

2007 Chevrolet Trailblazer LS 4 DR Wagon
Claim #: [REDACTED]

06/06/2008 07:09 AM
07/28/2008 12:07 PM

Tax On Parts Only		@ 7.000%			\$286.48
Sheet Metal (SM)	\$48.00	12.1	2.5	14.6	\$671.60
Mech/Elec (ME)	\$65.00	1.4		1.4	\$91.00
Frame (FR)	\$50.00				
Refinish (RF)	\$48.00	1.5		1.5	\$69.00
Paint Materials	\$28.00				
Labor Total					17.5 Hours
Sublet Repairs					\$831.60
Towing					\$1,244.39
Gross Total					\$75.00
Less: Deductible					\$8,569.18
Less: Betterment					\$500.00-
Add: Appearance Allowance					\$13.99-
Net Total					\$50.00
Actual Supplement Total					\$685.65
Less: Previous Net Total					\$5,419.54-
Net Supplement Total					\$685.65
Customer Owes					\$463.99

Alternate Parts Y/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 60625 MIDWEST CHICAGO 2ND 03/07

Audatex Estimating 4.0.495 S2 07/28/2008 05:21 PM REL 4.0.495 DT 07/01/2008 DB 07/15/2008

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IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY
THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. ALLSTATE GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT ALLSTATE'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART. HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, ALLSTATE WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT ALLSTATE'S OPTION, AT NO ADDITIONAL COST TO YOU. ALLSTATE DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE

AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.

TO ALL REPAIR FACILITIES: BEFORE USING AN AFTERMARKET SHEETMETAL PART, BE SURE TO LOOK FOR THE CAPA SEAL. THIS IS NOT AN AUTHORIZATION FOR REPAIR. SUPPLEMENTS MUST BE APPROVED PRIOR TO REPAIR. IF YOUR CAR IS OF UNITIZED CONSTRUCTION, IN SOME CASES THE REPAIR SHOP MAY NEED SPECIAL EQUIPMENT TO PROPERLY REPAIR THE CAR. YOU SHOULD DETERMINE IF THE SHOP YOU SELECT TO COMPLETE THE REPAIRS IS PROPERLY EQUIPPED.

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

- | | | |
|----------------------------|--------------------------------|----------------------------|
| * = User-Entered Value | E = Replace OEM | NG = Replace NAGS |
| EC = COMPETITIVE PART | OE = Replace PXN OE Srpls | UE = Replace OE Surplus |
| ET = Partial Replace Labor | EP = COMPETITIVE PART | EU = RECYCLED PART |
| TE = Partial Replace Price | PM = Replace PXN Reman/Rebit | UM = Replace Reman/Rebuilt |
| L = Refinish | PC = Replace PXN Reconditioned | UC = Replace Reconditioned |
| TT = Two-Tone | SB = Sublet Repair | N = Additional Labor |
| BR = Blend Refinish | I = Repair | IT = Partial Repair |
| CG = Chippguard | RJ = R & I Assembly | P = Check |
| AA = Appearance Allowance | RP = Related Prior Damage | |

Audatex

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Central Collision Center of Peotone

216 S. Harlem Avenue

Peotone, IL 60468

Ph:708-258-6997 Fax:708-258-9464

RO #:29743

Unit #:

Customer Receipt

Estimator: DAN BLOECHL

Customer Information

Vehicle Information

Insurance Information

Name: [REDACTED]
Address: [REDACTED]
Peotone IL
Phone: [REDACTED]

Vehicle: 2007 silver Chevrolet Trailblazer
Style: LS 4 DR Wagon
License: X61 3411
VIN: 1GNDS13S472 [REDACTED]
Mileage: 35000

Ins Co: ALLSTATE INSURANCE COMPANY
Contact: 0
Phone: (888) 237-4154
#: 0111712576
Deduct: \$0.00

Date	Reference	Received From	Received By	Amount
07/28/2008	542911544	ALLSTATE INSURANCE	JEN HUBER	\$1,766.14
07/28/2008		ALLSTATE INSURANCE	CRYSTAL COFFMAN	\$4,153.40

Date: _____	RO Total:	\$6,485.29
Signature: _____	Paid:	\$5,919.54
	BALANCE DUE:	\$565.75

