 5.25
Line Total..... 364.16 160.49

462	221.51-	54.00
480	172.80-	123.43
480	224.69-	160.49
466	72.98-	72.98
263	691.98	

TOTAL-CASH 225 NoCharge

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516 S.WASHINGTON
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281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	30469	03/10/08	17176 C EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		30469	02/20/08	00/00/00

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CK TACHOMETER GLASS CRACKED					
**	IPC CRACKED					
	REPLACED AND PROGRAM IPC					
w/	.02	N4180	1D	BLB 4573	.70	W 57.43
BLB w 02/21/08 08:31-08:31=00.00				BLB w 03/06/08 11:14-11:15=00.02		
Auth:		Claim Type:		Complaint Cd: VE	LaborHrs: 0.7	OtherHrs: 0.0
					Line Total.....	57.43
B	A/C VENTS BRAKING					
**	REPLACED LEFT, RIGHT, & CENTER VENTS					
w/	.02	D1446	1D	BLB 4573	1.00	W 82.04
BLB w 03/06/08 11:15-11:16=00.02						
Auth:		Claim Type:		Complaint Cd: VB	LaborHrs: 1.0	OtherHrs: 0.0
		X		25774937 OUTLET	1	W 40.70 29.07
					Line Total.....	122.74 29.07
C	CK CAP MISSING ON DRIVERS DOOR HANDLE					
**	REMOVED DOOR HANDLE TO REPLACE SCREW COVER					
		C3241	3D	BLB 4573	.40	W 32.82
Auth:		Claim Type:		Complaint Cd: VQ	LaborHrs: 0.4	OtherHrs: 0.0

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MARTIN AUTOPARK

516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	30469	03/10/08	17176 C EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	-		00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		30469	02/20/08	00/00/00

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT	
	X 15269147 CAP			1	W	5.25	3.75
				Line Total.....		38.07	3.75

D ** CK PASSENGER SIDE VISOR MIRROR COVER FALLING APART
LID BROKEN ON VISOR MIRROR
REPLACED MIRROR

C2020 1D BLB 4573
Auth: Claim Type: Complaint Cd: VB
X 15855080 MIRROR

.30	W	24.61		
LaborHrs: 0.3		OtherHrs: 0.0		
1	W	15.89	11.35	
Line Total.....		40.50	11.35	

E RIGHT A/C VENT IS BROKEN.
WILL NO ADJUST.
REPLACE VENT.

D1444 1D BLB 4573
Auth: Claim Type: Complaint Cd: VB
X 25774937 OUTLET

.20	W	16.41	
LaborHrs: 0.2		OtherHrs: 0.0	
1	W	40.70	29.07
Line Total.....		57.11	29.07

F LEFT A/C VENT IS BROKEN.
WILL NOT ADJUST.
REPLACE VENT.

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516 S.WASHINGTON
CLEVELAND, TEXAS 77327
281-592-2644
DIRECT SERVICE LINE 281-592-4383

[redacted]
CLEVELAND TX [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G2ZF55B564[redacted]	30469	03/10/08	17176 C EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	PONTIAC	G6 SE		00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]			00/00/00	660 3835	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
VAR.	00/00/00		30469	02/20/08	00/00/00

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LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT	
	D1445	1D	BLB 4573	.20	W	16.41	
Auth:	Claim Type:		Complaint Cd: VB	LaborHrs: 0.2		OtherHrs: 0.0	
	X 25774937 OUTLET			1	W	40.70	29.07
				Line Total.....		57.11	29.07

462	229.72-	56.00	TOTAL-CASH	225	NoCharge
480	143.24-	102.31			
263	372.96				

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5

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

October 16, 2008

[redacted]
Cleveland, TX [redacted]

Re:	File Number:	660396
	Date of Event:	8-29-07
	Claimant:	[redacted]
	Client/Account:	General Motors

Dear [redacted]

This letter serves to acknowledge that we have agreed to settle this claim by repairing the 2006 Pontiac G6 and covering the rental costs. Please find enclosed a release to be signed & notarized. As soon as the executed release is received in this office, the dealership can start the repairs. Once the repairs are complete, the dealership & rental agency will be paid directly from this office.

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.

Sincerely,

Deborah Diehr
Claim Administrator

5

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
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October 16, 2008

[redacted]
Cleveland, TX [redacted]

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Sincerely,

Deborah Diehr
Claim Administrator

RELEASE OF PROPERTY DAMAGE CLAIM

File No: 8213-259-660396 **Claims Administrator: Deborah Diehr**

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, [redacted] being of lawful age, for the sole consideration of repairs to the 2006 Pontiac G8 bearing VIN 1G2ZF55B564[redacted] and any associated rental costs, to be paid directly to the repairing dealership, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge General Motors Corporation, ESIS Corp. and all GM dealerships, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about 8-29-08 at or near Cleveland, TX.

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

The parties intend for this Agreement to be interpreted and effectuated so as to give GM the maximum protection allowed by law from claims, including contribution and indemnification claims, which relate to the subject matter. In accordance with the applicable law, this Agreement shall discharge GM (and its employee) and the Released Parties from all liability for contribution to any other tortfeasor. In addition, claimant(s) agrees to indemnify and hold the Released Parties harmless against any future or further exposure or payment with reference to the matters set forth in this Agreement, including, but not limited to, any litigation or claim, however presented, which may hereafter be instituted, presented or effected by or on behalf of claimant(s); or any relation, former spouse, friend, heir and/or beneficiary of claimant(s); or by any person seeking contribution, subrogation or indemnification in connection with the payment being made. It is understood that the intent of this Agreement is that claimant(s) will protect and hold the Released Parties harmless from any future or further payments or exposure with regard to the matters addressed in this Agreement.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

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

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

Signed, sealed and delivered this 23 day of October, 2008.

CAUTION: READ BEFORE SIGNING

_____ X [redacted] LS
Witness

_____ [redacted] S
Witness

STATE OF Texas)
)SS
COUNTY OF Liberty)

On the 23 day of Oct, 2008, before me personally appeared to me known to be the person(s) named herein and who executed the foregoing Release and Select One acknowledged to me that Select One voluntarily executed the same.

My term expires 1-14-2011, 2008. Dawn White
Notary Public

NOTARY PUBLIC STATE OF TEXAS
DAWN WHITE
Notary Public
STATE OF TEXAS
My Comm. Exp. 01-14-2011

[redacted]

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 :	1G1ZT58N98F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2008 MALIBU SEDAN 2LT	Warranty Start Date :	06/30/2007
BARS Order Type :	50 - FLEET		
Delivering Dealer :	PRIDE CHEVROLET PONTIAC, INC. 715 LYNNWAY LYNN , MA 01905-3017 (781) 599-1200	Selling Source :	13 - CHEVROLET
		Site Code :	32056
		Business Associate Code :	167263

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08198	LOOSE OR DAMAGED ROCKER MOLDINGS - REF. TSB 08-08-111-007	06/17/2008	See Bulletin

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 LIMITED WARRANTY	06/30/2007	10 miles	06/30/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/30/2007	10 miles	06/30/2013	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/30/2007	10 miles	06/30/2015	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	06/30/2007	10 miles	06/30/2012	100010 miles
36/50000 CALIFORNIA EMISSIONS	06/30/2007	10 miles	06/30/2010	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/30/2007	10 miles	06/30/2014	70010 miles

CLAIM HISTORY

[redacted]

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/13/2007	190272	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	2893 miles
08/24/2007	189757	#	K7000 - TRANSMISSION REPLACEMENT	2885 miles
08/24/2007	189757	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	2885 miles
08/17/2007	O70478	#	Z2080 - ROADSIDE SERVICE (TOWING)	2885 miles
06/29/2007	A00207	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

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 :	1G1ZT58N98F[redacted]

CLAIM HISTORY

Repair Order Date :	09/13/2007	Repair Order Number :	190272	Odometer Reading :	2893 miles

Serviced By :	FULTON CHEVROLET-CADILLAC CO INC. PO BOX 519 MIDDLETOWN, NY 10940-0519 (845) 343-3184	Selling Source :	13 - CHEVROLET
		Site Code :	02228
		Business Associate Code :	111165

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/18/2007	831	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	$ 717.79	Y

Repair Order Date :	08/24/2007	Repair Order Number :	189757	Odometer Reading :	2885 miles

Serviced By :	FULTON CHEVROLET-CADILLAC CO INC. PO BOX 519 MIDDLETOWN, NY 10940-0519 (845) 343-3184	Selling Source :	13 - CHEVROLET
		Site Code :	02228
		Business Associate Code :	111165

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/11/2007	829	01	#	K7000 - TRANSMISSION REPLACEMENT	17803824 - TRANSAXLE	W	N/A	$ 2780.52	N
09/11/2007	829	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	17803824 - TRANSAXLE	N/A	N/A	$ 83.99	N

Repair Order Date :	08/17/2007	Repair Order Number :	O70478	Odometer Reading :	2885 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/24/2007	824	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	$ 58.94	N

Repair Order Date :	06/29/2007	Repair Order Number :	A00207	Odometer Reading :	0 miles
Serviced By :	PRIDE CHEVROLET PONTIAC, INC. 715 LYNNWAY LYNN, MA 01905-3017 (781) 599-1200	Selling Source :	13 - CHEVROLET		
		Site Code :	32056		
		Business Associate Code :	167263		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/03/2007	809	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 107.90	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	1G1ZT58N98F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZT69 -2008 MALIBU SEDAN 2LT		
Gross Vehicle Weight Rating :	1950 kg (4300 lb)	Order Number :	KZRT7F
Build Date :	06/27/2007	Build Plant :	18FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AL0 - SENSOR INDICATOR	AM1 - CONTROL SEAT, MANUAL LUMBAR DRV
AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE	AT8 - RESTRAINT, CHILD RR SEAT
AY1 - AIR BAGS, DUAL FRONTAL, PASSENGERS SENSING SYSTEM HEAD CURTAIN SIDE AIR BAGS, FRONT/OUTBOARD REAR	A51 - SEATS, CUSTOM
B0L - GM PRODUCTION WEEK #29	B37 - FLOOR MATS
C1U - ENTERPRISE RENT A CAR	C60 - AIR CONDITIONING
DL6 - POWER O/S MIRRORS, BODY COLOR	E90 - POCKET, SEAT BACK, DRIVER
E91 - FRONT SEATBACK MAP POCKETS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FLT - FLEET PROCESSING OPTION
F83 - TRANSAXLE 3.05 RATIO	GME - ORNAMENTATION, GM MARK OF EXEL.
HP0 - HYBRID POPULSION NOT INSTALLED	IBC - INTERIOR TRIM
JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL	K64 - GENERATOR 115 AMPS
LZ4 - ENGINE, 3.5L V6 SFI	MN5 - 4-SPEED AUTO TRANSMISSION
NE1 - 50-STATE EMISSIONS	NR0 - LEATHER WRAPPED STEERING WHL
NU2 - EMISSION SYSTEM CALIFORNIA	NW7 - ELECTRONIC TRACTION CONTROL
NZ6 - (4) 16" WHEELS W/SILVER PAINTED COVERS	QPE - (4) TOURING TIRES P215/60R16
R6F - IDENTIFY B-CODE USERS	R6K - PROCESSING CODE
R9N - PROCESSING CODE - SEATS	UK3 - STEERING WHEEL CONTROLS

[redacted] 9/30/2008

UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)	UZ6 - SIX PREMIUM SPEAKERS
U73 - FIXED MAST ANTENNA	VK3 - FRONT LICENSE PLATE BRACKET
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM
VY7 - LEATHER SHIFT KNOB	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	ZFH - COMPACT SPARE TIRE
1SZ - OPTION PACKAGE DISCOUNT	2LT - 2LT PACKAGE
6AR - FRONT SPRING	7AR - FRONT SPRING
75U - DARK GRAY METALLIC	8AB - REAR SPRING
83C - TITANIUM	83I - INTERIOR TRIM
9AB - REAR SPRING	

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[redacted]

Commonwealth of Massachusetts
Motor Vehicle Crash
Police Report

PW200826800107

Date of Crash:	Time of Crash:	City/Town:	# of Vehicles	# Injured	Speed Limit	Latitude:	Longitude:	Police Type:
09/16/2008	07:45 AM	ANDOVER	1		55	42.5	-71.	1

AT INTERSECTION | **< LOCATION >** | **NOT AT INTERSECTION**

Route # Direction Name of Roadway/Street

Route # Direction Name of Intersecting Roadway/Street

Route # Direction Name of Intersecting Roadway/Street

495 S ____ Route # Direction Address Name of Roadway/Street

____ Feet ____ of ____ Mile Marker or ____ Exit Number

____ Feet S of RAMP - RT Route # ____ Intersecting Roadway/Street

____ Feet ____ of ____ Landmark

X Vehicle | Non-Motorist | Hit/Run | Moped

1 # Occupants | Type | Action | Location | Condition

License # [redacted] St MA Age DOB [redacted]

Sex F Lic. Class Lic. Restrictions CDL Lic.

Operator [redacted]

Address [redacted]

City LAWRENCE State MA Zip

Insurance Company SAFECO

Vehicle Travel Direction S Responding to Emergency 2

Cited? 1 Citation #

Violation 1: Ch: 90 Sec -17 Violation 2: Ch: Sec

Violation 3: Ch: Sec Violation 4: Ch: Sec

Reg # [redacted] Reg Type PAN Reg State MA

Veh Year 2008 Veh Make CHEVROLET Veh Config 1

Owner ENTERPRISE RENT A CA

Address 3A ENTERPRISE RD

City BILLERICA State MA Zip

Vehicle action prior to crash 1 Damaged Area: 1 5

Event Sequence 1 27

Most Harmful Event 1

Driver Contributing Code

Underride/Override Towed ?

Operator/Non-Motorist/Occupant Information:

Name	Address	Age	DOB	Sex	Seat Pos	Safety System	Airbag Status	Airbag Switch	Eject Code	Trap Code	Injury Status	Transp Code	Medical Facility
[redacted]			[redacted]	F	1	1			0		3	2	LAWRENCE GENER

Crash Information:

Light Condition:	1	Trafficway Description:	2
Weather Conditions:	1	School Bus Related:	2
Traffic Control Device Type		Work Zone Related:	2
Traffic Device Functioning		Manner of Collision:	1
Road Surface:	1	First Harmful Event Location:	1
Roadway Intersection Type:	1	First Harmful Event:	1

Crash Diagram:

See Attached

Crash Narrative:

See Attached

Witnesses:

Name	Address	Phone #	Statement?

Property Damage:

Name	Address	Phone #	Property Type	Description of Damaged Property

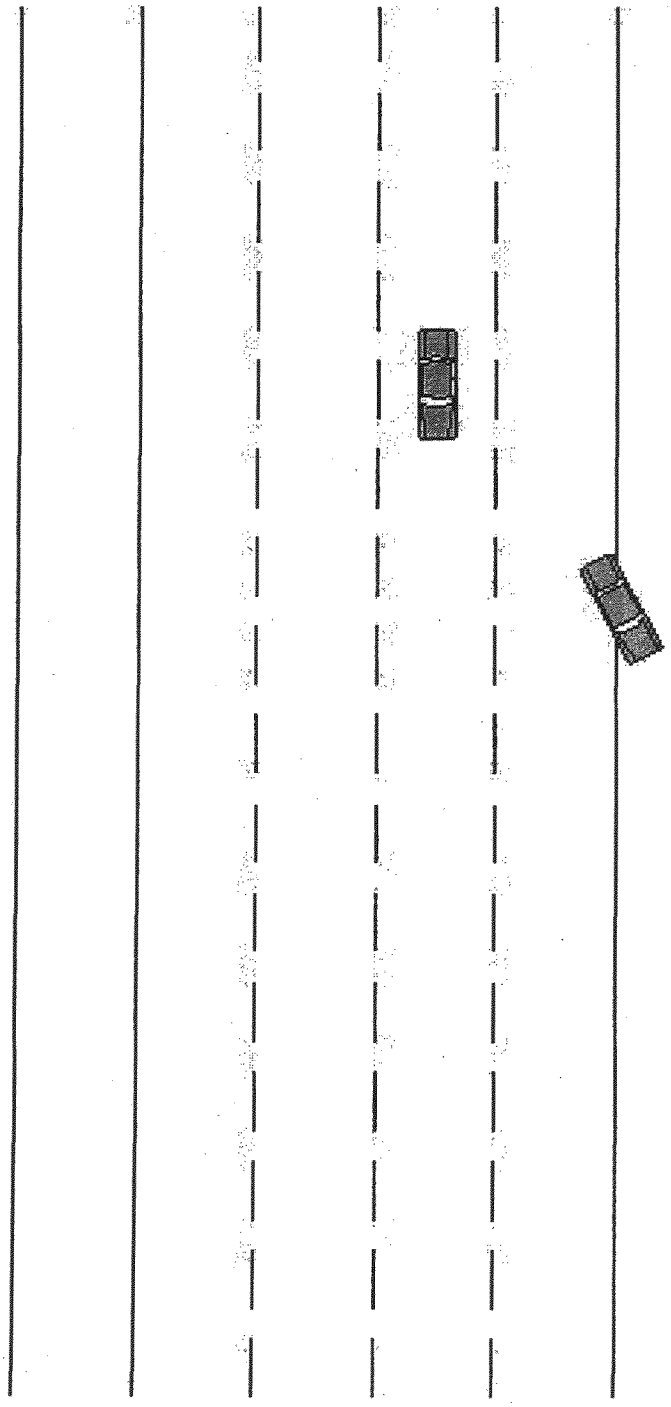
Truck & Bus Information:

Police Officer Name HENRY G BAMBRICK Police Agency Name STATE POLICE

Operator Report Author Name

Police Report Crash Diagram

Crash City/Town: ANDOVER
Crash Date: 09/16/2008
Document Number: PW200826800107



Police Report Crash Narrative

Crash City/Town: ANDOVER
Crash Date: 09/16/2008
Document Number: PW200826800107

ON SEPT,16,2008 AT APPROXIMATELY 0745AM I WAS DISPATCHED TO CALLS OF A ROLLOVER 495S AT 28 LAWRENCE. UPON ARRIVAL EMTS WERE TREATING A FEMALE , OPERATOR OF MA [redacted] CHEV MALIBU,IN THE DITCH TO THE LEFT OF THE HIGH SPEED LANE.
OPERATOR WAS IDENTIFIED AS [redacted] AND SHE STATED SHE WAS TRAVELING STRAIGHT AND UPON ATTEMPTING TO BRAKE FOR SLOWING TRAFFIC,COULD NOT STOP IN TIME,AND SWERVED TO THE RIGHT,AND LOST CONTROL SWERVING LEFT INTO THE DITCH,AND ROLLING OVER. OPERATOR WAS TRAVELING TOO FAST FOR CONDITIONS AND FOLLOWING TOO CLOSE. COADYS TOWED VEH.

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*
Jemeia.price@gm.com

Jemeia Price
Claim Administrator

November 3, 2008

Jonathan Schulhaus
ELCO
PO Box 519
Canton, MA 02021
VIA FACSIMILE (781) 821-0033

RE: Claimant: [redacted]
Our File No.: 661005
Our Client: General Motors Corporation
Date/Event: 9/16/08
Subject vehicle: 2008 Chevrolet Malibu
VIN: 1G1ZT58N98F[redacted]

Dear Jonathan:

Please allow this letter to serve as a confirmation to our telephone conversation on October 15, 2008. As discussed your renter [redacted] will not be pursuing a product liability claim. Therefore, I will close my file accordingly.

Should you have any questions with regards to this letter or your claim, please do not hesitate to contact me directly at (800) 888-0164, Monday through Friday, 8:00 AM to 4:00 PM, EST or via e-mail at the above e-mail address.

Sincerely,

Jemeia Price

ELCO
ADMINISTRATIVE SERVICES

PO Box 519
Canton, MA 02021
Tel: 781-821-5511 • Fax 781-821-0033

rec'd from NHSX

September 17, 2008

Chevrolet Motor Division
PO Box 7047
Troy, MI 48007-7047

RECEIVED
SEP 25 2008
ESIS-GM CLAIMS UNIT

RE: Vehicle: 2008 Chevrolet Malibu Classic
VIN: 1G1ZT58N98F[redacted]
Date of Loss: 9/16/2008
Our File No.: 297495

Dear Sir or Madam:

Please be advised this office handles claims for Enterprise Rent-A-Car Company of Boston, Inc. (hereinafter "Enterprise").

The driver of the above listed vehicle alleged an accident occurred as a result of a mechanical defect involving the steering. Due to the allegation, this vehicle has been isolated and will remain on hold until October 8, 2008 to allow for an inspection.

It is our intention to have the vehicle inspected on or after October 8, 2008. Please contact me upon receipt of this letter to inform me if you would like to have a representative attend the inspection or if you wish to arrange for your own independent inspection. If you do not contact us by October 8, 2008 we will release the vehicle to Enterprise so they may repair, rent or sell the vehicle as they see fit.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

Please contact me at 781-615-1522 to discuss this matter further.

Sincerely,

Jonathan R. Schulhaus
Liability Claims Administrator
ELCO Administrative Services Company

Via Certified Mail No.: 7005 2570 0000 0162 9769

Service Request Detail

SR No.	71-673091657	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**	[redacted]	**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Steering - General	**Sub-Area**	Initiate PAR- Collision
Address	[redacted]	**City**	Lancaster	**Involved Dir**		**Safety**	Yes
State	CA **ZipCd** [redacted]	**Con Acct**		**Source**	Email	**Updated**	10/24/2008 03:55:00 PM
Serial #/VIN	1G8AJ55FX6[redacted]	**Model Year**	2006	**Priority**	Medium **License #** SATURN -	**Owner**	GARCIAFA
Make	Saturn - GM	**Warr. Start**	05/03/2006	**Status**	Open	**Opened**	10/21/2008 08:49:42 AM
Model	ION 2	**Mileage**	44000	**Sub-Status**	Satisfied	**Closed**	
Abstract	Steering/NonDeployment_06 ION 1						
Customer Description	This is a BRC PAR Case. Forward any inquiries to Fabiola Garcia at 41006						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	10/8/2008 02:02:30 PM	Y	0	2	Asphalt	Dry	unk	unk

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'6"	[redacted]	none

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Brown	Jennifer	(888) 263-7287 x7651	Mercury Casualty Insurance

Incident Loc	405 Freeway in Westminister CA	Incident Desc	Cust sts that her daughter was driving the veh and that another veh was coming into her lane from the left. She swerved to the right then left and the steering wheel locked and she hit the guardrail and the veh rolled over four times
Component	steering/airbags	Damage Desc	totalled, unk details
Vehicle Loc	w/ins	Add'l Info	Passanger: [redacted]nk last name) cuts and bruises
Emgcy Svc Names	Westminster PD and Fire Dept	Maint Loc	Saturn of Irvine

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	N	**Thermal Evt**	N	**Spec Equip**	none
Vehicle Speed	60			**Weather Condition**	clear			**Prop Owner**	n/a
Last Service Date				**Loc Last Service**				**Property Location**	n/a
Veh Est Repair Cost				**Spec Equip Installer**	n/a			**Prop Damage Description**	n/a
Primary Veh Use	Personal			**Inspection Type**				**Inspected By**	Inspection Not Performed
Veh Damage Description	totalled, unk details							**Explain Other**	

Property Type	n/a	
Prop Est Repair Cost		
Inspection Date/Time		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		01/12/88	Occupant of Owner's Vehicle		Driver	seatbelt

Injury Description	Medical Rpt#	Treatment Location	Treated By
sore neck , back, and collar bone	unk	Irvine Memorial Orage, CA	Trauma Staff

Street Address	City	State	Zip Code
	Lancaster	CA	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 03:55:19 PM	GARCIAFA	GARCIAFA	BRC PAR	ESIS- Insurance Involvement	Done	10/24/2008 03:55:49 PM	ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Case sent to ESIS, cust has released veh to ins

Fabiola Garcia/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 03:55:03 PM	GARCIAFA	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
Robinson	Jewel		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 03:38:50 PM	GARCIAFA	GARCIAFA	Ownership Changed	Ownership Escalated to BRC	Done	10/24/2008 03:38:50 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
Robinson	Jewel		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:53:32 AM	DRAHEICM	GARCIAFA	Ownership Changed		Done	10/24/2008 11:53:32 AM	Service Request Ownership has changed FROM: DEVOGECA TO: GARCIAFA

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:53:13 AM	DRAHEICM	GARCIAFA	BRC PAR	Initial Contact- Phone	Done	10/24/2008 03:50:56 PM	(661) 220-9579

Contact Last Name	Contact First Name	Account	BAC Code

Cust sts that her daughter was driving the veh and that another veh was coming into her lane from the left. She swerved to the right then left and the steering wheel locked and she hit the guardrail and the veh rolled over four times. The passanger's front airbag deployed but the driver's did not. Cust sts that she has signed a release of the veh to her insurance and they will need to be contacted for further information.

Crs advcd that due to the insurance involvement at this time her case will still need to be sent to ESIS for handling. They will contact her in about 7-10 business days and t hey will let him know how the file will proceed

Cust agreed

Fabiola Garcia/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:53:05 AM	DRAHEICM	GARCIAFA	BRC PAR	Initial Contact- Dealer	Done	10/24/2008 03:46:05 PM	Not Necessary

Contact Last Name	Contact First Name	Account	BAC Code

Veh has not been to a dlr in the past two years

Fabiola Garcia/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:52:56 AM	DRAHEICM	GARCIAFA	BRC PAR	Initial Contact- AVM	Done	10/24/2008 03:45:51 PM	Not Necessary

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No contact with the DSSM needed due to veh make

Fabiola Garcia/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:52:45 AM	DRAHEICM	GARCIAFA	BRC PAR	Acknowledgement	Done	10/24/2008 03:40:02 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Please see initial activity

Fabiola Garcia/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:52:41 AM	DRAHEICM	GARCIAFA	Notify CRM		Done	10/24/2008 03:36:40 PM	called

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
10/24/2008 11:52:32 AM	DRAHEICM	GARCIAFA	Research		Done	10/24/2008 03:46:18 PM	Research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No related repairs
No duplicate files
No open recalls

Fabiola Garcia/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2008 11:52:08 AM	DRAHEICM	GARCIAFA	BRC PAR	Case Assigned	Done	10/24/2008 03:36:36 PM	File assigned to Fabiola Garcia ext 41006

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
10/24/2008 10:43:28 AM	DRAHEICM	DEVOGECA	SR Opened		Done	10/24/2008 10:43:28 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

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
10/24/2008 10:43:26 AM	DRAHEICM	DEVOGECA	SR Closed - Dissatisfied		Done	10/24/2008 10:43:26 AM	Service Request has been Closed Dissatisfied.

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
10/23/2008 03:47:25 PM	DEVOGECA	DEVOGECA	Scheduled Follow-up		Done	10/24/2008 10:43:20 AM	Status check

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Ensure file has been assumed by BRC

Cancelled activity, case will be assigned to a PAR agent. No further action required from CAC.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 03:46:27 PM	DEVOGECA	DRAHEICM	Escalation	Initiate PAR	Done	10/24/2008 10:43:23 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Received and assigned in PAR.
Chad Drahheim/ATX/Workflow PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 03:07:15 PM	DEVOGECA	DEVOGECA	Inbound Call Customer		Done	10/23/2008 03:49:44 PM	F/U

Contact La st Name	Contact First Name	Account	BAC Code

Comments

CRS sts: Hi this is Caroline DeVogelaere from the Saturn Customer Assistance Center. How may I help you today.

Cust sts: This is [redacted] calling to f/u about my daughter's accident. The insurance company has the car. Mercury Casualty Insurance company 888-263-7287 x 7651 agents name is Jennifer Brown. Don't have VIN.

CRS sts: I am so sorry to hear about your daughter's accident. Thanks heavens no one was seriously injured.

Cust sts: It is amazing when you see the car. It is just totaled.

CRS sts: Do you have a few min's? I would like to ask some questions for the file.

Cust sts: No problem.

CRS sts: Asked and filled in Pre Par form.

CRS sts: Thank you very much and once again I am sorry about the accident.

Cust sts: Me too.

CRS sts: Is there anything else that I could help you with today.

Cust sts: No that's it. But call my cell phone.

CRS sts: Thank you and someone from the Product Allegation Department will contact you within two business days.

Caroline DeVogelaere/Chatham/Saturn T1 Lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 02:57:55 PM	DEVOGECA	DEVOGECA	Outbound Call Customer	Left Message	Done	10/23/2008 03:07:10 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Jewell Robinsor[redacted]
SR 71-673091657

This is Caroline DeVogelaere calling from Saturn customer assistance. I am calling to f/u on an e-mail we received from you. I will be contacting you tomorrow Friday October 24, 2008, again on b/w hrs 11-2 pm EST. If that is not a good time please do call and let me know. I can be reached at 1-866-790-5600 x 31625. I am avail b/w hrs of 8:00-4:30 EST Mon-Fri. If my hours are inconvenient for you, please call our Saturn customer assistance center at 1-800-553-6000 prompt 3 and one of our Customer Relationship Specialists will be happy to assist you. When calling, please refer to your service request number 71-673091657.

Caroline D eVogelaere/Chatham/Saturn T1/Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 02:54:20 PM	DEVOGECA	DEVOGECA	Inbound Call Customer		Done	10/23/2008 02:57:53 PM	Cust left message

Contact La st Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust left m essage:
Jewell Rob inson 661-729-8133
SR 71-673 091657

Daughter was in the accident and the insurance people have the car. They have said that the cause of the accident was the steering column.
Mercury - I nsurance company 888-263-7287 x7651 ? Brown.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 02:14:42 PM	FARQUHKR	DEVOGECA	Notify CRM		Done	10/23/2008 02:53:44 PM	Please see inbound call customer

[redacted]	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 02:13:07 PM	FARQUHKR	FARQUHKR	Inbound Call Customer	Service Request Update	Done	10/23/2008 02:14:41 PM	requesting OCRS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust st:
- I would like ext 31625
- Can you connect me please

Cust sks:
- OCRS

CCC st:
- I can see if your agent would be available if you dont mind waiting on hold for 2-4 minutes

Cust agreed

CCC stS:
- OCRS unavailable at this time although they do have a schedule call back set for you today between 2-4 pm est

Cust sts:
- could i have her voice mail

CCC sts:
- Not a pro blem

Krista Farquharson/Saturn CAC/chatham/LV2/11

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2008 08:08:14 AM	DEVOGECA	DEVOGECA	Inbound Call Customer		Done	10/23/2008 08:08:44 AM	Cust Left Message

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2008 12:57:19 PM	DEVOGECA	DEVOGECA	Scheduled Outbound Call Cust		Done	10/23/2008 03:46:19 PM	3rd attempt

Contact Last Name	Contact First Name	Account	BAC Code

Comments

SR 71-673091657

Left message 10/22/08 will call back tomorrow Thursday Oct. 23, 2008 b/w 2-4 pm est.

Daughter was driving 2006 Saturn ION 1
*Steering Locked - caused accident
*Air bag did not deploy untill after the crash
*No injuries
*Car totale d

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2008 12:51:20 PM	DEVOGECA	DEVOGECA	Outbound Call Customer		Done	10/22/2008 12:56:57 PM	2nd attempt

Contact Last Name	Contact First Name	Account	BAC Code

Comments

SR 71-673 091657

Called 10/21/08 no answer, no answering machine.

Daughter was driving 2006 Saturn ION 1
*Steering Locked - caused accident
*Air bag did not deploy untill after the crash
*No injuries
*Car totaled

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2008 02:41:18 PM	DEVOGECA	DEVOGECA	Email - Outbound		Done	10/21/2008 02:42:23 PM	Saturn Customer Assistance Center

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Service Request: 71-673091657
Customer Relationship Specialist: Caroline DeVogelaere

Dear [redacted]

Thank you for contacting the Saturn Customer Assistance Center. We appreciate you taking the time to write us in regards to your daughter's accident with her Saturn. I am much relived to hear that your daughter and her friend escaped injury.

We have documented your comments with the Customer Assistance Center under request number 71-673091657 and would like to investigate your concern further. We will follow-up with you on Wednesday October 22, 2008 between the hours of 11:00-1:00 pm Eastern Standard Time to discuss your concerns.

Below is a list of question pertaining to your daughter's car. If you could please complete and return it will help with your concern. Or if you would prefer to wait until tomorrow to give this information by phone, that would be sufficient.

Owner's full name:
Best time to contact?:
Day phone:
Evening phone:
Cell phone :
Year, Make, Model
VIN # (Vehicle Identification Number):
Owner Specific:
- Original owner?
- Primary driver?
- Personal or business use?

Vehicle Specific:
- Where purchased?
- If 2nd Owner, when/what mileage?
- Current approximate mileage?
- Extended Service Plan?

Concern Specific:
- Concern?
- When 1st notice concern?
- What conditions does concern occur?
- Where diagnosed?
- Estimated cost of the repair?
- Current location of vehicle?

...

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2008 02:27:14 PM	DEVOGECA	DEVOGECA	Scheduled Outbound Call Cust		Done	10/22/2008 12:51:17 PM	2nd attempt f/u pre par

Contact Last Name	Contact First Name	Account	BAC Code

SR 71-673 091657

Called 10/21/08 no answer, no answering machine.

Daughter was driving 2006 Saturn ION 1
*Steering Locked - caused accident
*Air bag did not deploy untill after the crash
*No injuries
*Car totaled

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2008 02:22:45 PM	DEVOGECA	DEVOGECA	Outbound Call Customer	Received No Answer	Done	10/21/2008 02:27:09 PM	1st attempt

Contact Last Name	Contact First Name	Account	BAC Code

Comments

SR 71-673091657

Daughter was driving 2006 Saturn ION 1
*Steering Locked - caused accident
*Air bag did not deploy untill after the crash
*No injuries
*Car totaled

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2008 09:06:49 AM	DEVOGECA	DEVOGECA	Scheduled Outbound Call Cust		Done	10/21/2008 02:22:43 PM	1st attempt Possible Pre-PAR

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

[redacted]

SR 71-673091657

*Steering Locked - caused accident
*Air bag did not deploy untill after the crash
*No injuries
*Car totaled

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/20/2008 03:25:07 PM		DEVOGECA	Email - Inbound		Done	10/21/2008 09:05:44 AM	Regarding My Saturn

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

DATE: 10/20/2008
TIME: 15:21:58
FIRST NAME: [redacted]
LAST NAME: [redacted]
EMAIL ADDRESS: [redacted]
ADDRESS: [redacted]
CITY: lancaster
STATE: CA
ZIP CODE: [redacted]
CONTACT METHOD: phone
PHONE: [redacted]
SUBJECT: Regarding My Saturn
MESSAGE : I bought a 2006 Saturn Ion for my duaghter in Apr.- May of 2005. My daughter was in a car accident on 10/08/08. She loss control of the car, the car rolled 4 times, she and her passenger are fine, thank God. My problem is that the Insurance inspection showed there was a problem with the steering wheel it lock on her while she was driving. My question is how do you handle this. The car is totaled, we have insurance. But what is your responsibilty in this? Her air bag did not deploy until after the accident, according to the fire department report.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front

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 :	1G8AJ55FX6Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAJ69 -2006 ION 2 SEDAN AUTOMATIC	Warranty Start Date :	05/03/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	07132	SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR	N/A	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/03/2006	24 miles	05/03/2009	36024 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/03/2006	24 miles	05/03/2012	100024 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/03/2006	24 miles	05/03/2014	80024 miles
36/50000 CALIFORNIA EMISSIONS	05/03/2006	24 miles	05/03/2009	50024 miles

96/100000 CALIFORNIA SELECT COMPONENT	05/03/2006	24 miles	05/03/2014	100024 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

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 :	1G8AJ55FX6Z[redacted]

CLAIM HISTORY

Vehicle Has No Associated Claim History

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	1G8AJ55FX6Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAJ69 -2006 ION 2 SEDAN AUTOMATIC		
Gross Vehicle Weight Rating :	1706 kg (3762 lb)	**Order Number :**	GER809
Build Date :	02/21/2006	**Build Plant :**	16ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AR9 - DLXE FRT BKT SEAT
BBC - BODY COLOR APPLIQUES	B37 - FLOOR MATS FRONT & REAR
C60 - AIR CONDITIONING W/DUST & POLLEN FILTER	D35 - O/S MIRROR
FE1 - SOFT RIDE SUSPENSION SYSTEM	FY1 - RATIO - 3.63
IPC - TRIM INTERIOR DESIGN	J41 - POWER BRAKE SYSTEM
K62 - 105 AMP GENERATOR	L61 - 2.2L 4CYL GAS ENGINE
MN5 - 4 SPEED AUTO TRANS	MX0 - MERCHANDISED TRANS AUTO PROVIS
NK5 - STANDARD STEERING WHEEL	NU3 - EMISSION SYSTEM CALIFORNIA
PG1 - STEEL WHEEL 15 X 6	P2W - WHEEL COVER, FLUSH SPORT
QTU - TIRE P195/60R15	RF3 - MERCHANDISED PKG SATURN
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN	UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH
US6 - FIXED ANTENNA, PAINTED, RADIO	UX7 - SPEAKER SYSTEM 4
U1C - AM/FM STEREO W/CD & INPUT JACK	VG6 - NOTICE TO BUYER LABEL - 5 MPH BUMPER IMPACT (CALF)
VG8 - NOTICE TO BUYER, VEHICLE LABEL	VK3 - LICENSE PLATE FRONT FRT
V73 - VEHICLE STATEMENT USA/CANADA	YF5 - CALIFORNIA EMISSIONS
13L - BRIGHT SILVER METALLIC	13U - SILVER NICKEL
17C - GREY CLOTH	17I - GRAY
6AB - SUSPENSION	7AB - SUSPENSION

8AF - SUSPENSION	9AF - SUSPENSION

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Jewasia7@aol.com
10/29/2008 03:27 PM

To dawn.McGuin@gm.com
cc
bcc
Subject Fwd: Police Report

[redacted]

Plan your next getaway with AOL Travel. Check out Today's Hot 5 Travel Deals!

----- (Message from ahodges@uci.edu on Mon, 27 Oct 2008 10:04:22 -0700 (PDT -----

[redacted]**:To**

re: Police Report **:Subject**

Like I said, there are a lot of things wrong with the police statement; like the fact that they don't include what the person who was actually in the car has to say, [redacted] How could they leave out HER statement, of all people? How would the witnesses who saw the accident know what was going on inside the car? If you don't want to help me pursue this because you don't believe me, that's fine. I'll still make sure you get your money.



accident.wma



Dawn McGuin /C/US/GM/GMC

10/29/2008 03:30 PM

To [redacted]

cc

bcc

Subject [redacted] accident (662128)

Good afternoon [redacted]

Per our conversation, please try forwarding the recording to me using the above email address.

Thank you
Dawn McGuin
Claims Administrator
ESIS/GM Central Claims
Office: (800)888-0164 ext 53380
Direct: (313)665-3380
Fax: (313)665-0911

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Dawn McGuin
Claims Administrator

October 31, 2008

VIA FACSIMILE ONLY (714.671.4743)

Jennifer Brown
Mercury Insurance Company

RE:	Claimant:	[redacted]
	Our File No.:	662128
	Your Claim:	Unknown at this time
	Our Client:	General Motors Corporation
	Date/Event:	October 8, 2008
	VIN:	1G8AJ55FX6Z[redacted]

Dear Ms. Brown:

I am writing to confirm our conversation of yesterday during which you agreed to allow us to inspect your insured's 2006 Saturn Ion and retrieve data from the air bag system. I estimate the inspection will take about 4 hours. I have requested Mr. Bill Smith to assist me with the vehicle inspection.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical. As we discussed, we will also provide a copy of the data to your insured.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:00 PM, EST.

Sincerely,

Dawn McGuin
Claims Administrator

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Dawn McGuin
Claims Administrator

October 31, 2008

[redacted]
Lancaster, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 662128
Our Client: General Motors Corporation
Date/Event: October 8, 2008

Dear [redacted]

I am writing to confirm our conversation of October 29, 2008 regarding your daughter's accident of October 8, 2008 in a 2006 Saturn Ion. 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.

Per our conversation, I understand that on October 8, 2008 your daughter, [redacted] was driving the 2006 Saturn Ion and for an unknown reason the steering locked up causing her to lose control of the vehicle, strike the guardrail and then rolled over. Your daughter sustained soreness to her neck, back and collar bone. You are alleging that the driver's frontal air bag did not deploy until after the accident and that the steering locked. If any of this information is incorrect or inaccurate, please advise me.

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

1. Documentation to substantiate the amount of damages to your vehicle;
2. All medical records concerning the injuries suffered as a result of this accident. An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident. Please be advised that we may or may not use the medical records to evaluate your claim;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim.

Please be advised that 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.

5

Once we have received the above information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST.

Sincerely,

Dawn McGuin
Claims Administrator

Enclosure



ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Dawn McGuin
Claims Administrator

November 18, 2008

[redacted]
Lancaster, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 662128
Our Client: General Motors Corporation
Date/Event: October 8, 2008
VIN: 1G8AJ55FX6Z[redacted]

Dear [redacted]

Please find enclosed a copy of the air bag data retrieved from the above vehicle. This copy is for your records.

We are still in the process of evaluating your claim and will contact you once it has been completed.

Sincerely,

Dawn McGuin
Claims Administrator

Enclosure

CDR File Information

Vehicle Identification Number	1G8AJ55FX6Z[redacted]
Investigator	BILL SMITH
Case Number	662128
Investigation Date	Wednesday, November 12 2008
Crash Date	Wednesday, October 8 2008
Filename	1G8AJ55FX6Z[redacted].CDR
Saved on	Wednesday, November 12 2008 at 01:09:57 PM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	Deployment Non-Deployment

Data Limitations

SDM Recorded Crash Events:
There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.
The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.
The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

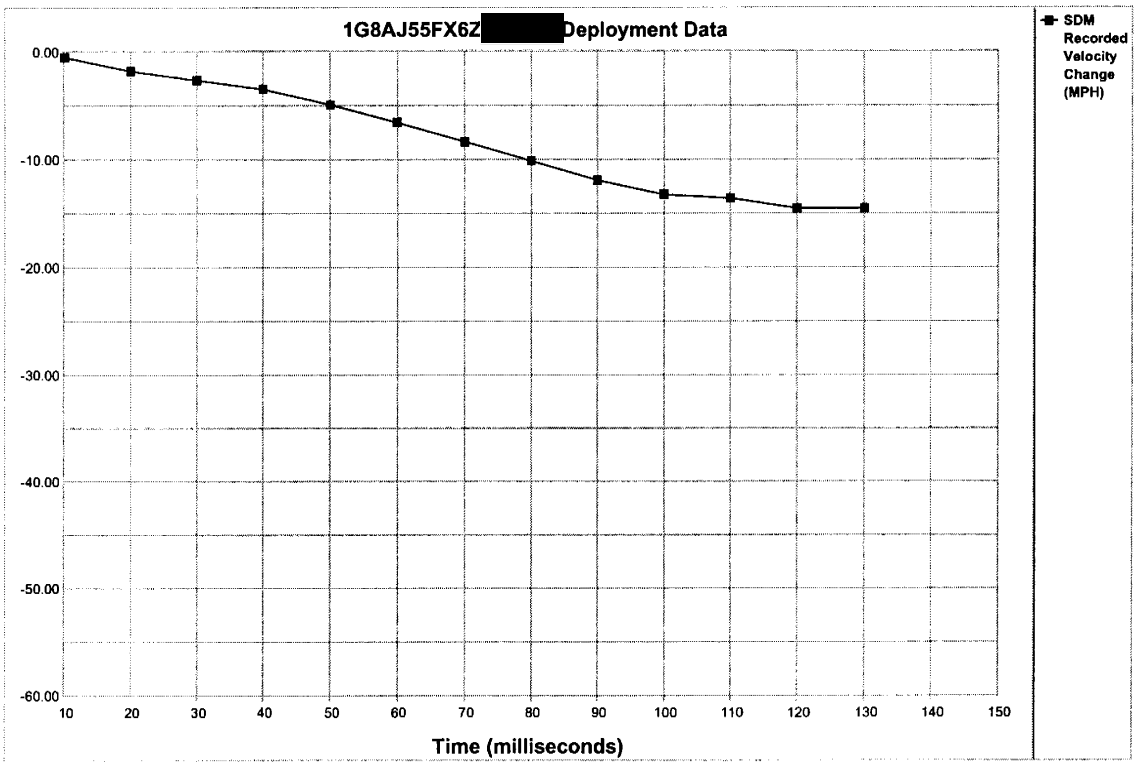
SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record the first 150 milliseconds of data after algorithm enable.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
-Driver's Belt Switch Circuit Status indicates the status of the driver's seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported other than the actual state.
-The Time between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted once a second by the Powertrain Control Module (PCM), via the vehicle's communication network, to the SDM.
-Brake Switch Circuit Status data is transmitted once a second by either the ABS module or the PCM, via the vehicle's communication network, to the SDM. Depending on vehicle option content, the Brake Switch Circuit Status data may not be available.
-The SDM may obtain Belt Switch Circuit Status data a number of different ways, depending on the vehicle architecture. Some switches are wired directly to the SDM, while others may obtain the data from various vehicle control modules, via the vehicle's communication network.

System Status At Deployment

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	BUCKLED
Passenger Belt Switch Circuit Status (If Equipped)	BUCKLED
Driver Seat Position Status (If Equipped)	Forward
Passenger Seat Position Status (If Equipped)	Forward
Ignition Cycles At Deployment	4592
Ignition Cycles At Investigation	4593
Maximum SDM Recorded Velocity Change (MPH)	-14.77
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	127.5
Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	32.5
Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	N/A
Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	32.5
Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	N/A
Time Between Non-Deployment And Deployment Events (sec)	N/A
Event Recording Complete	Yes

Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle
-5	67	2240	0
-4	67	3008	42
-3	68	3008	40
-2	64	2112	0
-1	61	2880	45

Seconds Before AE	Brake Switch Circuit Status
-8	OFF
-7	OFF
-6	OFF
-5	OFF
-4	OFF
-3	OFF
-2	ON
-1	OFF



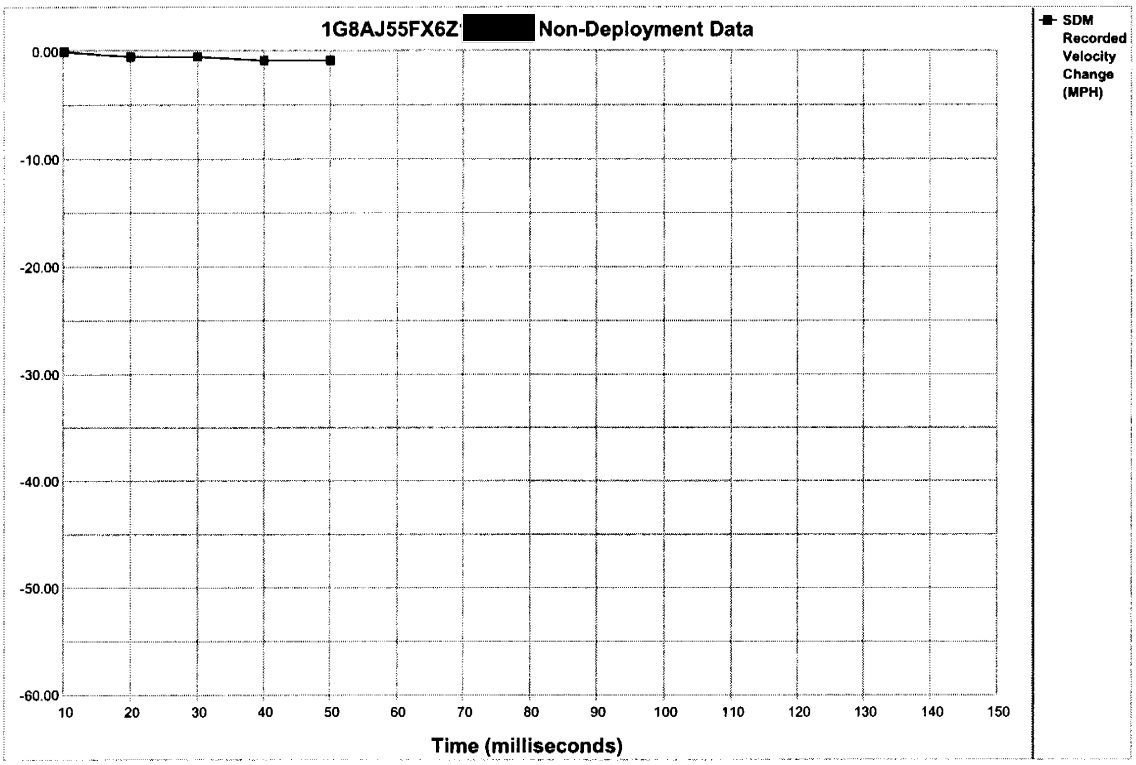
Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Recorded Velocity Change	-0.44	-1.76	-2.63	-3.51	-4.83	-6.58	-8.34	-10.09	-11.85	-13.16	-13.60	-14.48	-14.48	N/A	N/A

System Status At Non-Deployment

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	BUCKLED
Passenger Belt Switch Circuit Status (If Equipped)	UNBUCKLED
Driver Seat Position Status (If Equipped)	Forward
Passenger Seat Position Status (If Equipped)	Forward
Ignition Cycles At Non-Deployment	4009
Ignition Cycles At Investigation	4593
Maximum SDM Recorded Velocity Change (MPH)	-1.14
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	50
A Deployment was Commanded Prior to this Event	No
Event Recording Complete	Yes

Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle
-5	62	1984	0
-4	60	1856	0
-3	57	1792	0
-2	53	1600	0
-1	39	1152	0

Seconds Before AE	Brake Switch Circuit Status
-8	OFF
-7	OFF
-6	OFF
-5	OFF
-4	ON
-3	ON
-2	ON
-1	ON



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Recorded Velocity Change	0.00	-0.44	-0.44	-0.88	-0.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

$01	A0	3B	00	00	00	00
$02	AB	C7	00	00	00	00
$03	41	53	36	30	33	39
$04	4B	34	43	59	36	31
$05	02	41	00	00	C3	00
$06	22	72	57	28	00	00
$10	FD	C1	FE	00	00	00
$11	95	00	00	00	00	84
$12	60	40	FF	FF	00	00
$13	0A	00	00	00	00	00
$14	F3	04	ED	05	50	00
$18	84	84	85	49	FF	00
$1C	38	FA	41	FA	FA	FA
$1D	FA	38	FA	41	FA	FA
$1E	FA	FA	00	00	00	00
$1F	FF	06	00	00	00	00
$20	40	00	00	58	FE	00
$21	FF	FF	FF	FF	FF	FF
$22	FF	FF	FF	FF	00	00
$23	00	01	01	02	02	FF
$24	FF	FF	FF	FF	FF	FF
$25	FF	FF	FF	05	00	00
$26	3E	55	5C	61	64	F0
$27	00	00	00	00	00	00
$28	12	19	1C	1D	1F	00
$29	FE	0A	FE	00	00	00
$2A	00	00	00	00	00	00
$2B	00	00	00	00	00	00
$2C	00	00	FF	00	00	53
$2D	00	00	00	00	00	00
$2E	00	00	22	00	00	00
$30	60	00	00	14	FC	00
$31	FF	FF	FF	FF	FF	FF
$32	FF	FF	FF	FF	00	00
$33	1A	1A	00	00	03	03
$34	00	00	01	04	06	08
$35	0B	0F	13	17	1B	1E
$36	1F	21	21	FF	FF	0D
$37	62	67	6D	6C	6B	40
$38	74	00	66	6C	00	00
$39	2D	21	2F	2F	23	00
$3A	FD	C1	FF	00	00	00
$3B	31	31	00	00	00	00
$3C	5D	04	36	00	00	AA
$3D	00	00	00	00	00	00
$3E	00	00	00	00	00	00
$40	FF	FF	FF	FF	FF	00
$41	FF	FF	FF	FF	FF	FF
$42	FF	FF	FF	FF	00	00
$43	FF	FF	FF	00	00	00
$44	FF	00	00	00	00	00
$50	00	00	00	00	0C	06
$51	14	AA	00	00	00	00
$60	0D	0D	00	00	5F	2F
$61	33	00	00	00	00	00

Comments

LAMP TEST-FLASHES AND STAYS ON
DOWNLOAD THROUGH DLC WITH EXTERNAL POWER SOURCE
MILEAGE-
INSURANCE AUTO AUCTION, ANAHEIM, CA
BILL SMITH ESIS/GM CLAIMS UNIT

TRAFFIC COLLISION REPORT

CHP 555 Page 1 (Rev. 11-06) OPI 065

SPECIAL CONDITIONS | NUMBER KILLED: 0 | NUMBER INJURED: 2 | HIT & RUN FELONY ☐ | HIT & RUN MISDEMEANOR ☐ | CITY: FOUNTAIN VALLEY | COUNTY: ORANGE | REPORTING DISTRICT | JUDICIAL DISTRICT: WJC | BEAT: 40 | LOCAL RECORD NUMBER: 2008100077 | DAY OF WEEK: S M T (W) T F S | TOW AWAY: ☒ YES ☐ NO

LOCATION

COLLISION OCCURRED ON: I-405 N/B | MO. 10 | DAY 08 | YEAR 08 | TIME (2400) 1415 | NCIC #: 9670 | OFFICER I.D.: 14497

MILEPOST INFORMATION | GPS COORDINATES: LATITUDE 33.71354 LONGITUDE -117.96413 | PHOTOGRAPHS BY: ☒ NONE

☐ AT INTERSECTION WITH

☒ OR: 398 FEET/MILES N OF BUSHARD STREET O/C | STATE HWY REL ☒ YES ☐ NO

PARTY 1

DRIVER'S LICENSE NUMBER: [redacted] | STATE: CA | CLASS: C | AIR BAG: M | SAFETY EQUIP.: 6

DRIVER ☒ | NAME (FIRST, MIDDLE, LAST): [redacted]

PEDES-TRIAN ☐ | STREET ADDRESS: [redacted]

PARKED VEHICLE ☐ | CITY/STATE/ZIP: SANTA ANA CA [redacted]

BICY-CLIST ☐ | SEX: F | HAIR: BRN | EYES: BRN | HEIGHT: 5-07 | WEIGHT: 185 | BIRTHDATE: [redacted] | RACE: B

OTHER ☐ | HOME PHONE: [redacted] | BUSINESS PHONE: NONE

INSURANCE CARRIER: CALIFORNIA AUTOMOBILE INS (BINDER) | POLICY NUMBER:

DIR OF TRAVEL: N | ON STREET OR HIGHWAY: I-405 | SPEED LIMIT: 65

VEH. YEAR: 06 | MAKE/MODEL/COLOR: SATURN/40R/GRY 10N | LICENSE NUMBER: [redacted] | STATE: CA

OWNER'S NAME: [redacted] ☐ SAME AS DRIVER

OWNER'S ADDRESS: [redacted] LANCASTER CA [redacted] ☐ SAME AS DRIVER

DISPOSITION OF VEHICLE ON ORDERS OF: ☒ OFFICER ☐ DRIVER ☐ OTHER

METRO PRO [redacted]

PRIOR MECHANICAL DEFECTS: ☒ NONE APPARENT ☐ REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER:

VEHICLE TYPE: 01 | DESCRIBE VEHICLE DAMAGE: ☐ UNK. ☐ NONE ☐ MINOR ☐ MOD. ☒ MAJOR ☒ ROLL-OVER | SHADE IN DAMAGED AREA

CA ____ DOT ____

CAL-T ____ TCP/PSC ____ MC/MX ____

PARTY 2

DRIVER'S LICENSE NUMBER | STATE | CLASS | AIR BAG | SAFETY EQUIP.

DRIVER ☐ | NAME (FIRST, MIDDLE, LAST)

PEDES-TRIAN ☐ | STREET ADDRESS

PARKED VEHICLE ☐ | CITY/STATE/ZIP

BICY-CLIST ☐ | SEX | HAIR | EYES | HEIGHT | WEIGHT | BIRTHDATE Mo Day Year | RACE

OTHER ☐ | HOME PHONE | BUSINESS PHONE

INSURANCE CARRIER | POLICY NUMBER

DIR OF TRAVEL | ON STREET OR HIGHWAY | SPEED LIMIT

VEH. YEAR | MAKE/MODEL/COLOR | LICENSE NUMBER | STATE

OWNER'S NAME ☐ SAME AS DRIVER

OWNER'S ADDRESS ☐ SAME AS DRIVER

DISPOSITION OF VEHICLE ON ORDERS OF: ☐ OFFICER ☐ DRIVER ☐ OTHER

PRIOR MECHANICAL DEFECTS: ☐ NONE APPARENT ☐ REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER:

VEHICLE TYPE | DESCRIBE VEHICLE DAMAGE: ☐ UNK. ☐ NONE ☐ MINOR ☐ MOD. ☐ MAJOR ☐ ROLL-OVER | SHADE IN DAMAGED AREA

CA ____ DOT ____

CAL-T ____ TCP/PSC ____ MC/MX ____

PARTY 3

DRIVER'S LICENSE NUMBER | STATE | CLASS | AIR BAG | SAFETY EQUIP.

DRIVER ☐ | NAME (FIRST, MIDDLE, LAST)

PEDES-TRIAN ☐ | STREET ADDRESS

PARKED VEHICLE ☐ | CITY/STATE/ZIP

BICY-CLIST ☐ | SEX | HAIR | EYES | HEIGHT | WEIGHT | BIRTHDATE Mo Day Year | RACE

OTHER ☐ | HOME PHONE | BUSINESS PHONE

INSURANCE CARRIER | POLICY NUMBER

DIR OF TRAVEL | ON STREET OR HIGHWAY | SPEED LIMIT

VEH. YEAR | MAKE/MODEL/COLOR | LICENSE NUMBER | STATE

OWNER'S NAME ☐ SAME AS DRIVER

OWNER'S ADDRESS ☐ SAME AS DRIVER

DISPOSITION OF VEHICLE ON ORDERS OF: ☐ OFFICER ☐ DRIVER ☐ OTHER

PRIOR MECHANICAL DEFECTS: ☐ NONE APPARENT ☐ REFER TO NARRATIVE

VEHICLE IDENTIFICATION NUMBER:

VEHICLE TYPE | DESCRIBE VEHICLE DAMAGE: ☐ UNK. ☐ NONE ☐ MINOR ☐ MOD. ☐ MAJOR ☐ ROLL-OVER | SHADE IN DAMAGED AREA

CA ____ DOT ____

CAL-T ____ TCP/PSC ____ MC/MX ____

PREPARER'S NAME: #14497 OFFICER J.C BRAMLETT | DISPATCH NOTIFIED: ☒ YES ☐ NO ☐ N/A | REVIEWER'S NAME | H & R ____ CO. RD. ____ CITE | 8/VR | DATE REVIEWED: OCT 16 2008

Destroy previous editions ____ COR ____

c555 b06.frp

TRAFFIC COLLISION CODING

CHP 555 Page 2 (Rev. 7-03) OPI 065

DATE OF COLLISION (MM-DD-YY)	TIME (2400)	NCIC #	OFFICER I.D.	NUMBER
10-08-08	1415	4670	14497	

PROPERTY DAMAGE

OWNER'S NAME	OWNER'S ADDRESS	NOTIFIED
		☐ YES

DESCRIPTION OF DAMAGE

SEATING POSITION



1 - DRIVER
2 TO 6 - PASSENGERS
7 - STATION WAGON REAR
8 - REAR OCC. TRK. OR VAN
9 - POSITION UNKNOWN
0 - OTHER

OCCUPANTS
A - NONE IN VEHICLE
B - UNKNOWN
C - LAP BELT USED
D - LAP BELT NOT USED
E - SHOULDER HARNESS USED
F - SHOULDER HARNESS NOT USED
G - LAP/SHOULDER HARNESS USED
H - LAP/SHOULDER HARNESS NOT USED
J - PASSIVE RESTRAINT USED
K - PASSIVE RESTRAINT NOT USED

SAFETY EQUIPMENT

L - AIR BAG DEPLOYED
M - AIR BAG NOT DEPLOYED
N - OTHER
P - NOT REQUIRED

CHILD RESTRAINT
O - IN VEHICLE USED
R - IN VEHICLE NOT USED
S - IN VEHICLE USE UNKNOWN
T - IN VEHICLE IMPROPER USE

M / C BICYCLE HELMET
DRIVER: V - NO, W - YES
PASSENGER: X - NO, Y - YES

EJECTED FROM VEHICLE
0 - NOT EJECTED
1 - FULLY EJECTED
2 - PARTIALLY EJECTED
3 - UNKNOWN

INATTENTION CODES

A - CELLPHONE HANDHELD
B - CELLPHONE HANDSFREE
C - ELECTRONIC EQUIPMENT
D - RADIO / CD
E - SMOKING
F - EATING
G - CHILDREN
H - ANIMALS
I - PERSONAL HYGIENE
J - READING
K - OTHER

ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.

PRIMARY COLLISION FACTOR LIST NUMBER (#) OF PARTY AT FAULT

1

- A VC SECTION VIOLATED: 22107VC — CITED: ☑ YES ☐ NO
- B OTHER IMPROPER DRIVING*:
- C OTHER THAN DRIVER*
- D UNKNOWN*

WEATHER (MARK 1 TO 2 ITEMS)

- X A CLEAR
- B CLOUDY
- C RAINING
- D SNOWING
- E FOG / VISIBILITY — FT.
- F OTHER*:
- G WIND

LIGHTING

- X A DAYLIGHT
- B DUSK - DAWN
- C DARK - STREET LIGHTS
- D DARK - NO STREET LIGHTS
- E DARK - STREET LIGHTS NOT FUNCTIONING*

ROADWAY SURFACE

- X A DRY
- B WET
- C SNOWY - ICY
- D SLIPPERY (MUDDY, OILY, ETC.)