A WG324 IL 05 31 2008 001 08-000319 000 Delete Change No Activity **NFIRS -1 Basic**

B Location* Check this box to indicate that the address for this incident is provided on the Midland Fire Census Tract Module in Section 2 "Alternative Location Specification". Use only for Midland fires. Census Tract 8839 - 00

Street address Intersection In front of Rear of Adjacent to Directions

Number/Zippost Prefix Street or Highway RD Street Type IL City Pectone State IL Zip Code

Apt./Suite/Room City State Zip Code

Cross street or directions, as applicable

C Incident Type *
131 Passenger vehicle fire
Incident type

E1 Date & Times Midnight is 0000
Check boxes if dates are the same as Alarm Date. ALARM always required
Alarm * 05 31 2008 09:39:00
Month Day Year Hr Min Sec

E2 Shift & Alarms
Local Option R 01 001
Shift or Alarm District Platoon

D Aid Given or Received*

1 Mutual aid received
2 Automatic aid recv.
3 Mutual aid given
4 Automatic aid given
5 Other aid given
N None

Their PDID Their State
Their Incident Number

ARRIVAL required, unless canceled or did not arrive
 Arrival * 05 31 2008 09:42:00
CONTROLLED Optional, except for wildland fires
 Controlled
LAST UNIT CLEARED, required except for wildland fires
 Last Unit Cleared 05 31 2008 09:57:00

E3 Special Studies
Local Option
Special study IDS Special Study Value

F Actions Taken *

86 Investigate
Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources *
 Check this box and skip this section if an Apparatus or Personnel form is used.

Apparatus 0002 Personnel 0005
Suppression
EMS
Other

Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values
LOSSES: Required for all fires if known. Optional for non fires. None

Property \$, 001, 000
Contents \$, 000, 000
PRE-INCIDENT VALUE: Optional
Property \$, 000, 000
Contents \$, 000, 000

Completed Modules

Fire-2
 Structure-3
 Civil Fire Cas.-4
 Fire Serv. Cas.-5
 EMS-6
 HazMat-7
 Wildland Fire-8
 Apparatus-9
 Personnel-10
 Arson-11

H1 Casualties None
Deaths Injuries
Fire Service
Civilian

H2 Detector
Required for Confined Fires.
1 Detector alerted occupants
2 Detector did not alert them
 Unknown

H3 Hazardous Materials Release

N None
1 Natural Gas: slow leak, no evacuation or hazmat actions
2 Propane gas: <11 lb. tank (as in home BBQ grill)
3 Gasoline: vehicle fuel tank or portable container
4 Kerosene: fuel burning equipment or portable storage
5 Diesel fuel/fuel oil: vehicle fuel tank or portable
6 Household solvents: home/office spill, cleanup only
7 Motor oil: from engine or portable container
8 Paint: from paint cans totaling < 55 gallons
0 Other: Special Hazmat actions required or spill > 55gal..
Please complete the Hazmat form

I Mixed Use Property

NN Not Mixed
10 Assembly use
20 Education use
33 Medical use
40 Residential use
51 Row of stores
53 Enclosed mall
58 Bus. & Residential
59 Office use
60 Industrial use
63 Military use
65 Farm use
00 Other mixed use

J Property Use* Structures

131 Church, place of worship
161 Restaurant or cafeteria
162 Bar/Tavern or nightclub
213 Elementary school or kindergarten
215 High school or junior high
241 College, adult education
311 Care facility for the aged
331 Hospital

Outside

124 Playground or park
655 Crops or orchard
669 Forest (timberland)
807 Outdoor storage area
919 Dump or sanitary landfill
931 Open land or field

341 Clinic, clinic type infirmary
342 Doctor/dentist office
361 Prison or jail, not juvenile
419 1-or 2-family dwelling
429 Multi-family dwelling
439 Rooming/boarding house
449 Commercial hotel or motel
459 Residential, board and care
464 Dormitory/barracks
519 Food and beverage sales

936 Vacant lot
938 Graded/care for plot of land
946 Lake, river, stream
951 Railroad right of way
960 Other street
961 Highway/divided highway
962 Residential street/driveway

539 Household goods, sales, repairs
579 Motor vehicle/boat sales/repair
571 Gas or service station
599 Business office
615 Electric generating plant
629 Laboratory/science lab
700 Manufacturing plant
819 Livestock/poultry storage (barn)
882 Non-residential parking garage
891 Warehouse