ROADWAY CONDITION(S) (MARK 1 TO 2 ITEMS)

- A HOLES, DEEP RUT*
- B LOOSE MATERIAL ON ROADWAY*
- C OBSTRUCTION ON ROADWAY*
- D CONSTRUCTION - REPAIR ZONE
- E REDUCED ROADWAY WIDTH
- F FLOODED*
- G OTHER*:
- X H NO UNUSUAL CONDITIONS

TRAFFIC CONTROL DEVICES

	1	2	3
A CONTROLS FUNCTIONING			
B CONTROLS NOT FUNCTIONING*			
C CONTROLS OBSCURED			
X D NO CONTROLS PRESENT / FACTOR*	X		

TYPE OF COLLISION

- A HEAD - ON
- B SIDE SWIPE
- C REAR END
- D BROADSIDE
- X E HIT OBJECT
- F OVERTURNED
- G VEHICLE / PEDESTRIAN
- H OTHER*:

MOTOR VEHICLE INVOLVED WITH

- A NON - COLLISION
- B PEDESTRIAN
- C OTHER MOTOR VEHICLE
- D MOTOR VEHICLE ON OTHER ROADWAY
- E PARKED MOTOR VEHICLE
- F TRAIN
- G BICYCLE
- H ANIMAL:
- X I FIXED OBJECT: CONCRETE BARRIER WALL
- J OTHER OBJECT:

PEDESTRIAN'S ACTIONS

- X A NO PEDESTRIANS INVOLVED
- B CROSSING IN CROSSWALK - AT INTERSECTION
- C CROSSING IN CROSSWALK - NOT AT INTERSECTION
- D CROSSING - NOT IN CROSSWALK
- E IN ROAD - INCLUDES SHOULDER
- F NOT IN ROAD
- G APPROACHING / LEAVING SCHOOL BUS

SPECIAL INFORMATION

	1	2	3
A HAZARDOUS MATERIAL			
B CELL PHONE HANDHELD IN USE			
C CELL PHONE HANDSFREE IN USE			
D CELL PHONE NOT IN USE			
E SCHOOL BUS RELATED			
F 75 FT MOTORTRUCK COMBO			
G 32 FT TRAILER COMBO			
H			
I			
J			
K			
L			
M			
N			
O			

OTHER ASSOCIATED FACTOR(S) (MARK 1 TO 2 ITEMS)

	1	2	3
A VC SECTION VIOLATION — CITED ☐ YES ☐ NO			
B VC SECTION VIOLATION — CITED ☐ YES ☐ NO			
C VC SECTION VIOLATION — CITED ☐ YES ☐ NO			
D [redacted]			
E VISION OBSCUREMENT:			
F INATTENTION* :			
G STOP & GO TRAFFIC			
H ENTERING / LEAVING RAMP			
I PREVIOUS COLLISION			
J UNFAMILIAR WITH ROAD			
K DEFECTIVE VEH. EQUIP.: CITED ☐ YES ☐ NO			
L UNINVOLVED VEHICLE			
M OTHER*:			
X N NONE APPARENT	X		
O RUNAWAY VEHICLE			

MOVEMENT PRECEDING COLLISION

	1	2	3
A STOPPED			
B PROCEEDING STRAIGHT			
C RAN OFF ROAD			
D MAKING RIGHT TURN			
E MAKING LEFT TURN			
F MAKING U TURN			
G BACKING			
H SLOWING / STOPPING			
I PASSING OTHER VEHICLE			
J CHANGING LANES			
K PARKING MANEUVER			
L ENTERING TRAFFIC			
M OTHER UNSAFE TURNING			
N XING INTO OPPOSING LANE			
O PARKED			
P MERGING			
Q TRAVELING WRONG WAY			
X R OTHER*: UNSAFE TURN ON FWY			

SOBRIETY - DRUG PHYSICAL (MARK 1 TO 2 ITEMS)

	1	2	3
X A HAD NOT BEEN DRINKING			
B HBD - UNDER INFLUENCE			
C HBD - NOT UNDER INFLUENCE*			
D HBD - IMPAIRMENT UNKNOWN*			
E UNDER DRUG INFLUENCE*			
F IMPAIRMENT - PHYSICAL*			
G IMPAIRMENT NOT KNOWN			
H NOT APPLICABLE			
I SLEEPY / FATIGUED*			

SKETCH

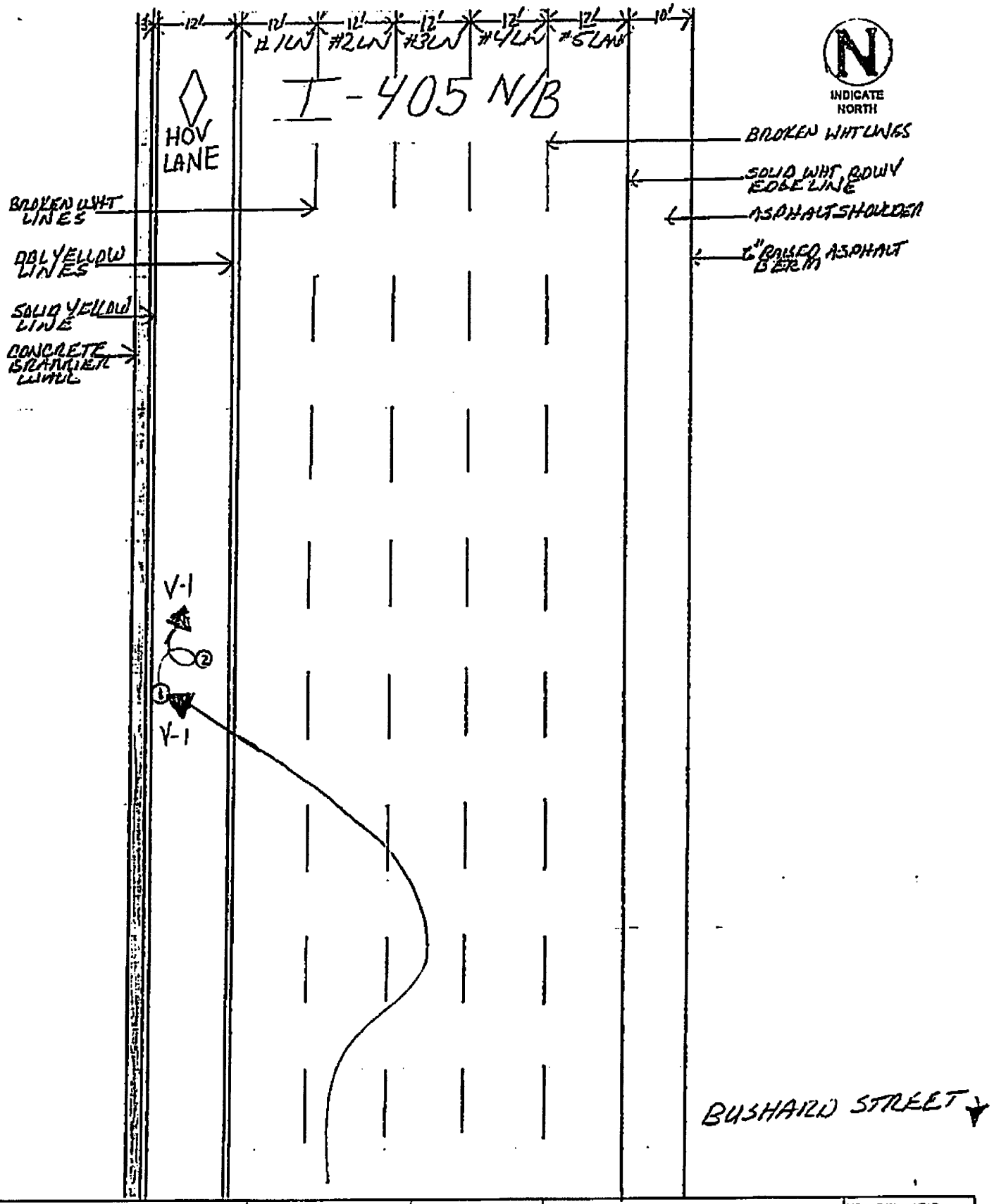
SEE PAGE #3

INDICATE NORTH

MISCELLANEOUS

DATE OF COLLISION (MO. DAY YEAR)	TIME (2400)	NCIC #	OFFICER I.D.	NUMBER
10-08-08	1415	9670	14497	

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE =)



PREPARED BY	I.D. NUMBER	MO. DAY YEAR	REVIEWER'S NAME	MO. DAY YEAR
OFFICER J.C. BRANDT	#14497	10 08 08		

STATE OF CALIFORNIA
INJURED / WITNESS / PASSENGERS
CHP 555 Page 3 (Rev. 1-03) OPI 061

DATE OF COLLISION (MO. DAY YEAR): 10 08 08 | TIME (2400): 1415 | CASE #: 9670 | OFFICER I.D.: 14497 | NUMBER:

WITNESS ONLY	PASSENGER ONLY	AGE	SEX	EXTENT OF INJURY ("X" ONE) FATAL INJURY	SEVERE INJURY	OTHER VISIBLE INJURY	COMPLAINT OF PAIN	INJURED WAS ("X" ONE) DRIVER	PASS.	PED.	BICYCLIST	OTHER	PARTY NUMBER	SEAT POS.	AIR BAG	SAFETY EQUIP.	EJECTED
☐#	☐	20	F	☐	☐	☐	☒	☒	☐	☐	☐	☐	1	1	M	G	O

[redacted] SANTA ANA CA [redacted]
(INJURED ONLY) TRANSPORTED BY: CARE AMBULANCE TAKEN TO: UCI MEDICAL CENTER (ORANGE, CA) [redacted]
DESCRIBE INJURIES: COMPLAINT OF PAIN IN HEAD

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐#	☐	20	F	☐	☐	☒	☐	☐	☒	☐	☐	☐	1	3	M	G	O

[redacted] XY [redacted] SANTA ANA CA [redacted]
(INJURED ONLY) TRANSPORTED BY: CARE AMBULANCE TAKEN TO: UCI MEDICAL CENTER (ORANGE, CA) [redacted]
DESCRIBE INJURIES: ABRASION ON RIGHT SHOULDER, CUT ON RIGHT FOOT

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☒# 1	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D. O. B. / ADDRESS: [redacted] 11-28-83 TELEPHONE
(INJURED ONLY) TRANSPORTED BY: TAKEN TO: [redacted]
DESCRIBE INJURIES

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☒# 2	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D. O. B. / ADDRESS: [redacted] 9-8-65 TELEPHONE
(INJURED ONLY) TRANSPORTED BY: TAKEN TO: (H) (W) [redacted]
DESCRIBE INJURIES

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐#	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

NAME / D. O. B. / ADDRESS: TELEPHONE
(INJURED ONLY) TRANSPORTED BY: TAKEN TO
DESCRIBE INJURIES

☐ VICTIM OF VIOLENT CRIME NOTIFIED

☐#	☐			☐	☐	☐	☐	☐	☐	☐	☐	☐					

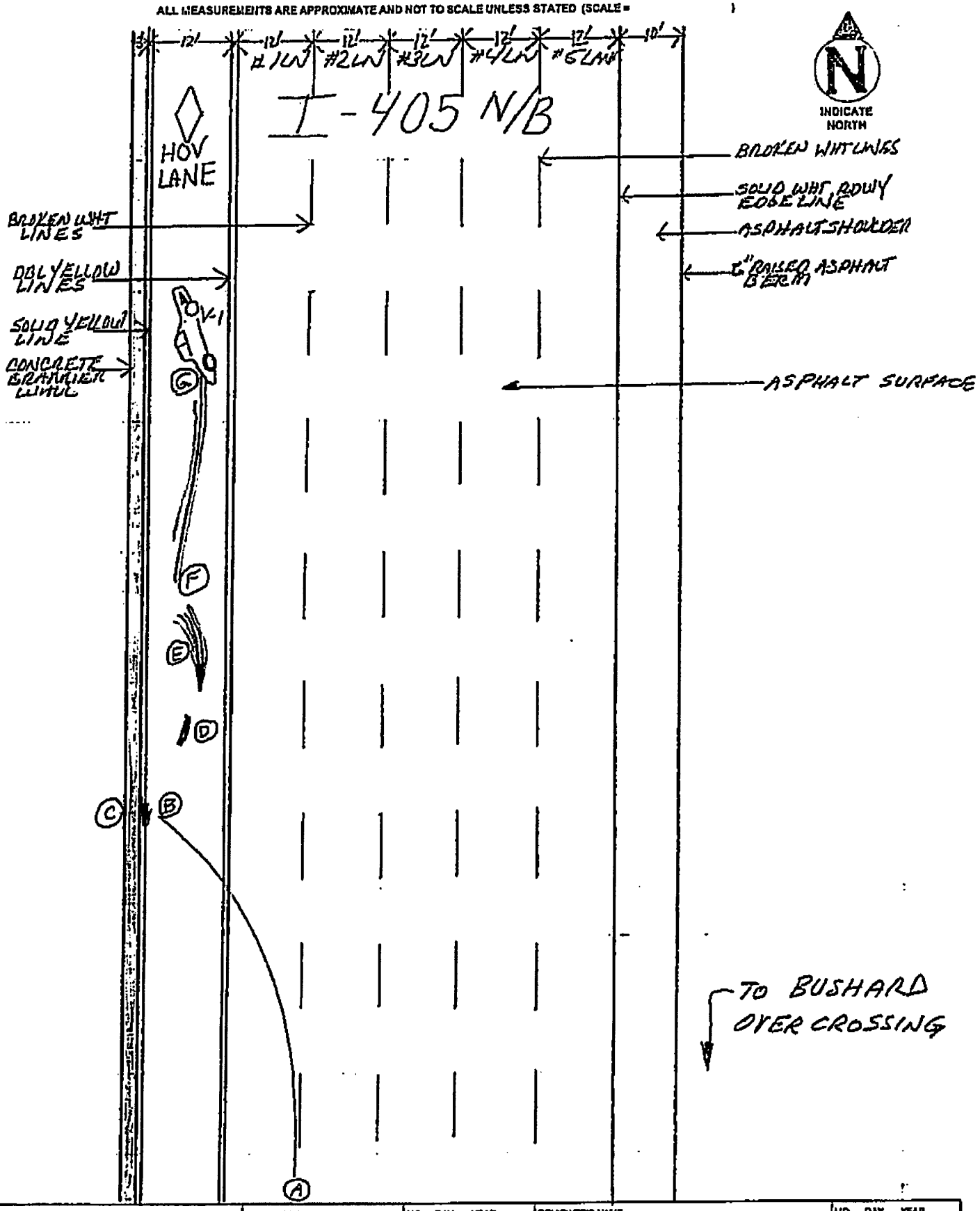
NAME / D. O. B. / ADDRESS: TELEPHONE
(INJURED ONLY) TRANSPORTED BY: TAKEN TO:
DESCRIBE INJURIES

☐ VICTIM OF VIOLENT CRIME NOTIFIED

PREPARER'S NAME	I.D. NUMBER	MO. DAY YEAR	REVIEWER'S NAME	MO DAY YEAR
OFFICER J. CHAMLETT	14497	10 08 08		

DATE OF COLLISION (MO. DAY YEAR)	TIME (2400)	NCIC #	OFFICER I.D.	NUMBER
10-8-08	1415	9670	14497	

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE =)



PREPARED BY	I.D. NUMBER	MO. DAY YEAR	REVIEWER'S NAME	MO. DAY YEAR
D. E. HASKIN	13123	10-10-08		

OSP 03 75578

FACTUAL DIAGRAM LEGEND

DATE OF COLLISION	TIME (2400)	BEAT NUMBER	OFFICER ID	NUMBER
10-8-08	1415	9670	14497	

VEHICLE POINTS OF REST

VEH	WHEEL	FT.	DIR.	REFERENCE POINT	FT.	DIR.	REFERENCE POINT
V-1	L/F	626	N	OF W. EDGE OF BUSHARD o/c	67	W	E. RDWY EDGE I-405 N/B
V-1	L/R	616	N	OF W. EDGE OF BUSHARD o/c	64	W	E. RDWY EDGE I-405 N/B

PHYSICAL EVIDENCE

ITEM	DESCRIPTION
A	BEGIN TIRE MARK
B	END TIRE MARK
C	PAINT TRANSFERS ON CENTER WALL
D	3 FOOT LONG GOUGE IN ASPHALT (CENTER POINT)
E	FLUID/OIL SPRAY ON PAVEMENT (CENTER POINT OF 8'X4' AREA)
F	BEGIN SCRAPE ON PAVEMENT
G	END SCRAPE ON PAVEMENT

LOCATION OF PHYSICAL EVIDENCE

ITEM	FT.	DIR.	FIRST REFERENCE POINT	FT.	DIR.	SECOND REFERENCE POINT
A	253	N	OF W. EDGE OF BUSHARD o/c	49	W	E. RDWY EDGE OF I-405 N/B
B	398	N	OF W. EDGE OF BUSHARD o/c	74	W	E. RDWY EDGE OF I-405 N/B
C	392	N	OF W. EDGE OF BUSHARD o/c	—	—	AT CENTER DIVIDER WALL
D	458	N	OF W. EDGE OF BUSHARD o/c	66	W.	E. RDWY EDGE OF I-405 N/B
E	488	N	OF W. EDGE OF BUSHARD o/c	65	W	E. RDWY EDGE OF I-405 N/B
F	508	N	OF W. EDGE OF BUSHARD o/c	70	W	E. RDWY EDGE OF I-405 N/B
G	615	N	OF W. EDGE OF BUSHARD o/c	62	W	E RDWY EDGE OF I-405 N/B

PREPARER'S NAME AND ID NUMBER	DATE	REVIEWER'S NAME	DATE
D. E. HASKIN 13123	10-10-08		

FACTS:

NOTIFICATION:

I received a call of a traffic collision, with no details, from CHP Dispatch at approximately 1419 hours. I responded from Westminster and Goldenwest and arrived on scene at approximately 1430 hours.

All speeds, times, and measurements are approximate. Measurements were obtained by estimate, odometer, rolatape, and foot pace. Summary, Area of Impact, and Cause were determined by statements.

SCENE:

I-405 northbound at the traffic collision scene is a five lane freeway, constructed of concrete, located in the City of Fountain Valley, with a single lane designated for HOV. The traffic lanes are individually separated by painted broken white lines and are bounded on both sides by asphalt shoulders. The west shoulder is marked by a painted solid yellow line and meets with a raised concrete K-Rail barrier wall. The east roadway edge is marked by a solid white line. The barrier wall separates northbound traffic from southbound traffic. The weather was clear and the roadway was dry. No unusual roadway conditions were noted or found. See factual diagram and physical evidence legend for further details.

PARTIES:

PARTY #1 [redacted]

P-1 was found at the traffic collision scene lying on a backboard being cared for by on scene paramedics from Care Ambulance. P-1 identified herself as [redacted] with a date of birth of 01-12-88, and stated she was driver of V-1 at the time of collision. A DMV inquiry was made and matched the subject's identifying information. P-1 was determined to be the driver of V-1 by her statements and injuries.

VEHICLE #1 SATURN ION

V-1 was found on it left side stopped in the HOV lane. V-1 sustained major damage to its left side and front end as a result of the traffic collision, including the front bumper, fender, grille, left side fender, left side doors, and tires. No prior mechanical defects were claimed or noted. V-1's seatbelts were determined to be in good working order.

PHYSICAL EVIDENCE:

1. Damage to the left side of V-1
2. Gouge marks on concrete barrier wall
3. Gouge marks on roadway.

STATEMENTS:

PARTY #1 [redacted]
P-1 said she was driving northbound on the I-405 in an unknown lane at approximately 70 mph. P-1 said she tried to pass and over take a vehicle and when she turned right she lost control of V-1. P-1 said she swerved left and struck the concrete barrier wall. P-1 could not provide any further information regarding the collision. I asked P-1 if someone cut her off. P-1 said, "No."

WITNESS #1 [redacted]
W-1 was contacted at the traffic collision scene and related the following information. W-1 said he was driving northbound on the I-405 freeway, traveling in the #2 lane, at approximately 65-70 mph. W-1 said he was approximately two car lengths directly behind V-1. W-1 said there were no other cars around her. W-1 said all of a sudden, for no apparent reason, the driver of P-1 swerved right. W-1 said it looked like she tried to correct herself because she swerved back to the left hard and lost control of V-1. W-1 said V-1 overturned and came to rest on its side after striking the concrete barrier wall. W-1 said it was strange because there were no other cars near or around V-1 when P-1 swerved so abruptly. W-1 said everyone traveling in the lanes next to him slowed and watched as V-1 overturned out of control. W-1 said P-1 was very lucky she didn't get hit by any other vehicles.

WITNESS #2 [redacted]
W-2 was contacted at the traffic collision scene and basically related the same information as W-1. W-2 said he was farther back traveling behind W-2. W-2 said it was strange because there were no other cars around her. W-2 said no one hit her or swerved in front of her. W-2 said P-1 just swerved to the right for no apparent reason and when she went back left she lost it and hit the wall.

SUMMARY:

P-1 [redacted] was driving V-1 (Saturn) northbound on the I-405 freeway, in the #2 lane, at an estimated speed of 65 mph, north of Bushard Street. For an undetermined reason, P-1 abruptly swerved to the right in V-1. P-1 then counter steered to the left and lost control of V-1. V-1 continued in a north westerly direction across the northbound traffic lane and the front end of V-1 struck the concrete barrier wall in the center divider. V-1 continued up the wall overturned and landed on its left side facing in a northerly direction in the HOV lane.

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
10-08-08	1415	9670	#14497	20080100077

AREA OF IMPACT:

AOI #1 V-2 vs. Concrete Barrier Wall
The Area of Impact was approximately 398 feet north of the north edge of the Bushard Street over crossing and approximately 63 feet west of the east roadway edge line of the northbound I-405 #4 lane.

CAUSE:

P-1 [redacted] was determined to be the cause of this collision. P-1 made an unsafe turning movement, abruptly swerved to the left, lost control of V-1, and stuck the concrete barrier wall. P-1 [redacted] was in violation of 22107CVC Unsafe turning movement. The cause of this collision was determined by statements.

RECOMMENDATIONS:

None.

PREPARER'S NAME	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
Officer J. C. Bramlett	#14497	10-09-08		

STATEMENTS:

PARTY #1 [redacted]
P-1 said she was driving northbound on the I-405 in an unknown lane at approximately 70 mph. P-1 said she tried to pass and over take a vehicle and when she turned right she lost control of V-1. P-1 said she swerved left and struck the concrete barrier wall. P-1 could not provide any further information regarding the collision. I asked P-1 if someone cut her off. P-1 said, "No."

WITNESS #1 [redacted]
W-1 was contacted at the traffic collision scene and related the following information. W-1 said he was driving northbound on the I-405 freeway, traveling in the #2 lane, at approximately 65-70 mph. W-1 said he was approximately two car lengths directly behind V-1. W-1 said there were no other cars around her. W-1 said all of a sudden, for no apparent reason, the driver of P-1 swerved right. W-1 said it looked like she tried to correct herself because she swerved back to the left hard and lost control of V-1. W-1 said V-1 overturned and came to rest on its side after striking the concrete barrier wall. W-1 said it was strange because there were no other cars near or around V-1 when P-1 swerved so abruptly. W-1 said everyone traveling in the lanes next to him slowed and watched as V-1 overturned out of control. W-1 said P-1 was very lucky she didn't get hit by any other vehicles.

WITNESS #2 [redacted]
W-2 was contacted at the traffic collision scene and basically related the same information as W-1. W-2 said he was farther back traveling behind W-2. W-2 said it was strange because there were no other cars around her. W-2 said no one hit her or swerved in front of her. W-2 said P-1 just swerved to the right for no apparent reason and when she went back left she lost it and hit the wall.

SUMMARY:

P-1 [redacted] was driving V-1 (Saturn) northbound on the I-405 freeway, in the #2 lane, at an estimated speed of 65 mph, north of Bushard Street. For an undetermined reason, P-1 abruptly swerved to the right in V-1. P-1 then counter steered to the left and lost control of V-1. V-1 continued in a north westerly direction across the northbound traffic lane and the front end of V-1 struck the concrete barrier wall in the center divider. V-1 continued up the wall overturned and landed on its left side facing in a northerly direction in the HOV lane.

AREA OF IMPACT:

AOI #1 V-2 vs. Concrete Barrier Wall
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CAUSE:

P-1 [redacted] was determined to be the cause of this collision. P-1 made an unsafe turning movement, abruptly swerved to the left, lost control of V-1, and stuck the concrete barrier wall. P-1 [redacted] was in violation of 22107CVC Unsafe turning movement. The cause of this collision was determined by statements.

RECOMMENDATIONS:

None.

MERCURY
INSURANCE GROUP

P.O Box 1150
Brea, CA 92822
(714) 255-5001

February 27, 2009

RECEIVED
MAR 0 6 2009
ESIS-GM CLAIMS UNIT

Esis/Gm Central Claims Unit
P.O. Box 300
Mailcode 482 C19 B61
Detroit, Mi 48265-3000

RE: Insured: [redacted]
Claim Number: 20080010006131-96
Date of Loss: October 8, 2008
Your file number: 662128

Dear Ms. [redacted]

This is to advise you that we are unable to resolve this claim at this time. In order to do so, we need the following:

- Pending the outcome of your steering column investigation

We will continue to advise you of the status of this claim on a regular basis.

Please understand that we will continue to do everything possible to conclude this claim in a fair and prompt manner. Should you have any questions or wish to discuss the matter, please contact me at your convenience at (714) 255-5001, ext. 7651.

Sincerely,
MERCURY INSURANCE COMPANY

JENNIFER BROWN
Claims Adjuster
Inland Claims

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Dawn McGuin
Claims Administrator

March 11, 2009

Jennifer Brown
Mercury Insurance Group
PO Box 1150
Brea, CA 92822

RE:	Claimant:	[redacted]
	Our File No.:	662128
	Your Claim:	20080010006131-96
	Our Client:	General Motors Corporation
	Date/Event:	October 8, 2008
	Vehicle:	2006 Saturn Ion
	VIN:	1G8AJ55FX6Z[redacted]

Dear Ms. Brown:

This will confirm that we have completed our review of your claim regarding your insured's 2006 Saturn Ion. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors Corporation, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Please find enclosed a copy of the air bag data retrieved from the above vehicle.

Also, 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.

Sincerely,

Dawn McGuin
Claims Administrator

Enclosure

MERCURY
INSURANCE GROUP

P.O. Box 1150
Brea, CA 92822
(714) 255-5001

May 20, 2009

RECEIVED
MAY 2 6 2009
ESIS-GM CLAIMS UNIT

E S I S/ G M
Po Box 300
Mailcode 482 C19 B61
Detroit, Mi 48265-3000

RE: OUR INSURED: [redacted]
OUR FILE NUMBER: 2008 0010 006131-96
DATE OF LOSS: October 8, 2008
YOUR CLIENT: General Motors Corp
YOUR FILE NUMBER: 662128

Dear Sirs:

Please be advised that as of 30 days from the date of this letter or June 19, 2009, we will be releasing the hold on the 2006 Saturn Ion, VIN# 1G8AJ55FX62[redacted]

Should you have any questions, please call me at 714 255-5001 ext 7649.

Very truly yours,
CALIFORNIA AUTOMOBILE INSURANCE COMPANY

KIM KINTZLE
Claims Adjuster
Inland Claims

Service Request Detail

SR No.	71-703374361	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Camp Nelson	Involved Dlr	Faggart Buick, Inc.	Safety	Yes
State	CA ZipCd	Con Acct		Source	Phone	Updated	2/20/2009 01:52:28 PM
Serial #/VIN	1G2ZG528454	Model Year	2005	Priority	Medium License #	Owner	OGLESBMI
Make	Pontiac	Warr. Start	03/25/2005	Status	Open	Opened	2/18/2009 07:52:33 PM
Model	G6	Mileage	45000	Sub-Status		Closed	
Abstract	05 G6--Issues with the steering system						
Customer Description	This is a BRC PAR Case. Do not assume. Forward any inquiries to Michelle Oglesby at ex. 31394.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	1/14/2009 08:00:00 PM	Y	0	1	Asphalt	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
		6'1	2/22/1961	I have a screw in my left ankle, does not effect my driving

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
unk	Johnathon	(661) 203-7372	Progressive Insurance

Incident Loc	Nelson Rd., Camp Nelson, CA	Incident Desc	I was driving along a mountain road, going around a turn, and the vehicle's steering went out. I could not steer the vehicle and it hit the side of a hill.
Component	Steering system		
		Damage Desc	The whole right side of the vehicle was messed up. Steering system still not fixed.
Vehicle Loc	FAGGART BUICK-PONTIAC-GMC TRUCK 133 S MAIN ST PORTERVILLE CA 93257-4705 559-784-4595	Add'l Info	
Emgcy Svc Names	n/a		
		Maint Loc	PUENTE HILLS PONTIAC GMC BUICK

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	None
Vehicle Speed	30			Weather Condition	dry			Prop Owner	n/a
Last Service Date				Loc Last Service				Property Location	n/a
Veh Est Repair Cost	$7,000.00			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal			Inspection Type				Inspected By	
Veh Damage Description	The whole right side of the vehicle was messed up. Steering system still not fixed.							Explain Other	n/a

Property Type	n/a	
Prop Est Repair Cost		
Inspection Date/Time		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]			Occupant of Owner's Vehicle	[redacted]	Driver	seatbelt
sso						

Injury Description	Medical Rate	Treatment Location	Treated By
Took a blow to the head, muscle strain in my neck	n/a	Did not seek treatment	Did not seek treatment

Street Address	City	State	Zip Code
[redacted]	Camp Nelson	CA	[redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 03:48:54 PM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Insurance Involvement	Done	2/20/2009 03:49:36 PM	ESIS- Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

File being fowarded to ESIS due to insurance comp is involved in matter.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 03:48:10 PM	MARQUEMO	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Insurance Involvement

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 02:01:59 PM	KINZERTH	MARQUEMO	Notify CRM		Done	2/20/2009 03:48:08 PM	ESIS - Insurance Involvement

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 01:52:28 PM	OGLESBMI	OGLESBMI	Ownership Changed	Ownership Escalated to BRC	Done	2/20/2009 01:52:28 PM	Ownership Escalated to BRC

[redacted] Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 01:51:32 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Scheduled Alarm		[redacted]-check for ESIS pickup

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
2/20/2009 01:50:01 PM	OGLESBMI	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	2/20/2009 02:01:58 PM	Escalating to ESIS, Insurance involvement

Contact Last Name Contact First Name Account BAC Code

[redacted]

Escalating case to ESIS for insurance involvement. Vehicle was involved in a collision caused by a steering concern with the vehicle. Insurance company already repaired the body damage caused by collision, but is not covering the steering issue.

Michelle Oglesby/ATX/PAR

Received and assigned for ESIS escalation
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:56 AM	KINZERTH	OGLESBMI	Ownership Changed		Done	2/20/2009 10:22:56 AM	Service Request Ownership has changed FROM: LEWISJ1 TO: OGLESBMI

[redacted]

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:37 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- AVM	Done	2/20/2009 01:16:11 PM	Called DVM Daniel Rowe

[redacted] Account BAC Code

Comments

DVM Name [redacted]
Node/Mailbox: 80509 58715
This is Michelle Oglesby
calling from the GM Product Allegation Dept:
The request number is: 71-703374361
The Customer's name is: [redacted]
The dealer involved is: Faggart Buick Pontiac
The vehicle is: 2005 Pontiac G6
The last 8 digits of the VIN# are: 54[redacted]
This involves: steering malfunction that caused a collision

Michelle Oglesby/PAR/ATX
Confidential Comments [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:28 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Dealer	Done	2/20/2009 01:13:40 PM	Called Faggart Buick Pontiac @ 559-784-4595

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Spoke with Service Advisor Gary Moorhead

CRS sts: Calling for info on this vehicle.

Dlr sts: This vehicle came in from a body shop from another dealership, Clevenger Ford. This is the first time we've ever seen it. It has issues with the steering. There is no physical damage to the vehicle, so I assume it's already been repaired by the body shop.

Michelle Oglesby/ATX/PAR

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:19 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Phone	Done	2/20/2009 01:49:53 PM	Called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust sts: I was driving along a mountain road, going around a turn, and the vehicle's steering went out. I could not steer the vehicle and it hit the side of a hill. I've had several issues with the steering system in this vehicle. My insurance company repaired the damage to the vehicle caused by this collision, but they won't pay for the repairs to the steering system. I'd really like to have this vehicle repurchased. I live in the mountains, and if this happens again, I could go over a cliff and die in this car.

CRS sts: Because of the insurance involvement, this case needs to go to our Central Claims department. They will be in touch within 10 business days. If you don't hear from them by then, call me up and I'll get the new agent name and file number for you. Call me in the mean time if you have any questions.

Michelle Oglesby/ATX/PAR

Confidential Comments [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:11 AM	KINZERTH	OGLESBMI	BRC PAR	Acknowledgement	Done	2/20/2009 01:40:14 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Adv: This is Michelle Oglesby calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:22:03 AM	KINZERTH	OGLESBMI	Notify CRM		Done	2/20/2009 11:58:51 AM	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
2/20/2009 10:21:55 AM	KINZERTH	OGLESBMI	Research		Done	2/20/2009 11:58:45 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Research

Recalls: No open recalls

Related repairs: 10/18/2007 142648 # E9740 - STEERING GEAR REPLACEMENT

12/26/2007 144293 # E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE

12/26/2007 144293 # E7680 - STEERING COLUMN REPLACEMENT

Previous SRs: 71-621716128-Issues with the steering, relates to allegation

Michelle Oglesby/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2009 10:21:34 AM	KINZERTH	OGLESBMI	BRC PAR	Case Assigned	Done	2/20/2009 11:48:33 AM	Assigned to Michelle Oglesby x31394

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
2/20/2009 09:11:36 AM	KINZERTH	LEWISJ1	SR Opened		Done	2/20/2009 09:11:37 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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
2/20/2009 09:11:35 AM	KINZERTH	LEWISJ1	SR Closed - Satisfied		Done	2/20/2009 09:11:35 AM	Service Request has been Closed Satisfied.

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
2/19/2009 04:27:04 PM	LEWISJ1	KINZERTH	Escalation	Initiate PAR	Done	2/20/2009 09:11:32 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 1-2 business days

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/19/2009 03:41:02 PM	LEWISJ1	LEWISJ1	Outbound Call Customer	Made Contact	Done	2/19/2009 04:27:02 PM	Introduce DS

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Crs sts i was calling to introduce myself and get a breif synopsis of the issue that you are having with your vehicle as well as give you my contact information

Cust sts I have taken this car back and fourth into the dealership when I first got it and I brought it in for steering problems that i have been having since inside of warranty one time that placed the steering column i kept bringing it back the SM changed and the new one does not want to work with me on this problem its itermediate..A month ago I was in an accident I live in the mountain community and I was coming at a slow speed going by the lodge on the way home I lost the steering in my vehicle it had got stuck in place I told the insurance company and they got me a rental car, and i wanted this vehicle bought back I have had this problem since april and even beofre then that the dealership has fixed the car many of times and still it continues to mess up...The computer continues to mess up and like i said maybe this is what caused this accident.My insurance agent went to the dealership and my insurance company told them to put it back together.After putting the vehicle back together they couldnt get the vehicle to turn. I dont feel safe in this vehicle I want it bought back

DS sts I will forward your file to one of our different dept who specializes in this type of work with this it takes 1-2 business days for them to get in contact with you

Cust agrees

Jaquita Lewis.DS.ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2009 08:20:48 PM	SIMPAOFR	LEWISJ1	Dealer Notification	Action Required	Done	2/18/2009 08:20:48 PM	Dlr Notify on T2 Escalation

Contact Last Name | Contact First Name | Account | BAC Code

Comments

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2009 08:20:48 PM	SIMPAOFR	LEWISJ1	Ownership Changed		Done	2/18/2009 08:20:48 PM	Service Request Ownership has changed FROM: SIMPAOFR TO: LEWISJ1

Name | Account | BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2009 08:20:47 PM	SIMPAOFR	LEWISJ1	T2 Initial Acknowledgement		Done	2/19/2009 04:23:19 PM	Initial Customer Contact after escalation

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2009 08:13:20 PM	SIMPAOFR	SIMPAOFR	Other	Reason for Escalation	Done	2/19/2009 04:30:31 PM	Escalation to DS

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Reason for Escalation
1.cust requested for repurchase
2.repurchase - T2 Empowerment
3. No sign of misuse/abuse /lack of maintenance
4.Cust could not have caused or prevented the concern
5.Not related to Age or Mileage
6. Inconvenience beyond t1 empowerment

Derick_Jones/CAC/T1/Mla/level0.

Confidential Comments

Service Request Detail

Activities

Created On	Created By	Assigned To	Activity Type	Activity Sub-Type	Activity Status	Completed	Description
2/18/2009 07:53:02 PM	SIMPAOFR	SIMPAOFR	Outbound Call Dealer		Done	2/18/2009 08:17:39 PM	Dealer Funnel

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

DEALER FUNNEL

CRS spoke with: GAry - Assistant Mgr
FAGGART BUICK-PONTIAC-GMC TRUCK 133 S MAIN ST PORTERVILLE CA 93257-4705 559-784-4595

CRS advised: OB Verbiage

Dealer sts:
==========

Diagnosis? Power Steering concern
Towed in from the body shop
veh was involved in an accident
complaining
Unable to communicate to the power steering Module - Module is bad
Estimated cost? don't know
When will repairs be completed?n/a
Maintenance at dealer? no
Misuse/Abuse/Lack of maintenance? don't know
Customer caused or prevented? No
Previous out of pocket expense at dealer?
Dealer provided previous goodwill?
Previous related repairs? n/a
Related to age/mileage? No,
General condition of vehicle? good
Did you ride-along or test drive with the customer?n/a
TAC contacted? Case number?n/a
Should customer receive asst? (clarify why or why not)n/a
Will dealer be offering goodwill assistance on behalf of GM? Is dealer willing to participate? n/a
DVM contacted by dealer? What was the decision?n/a

Derick_Jones/CAC/T1/Mla/level0.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Skill Type	Status	Completed	Description
2/18/2009 07:52:47 PM	SIMPAOFR	SIMPAOFR	Inbound Call Customer	Complex Request	Done	2/18/2009 08:17:43 PM	Complaint veh

[redacted] Account: BAC Code:

Comments

Cust states:
> I want GM to Buyback my Pontiac G6 -
> I don't want the veh anymore
> recurring issue - multipli concerns Catastrophic
> previous file # 71-621716126

Cust Sks:
> repurchase

CRS advised:
> gathered info
> IB Funnel

Owner Specific:
Original owner? no
Primary driver? y
Personal or business use? p
Vehicle Specific:
Where purchased?
Don't remember
If 2nd Owner of Vehicle, when/what mileage?12000
Current approximate mileage?
Extended Service Plan?
Concern Specific:
Concern? CAr was wrecked - insurance - Steering problem
When 1st notice concern? Intermetent
What conditions does concern occur?
Where diagnosed? FAGGART BUICK-PONTIAC-GMC TRUCK 133 S MAIN ST PORTERVILLE CA
Estimated cost of the repair? N/a
Current location of vehicle?FAGGART BUICK-PONTIAC-GMC TRUCK 133 S MAIN ST PORTERVILLE CA
Vehicle repaired? If yes, cost & where completed? n/a
If not GM dealer, phone number of repair facility? n/a
What has dealer told you about a diagnosis?ordered the part - electronic steer motor - power assist Who was working with you? svc adv - rene
Business Decision:
Where maintenance performed? Independent
Previous GM vehicle? No
Previous related repairs? yes When?
Out of pocket expense (document repairs & cost): yes

Derick_Jones/CAC/T1/Mia/level0.

Confidential Comments

Service Request Detail

UCC Information

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 :	1G2ZG528454[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	Warranty Start Date :	03/25/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	BOULEVARD BUICK/PONTIAC/GMC 2850 CHERRY AVE SIGNAL HILL , CA 90755-1909 (562) 492-1000	Selling Source :	16 - PONTIAC
		Site Code :	24090
		Business Associate Code :	118677

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	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 LIMITED WARRANTY	03/25/2005	10 miles	03/25/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/25/2005	10 miles	03/25/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/25/2005	10 miles	03/25/2013	80010 miles
36/50000 CALIFORNIA EMISSIONS	03/25/2005	10 miles	03/25/2008	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	03/25/2005	10 miles	03/25/2012	70010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

[redacted] 2/23/2009

04/14/2008	146738	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	39313 miles
04/11/2008	146738	#	R0760 - RADIO, REMOVE AND REPLACE	39313 miles
12/26/2007	144293	#	E7680 - STEERING COLUMN REPLACEMENT	35997 miles
12/26/2007	144293	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	35997 miles
12/26/2007	144293	#	N3360 - SUNROOF WINDOW MOTOR REPLACEMENT	35997 miles
12/26/2007	144293	#	B4121 - FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT - LEFT SIDE	35997 miles
12/26/2007	144293	#	C2362 - INSTRUMENT PANEL UPPER TRIM PANEL REPLACEMENT	35997 miles
10/18/2007	142648	#	E9740 - STEERING GEAR REPLACEMENT	35667 miles
10/18/2007	142648	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	35667 miles
04/13/2005	001619	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	5 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 :	1G2ZG528454[redacted]

CLAIM HISTORY

Repair Order Date :	04/14/2008	Repair Order Number :	146738	Odometer Reading :	39313 miles

Serviced By :	AER TECHNOLOGIES 1841 W COMMONWEALTH LOS ANGELES, CA 90001-0000	Selling Source :	45 - A/C DELCO
		Site Code :	12345
		Business Associate Code :	192099

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/22/2008	919	01	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	19115337	A	N/A	$ 231.80	Y

Repair Order Date :	04/11/2008	Repair Order Number :	146738	Odometer Reading :	39313 miles

Serviced By :	PUENTE HILLS PONTIAC GMC BUICK 17280 E GALE AVE CITY OF INDUSTRY, CA 91748-1502 (626) 810-4648	Selling Source :	16 - PONTIAC
		Site Code :	24017
		Business Associate Code :	171701

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/06/2008	897	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	A	N/A	$ 99.78	Y

Repair Order Date :	12/26/2007	Repair Order Number :	144293	Odometer Reading :	35997 miles

Serviced By :	PUENTE HILLS PONTIAC GMC BUICK 17280 E GALE AVE CITY OF INDUSTRY, CA 91748-1502 (626) 810-4648	Selling Source :	16 - PONTIAC
		Site Code :	24017
		Business Associate Code :	171701

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
				E7680 - STEERING	15926870 -				

01/29/2008	869	01	#	COLUMN REPLACEMENT	COLUMN	B	N/A	$ 415.48	Y
01/04/2008	862	01	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	22687711 - SHAFT KIT	N/A	N/A	$ 161.90	N
01/04/2008	862	03	#	N3360 - SUNROOF WINDOW MOTOR REPLACEMENT	15862418 - MOTOR	N/A	N/A	$ 304.38	N
01/04/2008	862	04	#	B4121 - FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT - LEFT SIDE	22672194 - LEVER	N/A	N/A	$ 37.47	N
01/04/2008	862	05	#	C2362 - INSTRUMENT PANEL UPPER TRIM PANEL REPLACEMENT	25774432 - PLATE	N/A	N/A	$ 170.97	N

Repair Order Date :	10/18/2007	Repair Order Number :	142648	Odometer Reading :	35667 miles
Serviced By :	PUENTE HILLS PONTIAC GMC BUICK 17280 E GALE AVE CITY OF INDUSTRY, CA 91748-1502 (626) 810-4648	Selling Source :	16 - PONTIAC		
		Site Code :	24017		
		Business Associate Code :	171701		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/26/2007	842	01	#	E9740 - STEERING GEAR REPLACEMENT	15858368 - GEAR	N/A	N/A	$ 337.74	N
10/26/2007	842	02	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733523 - TRANSMITT	N/A	N/A	$ 84.80	N

Repair Order Date :	04/13/2005	Repair Order Number :	001619	Odometer Reading :	5 miles
Serviced By :	BOULEVARD BUICK/PONTIAC/GMC 2850 CHERRY AVE SIGNAL HILL, CA 90755-1909 (562) 492-1000	Selling Source :	16 - PONTIAC		
		Site Code :	24090		
		Business Associate Code :	118677		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/22/2005	580	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 100.41	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	1G2ZG528454[redacted]

VEHICLE BUILD

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN		
Gross Vehicle Weight Rating :	1983 kg (4373 lb)	Order Number :	HXWV4K
Build Date :	03/24/2005	Build Plant :	154Z

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEAT, FRONT 45/45 BUCKET
BZ3 - VEHICLE GM PROD WEEK 12	CF5 - SUNROOF, POWER TILT & SLIDE
C1U - FLT-ENTERPRISE RENT A CAR	C60 - AIR CONDITIONING, CUSTOM
DL5 - DECAL ROADSIDE SERVICE	D49 - POWER OUTSIDE REAR VIEW-MIRRORS
FE0 - SUSPENSION, TOURING	FLT - FLT-FLEET ORDERS
F83 - AXLE RATIO 3.05	IBB - TRIM INTERIOR DESIGN
J65 - BRAKES, 4-WHEEL DISC	KG7 - GENERATOR 125 AMP
LX9 - ENGINE, 3.5L V6 SFI	MN5 - TRANSMISSION 4SPEED
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NU1 - CAL EMISSION SYSTEM, LEV2
N46 - STEERING WHEEL, 4-SPOKE	ORN - ORION ASSY
PCH - PREMIUM VALUE PACKAGE INCLUDES: * (4) WHEELS, 16" CAST ALUMINUM PAINTED * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) * SUNROOF, POWER TILT & SLIDE	PF9 - (4) WHEELS, 16" CAST ALUMINUM PAINTED
QPE - (4) P215/60/16 TOURING TIRES	R6F - IDENTIFY B CODE USERS
R6Q - OPD CONTENT NOT DESIRED	UC6 - AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)
UZ6 - 6 SPEAKER SOUND SYSTEM	U77 - REAR WINDOW ANTENNA
VG6 - BUMPER STD IMPACT 5.0 MPR CALIF	VK3 - LICENSE PLATE BRACKET, FRONT
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM

V2G - CREDIT IN LIEU OF FUEL	V73 - VEHICLE CERTIFICATION U.S.
YF5 - 50-STATE EMISSIONS	1SZ - 6-CYL, PCH OPTION PKG DISCOUNT
19B - EBONY	19I - INT TRIM, EBONY
40U - IVORY WHITE	6AR - COMPUTER SELECTED SUSPENSION
7AR - COMPUTER SELECTED SUSPENSION	8AB - COMPONENT RR LH COMPUT SEL SUS
9AB - COMPONENT RR RH COMPUT SEL SUS	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

March 12, 2009

ATTN: [redacted]
[redacted]
CAMP NELSON, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 667537
Our Client: General Motors Corporation
Date/Event: 01/14/2009
Subject vehicle: 2005 Pontiac G6
VIN: 1G2ZG528454[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, 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.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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

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 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

Service Request Detail

SR No.	71-713786703	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Injury
Address		City	Show Low	Involved Dlr	Home Auto Center, Inc.	Safety	Yes
State	AZ ZipCd [redacted]	Con Acct		Source	Phone	Updated	5/8/2009 05:27:58 PM
Serial #/VIN	1G1ZG57B99F [redacted]	Model Year	2009	Priority	Medium License # CHEVROL	Owner	MARQUEMO
Make	Chevrolet	Warr. Start	02/18/2009	Status	Open	Opened	4/1/2009 01:25:51 PM
Model	Malibu	Mileage	1792	Sub-Status		Closed	
Abstract	Non - Collision - Injuries - Steering - General						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/27/2009 10:47:29 AM	Y	0	1	Concrete	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'6"	9/10/1938	lost left arm in Saw Mill accident

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		No Insurance Involved

Incident Loc	Country Valley Road in AZ	Incident Desc	Cust sts: He was driving when he was making a turn and sts the steering got really hard causing him to sustain a broken shoulder and rotator cuff is torn and tendons are torn too, doctors told cust that they can not do surgery since they say its going to make the injuries worse.
Component	Steering on Malibu	Damage Desc	No body damages
Vehicle Loc	with cust - financial comp is going to take the vehicle	Add'l Info	No collision
Emgcy Svc Names	n/a	Maint Loc	n/a

PAR Detail

Collision	N	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	none		
Vehicle Speed	55			Weather Condition	Dry			Prop Owner	N/A	Property Type	N/A
Last Service Date				Loc Last Service				Property Location	N/A	Prop Est Repair Cost	
Veh Est Repair Cost				Spec Equip Installer	none			Prop Damage Description	N/A		
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	No damages to the vehicle - no collision							Explain Other	Inspection Not Performed		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]			Occupant of Owner's Vehicle	[redacted]	Driver	

Injury Description	Medical Rpt#	Treatment Location	Treated By
-Steering broke cust's arm -rotator cuff is torn, all the tendons are torn as well. -can't operate surgically, would make injury worse -taking pain medication	unknown	Banberhaed orthopedic	-Becky Thompson -9285372200

Street Address	City	State	Zip Code
[redacted]	Show Low	AZ	[redacted]

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 05:28:51 PM	MARQUEMO	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 05:28:16 PM	MARQUEMO	MARQUEMO	BRC PAR	ESIS- Injuries	Done	5/8/2009 05:28:44 PM	ESIS- Injuries

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

file being fowarded to ESIS due to injuries.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 05:27:40 PM	MARQUEMO	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Injuries

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 02:50:13 PM	MARQUEMO	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	5/8/2009 02:50:13 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:08:54 AM	KINZERTH	MARQUEMO	Ownership Changed		Done	5/8/2009 09:08:54 AM	Service Request Ownership has changed FROM: GROMGLPA TO: MARQUEMO

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:08:34 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	5/8/2009 05:27:36 PM	Called:FDVM Joyce Jon 80509 58545 HORNE AUTO CENTER, INC. SHOW LOW AZ

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

This is Monica Marquez calling from gm par dept.
Customer: [redacted]
Service Request:71-713786703
Vehicle Information:09 Chevrolet Malibu
Last 8 of the VIN: 9F[redacted]
Involved Dealership:HORNE AUTO CENTER, INC.
Nature of allegation: cust sts steering got hard and caused major injuries file will be fowarded to ESIS
CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5700 ext 21072. If not then this is an FYI to let you know what is going on in your district.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:08:26 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	5/8/2009 05:27:09 PM	Called: [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Spoke with: Reception

CRS adv: Left message with number and extention and gave cust info

dlr sts: will give info

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Descri
5/8/2009 09:08:17 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	5/8/2009 03:27:06 PM	Called: [redacted]

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

CRS adv: Asked detailed questions with customer

Cust sts: He was driving when he was making a turn and sts the steering got really hard causing him to sustain a broken shoulder and rotator cuff is torn and tendons are torn too, doctors told cust that they can not do surgery since they say its going to make the injuries worse. There was no collision and no damages to the vehicle -- cust sts his financial comp is going to take hold of the vehicle and cust sts he no longer wants the vehicle -- cust sts the concern with the vehicle is the steering getting hard. No insurance involved.

Cust sks:Investigation

CRS adv: File will be forwarded to ESIS due to major injuries involved, and that dept will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:08:10 AM	KINZERTH	MARQUEMO	BRC PAR	Acknowledgement	Done	5/8/2009 03:10:00 PM	Called [redacted]

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

See Initial Contact

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:08:02 AM	KINZERTH	MARQUEMO	Notify CRM		Done	5/8/2009 03:09:37 PM	File Assigned

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:07:55 AM	KINZERTH	MARQUEMO	Research		Done	5/8/2009 03:03:57 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS Performed VIN Scan:

GMVIS: Found an Open Recall

RC 09041 SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR 03/09/2009 Open

VIN:Found No Duplicate File

SVC History: No Service History Related to Allegation

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:07:38 AM	KINZERTH	MARQUEMO	BRC PAR	Case Assigned	Done	5/8/2009 03:03:53 PM	Assigned to Monica Marquez x21072

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:07:31 AM	KINZERTH	GROMGLPA	SR Opened		Done	5/8/2009 09:07:31 AM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 09:07:29 AM	KINZERTH	GROMGLPA	SR Closed - Satisfied		Done	5/8/2009 09:07:30 AM	Service Request has been Closed Satisfied.

[redacted] | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/7/2009 02:39:05 PM	GROMGLPA	KINZERTH	Escalation	Initiate PAR	Done	5/8/2009 09:07:26 AM	Assigning file to PAR que

[redacted] | Account | BAC Code

-advsd cust that someone from the PAR team will be contacting him w/in 2 business days

Paul Peters/CACT1/Mia/LVL 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/7/2009 01:18:47 PM	GROMGLPA	GROMGLPA	Ownership Changed		Done	5/7/2009 01:18:47 PM	Service Request Ownership has changed FROM: CAMBAJO TO: GROMGLPA

[redacted] | Account | BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/7/2009 10:45:19 AM	GROMGLPA	GROMGLPA	Inbound Call Customer	Complex Request	Done	5/7/2009 02:38:13 PM	alleged product allegation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CUST STS:
2009 Chevy Malibu
-tore a shoulder bec of steering wheel
-lost left arm in 1964 due to a sawmill accident
-only left w/ one good arm. right arm.
-right arm got broken in March due to the telescopic steering wheel of the Malibu.
-can still drive son's Impala but now Malibu's steering just gets hard at times
-injured right arm in March
-had an MRI done on the hand
-rotator cuff is torn. all the tendons are torn as well.
-doctors can't operate. doctors state, would only make injury worse
-went to Banberhaed orthopedic
-Dr. Becky Thompson -9285372200
-is under prescription pain pills
-if GM could asst

CUST SKS:
-asst / product allegation

CRS ADVSD:
-will gather necessary info
-will forward case to product allegation team. adsvd cust that someone will contact him w/in 2 business days
-gave Sr#

Paul Peters/CACT1/Mla/LVL 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/7/2009 10:40:50 AM	GROMGLPA	CAMBAJO	SR Opened		Done	5/7/2009 10:40:50 AM	SR in Status of Closed has been Re-Opened by GROMGLPA

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/4/2009 05:47:25 PM	LEANILJU	CAMBAJO	SR Closed - Dissatisfied		Done	4/4/2009 05:47:25 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/2/2009 12:11:05 PM	FLORENKA	LEANILJU	Scheduled Follow-up		Done	4/4/2009 05:47:20 PM	for compliance

Contact Last Name	ame	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/1/2009 01:56:00 PM	CAMBAJO	NEPOMURO	Manager Review	Case Assessment	Done	4/4/2009 05:47:12 PM	To close file Disat

[redacted]	First Name	Account	BAC Code

-Cust just want the concern to be noted by GM
-Dlr states steering is working to its specification
-no further assistance needed by cust

OTS Approved: Ronald Sanders/TL/Man/Lvl1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/1/2009 01:53:57 PM	CAMBAJO	CAMBAJO	Outbound Call Dealer	Made Contact	Done	4/1/2009 01:55:57 PM	Verify cust concern

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Spoke w/ jim duda, svc mngr

-states that veh steering is working as it is when checked last Mar 30th
-if cust prefer, he could try steering of available 09 malibu at dirshp for comparison

JerryHartnett/cac/man/t1/lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/1/2009 01:27:16 PM	CAMBAJO	CAMBAJO	Inbound Call Customer	Simple Call Resolved	Done	4/1/2009 01:53:54 PM	Complaint Veh -Steering

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust STS:
-steering working properly, suddenly went stiff
-happened over a month ago
-Shoulder & Rotator cup needs surgery caused by stiff steering

Cust Sks:
-No need for assistance
-just wanted you guys to know

Crs Adv:
-will verify info w/ dlr
-will take note of your concern for our records
-spoke w/ jim duda, svc mngr
-states that veh steering is working as it is when checked last Mar 30th
-if you prefer, you could try steering of available 09 malibu at dirshp for comparison

Source:
Jim Duda, Svc Mngr
HORNE AUTO CENTER

JerryHartnett/cac/man/t1/lvl0

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	Excessive Effort	Steering - General

GM Vehicle Inquiry System
Summary

[redacted]

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

Help

VIN :	1G1ZG57B99F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZG69 -2009 MALIBU 1LS	Warranty Start Date :	02/18/2009
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer : [redacted]	HORNE AUTO CENTER, INC. PO BOX 1090 SHOW LOW , AZ 85902-1090 (928) 537-5500	Selling Source :	13 - CHEVROLET
		Site Code :	39114
		Business Associate Code :	114649

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	19041	SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR	03/09/2009	Open

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	19059	REMOTE KEYLESS ENTRY (RKE) TRANSMITTER INOPERATIVE, (TSB 09-08-52-002)	03/10/2009	See Bulletin
EI	19063	RADIO INOPERATIVE OR NO DISPLAY(REF. TSB 09-08-44-005)	03/13/2009	See Bulletin
EI	19073	FRONT AND REAR DOOR ADJUSTMENT(REF. TSB 09-08-64-010)	03/30/2009	See Bulletin
EI	19082	TRANSMISSION WILL NOT MOVE, NO REVERSE OR SLIPS (REF. TSB 09-07-30-009)	04/07/2009	See Bulletin
EI	19083	INSTRUMENT PANEL UPPER TRIM PANEL NOT FLUSH, POOR FIT (TSB 09-08-49-006)	04/17/2009	See Bulletin
EI	19112	FRT/RR SIDE DR WDW BINDS/MOVES SLOW/NOISY/INOPERATIVE(TSB 09-08-64-016)	05/07/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	5L3T12CY	XM	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline

				Status		1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2009	10 miles	02/18/2012	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2009	10 miles	02/18/2015	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2009	10 miles	02/18/2017	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2009	10 miles	02/18/2014	100010 miles
36/36000 FEDERAL EMISSION	02/18/2009	10 miles	02/18/2012	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/20/2008	A80024	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

5/11/2009

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 :	1G1ZG57B99F[redacted]

CLAIM HISTORY

Repair Order Date :	10/20/2008	Repair Order Number :	A80024	Odometer Reading :	0 miles

Serviced By :	HORNE AUTO CENTER, INC. PO BOX 1090 SHOW LOW, AZ 85902-1090 (928) 537-5500	Selling Source :	13 - CHEVROLET
		Site Code :	39114
		Business Associate Code :	114649

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/24/2008	946	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 113.07	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	1G1ZG57B99F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZG69 -2009 MALIBU 1LS		
Gross Vehicle Weight Rating :	1993 kg (4395 lb)	**Order Number :**	NCGMJ7
Build Date :	10/20/2008	**Build Plant :**	19FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AL0 - SENSOR INDICATOR	AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE
AT8 - RESTRAINT, CHILD RR SEAT	AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER
A51 - SEATS, CUSTOM	B86 - BODY COLOR BODYSIDE MOLDINGS
C60 - AIR CONDITIONING	DCP - ONSTAR DIRECTIONS & CONNECTIONS 1 YR FACTORY PACKAGE
DP2 - MIRRORS, OUTSIDE, POWER, FOLDING, BLACK	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - 50-STATE EMISSIONS
FX2 - TRANS/AXLE 3.91 RATIO	FX3 - STABILITRAK-STABILITY CONTROL SYSTEM
HP0 - HYBRID POPULSION NOT INSTALLED	IBB - INTERIOR TRIM
JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL	KG7 - GENERATOR 125 AMPS
LE5 - ENGINE, 2.4L DOHC MFI	MN5 - 4-SPEED AUTO TRANSMISSION
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	N45 - STEERING WHEEL
P22 - (4) 17" WHEELS, FASCIA	QAD - TIRES, P225/50R17 ALS BW
R9N - PROCESSING CODE - SEATS	SLM - STOCK ORDERS
UE1 - 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	UJM - TIRE PRESS INDICATOR MANUAL
US8 - AM/FM STEREO, CD PLAYER, MP3 FORMAT, RADIO DATA SYSTEM & AUXILIARY INPUT JACK	UW5 - 6-SPEAKER SOUND SYSTEM

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	U77 - ANTENNA RR WINDOW
VK3 - FRONT LICENSE PLATE BRACKET	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
XL7 - FREQUENCIES RATING 315MHZ	ZFH - COMPACT SPARE TIRE
1LS - 1LS PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
6AL - FRONT SPRING	7AL - FRONT SPRING
75U - DARK GRAY METALLIC	8AB - REAR SPRING
83B - TITANIUM	83I - INTERIOR TRIM
9AB - REAR SPRING	

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[redacted]

SHOW LOW, AZ [redacted]

HORNE
AUTO CENTER, INC.
P.O. BOX 1090
SHOW LOW, AZ 85901
928-537-5500 1-800-772-4269

SERVICE ADVISOR TOM FACKINER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30MAR09	30MAR09	29159	1G1ZG57B99F [redacted]	308664	T554		30MAR09	127003

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
06:58	10:27	09	CHEVROLET MALIBU	[redacted]	0.00	24FEB09	771	772

MILEAGE IN	MILEAGE OUT	LICENSE NO.
1712	1712	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES THAT STEERING IS HARD TO TURN					
CAUSE: NO PROBLEM FOUND					
67 PERFORMS TO MANAUFACTURE'S SPECS AT TIME OF INSPECTION					
700 WC94					(N/C)

** PRE-INVOICE **

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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

ORIGINAL ESTIMATE $ _____ AUTHORIZED REVISED ESTIMATE $ _____

X _____
CUSTOMER SIGNATURE

RO NUMBER	DATE CLOSED	MILEAGE	SWR	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 1712

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION / OIL AND OIL FILTER CHANGES / SAFETY CHECK / CHECK FLUID LEVELS / SERVICE AIR CLEANER / SERVICE EMISSION CONTROL SYSTEM / SERVICE BATTERY AND STARTING SYSTEM / SERVICE COOLING SYSTEM / SERVICE AUTOMATIC TRANSMISSION / REPLACE FUEL FILTER / ROTATE TIRES / WHEEL BALANCE / PACK FRONT WHEEL BEARINGS / FRONT END ALIGNMENT / INSPECT EXHAUST SYSTEM / INSPECT SHOCKS, SUSPENSION AND STEERING / INSPECT AND SERVICE BRAKES / INSPECT AND ADJUST ALL BELTS / INSPECT AND REPLACE WINDSHIELD WIPER BLADES / SERVICE WINDSHIELD WASHER SYSTEM / SCOPE AND SET ENGINE / TUNE UP / CARBURETOR DYESHALL / SERVICE AIR CONDITIONER / ADJUST PARKING BRAKE / INSPECT AND TEST ELECTRICAL SYSTEM / SERVICE DIFFERENTIAL / DRAIN AND FLUSH COOLING SYSTEM

HORNE
AUTO CENTER, INC.
P.O. BOX 1090 · SHOW LOW, AZ 85902
928-537-5500 1-800-772-4269

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO 308664 STOCK NO. 29159 TAG NO. T554 COLOR GRAY PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
30MAR2009	1G1ZG57B99F[redacted]	1712	24FEB09		09	CHEVROLET MALIBU	772	127003

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP SHOW LOW AZ [redacted]

TIME PROMISED 17:00 30MAR09

HOME PHONE [redacted]

BILL TO: P.O. NO. BUSINESS PHONE

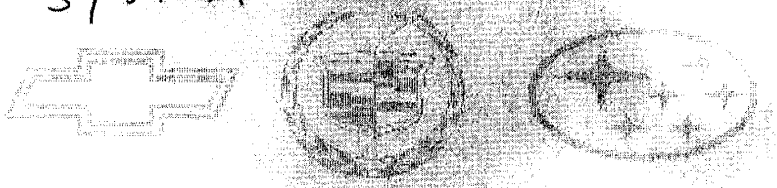
ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 0.00

METHOD OF PAYMENT CASH

SELLING DEALER

WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	67	CUSTOMER STATES THAT STEERING IS HARD TO TURN		
	780	CHECKED AIR PRESSURE GOOD		
		SYSTEM WORKING AS SHOULD		



TOWING	AMOUNT

MISC. CHARGES	AMOUNT

SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ A/R ☐ OTHER _____

BRAKE CONDITION

RF _____ / 32 _____ % LF _____ / 32 _____ %

RR _____ / 32 _____ % LR _____ / 32 _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

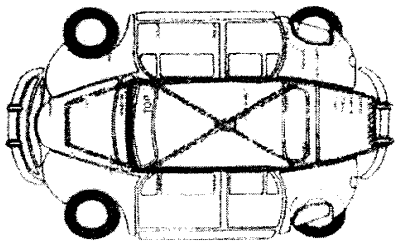
FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON
FLAG SHEET	OFF / ON

DEC 30 1 2

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

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

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

understand that the purpose(s) for which this information is to be used and/or disclosed is for a clai
gainst General Motors Corporation for an incident which occurred on or about .