981 Construction site
984 Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:
Property Use 965
Vehicle parking area

A WG324 IL 05 31 2008 001 08-000319 000 Delete Change No Activity **NFIRS -2**
 FDID * State * Incident Date * Station Incident Number * Exposure * Fire

B Property Details

B1 Not Residential
 Estimated Number of residential living units in building of origin whether or not all units became involved

B2 Buildings not involved
 Number of buildings involved

B3 None
 Acres burned (outside fires) Less than one acre

C On-Site Materials None or Products
 Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

NNN None
 On-site material (1)

 On-site material (2)

 On-site material (3)

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

1 Bulk storage or warehousing
 2 Processing or manufacturing
 3 Packaged goods for sale
 4 Repair or service

D Ignition

D1 81 Operator/passenger area
 Area of fire origin *

D2 13 Electrical arcing
 Heat source *

D3 00 Item First Ignited,
 Item first ignited * Check box if fire spread was confined to object of origin

D4 99 Multiple types of
 Type of material first ignited Required only if item first ignited code is 00 or <70

E1 Cause of Ignition

Check box if this is an exposure report. Skip to section G

1 Intentional
 2 Unintentional
 3 Failure of equipment or heat source
 4 Act of nature
 5 Cause under investigation
 U Cause undetermined after investigation

E2 Factors Contributing To Ignition

35 Arc from faulty None
 Factor Contributing To Ignition (1)

 Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

1 Asleep None
 2 Possibly impaired by alcohol or drugs
 3 Unattended person
 4 Possibly mental disabled
 5 Physically Disabled
 6 Multiple persons involved

7 Age was a factor
 Estimated age of person involved

1 Male 2 Female

F1 Equipment Involved In Ignition

None if Equipment was not involved, skip to Section G

NNN None
 Equipment involved

Brand

Model

Serial #

Year

F2 Equipment Power

 Equipment Power Source

F3 Equipment Portability

1 Portable
 2 Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. None

NNN None
 Fire suppression factor (1)

 Fire suppression factor (2)

 Fire suppression factor (3)

H1 Mobile Property Involved

None

1 Not involved in ignition, but burned
 2 Involved in ignition, but did not burn
 3 Involved in ignition and burned

BLAZER
 Mobile property model

 2007
 Year

 IL 1GND5135472
 License Plate Number State VIN Number

H2 Mobile Property Type & Make

11 Automobile, passenger
 Mobile property type

CH Chevrolet
 Mobile property make

Local Use

Pre-Fire Plan Available
 Some of the information presented in this report may be based upon reports from other Agencies

Arson report attached
 Police report attached
 Coroner report attached
 Other reports attached

NFIRS-2 Revision 01/19/99

K1 Person/Entity Involved

Local Option _____ Business name (if applicable) _____ Area Code _____ Phone Number _____

Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name _____ MI _____ Last Name _____ Suffix _____

Number _____ Prefix _____ Street or Highway _____ Street Type _____ Suffix _____

Post Office Box _____ Apt./Suite/Room _____ City _____

State _____ Zip Code _____

More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner Same as person involved? Then check this box and skip the rest of this section.

Local Option _____ Business name (if Applicable) _____ Area Code **708** Phone Number **203** - **2076**

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name _____ MI _____ Last Name _____ Suffix _____

Number _____ Prefix _____ Street or Highway _____ Street Type **RD** Suffix _____

Post Office Box _____ Apt./Suite/Room _____ City **Peotone**

State **IL** Zip Code _____

L Remarks

Local Option

Called for car fire, upon arrival fire was out. Occupant stated her door started on fire. Found area by window/door lock switches burned up. Disconnected battery and made sure fire was out. Driver/owner's insurance company is Allstate, policy # _____ End of report.