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

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 feder privacy protection regulations, then such information may be re-disclosed by the recipient and would n longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifyir such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to suc Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of suc revocation.
- the above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign th Authorization.

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

inted Name of Patient*	Date of Birth
ldress, City, State and Zip	Social Security Number
[redacted]	Date Signed 7-17-09
	Authority to act for individual*

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

*XPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICA
FORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS CORPORATION
ENDING 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:

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

Service Request Detail

SR No.	71-743215520	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #		**Evening #**		**UCC**	Steering - General	**Sub-Area**	Initiate PAR- Collision
Address		**City**	Miami Beach	**Involved Dlr**	Williamson Saturn of Miami Lakes,	**Safety**	Yes
State	FL **ZipCd** [redacted]	**Con Acct**		**Source**	Phone	**Updated**	7/23/2009 03:56:21 PM
Serial #/VIN	1G8AL58B76Z[redacted]	**Model Year**	2006	**Priority**	Medium **License #** SATURN -	**Owner**	MORALECR
Make	Saturn - GM	**Warr. Start**	12/30/2005	**Status**	Open	**Opened**	7/22/2009 04:38:54 PM
Model	ION 3	**Mileage**	33000	**Sub-Status**	Satisfied	**Closed**	
Abstract	(ESIS) Steering - General (Non-Responsive, Collision)						
Customer Description	This is a PAR File. Please do not Assume. Forward all inquiries to Crystal Morales @ 41326						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	7/18/2009 07:30:00 PM	N	0	1	Asphalt	Wet	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'3"	2/8/1954	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Luis	Carlos	(305) 663-2300	State Farm

Incident Loc	Miami beach near her home: 1949 Marseille Drive	Incident Desc	Customer was driving and wanted to turn to the left and her car did not respond and she ran into the curb and sidewalk
Component	Steering		
Vehicle Loc	At the satum of on Saturn of Miami Lakes, Inc.	Damage Desc	Damaged the tire and the axle to the vehicle
		Add'l Info	n/a
Emgcy Svc Names	Miami Beach Police Officer		
		Maint Loc	Williamson Saturn of Miami Lakes, Inc.

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	N	**Thermal Evt**	N	**Spec Equip**	n/a
Vehicle Speed	30			**Weather Condition**	Overcast			**Prop Owner**	n/a
Last Service Date				**Loc Last Service**				**Property Location**	n/a
Veh Est Repair Cost	$2,000.00			**Spec Equip Installer**	n/a			**Prop Damage Description**	n/a
Primary Veh Use	Personal			**Inspection Type**	Steering and Suspension Sys			**Inspected By**	Inspection Not Performed
Veh Damage Description	Damaged the tire and the axle to the vehicle							**Explain Other**	File going to ESIS: Insurance company is involved in claim. No estimate has been done. Unknown last service date.

Property Type	n/a	
Prop Est Repair Cost		
Inspection Date/Time		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2009 03:23:36 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
insurance involvement

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2009 09:29:45 AM	KINZERTH	AMSTUTST	Notify CRM		Done	7/24/2009 03:23:34 PM	ESIS - Insurance Involvement

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
7/23/2009 03:56:21 PM	MORALECR	MORALECR	Ownership Changed	Ownership Escalated to BRC	Done	7/23/2009 03:56:21 PM	Ownership Escalated to BRC

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
7/23/2009 03:49:37 PM	MORALECR	MORALECR	Scheduled Follow-up		Scheduled Alarm		Check on ESIS

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
7/23/2009 03:46:54 PM	MORALECR	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	7/24/2009 09:29:44 AM	Forward to ESIS

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Insurance Involvement.

Crystal Morales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 02:58:22 PM	FHERRE01	MORALECR	Notify CRM	Customer Called	Done	7/23/2009 03:01:27 PM	71-743215520 Customer has called in

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 02:57:01 PM	FHERRE01	FHERRE01	Inbound Call Customer		Done	7/23/2009 02:59:04 PM	71-743215520 Customer has called in

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Customer is calling back she is at lunch and would like a call back

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 12:43:01 PM	MORALECR	MORALECR	Scheduled Follow-up		Done	7/23/2009 03:01:39 PM	Check for completion of initial and customer returning call.

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 12:41:18 PM	MORALECR	MORALECR	Outbound Call Customer	Made Contact	Done	7/23/2009 12:42:06 PM	Customer would like to call back in.

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Customer sts that she will call back at lunch.

Crystal Morales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 12:39:39 PM	MORALECR	MORALECR	Scheduled Outbound Call Dlr		Done	7/23/2009 03:36:13 PM	Call service manager for Initial call completion

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
7/23/2009 12:38:50 PM	MORALECR	MORALECR	Outbound Call Dealer	Left Message	Done	7/23/2009 12:39:38 PM	Called Saturn of Miami Lakes

Contact Last Name | Contact First Name | Account | BAC Code

CRS left message for Svc Mgr: Darryl Freidman

What vehicle services including maint have been performed on the vehicle at the dlr? Is there any evidence of abuse misuse or lack of maint? Are there any known product concerns that relate to the customer's allegation? If an inspection becomes necessary would you host that EAA inspection?

CRS left detailed contact information for the dealer to call in with.

Crystal Morales/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:59 AM	KINZERTH	MORALECR	Ownership Changed		Done	7/23/2009 09:26:59 AM	Service Request Ownership has changed FROM: HERNANA2 TO: MORALECR

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:40 AM	KINZERTH	MORALECR	BRC PAR	Initial Contact- AVM	Done	7/23/2009 10:57:17 AM	Called Thornton Thomas Tom 404082 8164

Contact Last Name	Contact First Name	Account	BAC Code

DVM Name: Thornton Thomas Tom
Node/Mailbox: 404082 8164
This is Crystal Morales calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-743215520
The Customer's name is (spell): [redacted]
The dealer involved is: Saturn of Miami Lakes
Located in (be specific): Miami Lakes, FL
The vehicle is a (year/make/model): 2006 Saturn ION
With current mileage: 33000
The last 8 digits of the VIN# are: 6Z[redacted]
This involves: an allegation that the steering malfunctioned in a way that caused the csutomer to have a collision. We will be fully investigating this allegation.
This message is for informational purposes only, and requires no action on your part at this time. However, if you do have any questions please feel free to give me a call. Provided contact info.

Crystal Morales/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:29 AM	KINZERTH	MORALECR	BRC PAR	Initial Contact- Dealer	Done	7/23/2009 03:46:50 PM	Called Saturn of Miami Lakes (

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

CRS spoke to Svc Mgr: Darryl Freidman

Contacted the Rep directly on it yesterday. Customer indicated that her steering bound up.

What vehicle services including maint have been performed on the vehicle at the dlr?

jan 24 09-LOF, nov 10 08-AC outlet, deflector, oct 08-LOF, front brake pad replacement and resurfaced front rotors and cleaned and adjusted rear brakes, cust complaint of whining intermittent loses power, unable to dup., customer sts high pitched noise when idling. not duplicated. july 28 08 ac outlet replaced, july 7 08 airbag light on, pass presence sensing module replaced, LOF, wiper blades replaced.

Is there any evidence of abuse misuse or lack of maint?

None that I can see.

Are there any known product concerns that relate to the customer's allegation?

Possibly so. Yesterday the veh was towed in and we put the veh on jack stands, we tapped into the PCM with tech 2 there is a DTC for the steering module, code is referred to in a bulletin for this condition.

CRS advsd that the file is going to ESIS.

Crystal Morales/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:21 AM	KINZERTH	MORALECR	BRC PAR	Initial Contact- Phone	Done	7/23/2009 03:18:43 PM	Called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Customer sts she was driving and wanted to turn to the left and her car did not respond and she ran into the curb and sidewalk and damaged the wheel, tire and axle. Cust sts that her insurance company opened a claim and referred customer to call GM>

Cust sks GM to repair the damage to the vehicle.

CRS advsd that due to the nature of the file/injuries the case will need to go to our Central Claims office. CRS advsd that an agent from Central Claims will follow up with the customer in 7 to 10 business days. CRS advsd if no one has contacted cust by the 10th business day please contact me and I can provide their number and the name of the agent handling the case.

Crystal Morales/PAR/ATX

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:13 AM	KINZERTH	MORALECR	BRC PAR	Acknowledgement	Done	7/23/2009 12:40:57 PM	Called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Crs Adv: This is Crystal Morales calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Crystal Morales/PAR/ATX

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:26:05 AM	KINZERTH	MORALECR	Notify CRM		Done	7/23/2009 10:49:15 AM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments [redacted]

Confidential Comments [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:25:58 AM	KINZERTH	MORALECR	Research		Done	7/23/2009 10:51:32 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No recalls, no other cases.

Crystal MOrales/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2009 09:25:40 AM	KINZERTH	MORALECR	BRC PAR	Case Assigned	Done	7/23/2009 10:49:09 AM	Assigned to Crystal Morales x41326

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
7/23/2009 09:25:33 AM	KINZERTH	HERNANA2	SR Opened		Done	7/23/2009 09:25:33 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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
7/23/2009 09:25:32 AM	KINZERTH	HERNANA2	SR Closed - Satisfied		Done	7/23/2009 09:25:32 AM	Service Request has been Closed Satisfied.

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
7/22/2009 04:55:39 PM	HERNANA2	KINZERTH	Escalation	Initiate PAR	Done	7/23/2009 09:25:27 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 5* business days

anthony hernandez/cac/t1/atx

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/22/2009 04:42:37 PM	HERNANA2	HERNANA2	Inbound Call Customer	Complex Request	Done	7/22/2009 04:56:57 PM	Alleged product allegation against steering

Contact Last Name	Contact First Name	Account	BAC Code

cust sts:The accident happened this past saturday, the sunday before, almost caused and accident, turn to the right and the car does not respond. Tried to turn to the left and the car did not respond, the car hit the sidewalk and broke the wheel.

crs adv: CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

anthony hernandez/cac/t1/atx

Confidential Comments

UCC Information

UCC Code	Symptom	Description
S97	GM Dealership	Referred Customer to CAC
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 :	1G8AL58B76Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAL69 -2006 ION 3 SEDAN AUTOMATIC	**Warranty Start Date :**	12/30/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	**Selling Source :**	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	**No**	**Branded Title :**	**No**	**Warranty Block :**	**No**	**PDI Status :**	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	**XM Radio ID**	20DXD0CY	**XM Status**	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	12/30/2005	13 miles	12/30/2008	36013 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/30/2005	13 miles	12/30/2011	100013 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/30/2005	13 miles	12/30/2013	80013 miles
36/36000 FEDERAL EMISSION	12/30/2005	13 miles	12/30/2008	36013 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

[redacted] 7/27/2009

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

7/27/2009

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 :	1G8AL58B76Z[redacted]

CLAIM HISTORY

Vehicle Has No Associated Claim History

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	1G8AL58B76Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAL69 -2006 ION 3 SEDAN AUTOMATIC		
Gross Vehicle Weight Rating :	1749 kg (3857 lb)	**Order Number :**	GCJ182
Build Date :	11/07/2005	**Build Plant :**	16ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AR9 - DLXE FRT BKT SEAT
ASF - HEAD CURTAIN SIDE AIRBAGS	BBC - BODY COLOR APPLIQUES
B37 - FLOOR MATS FRONT & REAR	CF5 - POWER SUNROOF
C60 - AIR CONDITIONING W/DUST & POLLEN FILTER	C74 - MAP LIGHTS
DF5 - AUTO-DIMMING INSIDE MIRROR EXTERIOR TEMPERATURE GAUGE DIGITAL COMPASS	DG7 - PWR. REMOTE EXTERIOR MIRRORS
FE2 - SUSPENSION SYSTEM	FE9 - 50-STATE EMISSIONS
FX2 - RATIO - 3.91	HAX - ENHANCED PERFORMANCE PACKAGE: * 2.4L 4CYL DOHC 16V 170 HP W/VVT & DUAL BALANCE SHAFTS * SPORT-TUNED SUSPENSION * ANTILOCK BRAKES W/TRAC CTRL.
HCG - TRAVEL PACKAGE: * AUTO DIMMING INSIDE MIRROR * EXTERIOR TEMPERATURE GAUGE * DIGITAL COMPASS * MAP LIGHTS	IJ2 - LEATHER APPOINTMENTS
JM4 - ANTI-LOCK BRAKES W/ TRAC CTRL	K62 - 105 AMP GENERATOR
LE5 - 2.4 4CYL DOHC HIGH OUTPUT GAS ENGINE W/VVT	MN5 - 4 SPEED AUTO TRANS
MX0 - MERCHANDISED TRANS AUTO PROVIS	NP5 - LEATHER WRAPPED STEERING WHEEL
NT7 - EMISSION SYSTEM FEDERAL	NW7 - TRACTION CONTROL
PCJ - SUN AND SOUND PACKAGE (TOTAL PACKAGE SAVINGS $500) * POWER SUNROOF * SATURN ADVANCED AUDIO SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL	PFD - 16" MACHINED FACED ALLOY WHEEL

QLG - TIRE P205/55R16	RF5 - MERCHANDISED PKG SATURN
T43 - DECKLID SPOILER	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN
UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH	US6 - FIXED ANTENNA, PAINTED, RADIO
US8 - AM/FM STEREO W/CD & MP3	UZ6 - SATURN ADVANCED AUDIO SYSTEM
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA.1ST 3 MONTHS INCL.	VY7 - LEATHER KNOB TRANS CONT LEVER
V73 - VEHICLE STATEMENT USA/CANADA	41L - BLACK
41U - BLACK ONYX	52I - LT NEUTRAL
522 - TAN	6AA - SUSPENSION
7AA - SUSPENSION	8AA - SUSPENSION
9AA - SUSPENSION	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Diehr
Claims Administrator

July 28, 2009

[redacted]
Miami Beach, FL [redacted]

RE: Claimant: [redacted]
Our File No.: 676581
Our Client: General Motors Corporation
Date/Event: 7-18-09
Subject vehicle: 2006 Saturn Ion
VIN: 1G8AL58B76Z[redacted]

Dear [redacted]

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

F YOU HAVE FILED A CLAIM WITH YOUR INSURANCE COMPANY, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING.

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

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7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, 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.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

12. Advise if there is any property damage other then the subject vehicle.

13. Advise the mileage for the subject vehicle.

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

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Deborah Diehr
Claims Administrator

To: DEBORAH DIEHR	From: [redacted]
Fax: 313-665-0911	Pages: 02
Phone: 1-800-888-0164	Date: 08/12/09
Re: claim File 676581	CC: STATE FARM.

Comments: As per our conversation, I'm sending a copy of the diagnosis of my car, this claim is almost a month over, and you don't have any response. As you see, the power steering went broke, and a week before the accident, I almost cause an accident because the car didn't response, the power steering light went on. And seems the car start looking themselves, I need it response immediatly.

Thanks

[redacted]

VERA CADILLAC, HUMMER & SATURN
300 SOUTH UNIVERSITY DRIVE
PEMBROKE PINES, FL 33025
(954) 436-3036 FAX: (954) 437-5022
*** ESTIMATE ***

RO# 106866

07/23/2009 03:06 PM

Owner
Owner: [redacted]
Address:
City State Zip: MIAMI BEACH, FL [redacted]
Home/Day: [redacted]
Control Information
Claim # : 59-A306-25301
Loss Date/Time: 07/18/2009 08:00 AM
Loss Type: Collision
Deductible: $250.00

Ins. Company: State Farm
Address: 7401 CYPRESS GARDENS BLVD.
City State Zip: WINTER HAVEN, FL 33884
Work/Day: (800)627-4028
FAX: (800)627-4023

Insured: [redacted]

Claim Rep: Rebecca Delbrey
Work/Day: (800)627-4028

Inspection
Inspection Date: 07/23/2009 03:01 PM
Inspection Type: Select Service
Primary Impact: Right Front Side
Driveable: No
Received Date/Time: 07/23/2009 02:34 PM

Appraiser Name: ROBERT MOLINA

Repairer
Repairer: Vera Cadillac
Contact: Robert Molina
Address: 300 S. University Dr
City State Zip: Pembroke Pines, FL 33025

Work/Day: (954)517-7882
FAX: (954)437-5022
Email: rmolina@veracadillac.com

Vehicle Drop Off Date/Time: 07/22/2009 03:01 PM
Target Complete Date/Time: 03:01 PM

Remarks
PRIOR DAMAGE TO:RT FRT BUMPER COVER DAMAGE
SPOKE TO CLAIM REP REBECCA SHE WANTS PICTURES AND ESTIMATE FOR ONLY WHEEL AND TIRE
CUSTOMER IS PUTTING IN CLAIM WITH GENERAL MOTORS (SATURN)
FOR "BROKEN" SUSPENSION

Vehicle

Claim # : 59-A306-25301 07/23/2009
2006 Saturn Ion 3 4 DR Sedan
4cyl Gasoline 2.4
4 Speed Automatic

Lic.Plate:	[redacted]	Lic State:	FL
Lic Expire:		VIN:	1G8AL58B76Z[redacted]
Prod Date:		Mileage:	33,153
Veh Insp# :		Mileage Type:	Actual
Condition:	Good	Code:	SN223A

Ext. Refinish:	Two-Stage
Ext. Color:	BLACK
Ext. Paint Code:	8555

Options

AM/FM CD Player	Air Conditioning	Alarm System
Aluminum/Alloy Wheels	Center Console	Cruise Control
Dual Airbags	Fog Lights	Intermittent Wipers
Keyless Entry System	Lighted Entry System	MP3 Player
OnStar System	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Rear Window Defroster	Rem Trunk-L/Gate Release	Tachometer
Theft Deterrent System	Tilt Steering Wheel	Tinted Glass
Velour/Cloth Seats		

Damages

Ln#	Op	GDE	Description	MFR.Part No.	Price	AJ%	B%	HRS	R
1	N	747	Front Wheel R & I RT	ADDITIONAL OPERA	155.94*			0.3*	SM
			>> RECON RT FRT WHEEL , TURBAX						
2	N	M60	Hazardous Waste Remo	ADDITIONAL OPERA	3.50*				SM
3	N		H411 RF	ADDITIONAL OPERA	117.30*				SM*
				Betterment			50		
			>> HANKOOK	205/55R16 1002424		0 0	V		
4	N		FRONT THRUST ALIGNME	ADDITIONAL OPERA	79.95*				SM*
5	N		MOUNT AND BALANCE	ADDITIONAL OPERA	12.00*				SM*

5 Items

Estimate Total & Entries	
Other Parts	$368.69
Paint Materials	
Parts & Material Total	$368.69
Parts & Material (Taxable)	

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	$38.00		0.3	0.3	$11.40
Mech/Elec (ME)	$65.00				
Frame (FR)	$45.00				
Refinish (RF)	$38.00				
Paint Materials	$22.00				

Labor Total (Taxable)		0.3	Hours	$11.40
Taxable Total	$380.09			
Tiered Tax 1	$380.09 @	6.000%		$22.81
Tiered Tax 2	@	6.000%		
Tiered Tax 3	@	6.000%		
Gross Total				$402.90
Less: Deductible				$250.00-
Less: Betterment & Tax				$62.17-
Net Total				$90.73

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 33025 Geo 33025
Audatex Estimating 6.0.120 ES 07/23/2009 03:45 PM REL 6.0.120 DT
07/01/2009 DB 07/15/2009
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Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = ** NON-OEM PART	ET = Partial Replace Labo	EP = ** NON-OEM PART
EU = RECYCLED PART	TE = Partial Replace Pric	PM = REMAN/REBUILT PART
UM = REMAN/REBUILT PART	L = Refinish	PC = RECOND PART
UC = RECOND PART	TT = Two-Tone	SB = Sublet Repair
N = ADDITIONAL OPERATION	BR = Blend Refinish	I = Repair
IT = Partial Repair	CG = Chipguard	RI = R & I Assembly
P = Check	RP = RP-RELATED PRIOR	

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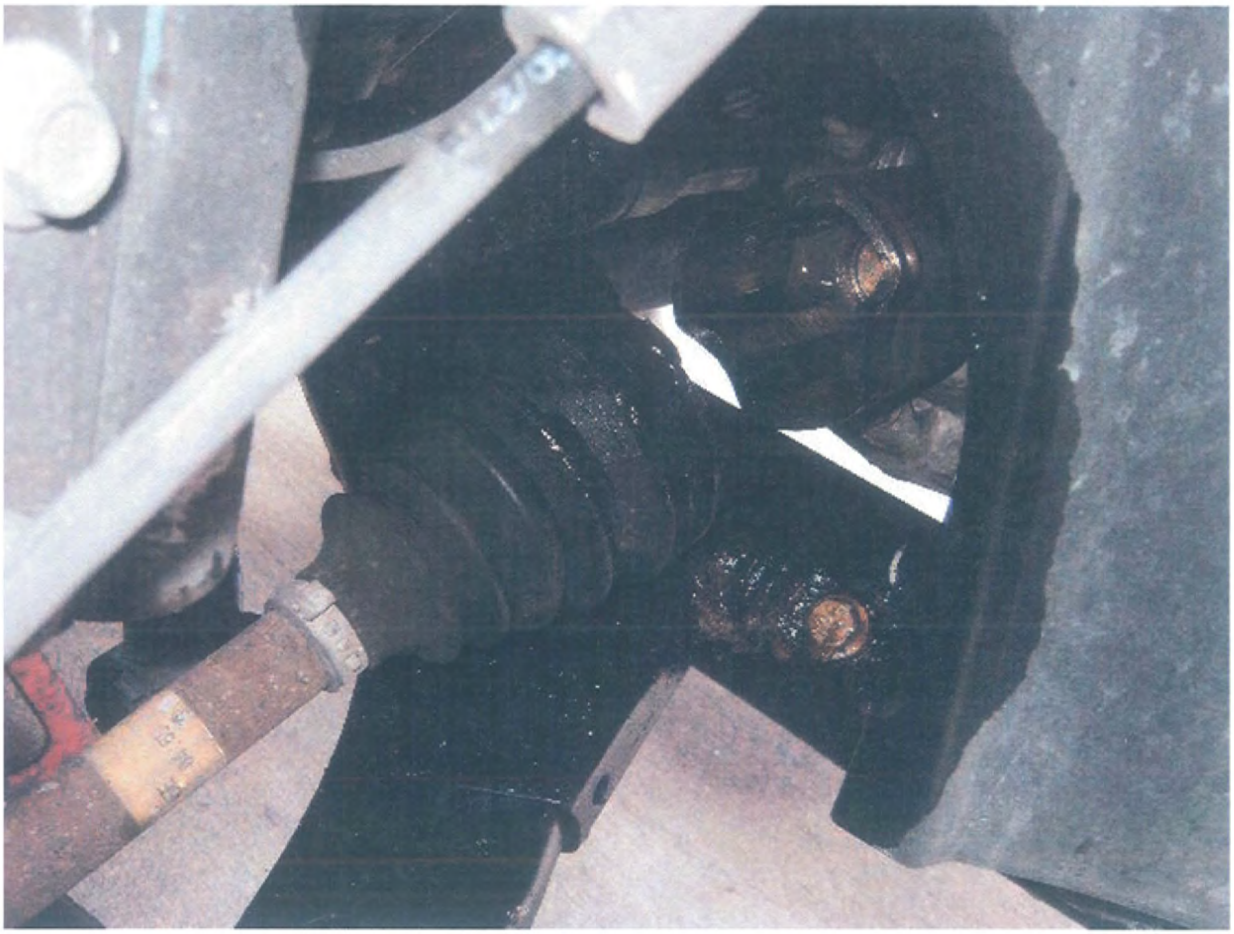



ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Diehr
Claims Administrator

August 20, 2009

[redacted]
Miami Beach, FL [redacted]

RE: Claimant: [redacted]
Our File No.: 676581
Our Client: General Motors Company
Date/Event: 7-18-09
VIN: 1G8AL58B76Z [redacted]

Dear [redacted]

I am writing to confirm our conversation of 8-19-09 during which you agreed to allow us to inspect your 2006 Saturn Ion and retrieve data from the air bag system. I estimate the inspection will take about 1-2 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical. As we discussed, we will also provide a copy of the data to you.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Deborah Diehr

To: Deborah Diehr	From: [redacted]
Fax: 313-665-0911	Pages: 02.
Phone: 1-800-888-0164	Date: 08/26/09
Re: claim 676581.	CC:

RENT A CAR Receipt

Comments:

AS PER OUR CONVERSATION. ATTACHED you will FIND A COPY OF THE RENT A CAR RECEIPT, THE AMOUNT FOR MY REFUND IS # 170.73.

Please call me.

Thanks in advance.

[redacted]

ENTERPRISE LEASING COMPANY (A FLORIDA CORPORATION), 6687 COLLINS AVE, MIAMI BEACH, FL 331414631 (305) 866-8411

RENTAL AGREEMENT 338694 **REF#** 5P28D0

RENTER [redacted]

DATE & TIME OUT
07/20/2009 04:46 PM
DATE & TIME IN
08/16/2009 04:20 PM

BILLING CYCLE
CALENDAR DAY

VEH #2 2009 NISN SENT BASE
VIN# 3N1AB61E99L[redacted]
LIC# [redacted]
MILES DRIVEN 866

VEH #1 2007 SATU ION2 4DR
VIN# 1G8AJ55F07Z[redacted]
LIC# [redacted]
MILES DRIVEN 226

BILL TO ACCOUNT
STATE FARM-FL MIAMI CLAIMS CNTR**
ATTN: CP TM 47, CLT
10451 N.W. 117TH AVE.
MIAMI, FL 33178

CLAIM INFO
59A306253
LOSS DATE: 07/18/2009
INSURED
SHOP: SATURN OF PEMBROKE PINES**
PHONE: (954) 436-3036

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/20 - 07/20	1	DAY	$39.99	$39.99
TIME & DISTANCE	07/21 - 08/16	27	DAY	$20.80	$561.60
DW	07/20 - 07/20	1	DAY	$19.99	$19.99
PAI	07/20 - 07/20	1	DAY	$3.40	$3.40
REFUELING CHARGE	07/20 - 08/16				$0.00
			Subtotal:		**$624.98**
DISCOUNT - AAA/CAA - RATE AND MILEAGE	07/20 - 08/16			10%	($60.16)
Taxes & Surcharges					
SALES TAX	07/20 - 08/16			7%	$42.35
SC REC - SURCHARGE RECOVERY	07/20 - 08/16	28	DAY	$2.00	$56.00
VLF REC - VEHICLE LICENSE FEE	07/20 - 08/16	28	DAY	$0.27	$7.56
			Total Charges:		**$670.73**

Bill-To / Deposits

STATE FARM-FL MIAMI CLAIMS CNTR**					
TIME & DISTANCE	07/20 - 08/16	1	DAY		
SALES TAX	07/20 - 08/16	1	PERCENT	7%	
SC REC - SURCHARGE RECOVERY	07/20 - 08/16	28	DAY		
VLF REC - VEHICLE LICENSE FEE	07/20 - 08/16	28	DAY		
DISCOUNT - AAA/CAA - RATE AND MILEAGE	07/20 - 08/16	1	PERCENT	10%	
			Subtotal:		**($500.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$170.73	Mastercard	XXXXXXXX[redacted] PENDING

[redacted] 8/20/2009

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Diehr
Claims Administrator

August 24, 2009

[redacted]
Miami Beach, FL [redacted]

RE: Claimant: [redacted]
Our File No.: 676581
Our Client: General Motors Company
Date/Event: 7-18-09
Subject vehicle: 2006 Saturn Ion
VIN: 1G8AL58B76Z[redacted]

Dear [redacted]

Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the repairs be started on your vehicle. Thank you for your assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Deborah Diehr
Claims Administrator

RELEASE OF PROPERTY DAMAGE CLAIM

File No: 6466-259-676581 **Claims Administrator: Deborah Diehr**

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, [redacted] being of lawful age, for the sole consideration of the repairs to the 2006 Saturn Ion bearing VIN 1G8AL58B76Z[redacted] to be paid directly to the repairing dealership, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **General Motors Company (GM), ESIS Corp. and all GM dealerships,** and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about 7-18-09 at or near Miami Beach, FL.

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

The parties intend for this Agreement to be interpreted and effectuated so as to give GM the maximum protection allowed by law from claims, including contribution and indemnification claims, which relate to the subject matter. In accordance with the applicable law, this Agreement shall discharge GM (and its employee) and the Released Parties from all liability for contribution to any other tortfeasor. In addition, claimant(s) agrees to indemnify and hold the Released Parties harmless against any future or further exposure or payment with reference to the matters set forth in this Agreement, including, but not limited to, any litigation or claim, however presented, which may hereafter be instituted, presented or effected by or on behalf of claimant(s); or any relation, former spouse, friend, heir and/or beneficiary of claimant(s); or by any person seeking contribution, subrogation or indemnification in connection with the payment being made. It is understood that the intent of this Agreement is that claimant(s) will protect and hold the Released Parties harmless from any future or further payments or exposure with regard to the matters addressed in this Agreement.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

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

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

Signed, sealed and delivered this 24 day of August, 2009.

[redacted] ION: READ BEFORE SIGNING

X [redacted] LS

Witness

[redacted]

X _____ LS

Witness

STATE OF Fl. }

}-SS

COUNTY OF Broward }

On the 24 day of August, 2009, before me personally appeared to me known to be the person(s) named herein and who executed the foregoing Release and Select One acknowledged to me that Select One voluntarily executed the same.

My term expires _____, 20___.

_____

Notary Public

Personally Known

YOLANDA ANASTASIA MANSO
MY COMMISSION # DD913365
EXPIRES August 07, 2013
(407) 398-0153 FloridaNotaryService.com

Service Request Detail

SR No.	71-749009590	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account	[redacted]	Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Greenville	Involved Dlr	Saturn of Greenville, Inc.	Safety	Yes
State	SC ZipCd [redacted]	Con Acct		Source	Phone	Updated	8/18/2009 03:25:57 PM
Serial #/VIN	1G8AJ55F46Z[redacted]	Model Year	2006	Priority	Medium License # SATURN -	Owner	MERCADTO
Make	Saturn - GM	Warr. Start	10/14/2005	Status	Closed	Opened	8/11/2009 06:03:30 PM
Model	ION 2	Mileage	70000	Sub-Status	Satisfied	Closed	8/18/2009 03:25:54 PM
Abstract	Steering - General (Collision)						
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all Inquiries to Tonie Mercado @ ext 41183						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	8/20/2009 03:30:00 PM	N	1	1	Asphalt	Dry	n/a	X427328

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'9	[redacted]	None

t Name	Phone #	Insurance Agency
n/a	n/a	[redacted] Allstate Insurance

Incident Loc	I 385 North Greenville, SC	Incident Desc	As he was driving the vehicle the steering locked up and he tried to correct and ended up hitting the vehicle in front of him
Component	Steering		
		Damage Desc	Rear bumper jammed
Vehicle Loc	Saturn of Greenville in SC		
		Add'l Info	Insurance fixed the vehicle
Emgcy Svc Names	Greenville PD		
		Maint Loc	GM Dlrs

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	Unknown
Vehicle Speed	65			Weather Condition	Clear and Hot			Prop Owner	Anthony Milbom
Last Service Date				Loc Last Service				Property Location	Unknown
Veh Est Repair Cost	$1,000.00			Spec Equip Installer	n/a			Prop Damage Description	Back bumper damaged
Primary Veh Use	Personal			Inspection Type	Steering and Suspension Sys			Inspected By	Inspection Not Performed
Veh Damage Description	Rear damage							Explain Other	File going to ESIS

Property Type	Vehicle	
Prop Est Repair Cost	$0.00	
Inspection Date/Time		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 03:25:54 PM	MERCADTO	MERCADTO	SR Closed - Satisfied		Done	8/18/2009 03:25:54 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 03:24:59 PM	MERCADTO	MERCADTO	BRC PAR	Close	Done	8/18/2009 03:25:45 PM	Closing file

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Case was sent to ESIS
677398 - Bryan Schwartz

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 09:14:20 AM	MERCADTO	MERCADTO	Outbound Call Customer	Made Contact	Done	8/18/2009 09:17:24 AM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Crs Adv: Was returning your phone call.