L Authorization

2700 Officer in charge ID **Schreiber, William P** Signature **DC** Position or rank _____ Assignment _____ Month **05** Day **31** Year **2008**

Check box if **2758** as Officer Member making report ID in charge. **Delia, Larry** Signature **FFPM** Position or rank _____ Assignment _____ Month **05** Day **31** Year **2008**

August 3, 2008

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

AUG 07 2008
AUG 07 2008
ESIS-GM CLAIMS UNIT
ESIS-GM CLAIMS UNIT

RE:

Claimant: [REDACTED]
File #: 656113
Date of Event: 5-31-08
Event: Fire to vehicle
Subject/Vehicle: 2007 Chevy Trailblazer
VIN: 1GNDS13S472 [REDACTED]

Dear Mr. Fruth:

Per your request, I have enclosed copies of the adjuster's estimate from the vehicle fire on 5-31-08 as well as the Fire Department report, pictures of the damage to the vehicle, a copy of the final rental car cost incurred, the final bill from the repair center and the notarized affidavit that you provided.

I have also forwarded a copy of your request to my insurance company per the instructions in the documents you provided.

Please be aware that the burden of the total rental car cost as well as an outstanding balance from the Repair shop was not covered by my insurance company and was paid directly by me.

From what was determined, the fire was caused by a faulty part in the door panel and as you will note from the pictures provided, caused extensive damage to the vehicle.

I am very grateful that neither I nor anyone else was in the vehicle at the time of the fire or injured by the fire.

At this time, I am personally seeking to recoup the money that I paid to the rental car company and the outstanding balance to the repair shop.

Sincerely,

[REDACTED]

656113



5530 Miller Circle Dr
Morton, IL 60443
enterprise.com

Brian Hainey
Management Trainee
Rent-A-Car Division
brian.hainey@enterprise.com
* 708-720-1700 tel
708-720-2281 fax *

• matt please call me in
concern with [REDACTED]
and her Rental Car balance Due.

Brian Hainey

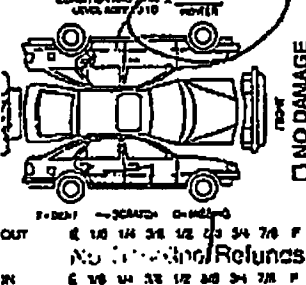
ENTERPRISE LEASING COMPANY OF CHICAGO
5539 MILLER CIRCLE DR., MATTESON, IL. 604431482 (708) 720-1700

REF: 30JFF0
SU CLOSED
9:00 AM - 12:00 PM

RENTAL TYPE	RETAIL	SOURCE #	ALL77EX	LD #	999	RENTAL AGREEMENT NO.	D 540018
DATE	06/20/08	TIME	10:45 AM	DRIVER	[REDACTED]	PERIOD	1 DAY = CALENDAR DAY

ORIGINAL VEHICLE	CITY	PEOTONE	STATE	IL	OFFICE PHONE		VEHICLE	\$26.50/DAY
COLOR		LICENSE NO.	K894329	DOB	12/15/1958	EMPLOYER		
MODEL		YEAR	2007	STATE	IL			

BILL TO	Y	COMPANY	ALLSTATE INS-EXPRESS RENTALS**	PHONE	(800) 255-7828	ETC		NO CHARGE MILEAGE
ATTN	UNKNOWN							



ADDITIONAL AUTHORIZED DRIVERS - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNERS WRITTEN APPROVAL.
 I REQUEST OWNERS PERMISSION TO ALLOW **NO OTHER DRIVERS PERMITTED**
 AGE _____ DRIVER'S LICENSE NO. _____ STATE _____ EXP. _____

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS AGREEMENT. DRIVER WILL AFFECT MY LIABILITY.

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

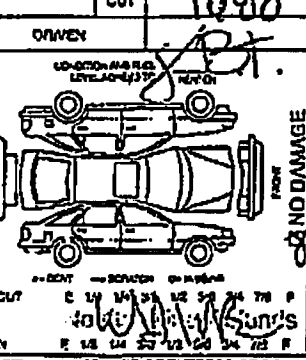
Collision Damage Waiver Notice:
 This contract offers, for an additional charge, a Collision Damage Waiver to cover your financial responsibility for damage to the rental vehicle. The purchase of a Collision Damage Waiver is optional and may be declined. You are advised to carefully consider whether to sign this waiver if you have rental vehicle collision coverage provided by your credit card or collision insurance on your own vehicle. Before deciding whether to purchase the Collision Damage Waiver, you may wish to determine whether your own vehicle insurance affords you coverage for damage to the rental vehicle and the amount of deductible under your own insurance coverage.
 RENTER: *DAV*