Cust sts: I was calling you back

Crs Adv: I already spoke to you on Friday and advised you then that the file is being forwarded to our central claims office for further handling. Someone from that office will be in contact w/ you w/i 7-10 business days.

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 09:13:46 AM	MERCADTO	MERCADTO	Inbound Call Customer	Voice Mail Received	Done	8/18/2009 09:14:02 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Cust sts: [redacted] Please call about the claim I filed.
sent 8/17 833pm est

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 01:13:18 PM	MARQUEMO	TOPOROWM	Escalation	ESIS - Property Damage	Done	8/18/2009 01:38:15 PM	Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Tp Property Damages - Insurance Involvement

Monica Marquez/BRCPAR/ATX
x21072

677398 - Bryan Schwartz

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 10:11:38 AM	KINZERTH	MARQUEMO	Notify CRM		Done	8/17/2009 01:13:17 PM	ESIS - Property Damage & Insurance Involvement

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
8/17/2009 10:04:13 AM	MERCADTO	MERCADTO	Scheduled Follow-up		Done	8/18/2009 03:24:26 PM	[redacted] - ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Check case status for ESIS p/u

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 10:03:09 AM	MERCADTO	KINZERTH	BRC PAR	ESIS- Property Damage	Done	8/17/2009 10:11:37 AM	Escalating to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Customer allegnig steering malfunctioned caused collision. TP property damages and insurance covered repair costs for vehicle

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 05:28:51 PM	MERCADTO	MERCADTO	Inbound Call Customer		Done	8/14/2009 05:44:18 PM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust sts: was calling you back,.

Crs Adv: verified pre par and par detail information.

continued in initial

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 02:28:16 PM	MERCADTO	MERCADTO	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	8/17/2009 10:03:09 AM	

[redacted]	Account	BAC Code
[redacted]		

Action Plan: 2nd attempt to complete initial interview.

8/17
11-1pm est

Tonie Mercado/PAR/ATX

Escalate to ESIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 02:27:23 PM	MERCADTO	MERCADTO	Outbound Call Customer	Reached Wrong No./Disconnect	Done	8/14/2009 02:28:12 PM	

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
Disconnected

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 02:25:05 PM	MERCADTO	MERCADTO	Outbound Call Customer	Left Message	Done	8/14/2009 02:27:00 PM	

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

See Ack

Tonie Mercado/PAR/aTX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 12:29:01 PM	MERCADTO	MERCADTO	Ownership Changed	Ownership Escalated to BRC	Done	8/14/2009 12:29:01 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:22:59 AM	KINZERTH	MERCADTO	Ownership Changed		Done	8/14/2009 09:22:59 AM	Service Request Ownership has changed FROM: ROBERTVI TO: MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:22:41 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- AVM	Done	8/14/2009 02:21:34 PM	Called Bonduris Alexander 404082 8294

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

DVM Name: Alexander Bonduris
Node/Mailbox: 404082-8294
This is Tonie Mercado
calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-749009590
The Customer's name is: [redacted]
The dealer involved is: Saturn of Greenville
Located in: Greenville SC
The vehicle is a: 2006 Saturn ION 2
With current mileage: 70K
The last 8 digits of the VIN# are: 6z[redacted]
This involves: Cust is alleging that she was in a collision due to a steering concern in the vehicle. Because there are TP property damages and insurance involvement we will be forwarding the file to our central claims ESIS office for further handling.
This message is for informational purposes only, However if you do have any questions please feel free to give me a call.
Provided contact info.

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:22:33 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Dealer	Done	8/14/2009 02:24:47 PM	Called Saturn of Greenville @ (864) 234-6677

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Spoke w/: Albin Krankowsky Svc Mgr

Crs Adv: Was calling in regards to cust and incident. Would like to know if cust has been in there in the past w/ air bag related concerns.

Dlr sts: None, I don't see any history in the system.

Crs Adv: We will be forwarding the file to our central claims office for further handling. And I will make the cust aware of that as well.

Tonie Mercado/PAR/aTX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed
8/14/2009 09:22:24 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Phone	Done	8/17/2009 10:03:01 AM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs verified pre par and par detail information.

Cust sts: As he was driving the vehicle the steering locked up and he tried to correct and ended up hitting the vehicle in front of him. The insurance covered repairs

Crs Adv: will be forwarding the file ot our central claims ESIS office further handling because there are TP property damages and insurance involvement. Someone from that office will be in contact w/ you w/i 7-10 business days. If you don't hear from anyone by the end of that time frame please give me a call and I will assist you in getting in contact w/ them,.

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:22:17 AM	KINZERTH	MERCADTO	BRC PAR	Acknowledgement	Done	8/14/2009 02:26:48 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Adv: This is Tonie Mercado calling from the GM Product Allegation Dept. I have received your file and do require further information. Please give me a call when you get a chance. Provided contact info and SR

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:22:08 AM	KINZERTH	MERCADTO	Notify CRM		Done	8/14/2009 02:29:06 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
8/14/2009 09:22:01 AM	KINZERTH	MERCADTO	Research		Done	8/14/2009 12:36:42 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No open recalls
No prev related claim history
other files/unrelated:
1-19339105 Low Fuel Light
1-20078678 Change Oil Light
1-21049686 Warranty Info
71-744388246 Veh complaint/Window
71-748971961 Ignition concern Key stuck

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:21:45 AM	KINZERTH	MERCADTO	BRC PAR	Case Assigned	Done	8/14/2009 12:10:10 PM	Assigned to Tonie Mercado x41183

Contact Last Name | Contact First Name | Account | BAC Code

Received

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:21:38 AM	KINZERTH	ROBERTVI	SR Opened		Done	8/14/2009 09:21:38 AM	SR in Status of Closed has been Re-Opened by KINZERTH

First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 09:21:37 AM	KINZERTH	ROBERTVI	SR Closed - Satisfied		Done	8/14/2009 09:21:37 AM	Service Request has been Closed Satisfied.

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
8/13/2009 03:45:57 PM	ROBERTVI	KINZERTH	Escalation	Initiate PAR	Done	8/14/2009 09:21:33 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 5* business days

Virginia Roberts/CAC/Tier 1/Level 0

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2009 03:13:59 PM	ROBERTVI	ROBERTVI	Outbound Call Customer	Made Contact	Done	8/13/2009 03:53:19 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust: talking with Allstate right now to talk to them about getting it fixed she has been going back and forth from Saturn to Buick because Buick was the first one to fix it because they work with Allstate. I kept telling them that I believe that the ignition stuck is the accident was cause.
CSR: can you tell me a little bit about the accident.
Cust:explain that when the accident occured the vehicle ignition locked up on her and she swirved out of the way.

Virginia Roberts/CAC/Tier 1/Level 0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2009 01:12:23 PM	ROBERTVI	ROBERTVI	Outbound Call Dealer	Made Contact	Done	8/13/2009 01:23:39 PM	Diag

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

******Dealer**********

CRS spoke w/:Alvin

CRS adv:calling to see if cust get her vehicle diag.

Dlr sts:adv they do have the vehicle. the vehicle has no history on it. cust is talking to the ins co awaiting for cust approval.

Diagnosis? ignition lock and housing

Estimated cost? 451.00

When will complete?have not got the ok

Maint at dlr?N

Cust caused or prevented?

Related to age/mlg?keys do wear

General condition of vehicle? good

Virginia Roberts/CAC/Tier 1/Level 0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 05:59:45 PM	ROBERTVI	ROBERTVI	Scheduled Outbound Call Dlr		Done	8/13/2009 01:12:15 PM	Diag

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

diag 8/13/09@1pm

Virginia Roberts/CAC/Tier 1/Level 0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 05:57:49 PM	ROBERTVI	ROBERTVI	Scheduled Outbound Call Cust	Initial Attempt	Done	8/13/2009 03:13:52 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code

Follow up with cust on assistance
8/13/09@2pm

Virginia Roberts/CAC/Tier 1/Level 0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 05:46:07 PM	ROBERTVI	ROBERTVI	Outbound Call Customer	Made Contact	Done	8/12/2009 05:56:59 PM	F/U funnels

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust took it to get it diag the dlr did not want to work with her the vehicle was in a accident a month ago and everything should have been repaired. dlr told her that the ignition housing is the problem. onstar will send you to saturn other dlr.
Funnel Questions:

Owner Specific:Assistance

Orig owner? y

Primary driver? y

Personal or business use? p

Where purchased? Saturn of South Blvd
Charolette

Prev GM veh? n

Current approx mlg?70,000

Ext Svc Plan? n

Concern Specific:Cylinder housing

When 1st notice concern? a week ago

What conditions does concern occur?cylinder

Where diagnosed? Saturn of Greenville

Est cost of the repair? 450.00

Current location of veh? Saturn of Greenville

Veh repaired? If yes, n

What has Dlr told you about a diagnosis?housing
Who was working with you? Corey

Business Decision:

Where maint performed? GM/Buick

Prev related repairs? N

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/11/2009 06:12:55 PM	ROBERTVI	ROBERTVI	Scheduled Outbound Call Cust	Initial Attempt	Done	8/12/2009 05:45:54 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Call cust and find out if she was able to get the vehicle started and is she going to take it to the dlr.

8/12/09@6pm

Virginia Roberts/CAC/Tier 1/Level 0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/11/2009 06:07:54 PM	ROBERTVI	ROBERTVI	Inbound Call Customer	Complex Request	Done	8/11/2009 06:12:51 PM	Ignition

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust key is stuck in the ignition and the vehicle will not turn off.

CSR: advs cust that we are not a tech assistant center but advs about the fuse in the black box .also advs if she could drive to the dlr or would she like for me to call roadside assistance.

Cust: No I dont have enough gas/money for roadside let me see if I can get this stuff and will call back.

CSR: I will call you tomorrow at this time to see if you were able to get the vehicle shut off.

Cust seeks: assistance shutting the vehicle off.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	Ignition	Steering - Column / Ignition Lock / Parts
M01	Excessive Effort	Steering - General

GM Global Warranty

Mr. GMVIS 2

March 12, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this

- View V
- View V
- View V Compc
- View V Transa Detail
- View V Inform

Vehicle Information

VIN: 1G8AJ55F46Z[redacted] Model: ZAJ69-2006 ION.2 BASE SEDAN

Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: T - DEALER STOCK

Field Actions: 0 Open [redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y OnStar Status: Active

XM Equipped: N XM Radio ID: XM Status: NA

OnStar Vehicle Diagnostics: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 09275	02/22/2010	10/14/2005	2,088 MI	10/14/2015	122,088 MI
	Saturn 96/80M Emission select components	02/22/2010	10/14/2005	2,088 MI	10/14/2013	82,088 MI
	Saturn 36/36K Bumper to Bumper	02/22/2010	10/14/2005	2,088 MI	10/14/2008	38,088 MI
	Saturn 72/100K Corrosion	02/22/2010	10/14/2005	2,088 MI	10/14/2011	102,088 MI
	Special Coverage 09014	02/22/2010	10/14/2005	2,088 MI	10/14/2020	152,088 MI

Service Contract

Policy Number: [redacted]

Owner: [redacted]

Description: SATURN 60/60 EX VEH MG
Effective Date: 10/14/2005
Effective Odometer: 2088 MI
Daily Rental Limit: 35.00

Deductible Amount: 0.00
Expiration Date: 10/14/2010
Expiration Odometer: 60000 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/21/2009	702654	ZREG—Regular Vehicle Transaction		Z8023 - ONSTAR - FUEL	81,000 MI
12/04/2009	661838	ZREG—Regular Vehicle Transaction		Z8025 - ONSTAR - FLAT TIRE	81,000 MI
12/04/2009	0211412	ZREG—Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	80,469 MI
08/12/2009	0208929	ZSET—Service Event		M5305 - REPAIR(S) RECOMMENDED	77,108 MI
09/28/2008	Y08135	ZREG—Regular Vehicle Transaction		Z8023 - ONSTAR - FUEL	62,080 MI
08/30/2008	X42343	ZREG—Regular Vehicle Transaction		Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	30,000 MI
01/25/2008	S80760	ZSCT—Service Contracts		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	50,000 MI
01/16/2008	S63728	ZSCT—Service Contracts		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	49,000 MI
11/08/2007	Q68645	ZSCT—Service Contracts		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	46,000 MI
11/08/2007	Q68624	ZSCT—Service Contracts		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	46,000 MI
11/03/2007	Q51958	ZSCT—Service Contracts		Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	46,000 MI
08/21/2007	0187966	ZSCT—Service Contracts		J5490 - Throttle Body Assembly Replacement	41,923 MI
05/28/2007	0185447	ZSET—Service Event		M5307 -	36,037 MI
05/28/2007	0185447	ZSET—Service Event		M5300 -	36,037 MI
05/28/2007	0185447	ZSET—Service		M5025 -	36,037 MI

		Event		
05/28/2007	0185447	ZSET—Service Event	M5005 -	36,037 MI
02/20/2007	0182650	ZSET—Service Event	M5005 -	31,321 MI
02/20/2007	0182650	ZSET—Service Event	M5025 -	31,321 MI
02/20/2007	0182650	ZSET—Service Event	M5070 -	31,321 MI
02/20/2007	0182650	ZSET—Service Event	M5265 -	31,321 MI
09/21/2006	G42673	ZREG—Regular Vehicle Transaction	Z4533 - ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.	23,843 MI
08/04/2006	F18263	ZREG—Regular Vehicle Transaction	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	19,000 MI
08/04/2006	0176853	ZREG—Regular Vehicle Transaction	N0110 - Battery Replacement	20,772 MI
06/12/2006	0338036	ZSET—Service Event	M5300 -	17,893 MI
06/12/2006	0338036	ZSET—Service Event	M5200 -	17,893 MI
06/12/2006	0338036	ZSET—Service Event	M5300 -	17,893 MI
05/26/2006	0174715	ZSET—Service Event	M5005 -	17,004 MI
02/24/2006	0171805	ZREG—Regular Vehicle Transaction	E5801 -	11,484 MI
01/03/2006	0170150	ZSET—Service Event	M5005 -	6,104 MI
09/27/2005	0336967	ZREG—Regular Vehicle Transaction	J4345 -	1,443 MI
09/23/2005	0336837	ZSET—Service Event	B0048 -	986 MI
09/21/2005	0243174	ZREG—Regular Vehicle Transaction	N6272 -	945 MI
09/21/2005	0243174	ZREG—Regular Vehicle Transaction	N6272 -	945 MI
09/09/2005	0336446	ZREG—Regular Vehicle Transaction	J9995 -	408 MI
09/09/2005	0336446	ZSET—Service Event	M5088 -	408 MI
08/16/2005	0160134	ZSET—Service Event	M5300 -	234 MI
08/16/2005	0160134	ZSET—Service Event	M6015 -	234 MI
08/13/2005	0160035	ZSET—Service Event	M5190 -	4 MI
08/13/2005	0160035	ZSET—Service Event	M5145 -	4 MI
08/13/2005	0160035	ZSET—Service Event	M5185 -	4 MI
06/24/2005	0180523	ZPDI—Pre-Delivery Inspection	Z7000 -	3 MI

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[redacted] 3/12/2010

Global Warranty

Mr. GMVIS 2

March 12, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available)

For this

- View V
- View V
- View V Compc
- View V Transa Detail
- View V Inform

Vehicle Information

VIN: 1G8AJ55F46Z[redacted]

Model: ZAJ69-2006 ION.2 BASE SEDAN

Service Contract: Yes | Branded Title: No | Warranty Block: No | PDI Status: Yes

Order Type: T - DEALER STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: ZAJ69-2006 ION.2 BASE SEDAN

Gross Vehicle Weight: 0

Order Number: FZR490

Build Date: 06/09/2005

Build Plant: Z-

Option Codes

*GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

41L - BLACK

41U - BLACK ONYX

52C - TAN CLOTH

52I - LT NEUTRAL

6AB - SUSPENSION

7AB - SUSPENSION

8AF - SUSPENSION

9AF - SUSPENSION

A31 - POWER WINDOWS

AG4 - DRIVER SEAT MANUAL HEIGHT ADJ.

AK5 - DR & PASS SEAT RESTRAINT SYSTEM

AR9 - DLXE FRT BKT SEAT

AU0 - REMOTE KEYLESS ENTRY W/ALARM

B37 - FLOOR MATS FRONT & REAR

B8C - BODY COLOR APPLIQUES

C60 - AIR CONDITIONING W/DUST & POLLEN FILTER

DG7 - PWR. REMOTE EXTERIOR MIRRORS

FE1 - SOFT RIDE SUSPENSION SYSTEM

FE9 - FEDERAL EMISSIONS

FY1 - RATIO - 3.63

HAA - PREFERRED PACKAGE: * POWER WINDOWS * REMOTE KEYLESS ENTRY W/ALARM * PWR. REMOTE EXTERIOR MIRRORS * CRUISE CONTROL * DRIVER SEAT MANUAL HEIGHT ADJ

IPC - TRIM INTERIOR DESIGN

J41 - POWER BRAKE SYSTEM

K34 - CRUISE CONTROL

K62 - 105 AMP GENERATOR

L61 - 2.2L 4CYL GAS ENGINE

MN5 - 4 SPEED AUTO TRANS

MX0 - MERCHANDISED TRANS AUTO PROVIS

NK5 - STANDARD STEERING WHEEL

NT7 - EMISSION SYSTEM FEDERAL

P2W - WHEEL COVER, FLUSH SPORT

PG1 - STEEL WHEEL 15 X 6

QSV -

QTU - TIRE P195/60R15

RF3 - MERCHANDISED PKG SATURN

U1C - AM/FM STEREO W/CD & INPUT JACK

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN

US6 - FIXED ANTENNA, PAINTED, RADIO

V73 - VEHICLE STATEMENT USA/CANADA

UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH

UX7 - SPEAKER SYSTEM 4

VK3 - LICENSE PLATE FRONT FRT

Added Option Codes

~AS - SPECIAL COVERAGE APPLIED

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[redacted]

Global Warranty

Mr. GMVIS 2

March 12, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows GMVIS users to view the information on various major components added to the VIN selected during vehicle build.

For this

- View V
- View V
- View V Compc
- View V Transa Detail
- View V Inform

Vehicle Information

VIN: 1G8AJ55F46Z[redacted]

Model: ZAJ69-2006 ION.2 BASE SEDAN

Service Contract: Yes | Branded Title: No | Warranty Block: No | PDI Status: Yes

Order Type: T - DEALER STOCK

Field Actions: 0 Open

[redacted]

Vehicle Component

Vehicle has no current record of vehicle component.

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Global Warranty

Mr. GMVIS 2

March 12, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

For this

- View V
- View V
- View V Compc
- View V Transa Detail
- View V Inform

Vehicle Information

VIN: 1G8AJ55F46Z[redacted]

Model: ZAJ69-2006 ION.2 BASE SEDAN

Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: T - DEALER STOCK

Field Actions: 0 Open

[redacted]

Job Card Date: 12/21/2009

Job Card Number: 702654

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 81,000 MI
Authorization Code: A

Process Date:
12/29/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0090-No Customer Complaint - Other issues

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9099-Other - Not Duplicated

Labour Op Z8023-ONSTAR - FUEL

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 42.00

Job Card Date: 12/04/2009

Job Card Number: 661838

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 81,000 MI
Authorization Code: A

Process Date:
12/15/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0090-No Customer Complaint - Other

issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9099-Other - Not Duplicated

Labour Op Z8025-ONSTAR - FLAT TIRE

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 42.00

Job Card Date: 12/04/2009 Job Card Number: 0211412

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 80,469 MI
Authorization Code: A

Process Date:
12/04/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 3 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number

Line Total: USD 33.88

Job Card Date: 08/12/2009 Job Card Number: 0208929

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 77,108 MI
Authorization Code:

Process Date:
08/28/2009

Transaction Type:
ZSET—Service Event

Transaction Expense Category:
Service Event

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op M5305-REPAIR(S) RECOMMENDED

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 0.00

Job Card Date: 09/28/2008 Job Card Number: Y08135

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading 62,080 MI
Authorization Code

Process Date:
03/20/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z8023-ONSTAR - FUEL

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 42.21

Job Card Date: 08/30/2008 Job Card Number: X42343

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading. 30,000 MI
Authorization Code

Process Date:
12/02/2008

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Customer Enthusiasm

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z4531-ROADSIDE SERVICE (TOWING) - SATURN U.S.

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 69.68

Job Card Date: 01/25/2008 Job Card Number: S80760

Repair Service Agent: 207453
GM ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading. 50,000 MI
Authorization Code: C

Process Date:
02/01/2008

Transaction Type:
ZSCT—Service Contracts

Transaction Expense Category:

Customer Complaint Code.

0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)
Causal Part Number
--See other Parts and/or Net Items Line Total: USD 42.75

Job Card Date: 01/16/2008 **Job Card Number: S63728**

Repair Service Agent: 207453
GM ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 49,000 MI
Authorization Code: C

Process Date
01/25/2008
Transaction Type:
ZSCT---Service Contracts
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)
Causal Part Number
--See other Parts and/or Net Items Line Total: USD 42.75

Job Card Date: 11/08/2007 **Job Card Number: Q68645**

Repair Service Agent: 207453
GM ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 46,000 MI
Authorization Code: C

Process Date.
11/16/2007
Transaction Type:
ZSCT—Service Contracts
Transaction Expense Category:
Customer Complaint Code.
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)
Causal Part Number
--See other Parts and/or Net Items Line Total: USD 42.75

Job Card Date: 11/08/2007 **Job Card Number: Q68624**

Repair Service Agent: 207453
GM ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 46,000 MI
Authorization Code: C

Process Date:
11/16/2007
Transaction Type:
ZSCT—Service Contracts
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)
Causal Part Number
→See other Parts and/or Net Items Line Total: USD 42.75

Job Card Date: 11/03/2007 Job Card Number: Q51958
Repair Service Agent: 207453 Odometer Reading: 46,000 MI
GM ROADSIDE ASSISTANCE/CCAS Authorization Code: C
ONE CABOT RD
MEDFORD MA 02155-5117

Process Date:
11/09/2007
Transaction Type:
ZSCT—Service Contracts
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z2082-ROADSIDE SERVICE (FUEL DELIVERY)
Causal Part Number
→See other Parts and/or Net Items Line Total: USD 42.75

Job Card Date: 08/21/2007 Job Card Number: 0187966
Repair Service Agent: 121861 Odometer Reading 41,923 MI
SATURN OF GREENVILLE, SC Authorization Code:
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
08/21/2007
Transaction Type:
ZSCT—Service Contracts
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op J5490-Throttle Body Assembly Replacement
Causal Part Number 000000000012568796-MODULEASM,THROTACTRCONT
→See other Parts and/or Net Items Line Total: USD 180.23

Job Card Date: 05/28/2007

Job Card Number: 0185447

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 36,037 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 6

Transaction Adjustment:

Cause Code: -

Labour Op M5307-

Causal Part Number

Line Total: USD 0.00

Job Card Date: 05/28/2007

Job Card Number: 0185447

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 36,037 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 5

Transaction Adjustment:

Cause Code: -

Labour Op M5300-

Causal Part Number

Line Total: USD 0.00

Job Card Date: 05/28/2007

Job Card Number: 0185447

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 36,037 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op M5025-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 05/28/2007 Job Card Number: 0185447

Repair Service Agent: 121861 Odometer Reading: 36,037 MI
SATURN OF GREENVILLE, SC Authorization Code:
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
11/20/2007
Transaction Type:
ZSET---Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op M5005-
Causal Part Number
-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 02/20/2007 Job Card Number: 0182650

Repair Service Agent: 121861 Odometer Reading: 31,321 MI
SATURN OF GREENVILLE, SC Authorization Code:
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
11/20/2007
Transaction Type:
ZSET---Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 4 Transaction Adjustment: Cause Code: -
Labour Op M5005-
Causal Part Number
-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 02/20/2007 Job Card Number: 0182650

Repair Service Agent: 121861 Odometer Reading: 31,321 MI

SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Authorization Code:

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: -
Labour Op M5025-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 02/20/2007 Job Card Number: 0182650

Repair Service Agent: 121861 Odometer Reading 31,321 MI
SATURN OF GREENVILLE, SC Authorization Code
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op M5070-
Causal Part Number
→See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 02/20/2007 Job Card Number: 0182650

Repair Service Agent: 121861 Odometer Reading: 31,321 MI
SATURN OF GREENVILLE, SC Authorization Code
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op M5265-

[redacted]

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 09/21/2006

Job Card Number: G42673

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 23,843 MI
Authorization Code: C

Process Date:
09/29/2006

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z4533-ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 44.07

Job Card Date: 08/04/2006

Job Card Number: F18263

Repair Service Agent: 207531
GM SATURN ROADSIDE ASSISTANCE/CCAS
ONE CABOT RD
MEDFORD MA 02155-5117

Odometer Reading: 19,000 MI
Authorization Code: C

Process Date:
08/11/2006

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z4531-ROADSIDE SERVICE (TOWING) - SATURN U.S.

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 60.76

Job Card Date: 08/04/2006

Job Card Number: 0176853

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 20,772 MI
Authorization Code:

Process Date:

08/04/2006
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N0110-Battery Replacement
Causal Part Number 78-6YR-NONGMPART
-See other Parts and/or Net Items Line Total: USD 132.36

Job Card Date: 06/12/2006 Job Card Number: 0338036
Repair Service Agent: 162445 Odometer Reading: 17,893 MI
SATURN OF SPARTANBURG Authorization Code.
2671 REIDVILLE ROAD
SPARTANBURG SC 29301-3586
86459506600000

Process Date.
11/20/2007
Transaction Type:
ZSET---Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: -
Labour Op M5300-
Causal Part Number
Line Total: USD 0.00

Job Card Date: 06/12/2006 Job Card Number: 0338036
Repair Service Agent: 162445 Odometer Reading. 17,893 MI
SATURN OF SPARTANBURG Authorization Code:
2671 REIDVILLE ROAD
SPARTANBURG SC 29301-3586
86459506600000

Process Date:
11/20/2007
Transaction Type:
ZSET---Service Event
Transaction Expense Category:
Customer Complaint Code.
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op M5200-
Causal Part Number
Line Total: USD 0.00

Job Card Date: 06/12/2006

Job Card Number: 0338036

Repair Service Agent: 162445
SATURN OF SPARTANBURG
2671 REIDVILLE ROAD
SPARTANBURG SC 29301-3586
86459506600000

Odometer Reading: 17,893 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5300-

Causal Part Number

Line Total: USD 0.00

Job Card Date: 05/26/2006

Job Card Number: 0174715

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 17,004 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5005-

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Date: 02/24/2006

Job Card Number: 0171805

Repair Service Agent: 121861
SATURN OF GREENVILLE, SC
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Odometer Reading: 11,484 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op E5801-
Causal Part Number 22708796-
-See other Parts and/or Net Items Line Total: USD 92.05

Job Card Date: 01/03/2006 Job Card Number: 0170150

Repair Service Agent: 121861 Odometer Reading: 6,104 MI
SATURN OF GREENVILLE, SC Authorization Code:
325 WOODRUFF ROAD
GREENVILLE SC 29607-3415
86423466770000

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op M5005-
Causal Part Number
-See other Parts and/or Net Items Line Total: USD 0.00

Job Card Date: 09/27/2005 Job Card Number: 0336967

Repair Service Agent: 121892 Odometer Reading: 1,443 MI
SATURN OF SOUTH BOULEVARD Authorization Code: A
9201 SOUTH BLVD
CHARLOTTE NC 28273-6940
70455609220000

Process Date:
11/20/2007
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op J4345-
Causal Part Number 12587426-
-See other Parts and/or Net Items Line Total: USD 220.26

Job Card Date: 09/23/2005 Job Card Number: 0336837

Repair Service Agent: 121892 Odometer Reading: 986 MI
SATURN OF SOUTH BOULEVARD Authorization Code:

9201 SOUTH BLVD
CHARLOTTE NC 28273-6940
70455609220000

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op B0048-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 09/21/2005 Job Card Number: 0243174

Repair Service Agent: 168561 Odometer Reading: 945 MI
SATURN OF CHARLOTTE Authorization Code: S
7036 EAST INDEPENDENCE BLVD
CHARLOTTE NC 28227-9419
7045365530

Process Date:
11/20/2007
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line # 2 Transaction Adjustment: Cause Code: -
Labour Op N6272-
Causal Part Number
-See other Parts and/or Net Items

Line Total: USD 30.00

Job Card Date: 09/21/2005 Job Card Number: 0243174

Repair Service Agent: 168561 Odometer Reading: 945 MI
SATURN OF CHARLOTTE Authorization Code: AP
7036 EAST INDEPENDENCE BLVD
CHARLOTTE NC 28227-9419
7045365530

Process Date:
11/20/2007
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment Cause Code: -
Labour Op N6272-

Causal Part Number

Line Total: USD 160.27

Job Card Date: 09/09/2005 Job Card Number: 0336446

Repair Service Agent: 121892
SATURN OF SOUTH BOULEVARD
9201 SOUTH BLVD
CHARLOTTE NC 28273-6940
70455609220000

Odometer Reading: 408 MI
Authorization Code: A

Process Date:
11/20/2007
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op J9995-
Causal Part Number

Line Total USD 109.28

Job Card Date: 09/09/2005 Job Card Number: 0336446

Repair Service Agent: 121892
SATURN OF SOUTH BOULEVARD
9201 SOUTH BLVD
CHARLOTTE NC 28273-6940
70455609220000

Odometer Reading: 408 MI
Authorization Code:

Process Date:
11/20/2007
Transaction Type:
ZSET---Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op M5088-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 08/16/2005 Job Card Number: 0160134

Repair Service Agent: 168828
SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM NC 27707-2662
9199692300

Odometer Reading: 234 MI
Authorization Code:

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op M5300-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 08/16/2005 Job Card Number: 0160134

Repair Service Agent: 168828
SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM NC 27707-2662
9199692300

Odometer Reading: 234 MI
Authorization Code.

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op M6015-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 08/13/2005 Job Card Number: 0160035

Repair Service Agent: 168828
SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM NC 27707-2662
9199692300

Odometer Reading: 4 MI
Authorization Code:

Process Date:
11/20/2007
Transaction Type:
ZSET—Service Event
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: -
Labour Op M5190-
Causal Part Number

Line Total: USD 0.00

Job Card Date: 08/13/2005

Job Card Number: 0160035

Repair Service Agent: 168828
SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM NC 27707-2662
9199692300

Odometer Reading: 4 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op M5145-

Causal Part Number

Line Total: USD 0.00

Job Card Date: 08/13/2005

Job Card Number: 0160035

Repair Service Agent: 168828
SATURN OF CHAPEL HILL
3601 CHAPEL HILL BLVD
DURHAM NC 27707-2662
9199692300

Odometer Reading: 4 MI
Authorization Code:

Process Date:
11/20/2007

Transaction Type:
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5185-

Causal Part Number

Line Total: USD 0.00

Job Card Date: 06/24/2005

Job Card Number: 0180523

Repair Service Agent: 121711
SATURN OF RICHMOND
11840 MIDLOTHIAN TURNPIKE
MIDLOTHIAN VA 23113-2622
80437999220000

Odometer Reading: 3 MI
Authorization Code:

Process Date:
11/19/2007

Transaction Type:
ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z7000-
Causal Part Number
→See other Parts and/or Net Items Line Total: USD 108.44

Global Warranty Management: Site Map

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Global Warranty

Mr. GMVIS 2

March 12, 2010

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this

- View V
- View V
- View V Compc
- View V Transa Detail
- View V Inform

Vehicle Information

VIN: 1G8AJ55F46Z[redacted] Model: ZAJ69-2006 ION.2 BASE SEDAN

Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: T - DEALER STOCK

Field Actions: 0 Open [redacted]

Invoice Information

Invoicing Service Agent: 121711
SATURN OF RICHMOND
11840 MIDLOTHIAN TURNPIKE
MIDLOTHIAN VA 23113-2622 80437999220000

Invoice Date: 10/14/2005

Ship to Information

Invoicing Service Agent: 121892
SATURN OF SOUTH BOULEVARD
9201 SOUTH BLVD
CHARLOTTE NC 28273-6940 70455609220000

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 121892
SATURN OF SOUTH BOULEVARD
9201 SOUTH BLVD
CHARLOTTE NC 28273-6940 70455609220000

Delivery Date: 10/14/2005
Delivery Type:
Delivery Odometer: 2,088

In Service Information

Invoicing Service Agent: 2210737

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

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GM Vehicle Inquiry System
Summary

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

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VIN :	1G8AJ55F46Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAJ69 -2006 ION 2 SEDAN AUTOMATIC	**Warranty Start Date :**	10/14/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	**Selling Source :**	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/14/2005	0 miles	10/14/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/14/2005	0 miles	10/14/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/14/2005	0 miles	10/14/2013	80000 miles
36/36000 FEDERAL EMISSION	10/14/2005	0 miles	10/14/2008	36000 miles

CLAIM HISTORY

R.O Date	R.O	Type	Labor Operation	Odometer

	Number			Reading
08/12/2009	444660	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	40000 miles
08/12/2009	454743	3	Z2080 - ROADSIDE SERVICE (TOWING)	37108 miles
07/22/2009	403504	3	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	36000 miles
03/13/2009	154315	3	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	38411 miles
12/18/2008	Z78598	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	35411 miles
09/28/2008	Y08135	#	Z8023 - ONSTAR - FUEL	62080 miles
08/30/2008	X42343	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	30000 miles
01/25/2008	S80760	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	50000 miles
01/16/2008	S63728	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	49000 miles
11/08/2007	Q68624	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	46000 miles
11/08/2007	Q68645	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	46000 miles
11/03/2007	Q51958	3	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	46000 miles
09/21/2006	G42673	#	Z4533 - ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.	23843 miles
08/04/2006	F18263	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	19000 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted]

GM Vehicle Inquiry System
Claim History

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VIN :	1G8AJ55F46Z[redacted]

CLAIM HISTORY

Repair Order Date :	08/12/2009	Repair Order Number :	444660	Odometer Reading :	40000 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/21/2009	33	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.00	N

Repair Order Date :	08/12/2009	Repair Order Number :	454743	Odometer Reading :	37108 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/21/2009	33	01	3	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	$ 69.33	N

Repair Order Date :	07/22/2009	Repair Order Number :	403504	Odometer Reading :	36000 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
				Z2082 - ROADSIDE					

07/31/2009	27	01	3	SERVICE (FUEL DELIVERY)	N/A	C	N/A	$ 42.00	N

Repair Order Date :	03/13/2009	Repair Order Number :	154315	Odometer Reading :	38411 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/03/2009	992	01	3	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	$ 42.21	N

Repair Order Date :	12/18/2008	Repair Order Number :	Z78598	Odometer Reading :	35411 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/27/2009	973	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.21	N

Repair Order Date :	09/28/2008	Repair Order Number :	Y08135	Odometer Reading :	62080 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/20/2009	988	01	#	Z8023 - ONSTAR - FUEL	N/A	CA	N/A	$ 42.21	N

Repair Order Date :	08/30/2008	Repair Order Number :	X42343	Odometer Reading :	30000 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		

		Business Associate Code :	207531

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/02/2008	957	01	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	N/A	C	N/A	$ 69.68	N

Repair Order Date :	01/25/2008	Repair Order Number :	S80760	Odometer Reading :	50000 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	11 - BUICK
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/01/2008	870	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	01/16/2008	Repair Order Number :	S63728	Odometer Reading :	49000 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	11 - BUICK
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/25/2008	868	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	11/08/2007	Repair Order Number :	Q68624	Odometer Reading :	46000 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	11 - BUICK
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/16/2007	848	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	11/08/2007	Repair Order Number :	Q68645	Odometer Reading :	46000 miles
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	11 - BUICK		
		Site Code :	34415		
		Business Associate Code :	207453		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/16/2007	848	01	3	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	11/03/2007	Repair Order Number :	Q51958	Odometer Reading :	46000 miles
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	11 - BUICK		
		Site Code :	34415		
		Business Associate Code :	207453		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/09/2007	846	01	3	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	09/21/2006	Repair Order Number :	G42673	Odometer Reading :	23843 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/29/2006	730	01	#	Z4533 - ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.	N/A	C	N/A	$ 44.07	N

Repair Order Date :	08/04/2006	Repair Order Number :	F18263	Odometer Reading :	19000 miles
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET		
		Site Code :	34416		
		Business Associate Code :	207531		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/11/2006	716	01	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	N/A	C	N/A	$ 60.76	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

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VIN	1G8AJ55F46Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAJ69 -2006 ION 2 SEDAN AUTOMATIC		
Gross Vehicle Weight Rating :	1706 kg (3762 lb)	**Order Number :**	FZR490
Build Date :	06/20/2005	**Build Plant :**	16ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG4 - DRIVER SEAT MANUAL HEIGHT ADJ.	AK5 - DR & PASS SEAT RESTRAINT SYSTEM
AR9 - DLXE FRT BKT SEAT	AU0 - REMOTE KEYLESS ENTRY W/ALARM
A31 - POWER WINDOWS	BBC - BODY COLOR APPLIQUES
B37 - FLOOR MATS FRONT & REAR	C60 - AIR CONDITIONING W/DUST & POLLEN FILTER
DG7 - PWR. REMOTE EXTERIOR MIRRORS	FE1 - SOFT RIDE SUSPENSION SYSTEM
FE9 - FEDERAL EMISSIONS	FY1 - RATIO - 3.63
HAA - PREFERRED PACKAGE: * POWER WINDOWS * REMOTE KEYLESS ENTRY W/ALARM * PWR. REMOTE EXTERIOR MIRRORS * CRUISE CONTROL * DRIVER SEAT MANUAL HEIGHT ADJ	IPC - TRIM INTERIOR DESIGN
J41 - POWER BRAKE SYSTEM	K34 - CRUISE CONTROL
K62 - 105 AMP GENERATOR	L61 - 2.2L 4CYL GAS ENGINE
MN5 - 4 SPEED AUTO TRANS	MX0 - MERCHANDISED TRANS AUTO PROVIS
NK5 - STANDARD STEERING WHEEL	NT7 - EMISSION SYSTEM FEDERAL
PG1 - STEEL WHEEL 15 X 6	P2W - WHEEL COVER, FLUSH SPORT
QTU - TIRE P195/60R15	RF3 - MERCHANDISED PKG SATURN
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN	UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH
US6 - FIXED ANTENNA, PAINTED, RADIO	UX7 - SPEAKER SYSTEM 4
U1C - AM/FM STEREO W/CD & INPUT JACK	VK3 - LICENSE PLATE FRONT FRT

V73 - VEHICLE STATEMENT USA/CANADA	41L - BLACK
41U - BLACK ONYX	52C - TAN CLOTH
52I - LT NEUTRAL	6AB - SUSPENSION
7AB - SUSPENSION	8AF - SUSPENSION
9AF - SUSPENSION	

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GM Vehicle Inquiry System
Vehicle Component

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VIN	1G8AJ55F46Z[redacted]

Vehicle Component

Vehicle Component Information Does Not Exist For This Vehicle

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GM Vehicle Inquiry System
Delivery Information

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VIN :	1G8AJ55F46Z[redacted]

IN-SERVICE INFORMATION

In-Service Information Not On file

DELIVERY INFORMATION

Delivery Date :	10/14/2005	Delivery Type :	010 - RETAIL/INDIVIDUAL	Delivered Odometer :	0 miles

Delivering Dealer :	N/A	Delivery Selling Source :	N/A - N/A
		Delivery Site Code :	N/A
		Business Associate Code :	N/A

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GM Vehicle Inquiry System
Dealer Information

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

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VIN :	1G8AJ55F46Z[redacted]

INVOICE INFORMATION

Invoice Date :	06/20/2005		
Site Address :	N/A	Selling Source :	22
		Site Code :	N/A
		Business Associate Code :	N/A

SHIP-TO INFORMATION

Ship-To Date :	N/A		
Site Address :	N/A	Selling Source :	22
		Site Code :	N/A
		Business Associate Code :	N/A

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GM Vehicle Inquiry System
Service Contract

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VIN	1G8AJ55F46Z[redacted]

SERVICE CONTRACT

Policy Number :	815104008	**Owner Name :**	THOMAS #60
Description :	60/60000 SATURN EXTENDED VEHICLE COVERAGE		
Deductible Amount :	$ 0		
Inception Date :	10/14/2005	**Expiration Date :**	10/14/2010
Inception Odometer :	2088 miles	**Expiration Odometer :**	60000 miles

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GM Vehicle Inquiry System
Warranty Block

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VIN :	1G8AJ55F46Z [redacted]

WARRANTY BLOCK

Vehicle Has No Current Record of Blocked Warranties

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GM Vehicle Inquiry System
Branded Title

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

Help

VIN :	1G8AJ55F46Z[redacted]

BRANDED TITLE

No Current Record of Vehicle Title Branding.

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

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Service Request Detail

SR No.	71-748807653	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Restraints - (SIR) - Driver Front	Sub-Area	Initiate PAR- Injury
Address	[redacted]	City	Bath	Involved Dir		Safety	Yes
State	NY ZipCd [redacted]	Con Acct		Source	Phone	Updated	8/24/2009 09:53:00 AM
Serial #/VIN	1G8AZ52F35Z[redacted]	Model Year	2005	Priority	Medium License # SATURN -	Owner	AMSTUTST
Make	Saturn - GM	Warr. Start	03/23/2005	Status	Open	Opened	8/11/2009 12:36:16 PM
Model	ION 2	Mileage	90000	Sub-Status	Dissatisfied	Closed	
Abstract	Air bag non-deployment						
Customer Description	PAR FILE, DO NOT ADV, DO NOT ASSUME, SEND ALL CALLS TO X41022						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/26/2009 10:00:00 AM	Y	0	2	Concrete	Dry	unknown	unknown

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'8"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
unknown	Bob	(800) 841-3000	Geico

Incident Loc	Allen St in Bath, NY	Incident Desc	husband turning corner on allen st. lost control of veh. hit a tree first then after hit tree hit pole, air bags did not deploy, power steering failure, got taken to the hospital, veh had a thermal event, FD was called to resolve
Component	air bag, power steering	Damage Desc	front end damage, passenger side damage, thermal event in engine
Vehicle Loc	Paper Park in Elmira	Addl Info	na
Emgcy Svc Names	unknown	Maint Loc	na

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	Y	Spec Equip	unknown		
Vehicle Speed	10			Weather Condition	dry			Prop Owner	n/a	Property Type	n/a
Last Service Date				Loc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost	$7,000.00			Spec Equip Installer	uknown			Prop Damage Description	n/a		
Primary Veh Use	Personal			Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	front end damage, passenger side damage, thermal event in engine							Explain Other	sent to ESIS, last date of svc unknown		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Front Passenger	seat belt
Injury Description			Medical Rpt#		Treatment Location	Treated By
Back injury			unknown		Arnett Hospital in elmiraDoctor Brammer	Doctor Brammer
Street Address			City	State	Zip Code	
5 Rodie St Apt 101			Bath	NY	14810	

		DOB	Location		Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	seat belt
Injury Description			Medical Rpt#		Treatment Location	Treated By
Concussion, hernia in stomach,			na		Rochester general	Dr rahmanan
Street Address			City	State	Zip Code	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2009 04:28:58 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		chck for ESIS pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

chck for ESIS pick up, if not done resched for thursday

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 12:23:23 PM	BURCHAM	AMSTUTST	Notify CRM		Done	8/19/2009 12:49:14 PM	Letter Rejected - Customer Called

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
8/19/2009 12:22:51 PM	BURCHAM	KINZERTH	Outbound Correspondence	Rejected	Done	8/19/2009 12:23:21 PM	Customer Called

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
8/19/2009 11:53:54 AM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		assigned to ESIS

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

thermal event, injuries, insurance involvement

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 11:50:27 AM	AMSTUTST	AMSTUTST	Inbound Call Customer	Complex Request	Done	8/19/2009 11:53:22 AM	cust called in

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

cust sts:husband turning corner on allen st. lost control of veh. hit a tree first then after hit tree hit pole, air bags did not deploy, power steering failure, got taken to the hospital, veh had a thermal event, FD was called to resolve
driver had a concussion and a hernia in stomach, doesn't remember collision, passenger had a back injury
both were treated at a hospital

CRS adV: we will need to forward this file to ESIS for further handling, someone from that dept will be in contact with cust within 10 business days

stacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 11:50:01 AM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	8/19/2009 11:50:01 AM	Ownership Escalated to BRC

Contact Last Name | Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 11:22:07 AM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Done	8/21/2009 04:28:52 PM	ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

resched for tuesday

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 11:07:01 AM	AMSTUTST	KINZERTH	Submit for Approval	Letter (Non Goodwill)	Done	8/19/2009 12:23:10 PM	10-day letter

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

void mo pls, cust called in

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/19/2009 10:48:32 AM	AMSTUTST	AMSTUTST	Outbound Call Customer	Left Message	Done	8/19/2009 11:05:23 AM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: calling for additional info on veh and incident

tp answered the phone, left phone number and requested a call back

StacyAmstutz/ATX/PAR

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 04:44:17 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	8/19/2009 10:48:27 AM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

get cust info, 3rd call attempt on this number, when no answer send 10 day letter

Confidential Comments [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 04:42:26 PM	AMSTUTST	AMSTUTST	Outbound Call Customer	Received No Answer	Done	8/18/2009 04:44:13 PM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

NO ANSWER

2ND ATTEMPT ON THIS NUMBER

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 03:38:51 PM	BURCHAM	AMSTUTST	Notify CRM		Done	8/18/2009 04:42:20 PM	Letter Rejected

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Only 1 call attempt made to daytime phone number. 3 calls must be made to each of both numbers before sending letter.

Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 03:37:18 PM	BURCHAM	KINZERTH	Outbound Correspondence	Rejected	Done	8/17/2009 03:37:34 PM	Insufficient Call Attempts

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
8/17/2009 11:04:56 AM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Done	8/18/2009 04:46:38 PM	10-day UTC letter

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

3/10
resched for fri
close on 8/27/2009 if no contact from cust

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 11:04:09 AM	AMSTUTST	KINZERTH	Submit for Approval	Letter (Non Goodwill)	Done	8/17/2009 03:37:26 PM	10-day letter

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 11:02:21 AM	AMSTUTST	AMSTUTST	Correspondence		Done	8/17/2009 11:02:21 AM	Created:BRCPAR_PA0005. SR#71-748807653

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2009 11:00:03 AM	AMSTUTST	AMSTUTST	Outbound Call Customer	Received No Answer	Done	8/17/2009 11:01:12 AM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

got a msg stating the number is no longer in svc

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 01:05:01 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	8/17/2009 11:00:00 AM	[redacted]

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

get cust info, 3rd attempt

Confidential Comments: [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2009 01:02:18 PM	AMSTUTST	AMSTUTST	Outbound Call Customer	Left Message	Done	8/14/2009 01:04:56 PM	[redacted]

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

CRS adV: calling for additional info on veh and incident
left SR# and CRS#

StacyAmstutz/ATX/PAR

Confidential Comments: [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2009 10:49:11 AM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	8/14/2009 01:02:14 PM	[redacted]

[redacted] Account: [redacted] BAC Code: [redacted]

get cust info, 2nd attempt on this number

Confidential Comments: [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 01:48:33 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	8/13/2009 10:44:17 AM	[redacted]

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

do cust initial

Confidential Comments: [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:41:02 AM	KINZERTH	AMSTUTST	Ownership Changed		Done	8/12/2009 08:41:02 AM	Service Request Ownership has changed FROM: MACIASCH TO: AMSTUTST

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:44 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	8/12/2009 12:49:37 PM	Called DVM Dubay Patrick 914055 8134

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

DVM Dubay Patrick 914055 8134

CRS adv: calling concerning cust, to adv that file has been recieved in your area, cust concern is air bag non-deployment, due to injuries sustained in this collision we will need to forward this file to ESIS for further handling
you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call,
1-866-790-5700 x41022
SR#

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:35 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	8/12/2009 12:01:58 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

veh has not been to dlr in more than 2 years, no call necessary

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:26 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	8/13/2009 10:46:48 AM	Called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
CRS adv: calling for additional info on veh and incident
left SR# and CRS#

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:19 AM	KINZERTH	AMSTUTST	BRC PAR	Acknowledgement	Done	8/12/2009 01:48:31 PM	Called [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
CRS adv: no answer, no VM

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:10 AM	KINZERTH	AMSTUTST	Notify CRM		Done	8/12/2009 01:49:20 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:40:01 AM	KINZERTH	AMSTUTST	Research		Done	8/12/2009 11:20:34 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
no open recalls
no related repairs
no other files

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:39:43 AM	KINZERTH	AMSTUTST	BRC PAR	Case Assigned	Done	8/12/2009 11:11:33 AM	Assigned to Stacy Amstutz x41022

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
8/12/2009 08:39:36 AM	KINZERTH	MACIASCH	SR Opened		Done	8/12/2009 08:39:36 AM	SR in Status of Closed has been Re-Opened by KINZERTH

[redacted] | [redacted]st Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/12/2009 08:39:35 AM	KINZERTH	MACIASCH	SR Closed - Satisfied		Done	8/12/2009 08:39:35 AM	Service Request has been Closed Satisfied.

[redacted] | [redacted] | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/11/2009 12:55:47 PM	MACIASCH	KINZERTH	Escalation	Initiate PAR	Done	8/12/2009 08:39:31 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

CRS advised that a person from the PAR Department will contact the customer within 5* business days

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/11/2009 12:38:01 PM	MACIASCH	MACIASCH	Inbound Call Customer	Complex Request	Done	8/11/2009 12:39:29 PM	Alleged product allegation air bags did not deploy in collision

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

cust sts: veh in collision and air bags did not deploy. husband is in rda 7-28-09. emergency surgery on him today. Veh totaled.

cust sks: find out why they did not deploy

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

ChrisMacias/cac/abc/fvl0

Confidential Comments: [redacted]

UCC Information

UCC Code	Symptom	Description
C48	SIR - Did Not Deploy	Restraints - (SIR) - Passenger Front
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front

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 :	1G8AZ52F35Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAZ69 -2005 ION 2 SEDAN MANUAL	Warranty Start Date :	03/23/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	03/23/2005	9 miles	03/23/2008	36009 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/23/2005	9 miles	03/23/2011	100009 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/23/2005	9 miles	03/23/2013	80009 miles
36/36000 FEDERAL EMISSION	03/23/2005	9 miles	03/23/2008	36009 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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[redacted] 8/24/2009

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 :	1G8AZ52F35Z[redacted]

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY

Vehicle Has No Associated Check History.

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[redacted] 8/24/2009

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	1G8AZ52F35Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAZ69 -2005 ION 2 SEDAN MANUAL		
Gross Vehicle Weight Rating :	1703 kg (3755 lb)	Order Number :	FXW285
Build Date :	03/18/2005	Build Plant :	15ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AR9 - DLXE FRT BKT SEAT
AU0 - REMOTE KEYLESS ENTRY W/ALARM	A31 - POWER WINDOWS
BBC - BODY COLOR APPLIQUES	B37 - FRONT & REAR FLOOR MATS
CF5 - POWER SUNROOF	C60 - AIR CONDITIONING
C74 - MAP LIGHTS	DG7 - PWR. REMOTE EXTERIOR MIRRORS
DL5 - DECAL ROADSIDE SERVICE INFO.	E2C - ORDER TO DELIVERY - EXPEDITE TO CUSTOMER
FE1 - SOFT RIDE SUSPENSION SYSTEM	FE9 - 50-STATE EMISSIONS
FR6 - TRANSAXLE RATIO 3.84	HAA - POWER PACKAGE
IPC - TRIM INTERIOR DESIGN	J41 - POWER BRAKE SYSTEM
K34 - CRUISE CONTROL	K62 - 105 AMP GENERATOR
L61 - 2.2L 4CYL GAS ENGINE	MM5 - MANUAL 5 SPD MERCHANDISED TRANS
M86 - MANUAL 5 SPD TRANS, OPEL	NK5 - STANDARD STEERING WHEEL
NT7 - EMISSION SYSTEM FEDERAL	PDX - SPECIAL VALUE SPORT PACKAGE (TOTAL PACKAGE SAVINGS $1,150) * POWER WINDOWS * REMOTE KEYLESS ENTRY W/ALARM * POWER SUNROOF * PWR. REMOTE EXTERIOR MIRRORS * CRUISE CONTROL * 16" FLANGELESS ALLOY WHEELS * DECKLID SPOILER * AM/FM STEREO W/6 DISC CD&MP3
PG0 - STYLED ALUMINUM WHEEL 16 X 6	QLG - TIRE P205/55R16
RF2 - MERCHANDISED PKG SATURN	R9Z - PROCESSING OPTION

SLL - SALES PROCESSING SOLD ORDERS	T43 - DECKLID SPOILER
UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH	US6 - FIXED ANTENNA, PAINTED, RADIO
US9 - AM/FM STEREO W/6 DISC CD & MP3	U79 - 4 COAXIAL SPEAKERS
V73 - VEHICLE STATEMENT USA/CANADA	13L - BRIGHT SILVER METALLIC
13U - SILVER NICKEL	17C - GREY CLOTH
17I - GRAY	6AA - SUSPENSION
7AA - SUSPENSION	8AH - SUSPENSION
9AH - SUSPENSION	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nikki Jackson
Claims Administrator

September 30, 2009

[redacted]
Bath, NY [redacted]

RE: Our File No.: 677768
Our Client: General Motors Corporation
Date/Event: 7/28/09
VIN: 1G8AZ52F35Z[redacted]

Dear [redacted]

As we previously discussed, ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They forwarded your file to our office for further handling.

It is your allegation that you were operating the subject vehicle (you wife was a passenger) and while winding a curve the steering locked up, the vehicle went out of control and struck a tree and a pole. At that time I informed you that we would need access to the vehicle in order to properly investigate your claim. You were not sure of the location of the vehicle but provided me with the only information you had at the time. Utilizing the information you provided to me (Geico Claims Off: 800 848-6502/Pol#[redacted] I have contacted this office twice to gain the location of/access to the subject vehicle. Both times I was told that they would have to contact you in order to verify your claim and once done someone would get back to me and allow us access to the vehicle. I have not received a return call from Geico to date.

Please contact Geico and arrange for us to have access to your vehicle. If we have not heard from Geico with regard to having access to the subject vehicle within the next 30 days, we will assume you are no longer interested in pursuing a claim and we will close our file.

If you have any questions, please contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:00 PM EST.

Sincerely,

Nikki Jackson
Claims Administrator

Service Request Detail

SR No.	71-756715702	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Steering - General	**Sub-Area**	Initiate PAR- Collision
Address	[redacted]	**City**	Lancaster	**Involved Dir**		**Safety**	Yes
State	CA **ZipCd** [redacted]	**Con Acct**		**Source**	Phone	**Updated**	9/10/2009 01:29:57 PM
Serial #/VIN	1G8AL58F17Z[redacted]	**Model Year**	2007	**Priority**	Medium **License #** SATURN	**Owner**	RJOHNS36
Make	Saturn	**Warr. Start**	06/01/2007	**Status**	Open	**Opened**	9/9/2009 02:35:37 PM
Model	ION 3	**Mileage**	64000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	(Pending ESIS) Steering (Locked)						
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea Soto @ ext 11072						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/8/2009 05:45:00 PM	Y	1	1	Asphalt	Dry	N/A	109-19852-1137-471

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		6'3"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Unknown	Jarrod	(888) 663-1003	State Farm

Incident Loc	Ave J8 and 20th Str East Lancaster, CA	Incident Desc	I was making a right turn and the steering wheel locked and jerked the car left into on coming traffic where customer front of the vehicle impacted the side of a truck and then the seat belt didnt lock and when i impacted the steering wheel the air bags didnt deploy
Component	Steer wheel, air bag, seat belt inoperable	Damage Desc	Front end smashed, radiator, steering wheel , steering wheel is bent
Vehicle Loc	Parking Lot at 5 Star Autobody in Lanecaster, CA on Lancaster Blvd and Ave J8	Add'l Info	
Emgcy Svc Names	Lanecaster Sheriff Dept	Maint Loc	SATURN OF ANTELOPE VALLEY 401 AUTO VISTA DRIVE PALMDALE CA 93551-3711 661-

PAR Detail

Collision	Y	**Non Collision**		**Property Damage**	N	**Thermal Evt**	N	**Spec Equip**	None
Vehicle Speed	20			**Weather Condition**	Clear & Dry			**Prop Owner**	n/a
Last Service Date	9/1/2009			**Loc Last Service**	Saturn of Palmdale, Inc.			**Property Location**	n/a
Veh Est Repair Cost	$0.00			**Spec Equip Installer**	N/A			**Prop Damage Description**	n/a
Primary Veh Use	Personal			**Inspection Type**	Steering and Suspension Sys			**Inspected By**	Inspection Not Performed
Veh Damage Description	Front end smashed, radiator, steering wheel , steering wheel is bent							**Explain Other**	File Going to ESIS _ Injuries

Property Type	n/a	
Prop Est Repair Cost	$0.00	
Inspection Date/Time		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
[redacted]		[redacted]	Occupant of Owner's Vehicle	[redacted]	iver	Seat belt
Injury Description			Medical Rpt#		eatment Location	Treated By
Strained my neck and lower back and i have a concusion on the front of my head			N/A		Antelope Valley Hospital	Dr Vorha

Street Address	City	State	Zip Code
1212 Caperton St	Lancaster	CA	93535-3331

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2009 10:31:02 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Injuries	In Progress		assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
injuries, property damage, insurance involvement
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2009 08:31:59 AM	RJOHNS36	RJOHNS36	Scheduled Follow-up	Other	Scheduled Alarm		Spencer ESIS Pick Up

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments
9/11/09
Case now assigned to ESIS queue

Escalation Date: 9/11/09
10th business day: 9/24/09

9/11/09
Case not assigned to ESIS

Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 02:08:55 PM	KINZERTH	AMSTUTST	Notify CRM		Done	9/11/2009 10:31:01 AM	ESIS - Injuries

Contact Last Name | Contact First Name | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 01:25:56 PM	RJOHNS36	RJOHNS36	Scheduled Follow-up	Other	Done	9/11/2009 08:31:57 AM	Spencer ESIS Pick Up

Contact Last Name | Contact First Name | Account | BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 01:24:39 PM	RJOHNS36	KINZERTH	BRC PAR	ESIS- Injuries	Done	9/10/2009 02:08:54 PM	Escalation to ESIS

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Allegation: Steering locked and caused the collision
Driver sustained injuries and received medical consultation

Renea Soto/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 01:23:33 PM	RJOHNS36	RJOHNS36	BRC PAR	Business Case	Done	9/10/2009 01:24:35 PM	PAR Case Assessment

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Customer's allegation is the steering locked and caused the collision
Driver sustained injuries and received medical consultation.
CRS will be fowarding case to ESIS for further handling.
Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 01:23:26 PM	RJOHNS36	RJOHNS36	Ownership Changed	Ownership Escalated to BRC	Done	9/10/2009 01:23:26 PM	Ownership Escalated to BRC

Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:01:30 AM	KINZERTH	RJOHNS36	Ownership Changed		Done	9/10/2009 08:01:30 AM	Service Request Ownership has changed FROM: BECKLE TO: RJOHNS36

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
9/10/2009 08:01:11 AM	KINZERTH	RJOHNS36	BRC PAR	Initial Contact- AVM	Done	9/10/2009 11:19:12 AM	Called FDVM Byrne Paul 80509 58683

Contact Last Name | Contact First Name | Account | BAC Code

Comments

DVM Name: Paul Byrne
Node/Mailbox: 80509 58683
This is Renea Soto calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-756715702
The Customer's name is:
The dealer involved is: none
Located in: none
The vehicle is a: 2007 Saturn Ion 3
With current mileage: 64,000
The last 8 digits of the VIN# are: 7Z
This involves: Customer's allegation is the steering caused the collision, the air bags should have deployed but did not and the seat belt did not lock.
This message is for informational purposes only, However if you do have any questions please feel free to give me a call. My phone number is 866-790-5600 ext 11072.
Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:01:02 AM	KINZERTH	RJOHNS36	BRC PAR	Initial Contact- Dealer	Done	9/10/2009 11:15:16 AM	Called Svc Mgr Mike Wadestin @ 661-274-9644

Contact Last Name | Contact First Name | Account | BAC Code

Comments

SATURN OF ANTELOPE VALLEY 401 AUTO VISTA DRIVE PALMDALE CA 93551-3711 661-274-9644

CRS spoke with SVC MGR Mike Wadestin and advised the cust allegation, veh info, and my contact information. Svc Mgr is aware of the inspection process.

What vehicle services including maint have been performed on the vehicle at the dlr?
8/28/09 Repair Recommended
Transmission, Tire Balance, Brake Inspection

Is there any evidence of abuse misuse or lack of maint? no

Are there any known product concerns that relate to the customer's allegation? No concerns expressed from the customer prior to the incident regarding the Steering, SIR or Seat Belt system

If an inspection becomes necessary would you host that EAA inspection? yes

If the result of the inspection is repairs, will your dealership be able to complete the repairs? yes

If the customer needs to a rental, will your dealership be able to provide a rental? yes

Renea Soto/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:00:53 AM	KINZERTH	RJOHNS36	BRC PAR	Initial Contact- Phone	Done	9/10/2009 01:20:33 PM	Called [redacted]

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS verified pre-PAR and PAR detail information.
Cust sts: I was making a right turn and the steering wheel locked and jerked the car left into on coming traffic where customer front of the vehicle impacted the side of a truck and then the seat belt didnt lock and when i impacted the steering wheel the air bags didnt deploy

CRS advised : due to the nature of the case, the file will be sent to The Central Claims ESIS Office. It can take up to 10 business days for the case to picked by Central Claims. By the 10 business day (14 calendar days) the office will then release their new claim number and assigned representative. If you have not received, a call from the Central Claims office by the 10th business day, give me call and by that time they should have released the information to me. crs provided customer my contact information.

Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:00:45 AM	KINZERTH	RJOHNS36	BRC PAR	Acknowledgement	Done	9/10/2009 01:18:36 PM	Called

Contact Last Name | Contact First Name | Account | BAC Code

Comments

This is Renea Soto calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have about 10-15 minutes to speak to me?

Cust sts: Yes

Continued in Initial.

Renea Soto/ PAR/ ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:00:37 AM	KINZERTH	RJOHNS36	Notify CRM		Done	9/10/2009 09:50:18 AM	File Assigned

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Received

Renea Soto/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:00:29 AM	KINZERTH	RJOHNS36	Research		Done	9/10/2009 09:57:02 AM	Research VIN

Contact Last Name | Contact First Name | Account | BAC Code

Comments

No Open Related Recalls

No Previous Related Claim History

No Branded Title

No Warranty Block

Customer/ VIN Scan: No Previous Related Cases

Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 08:00:05 AM	KINZERTH	RJOHNS36	BRC PAR	Case Assigned	Done	9/10/2009 09:50:20 AM	Assigned to Renea Soto x11072

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Received

Renea Soto/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 07:59:41 AM	KINZERTH	BECKLE	SR Opened		Done	9/10/2009 07:59:41 AM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2009 07:59:39 AM	KINZERTH	BECKLE	SR Closed - Satisfied		Done	9/10/2009 07:59:39 AM	Service Request has been Closed Satisfied.