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 8.	RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE CDM NOTICE TO LEFT AND PAGE 3, PARAGRAPH 10. CDM IS NOT SURVIVANCE.	RENTER: X <i>ST</i>	\$12.50/DAY
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 16.	RENTER: X	\$3.00/DAY
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) SEE PAGE 3, PARAGRAPH 17.	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17.	RENTER: X	\$12.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT,
 WHICH CONSISTS OF PAGES 1 THROUGH 4.
 I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW, I AM THE RENTER UNDER THIS AGREEMENT. BY CHECKING BELOW, I AM AUTHORIZING THE OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCIDENTAL AND PROMOTIONAL DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHICH BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE	RENTER: [REDACTED]	DATE	05/31/2008	AUTO-RENTAL TAX	6.00%
	OWNER/REP: [REDACTED]		E387D6	MPER	6.00%

COLOR	MODEL	LICENSE NO.	DATE	TITLE	AMOUNT	PAID BY
<i>SLW</i>	<i>506</i>	<i>XPL250</i>	05/31/2008		\$50.00	XXXXXXXXXXXX2108 05/31/2008



ADDITIONAL INFORMATION

TOTAL CHARGES			
DEPOSITS			
REFUNDS			
AMOUNT DUE			
CLOSED BY:			
PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY



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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

Matthew Fruth
Claims Administrator

June 30, 2008

Bernadette Travaglini
621 West Wilmington Rd.
Peotone, IL 60468-9479

RE: Claimant: [REDACTED]
Our File No.: 656113
Our Client: General Motors Corporation
Date/Event: 5/31/2008
Subject vehicle: 2007 Chevy Trailblazer
VIN: 1GNDS13S472 [REDACTED]

Dear Ms. [REDACTED]

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

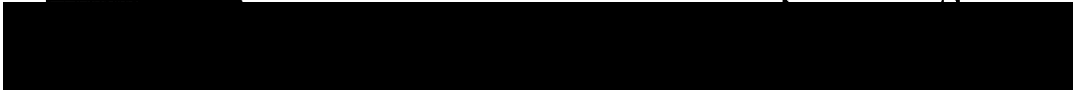
Please confirm in writing if you have tendered this claim to your insurance carrier for coverage. In the event you do not have any insurance, please confirm that fact with us as well.

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

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

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

I do not have insurance to cover this claim



State of ILLINOIS }

County of COOK }

On the 28 day of JULY, 2008 before me personally appeared [REDACTED] me known to be the person(s) named herein and who executed the foregoing Release and he acknowledged to me that he voluntarily executed the same.





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My term expires 02.22., 2008

Lea Fariols

Notary Public





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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*

Matthew Fruth
Claims Administrator

June 30, 2008

Bernadette Travaglini
621 West Wilmington Rd.
Peotone, IL 60468-9479

RE: Claimant: [REDACTED]
Our File No.: 656113
Our Client: General Motors Corporation
Date/Event: 5/31/2008
Subject vehicle: 2007 Chevy Trailblazer
VIN: 1GNDS13S472 [REDACTED]

Dear Ms. [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.



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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*

Matthew Fruth
Claims Administrator

June 30, 2008

[REDACTED]
Peotone, IL [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 656113
Our Client: General Motors Corporation
Date/Event: 5/31/2008
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VIN: 1GNDS13S472 [REDACTED]

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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

PROGRESSIVE

Progressive Claims Branch
77 Sewall Street, Suite 4
Augusta, Maine 04330
Phone: 207-629-2100
Facsimile: 207-622-9336

Underwritten by: Progressive Northwestern Ins. Co
Policyholder: [REDACTED]
Policy Number: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: July 1, 2008
Today's Date: July 7, 2008

****CERTIFIED & REGULAR MAIL****

1-800-PROGRESSIVE (1-800-776-4737)

General Motors Customer Assistance
P.O. Box 33170
Detroit, MI 48232

Received from MSX

RECEIVED

JUL 14 2008

ESIS-GM CLAIMS UNIT

To Whom It May Concern:

RE: GM Case #: 71-641-578-872

I represent Progressive's Auto Fire / Auto Theft Unit. The above vehicle was involved in a fire of alleged unknown origin. The loss occurred in Dixfield, Maine.