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:59:56 PM	BECKLE	KINZERTH	Escalation	Initiate PAR	Done	9/10/2009 07:59:33 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

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

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:56:19 PM	BECKLE	BECKLE	Inbound Call Customer	Complex Request	Done	9/9/2009 02:59:54 PM	Alleged product allegation

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Alleged product allegation - steering wheel locked up when making right turn and the jerked veh hard to the left and into oncoming traffic. seat beat did not restrain or restrict cust when veh impact and air bag did not deploy

LeRoy Beck ATX/CAC Tier - 1 Emp - 0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:40:19 PM	BECKLE	BECKLE	SmartScript	SmartScript Finished	Done	9/9/2009 02:40:19 PM	CAC SmartScript - Tier 1

Contact Last Name | Contact First Name | Account | BAC Code

Comments

The CAC Tier 1 SmartScript was finished by BECKLE

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:40:19 PM	BECKLE	BECKLE	SmartScript	SmartScript Decision	Done	9/9/2009 02:53:40 PM	CAC SmartScript - Tier 1 - Decision

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Complete the Pre-PAR form in Siebel and escalate to PAR. CRS Notes: (1)Refer to Service Center for process.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:39:11 PM	BECKLE	BECKLE	Inbound Call Customer	Complex Request	Done	9/9/2009 02:53:43 PM	Inbound Call from Customer - SmartScript

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Cust Sts: Saturn Ion 2007 And i was making a right turn and the steering wheel locked and jerked the car left into on coming traffic where im impacted the side wall and then the seat belt didnt lock and when i impacted the steering wheel the air bags didnt deploy

Cust has PAR situation.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 02:35:39 PM	BECKLE	BECKLE	SmartScript	SmartScript Started	Done	9/9/2009 02:35:39 PM	CAC SmartScript - Tier 1

Contact Last Name	Contact First Name	Account	BAC Code

Comments

The CAC Tier 1 SmartScript was started by BECKLE

Confidential Comments

UCC Information

UCC Code	Symptom	Description
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front
C28	Inoperative	Restraints - Seat Belt System / Buckles / Tether Anchor
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 :	1G8AL58F17Z[redacted]

VEHICLE INFORMATION

Merchandising Model :	ZAL69 -2007 ION 3 SEDAN AUTOMATIC	**Warranty Start Date :**	06/01/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	**Selling Source :**	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	**XM Radio ID**	W4X0T04N	**XM Status**	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/01/2007	9 miles	06/01/2010	36009 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/01/2007	9 miles	06/01/2013	100009 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	06/01/2007	9 miles	06/01/2012	100009 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/01/2007	9 miles	06/01/2015	80009 miles
180/150000 CALIFORNIA SELECT COMPONENT	06/01/2007	9 miles	06/01/2022	150009 miles

180/150000 CALIFORNIA EMISSIONS	06/01/2007	9 miles	06/01/2022	150009 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/09/2007	Q79051	#	Z4533 - ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.	14036 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 :	1G8AL58F17Z[redacted]

CLAIM HISTORY

Repair Order Date :	11/09/2007	Repair Order Number :	Q79051	Odometer Reading :	14036 miles

Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET
		Site Code :	34416
		Business Associate Code :	207531

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/16/2007	848	01	#	Z4533 - ROADSIDE SERVICE (FUEL DELIVERY) - SATURN U.S.	N/A	C	N/A	$ 42.75	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

VIN	1G8AL58F17Z[redacted]

VEHICLE BUILD

Merchandising Model :	ZAL69 -2007 ION 3 SEDAN AUTOMATIC		
Gross Vehicle Weight Rating :	1730 kg (3815 lb)	**Order Number :**	KRXXCK
Build Date :	02/15/2007	**Build Plant :**	17ZA

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DR & PASS SEAT RESTRAINT SYSTEM	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AR9 - DLXE FRT BKT SEAT	ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	BBC - BODY COLOR APPLIQUES
B37 - FLOOR MATS FRONT & REAR	C60 - A/C W/DUST & POLLEN FILTER
C74 - MAP LIGHTS	DF5 - AUTO-DIMMING INSIDE MIRROR EXTERIOR TEMPERATURE GAUGE DIGITAL COMPASS
DG7 - PWR. REMOTE EXTERIOR MIRRORS	FE1 - SOFT RIDE SUSPENSION SYSTEM
FY1 - RATIO - 3.63	HCG - TRAVEL PACKAGE INCLUDES: * AUTO DIMMING INSIDE MIRROR * EXTERIOR TEMPERATURE GAUGE * DIGITAL COMPASS * MAP LIGHTS
IJE - TRIM INTERIOR DESIGN	JM4 - ANTI-LOCK BRAKES W/ TRAC CTRL
K62 - 105 AMP GENERATOR	L61 - 2.2L 4CYL DOHC 16V 145 HP ENG. W/DUAL BALANCE SHAFTS
MN5 - 4 SPEED AUTO TRANS	MX0 - MERCHANDISED TRANS AUTO PROVIS
NK5 - STANDARD STEERING WHEEL	NU6 - EMISSION SYSTEM CALIFORNIA PZEV
NW7 - TRACTION CONTROL	PFD - 16" MACHINED-FACED ALLOY WHEEL
QLG - P205/55R16 PERFORMANCE TIRES	RF5 - MERCHANDISED PKG SATURN
R6H - SDS CHARGE	R6P - SPECIAL PAINT
R7Y - COMMUNICATIONS PLUS	R9N - LEATHER APPOINTMENTS

SLM - SALES PROCESSING STOCK ORDERS	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE AND SOUND PLAN
UH8 - CLUSTER INST, COOL TEMP, TRIP ODOM, TACH	US6 - FIXED ANTENNA, PAINTED, RADIO
US8 - AM/FM STEREO W/CD & MP3	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.
U79 - 4 COAXIAL SPEAKERS	VG6 - NOTICE TO BUYER LABEL - 5 MPH BUMPER IMPACT (CALF)
VG8 - NOTICE TO BUYER, VEHICLE LABEL	VK3 - LICENSE PLATE FRONT FRT
V73 - VEHICLE STATEMENT USA/CANADA	YF5 - CALIFORNIA EMISSIONS
1SZ - DISCOUNT OPTION PKG	17E - GRAY CLOTH
17I - GRAY	50L - POLAR WHITE
50U - POLAR WHITE	6AA - SUSPENSION
7AA - SUSPENSION	8AA - SUSPENSION
9AA - SUSPENSION	

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Connect

Teresa Micak

September 10, 2009

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this

→ View V

→

→

→

→ View V

→ View V Compc

→ View V Transa Detail

→ View V Inform

→ Investi Assem

Vehicle Information

VIN: 1G8AL58F17Z[redacted]

Model: ZAL69-2007 ION.3 SEDAN

Service Contract: Yes | Branded Title: No | Warranty Block: No | PDI Status: Yes

Order Type: N/A

Field Actions: 0 Open

[redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 36/36K Bumper to Bumper	06/01/2007	9 MI	06/01/2010	36,009 MI
	Saturn 15/150K PZEV Emission	06/01/2007	9 MI	06/01/2022	150,009 MI

Saturn 72/100K Corrosion	06/01/2007	9 MI	06/01/2013	100,009 MI
Saturn 96/80M Emission select components	06/01/2007	9 MI	06/01/2015	80,009 MI
Saturn 60/100K Powertrain	06/01/2007	9 MI	06/01/2012	100,009 MI

Service Contract

Policy Number [redacted]

Owner: [redacted]

Description: SATURN 60/100 EX VEH MG
Effective Date: 04/12/2008
Effective Odometer: 26245 MI
Daily Rental Limit: 35.00

Deductible Amount: 0.00
Expiration Date: 06/01/2012
Expiration Odometer: 100000 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/28/2009	0154905	ZSET—Service Event		M5305 - REPAIR(S) RECOMMENDED	63,776 MI
08/28/2009	0154905	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	63,776 MI
06/16/2009	0152816	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	57,682 MI
03/30/2009	0150609	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	50,330 MI
03/30/2009	0150609	ZSCT—Service Contracts		D0362 - Heater and Air Conditioning Control Replacement	50,330 MI
01/17/2009	0148585	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	44,923 MI
01/17/2009	0148585	ZSET—Service Event		X5050 - PARTS ON ORDER	44,923 MI
11/06/2008	0146541	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	40,297 MI
09/23/2008	0145115	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	37,233 MI
09/23/2008	0145115	ZSET—Service Event		M5305 - REPAIR(S) RECOMMENDED	37,233 MI
07/22/2008	0143129	ZSET—Service Event		M5307 - VISUAL VEHICLE INSPECTION	32,895 MI
07/18/2008	0143029	ZREG—Regular Vehicle Transaction		Z4641 - Two Way Shuttle	32,575 MI
07/18/2008	0143029	ZREG—Regular Vehicle Transaction		N1720 - Fuse Replacement	32,575 MI
05/28/2008	0141368	ZSET—Service Event		M5305 - REPAIR(S) RECOMMENDED	29,090 MI
05/28/2008	0141368	ZSET—Service Event		M5010 - CHANGE ENGINE OIL AND FILTER	29,090 MI
05/28/2008	0141368	ZSET—Service Event		M5307 - VISUAL VEHICLE INSPECTION	29,090 MI
04/28/2008	0140472	ZSET—Service Event		M5095 - WHEEL ALIGNMENT	26,783 MI
04/28/2008	0140472	ZSET—Service Event		M5305 - REPAIR(S) RECOMMENDED	26,783 MI
04/28/2008	0140472	ZSET—Service		E5680 - Crossmember	26,783 MI

		Event	Assembly, Rear Suspension - R&R Or Replace	
04/24/2008	0140378	ZREG—Regular Vehicle Transaction	E2340 - Hub, Front Wheel - Right - Replace	26,491 MI
04/17/2008	0140154	ZREG—Regular Vehicle Transaction	C0034 - Windshield Replacement	25,861 MI
03/13/2008	0138894	ZSET—Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	23,808 MI
01/08/2008	0136461	ZSET—Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	17,603 MI
01/08/2008	0136461	ZREG—Regular Vehicle Transaction	B7288 - Headlamp/Composite Assembly - Right - Replace	17,603 MI
11/05/2007	0134149	ZSET—Service Event	K6500 -	13,663 MI
11/03/2007	0134110	ZSET—Service Event	M5010 -	13,465 MI
11/03/2007	0134110	ZREG—Regular Vehicle Transaction	Z2173 - Southern California Air Filter Offer	13,465 MI
04/26/2007	0126999	ZSET—Service Event	M5190 -	4 MI
04/26/2007	0126999	ZPDI—Pre-Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	4 MI
03/15/2007	0125384	ZSET—Service Event	M5165 -	3 MI

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

September 22, 2009

[redacted]
LANCASTER, CA [redacted]

RE: Claimant: [redacted]
Our File No.: 678376
Our Client: General Motors Company
Date/Event: 9/8/2009
Subject Vehicle: 2007 Saturn ION
VIN: 1G8AL58F17Z195012

Dear [redacted]

ESIS provides administrative claim services to General Motors for claims alleging a product defect. This letter serves as follow-up to our conversation of September 17, 2009. During that conversation you alleged defects with the subject vehicle's steering, driver's frontal air bag, and driver's seat belt

If you intend to pursue a product liability claim against General Motors, please provide the current location of the subject vehicle, as well as contact information for the owner(s). As part of an investigation into your claims of defect, the subject vehicle will need to be inspected.

Please note that the subject vehicle and its related components need to be maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

Paul Olle
Claims Administrator

[redacted]

Service Request Detail

SR No.	71-761128607	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #	[redacted]	UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Lake Charles	Involved Dlr	Navarre Chevrolet, Inc.	Safety	Yes
State	LA ZipCd [redacted]	Con Acct		Source	Phone	Updated	9/28/2009 03:38:33 PM
Serial #/VIN	1G1ZT51896F[redacted]	Model Year	2006	Priority	Medium License # CHEVROL	Owner	OGLESBMI
Make	Chevrolet	Warr. Start	10/29/2005	Status	Open	Opened	9/25/2009 03:40:41 PM
Model	Malibu	Mileage	44000	Sub-Status	Satisfied	Closed	
Abstract	06 Malibu--Steering failure						
Customer Description	This is a BRC PAR Case. Do not advise or assume. Forward any inquiries to Michelle Oglesby at ex. 31394.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond:	Fire Report#	Police Report#
Owner	9/24/2009 10:30:00 PM	N	0	2	Asphalt	Dry	n/a	unknown

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]		5'4	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Cameron	Rob	(337) 477-7555	State Farm Insurance Company

Incident Loc	Highway 27, Hackberry, LA	Incident Desc	My daughter was driving down the highway and coming out of a turn when her steering locked up. She hit the gravel on the side of the road and went off the road into a marsh.
Component	Power Steering	Damage Desc	Lost the front bumper and the radiator is damaged.
Vehicle Loc	Billy Navarre Chevrolet of Lake Charles	Add'l Info	
Emgcy Svc Names	Cameron Parish Sheriffs Department responded	Maint Loc	unknown

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	None		
Vehicle Speed	40			Weather Condition	wet			Prop Owner	n/a	Property Type	n/a
Last Service Date				Loc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost	$0.00			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal			Inspection Type	Steering and Suspension Sys			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Lost the front bumper and the radiator is damaged.							Explain Other	n/a		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/29/2009 12:59:05 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		assigned to ESIS

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Insurance involvement

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/29/2009 09:16:28 AM	KINZERTH	AMSTUTST	Notify CRM		Done	9/29/2009 12:59:03 PM	ESIS - Insurance Involvement

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 03:38:33 PM	OGLESBMI	OGLESBMI	Ownership Changed	Ownership Escalated to BRC	Done	9/28/2009 03:38:33 PM	Ownership Escalated to BRC

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 03:37:26 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Scheduled Alarm		[redacted]-Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 03:35:59 PM	OGLESBMI	KINZERTH	BRC PAR	ESIS- Insurance Involvement	Done	9/29/2009 09:16:26 AM	Escalating to ESIS, Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust alledges her steering locked up and caused her to run off the road and into a marsh. Vehicle was damaged. Cust has filed a claim with her insurance company and they are currently investigating the vehicle. Cust believes they will be repairing it soon. Case is being sent to ESIS for insurance involvement.

Michelle Oglesby/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:13:06 AM	KINZERTH	OGLESBMI	Ownership Changed		Done	9/28/2009 09:13:06 AM	Service Request Ownership has changed FROM: DEDIOSTH TO: OGLESBMI

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:12:16 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- AVM	Done	9/28/2009 03:35:58 PM	Called DVM David Gamer

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

DVM Name: David Gamer
Node/Mailbox: 972075 8107
This is Michelle Oglesby
calling from the GM Product Allegation Dept:
The request number is: 71-761129607
The Customer's name is: [redacted]
The dealer involved is: Billy Navarre Chevrolet of Lake Charles
The vehicle is: 2006 Chevrolet Malibu
The last 8 digits of the VIN# are: 6F[redacted]
This involves: Vehicle steering locked up and caused a collision. Insurance is involved.

Michelle Oglesby/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:12:07 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Dealer	Done	9/28/2009 03:32:18 PM	Called Billy Navarre Chevrolet @ 337-474-1999

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Left message for Service Manager Gordon Saxby

CRS sts: Calling to speak with you about a case I have on a vehicle that is in your shop right now. Cust is claiming a steering concern caused a collision. Because the customer has filed an insurance claim on the concern, the case is going up to our central claims department to be handled. CRS provided phone # and SR. If you have questions, call me.

Michelle Oglesby/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:11:57 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Phone	Done	9/28/2009 03:27:49 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts: My daughter was driving down the highway and coming out of a turn when her steering locked up. She hit the gravel on the side of the road and went off the road into a marsh. There were no injuries. There is a police report, but I don't have the report number yet. We did file an insurance claim and they are investigating the case. The vehicle is at Billy Navarre Chevrolet right now.

CRS sts: Due to the insurance involvement, I will need to escalate your case to our central claims department for further handling. They will be in touch with you within 10 business days. If you don't hear from them by that time, call me and I will look up the new agent name and case #. Call me if you have any questions in the mean time.

Michelle Oglesby/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:11:50 AM	KINZERTH	OGLESBMI	BRC PAR	Acknowledgement	Done	9/28/2009 03:18:52 PM	Callec

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Adv: This is Michelle Oglesby calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:11:41 AM	KINZERTH	OGLESBMI	Notify CRM		Done	9/28/2009 02:41:17 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:11:33 AM	KINZERTH	OGLESBMI	Research		Done	9/28/2009 02:41:14 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Research

Recalls: No open recalls

Related repairs: 01/30/2008 146151 # E9740 - STEERING GEAR REPLACEMENT

Previous SRs: 1 previous SR, related to allegation. Report of a steering concern. No action taken on file before it was closed.

Michelle Oglesby/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2009 09:11:16 AM	KINZERTH	OGLESBMI	BRC PAR	Case Assigned	Done	9/28/2009 02:39:25 PM	Assigned to Michelle Oglesby x31394

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
9/28/2009 09:11:09 AM	KINZERTH	DEDIOSTH	SR Opened		Done	9/28/2009 09:11:10 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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
9/28/2009 09:11:08 AM	KINZERTH	DEDIOSTH	SR Closed - Satisfied		Done	9/28/2009 09:11:08 AM	Service Request has been Closed Satisfied.

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
9/25/2009 06:15:57 PM	FARINHA	FARINHA	Inbound Call Customer	Complex Request	Done	9/25/2009 06:22:56 PM	**assisting only**

Contact Last Name	Contact First Name	Account	BAC Code

Comments

cust sts:
-i have contacted my insurance company already
-i was told by Billy Navar from chevrolet to bring the veh to them
-and they told me to tell you that your technician can do what they have to do in the veh
-and ive also spoke with jay mckenny the service manager and gave him the information and he told me that you can contact them on monday for the information that you may need about my case

cust sks:
-tlo give update on my case

crs adv:
-will be documenting all of this information in your file so that representative who is handling your case will see it

cust sts:
-thank you I just hope that this concern will be solved immediatelly
-iha you very much

HannaFarin/CAC/Mnla/T1/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 04:41:50 PM	SIMPAOFR	KINZERTH	Escalation	Initiate PAR	Done	9/28/2009 09:11:03 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Frederick_Simpao/CAC/T1/Mla/level1.

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 03:40:45 PM	DEDIOSTH	DEDIOSTH	Inbound Call Customer	Complex Request	Done	9/25/2009 04:43:59 PM	Customer was in an accident because the Steering wheel locked up

Contact Last Name	Contact First Name	Account	BAC Code

Cust states:
> My daughter [redacted] drives a 2006 Chevy Malibu which is under my name. The veh was in the dealer within last week in the dealer for the Power steering Locking Problem
> She had it fixed and paid 270$ wed afternoon
> She got the veh
> This week the Power Steering was acting funny, it is easy to make a left turn but it is difficult when making a right turn
> then last night while she was driving down Highway 27 in Hackberry Louisiana, while she was in a curve the steering wheel locked up, won't go right or left then the veh spun around all the way to the marsh. She have he baby with her. She got out of the veh went to the highway and good thing somebody saw her and got help. Police , AMbulance and wrecker truck came
,> Thank God that there were no injuries
> I really can't tell what was the damage, the bumper fell off and there were leaks under the veh
> Dealer is BILLY NAVARRE CHEVROLET OF LAKE CHARLES 1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 337-474-1999
> called the dealer and spoke with Gordon - Service manager and he gave me your number that's why I called
> This is a safety issue, it could have cause my daughter and Grand daughter's lives

Cust Sks:
> compensation

CRS advised:
> CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC."

Frederick_Simpao/CAC/T1/Mla/level1.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	No Symptom Indicated	Steering - General

GM Vehicle Inquiry System
Summary

[redacted]

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

Help

VIN :	1G1ZT51896F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2006 MALIBU SEDAN 2LT	Warranty Start Date :	10/29/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	WALDEN FLEET GROUP, INC. 6 SYLVAN WAY PARSIPPANY , NJ 07054-3826	Selling Source :	13 - CHEVROLET
		Site Code :	04681
		Business Associate Code :	111571

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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 LIMITED WARRANTY	10/29/2005	10 miles	10/29/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/29/2005	10 miles	10/29/2011	100010 miles
39/39000 GM CERTIFIED USED LIMITED WARRANTY	10/29/2005	10 miles	01/29/2009	39010 miles
60/100000 GM CERTIFIED USED POWERTRAIN LIMITED WARRANTY	10/29/2005	10 miles	10/29/2010	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/29/2005	10 miles	10/29/2013	80010 miles
36/36000 FEDERAL EMISSION	10/29/2005	10 miles	10/29/2008	36010 miles

CLAIM HISTORY

R.O Date	R.O	Type	Labor Operation	Odometer

	Number			Reading
01/30/2008	146151	#	E9740 - STEERING GEAR REPLACEMENT	34851 miles
01/30/2008	146151	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	34851 miles
07/28/2007	042877	#	D4440 - COMPRESSOR ASSEMBLY - REPLACE	32169 miles
05/17/2007	040962	#	N6644 - MIRROR SYSTEM WIRING AND/OR CONNECTOR REPAIR OR REPLACEMEN	28314 miles
01/04/2007	037501	#	H0122 - FRONT BRAKE ROTOR REFINISHING	21634 miles
01/04/2007	037501	#	N6618 - CRUISE CONTROL WIRING AND/OR CONNECTOR REPAIR OR REPLACEME	21634 miles
11/23/2006	010586	#	D4450 - A/C SYSTEM ANALYSIS	18925 miles
10/28/2005	A58898	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 :	1G1ZT51896F [redacted]

CLAIM HISTORY

Repair Order Date :	01/30/2008	Repair Order Number :	146151	Odometer Reading :	34851 miles
Serviced By :	ALL STAR BUICK PONTIAC GMC TRUCK, INC. PO BOX 2299 SULPHUR, LA 70664-2299 (337) 527-6393	Selling Source :	16 - PONTIAC		
		Site Code :	22010		
		Business Associate Code :	116622		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/05/2008	871	01	#	E9740 - STEERING GEAR REPLACEMENT	25902150 - GEAR	N/A	N/A	$ 338.01	N
02/05/2008	871	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 10.00	N

Repair Order Date :	07/28/2007	Repair Order Number :	042877	Odometer Reading :	32169 miles
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET		
		Site Code :	99696		
		Business Associate Code :	126929		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/04/2007	827	01	#	D4440 - COMPRESSOR ASSEMBLY - REPLACE	10313109 - SEAL KIT	N/A	N/A	$ 600.50	N

Repair Order Date :	05/17/2007	Repair Order Number :	040962	Odometer Reading :	28314 miles
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET		
		Site Code :	99696		
		Business Associate Code :	126929		

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
06/19/2007	805	01	#	N6644 - MIRROR SYSTEM WIRING AND/OR CONNECTOR REPAIR OR REPLACEMEN	N/A	N/A	N/A	$ 31.36	N

Repair Order Date :	01/04/2007	Repair Order Number :	037501	Odometer Reading :	21634 miles
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET		
		Site Code :	99696		
		Business Associate Code :	126929		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/06/2007	767	01	#	H0122 - FRONT BRAKE ROTOR REFINISHING	N/A	N/A	N/A	$ 131.71	N
02/06/2007	767	02	#	N6618 - CRUISE CONTROL WIRING AND/OR CONNECTOR REPAIR OR REPLACEME	N/A	N/A	N/A	$ 31.36	N

Repair Order Date :	11/23/2006	Repair Order Number :	010586	Odometer Reading :	18925 miles
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET		
		Site Code :	99696		
		Business Associate Code :	126929		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/16/2007	761	01	#	D4450 - A/C SYSTEM ANALYSIS	N/A	N/A	N/A	$ 53.12	N

Repair Order Date :	10/28/2005	Repair Order Number :	A58898	Odometer Reading :	0 miles
Serviced By :	BUDGET RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET		
		Site Code :	99990		
		Business Associate Code :	127164		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/01/2005	635	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE	N/A	N/A	N/A	$ 59.93	N

[redacted] 9/29/2009

				TIME						

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	1G1ZT51896F[redacted]

VEHICLE BUILD

Merchandising Model :	1ZT69 -2006 MALIBU SEDAN 2LT		
Gross Vehicle Weight Rating :	1922 kg (4238 lb)	Order Number :	JKVM50
Build Date :	10/28/2005	Build Plant :	16FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - AIR BAGS, DUAL-STAGE FRONT, DRIVER & PASSENGER	AP3 - REMOTE VEHICLE STARTER SYSTEM
AP9 - CARGO CONVENIENCE NETS	A51 - SEATS, CUSTOM
BQ2 - AVIS RENT A CAR	B37 - FLOOR MATS
B8S - GM PRODUCTION WEEK #43	C60 - AIR CONDITIONING
DL5 - ROADSIDE SERVICE INFORMATION DECAL	DL6 - POWER O/S MIRRORS, BODY COLOR
FAI - FAIRFAX	FE0 - SUSPENSION SYSTEM-ACTIVE
FE9 - 50-STATE EMISSIONS	FLT - FLEET PROCESSING OPTION
F83 - TRANSAXLE 3.05 RATIO	GME - ORNAMENTATION, GM MARK OF EXEL.
IBC - INTERIOR TRIM	JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL
K64 - GENERATOR 115 AMPS	LX9 - 3.5L V6 ENGINE
MN5 - 4-SPEED AUTO TRANSMISSION	MX0 - 4-SPEED AUTO TRANSMISSION
NR0 - LEATHER WRAPPED STEERING WHL	NT7 - EMISSION SYSTEM FEDERAL, TIER 2
NW7 - ELECTRONIC TRACTION CONTROL	NZ6 - (4) 16" WHEELS W/SILVER PAINTED COVERS
QPE - (4) TOURING TIRES P215/60R16	R6F - IDENTIFY B-CODE USERS
R6P - PREMIUM PAINT	UK3 - STEERING WHEEL CONTROLS
UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)	UZ6 - SIX PREMIUM SPEAKERS
U2J - DELETE XM SATELLITE RADIO	U77 - ANTENNA RR WINDOW
VH3 - NOTICE TO BUYER LABEL - 5 MPH BUMPER	

IMPACT, HAWAII	VK3 - FRONT LICENSE PLATE BRACKET
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VY7 - LEATHER SHIFT KNOB
V2G - FULL FUEL FILL CREDIT	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
1SZ - OPTION PACKAGE DISCOUNT	19C - EBONY
19I - EBONY	2LT - 2LT PACKAGE
6AR - FRONT SPRING	67U - SILVERSTONE METALLIC
7AR - FRONT SPRING	8AB - REAR SPRING
9AB - REAR SPRING	

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5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

October 5th, 2009

[redacted]
LAKE CHARLES, LA, [redacted]

RE: Claimant: [redacted]
Our File No.: 678972
Our Client: General Motors Company
Date/Event: 09/24/2009
Subject vehicle: 2006 Chevrolet Malibu
VIN: 1G1ZT51896F[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

12. Advise if there is any property damage other then the subject vehicle.

13. Advise the mileage for the subject vehicle.

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

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or 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 had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Bethany Tillman
Claims Administrator

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

October 5th, 2009

[redacted]
LAKE CHARLES, LA, [redacted]

RE: Claimant: [redacted]
Our File No.: 678972
Our Client: General Motors Company
Date/Event: 09/24/2009
Subject vehicle: 2006 Chevrolet Malibu
VIN: 1G1ZT51896F[redacted]

Dear [redacted]

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

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

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

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Sincerely,

Bethany Tillman
Claims Administrator

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ESIS/GM Central Claims Unit
P.O. Box 300
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Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

November 10, 2009

STATE FARM INSURANCE
JEFF FOX
P.O. BOX 1268
COLUMBIA, MO, 65205-1268

RE:	Claimant:	[redacted]
	Our File No.:	678972 (Your Claim No. 18-1681-142)
	Our Client:	General Motors Company
	Date/Event:	09/24/2009
	Subject vehicle:	2006 Chevrolet Malibu
	VIN:	1G1ZT51896F[redacted]

Dear Mr. Fox:

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

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Sincerely,

Bethany Tillman
Claims Administrator

[redacted]

State Farm Insurance Companies

[redacted]

State Farm Insurance Companies
P O Box 1268
Columbia, MO 65205-1268

October 9, 2009

Esis/Gm Central Claims
PO Box 300 Code 482C19B61
Detroit, MI 48265

RECEIVED
NOV 06 2009
ESIS-GM CLAIMS UNIT

RE: Claim Number: 18-1681-142
Date of Loss: September 24, 2009
Our Insured: [redacted]

Dear Sir or Madam:

We have paid a claim to our insured on a loss for which we feel you are responsible. We believe that the loss was the result of a faulty steering mechanism. For this reason, we are seeking reimbursement from you for the amounts of our payments. The vehicle has a hold order on it making it available for your review. Please contact us if you would like to review the vehicle and we will be happy to assist in any way possible.

When our handling is complete, we will forward the documentation which details the cost of this claim.

Sincerely,

Jeff Fox
Claim Representative
(877) 207-8065

State Farm Mutual Automobile Insurance Company

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

November 10, 2009

STATE FARM INSURANCE
JEFF FOX
P.O. BOX 1268
COLUMBIA, MO, 65205-1268

RE: Claimant: [redacted]
Our File No.: 678972 (Your Claim No. 18-1681-142)
Our Client: General Motors Company
Date/Event: 09/24/2009
Subject vehicle: 2006 Chevrolet Malibu
VIN: 1G1ZT51896F[redacted]

Dear Mr. Fox:

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

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Sincerely,

Bethany Tillman
Claims Administrator

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bethany Tillman
Claims Administrator

December 15, 2009

STATE FARM INSURANCE
JEFF FOX
P.O. BOX 1268
COLUMBIA, MO, 65205-1268

RE:	Claimant:	[redacted]
	Our File No.:	678972 (Your Claim No. 18-1681-142)
	Our Client:	General Motors Company
	Date/Event:	09/24/2009
	Subject vehicle:	2006 Chevrolet Malibu
	VIN:	1G1ZT51896F[redacted]

Dear Mr. Fox:

This will have reference to the above product liability subrogation claim that you filed with General Motors LLC (GM).

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

Correspondence that was sent to you on 11/10/2009 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bethany Tillman
Claims Administrator

State Farm

March 11, 2010

ESIS/GM CLAIMS
POB 300 MC 482C19B61
DETROIT,MI 48265-3000
Attention:Bethany Tillman

RECEIVED

MAR 1 6 2010

ESIS-GM CLAIMS UNIT

RE: Claim Number:	**18-1681-142 BLM/ Your file: 678972**
Date of Loss:	**Sept 24, 2009**
City/State of loss:	**Hackberry, LA**
Insured:	[redacted]
Vehicle:	**2006 Chevy Malibu LT**
VIN Number:	**1G1ZT51896F**[redacted]
Mileage:	**54,421**

Bethany Tillmani,

This notice is to advise of a loss that occurred to our insured vehicle. Our preliminary investigation indicates that General Motors may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle. This inspection could become destructive and all parties will be placed on notice to attend.

The vehicle is being held at an offsite location in Scott, LA but will be moved to an engineer's facility in the area prior to inspection. It is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm representative. Any violation of this authorization is not permitted. Should you wish to inspect the vehicle, please contact Jeff Fox at 877-207-8065.

Any settlement with State Farms policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at (877) 457-8276 x51607.

Sincerely,

Barbara Edens

Claim Representative
State Farm Indemnity Automobile Insurance Company
POB 2371 Bloomington IL 61702-2371