In order to determine the cause of fire, including a determination as to whether any defect in the vehicle was in existence at the time of the loss, a representative of Jet Forensics, Inc., will conduct an inspection and testing of the vehicle. This inspection will take place at Forrest Truck and Autobody 1280 N. Main Street Winterport, Maine.

As the repairer has an interest in this matter, from both a safety precaution standpoint and as a potential defendant in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact Joseph Tavares Jet Forensics, Inc., at (508) 252-6661. If you have any questions pertaining to this matter, you may contact the undersigned at 1-800-274-4499 ext. 2127 or directly at (207) 629-2127

Please note that if you choose not to participate in the inspection, you will forfeit any right to subsequently claim prejudice under [REDACTED] v. Volkswagen, Inc. 405 Mass 191 (1989).

Sincerely,

C. Santomango
Cynthia Santomango
Claims Representative

A08/sl

Service Request Detail

SR No.	71-841578872	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	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Dicksmont	Involved Dir	Vamey Chevrolet, Inc	Safety	Yes
State	ME ZipCd	Con Acct		Source	Phone	Updated	7/8/2008 04:07:48 PM
Serial #/VIN	1GNDT13S27	Model Year	2007	Priority	Medium License #	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	02/23/2007	Status	Open	Opened	7/2/2008 08:58:50 AM
Model	TrailBlazer	Mileage	69000	Sub-Status	Dissatisfied	Closed	
Abstract	thermal event						
Customer Description	PAR file, pls do not assume, send calls to x41022						

Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/1/2008 11:45:00 AM	N	0	1	Concrete	Dry	unknown	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'1"		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Santomango	Cindy	(207) 629-2127	Progressive Ins. Claim #					
Incident Loc	cust home	Incident Desc	started my veh, the driver side window started to roll up and down by itself, suddenly smoke came out fr the window. I got out of the vehicle, a few seconds later the whole driver side window was in flames. The whole door, running board,dashboard,steering wheel and seats were burned					
Component	driver side door, windows, steering wheel, driver seat,running boards are burned and melted		Damage Desc	whole driver side door, running boards,steering wheel,dashboard,seats are burned and melted				
Vehicle Loc	Forrest Truck And Autobody 2072235021		Addl Info					
Emgcy Svc Names	n/a		Maint Loc	Vamey Chevrolet,Pittsfield,ME				

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		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	n/a	Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	driver side door, windows, steering wheel, driver seat,running boards are burned and melted		Explain Other	n/a				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2008 09:58:37 AM	HOLLARAL	HOLLARAL	Inbound Call Customer	Complex Request	Done	7/9/2008 10:05:47 AM	Discuss rental
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sta: I don't have a veh to drive now and I was wondering if anything could be done or if I could have a phone number to the central claims dept.

CRS adv: Unfortunately we can not provide a rental and we do not have a phone number to provide until has been 10 business days from today which was when the file was escalated.

Cust sta: Ok thank you.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2008 08:55:10 AM	KINZERTH	KINZERTH	BRC PAR	ESIS- Thermal Event	Done	7/9/2008 08:55:37 AM	ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust claims thermal event originating from driver's side door
File forwarded to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2008 08:54:20 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust claims thermal event originating from driver's side door

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 08:48:38 AM	VALVERDM	VALVERDM	Inbound Call Customer	Customer	Done	7/8/2008 08:54:55 AM	cust called
Contact Last Name	Contact First Name	Account	BAC Code				

insurance is waiting for gm to inspect.

insurance company is involved. no repairs and vehicle has not been totalled out.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 04:08:43 PM	RODRIJOS	AMSTUTST	Notify CRM		Done	7/8/2008 08:52:32 AM	returned
Contact Last Name	Contact First Name	Account	BAC Code				

Returned to ocrs. there is no address in Siebal for customer. Please correct and resubmit.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 04:08:10 PM	RODRIJOS	RODRIJOS	Ownership Changed	Ownership Escalated to BRC	Done	7/8/2008 04:08:10 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
7/8/2008 11:18:46 AM	VALVERDM	AMSTUTST	Notify CRM		Done	7/8/2008 08:52:28 AM	cust called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
see inbound call

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 11:18:38 AM	MACARAGI	AMSTUTST	Notify CRM		Done	7/9/2008 09:52:24 AM	please see IBCC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 11:17:48 AM	MACARAGI	MACARAGI	Inbound Call Customer	Complex Request	Done	7/8/2008 11:18:37 AM	*****Assisting Only*****

Contact Last Name	Contact First Name	Account	BAC Code

Comments

cust sts:

- looking for the ocrs
- I have contacted her a couple of times but I haven't heard anything from her

cust sks: speak with the ocrs

ocrs advs:

- tried contacting ocrs but reach VM
- provided BRC PAR # 1-800-231-1841

JohnMackCACI/MLA/Emplv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2008 11:15:18 AM	VALVERDM	VALVERDM	Inbound Call Customer	Customer	Done	7/8/2008 11:18:37 AM	cust called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

cust wanted to know the status of her case. crm did tell her that her case would most likely go to central claims. did let cust know that would notify owning crm to call her back.

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/2008 10:45:22 AM	RODRUJOS	RODRUJOS	Inbound Call Third Party	Service Request Update	Done	7/7/2008 10:48:38 AM	Insurance called

Contact Last Name
 Cindy Santomango
 Progressive Ins.
 Claim
 (207) 629-2127

TP: sis that she wanted to send in a letter, wants an address. sis that if GM wants to look at the vehicle to contact her.

CRS provided the Chevrolet Divisional address

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/2008 08:17:05 AM	DRAHEICM	RODRUJOS	Notify CRM		Done	7/8/2008 04:08:40 PM	ESIS-Thermal Event

Comments
 Returned to crs. there is no address in Siebal for customer. Please correct and resubmit.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/3/2008 04:36:35 PM	AMSTUTST	AMSTUTST	Outbound Call Third Party	Left Message	Done	7/3/2008 04:38:45 PM	Cindy w/ Progressive

Comments
 CRS adv: file is going to GM central claims dept, someone from that dept will contact cust in 7-10 business days. Left SR# and CRS#

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/3/2008 04:38:07 PM	AMSTUTST	AMSTUTST	Inbound Call Third Party		Done	7/3/2008 04:42:52 PM	Cindy w/ Progressive
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Cindy with Progressive
71-841578872
Paula

here till 5:15pm. pls give me a call back.

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/3/2008 04:34:51 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		see if ESIS has picked up file
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
7/3/2008 04:34:10 PM	AMSTUTST	DRAHEICM	BRC PAR	ESIS- Thermal Event	Done	7/7/2008 09:17:03 AM	thermal event
Contact Last Name		Contact First Name		Account		BAC Code	

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
7/2/2008 07:32:10 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call	Cust	Done	7/3/2008 04:04:10 PM	do initials for dir and DVM
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
7/2/2008 02:19:26 PM	DRAHEICM	AMSTUTST	Ownership Changed		Done	7/2/2008 02:19:26 PM	Service Request Ownership has changed FROM: REYESM1 TO: AMSTUTST
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:19:08 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	7/2/2008 07:31:59 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: confirmed pre-par and par details
incident desc?

cust sis: veh was parked, went to lum veh on, driver's window started rolling up and down on it's out, then black smoke started coming from the window, cust got out of veh, a few seconds later flames started coming from the driver's window, damaged the drivers door, floorboards, and seats.

CRS adv: due to the seriousness of this concern we will need to forward this file to our central claims dept, someone from that dept will call you within 7-10 business days. If no call within 10 business days cust can call CRS and CRS will then have the information available.

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:19:02 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	7/3/2008 04:24:39 PM	called Vamey Chev @ 207 487 5111
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke with: Svc Mgr Gregg

CRS adv: cust had thermal event, file will be forwarded to ESIS, wanted to make sure dir knew about file

Dir adv: okay

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:18:57 PM	DRAHEICM	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	7/3/2008 04:34:02 PM	called DVM Malval James 914244 8158
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

DVM Malval James 914244 8158

CRS adv: calling to inform of file received. cust called with a complaint concerning a thermal event, file is being sent to ESIS for further handling any questions or concerns regarding this case, DVM can contact CRS @ 1-866-780-5700 x41022. File Number

SlacyAmslutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:18:52 PM	DRAHEICM	AMSTUTST	BRC PAR	Acknowledgement	Done	7/2/2008 07:24:06 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: calling to inform cust we have received file concerning your 2007 Trailblazer, Do you have a few minutes to speak with me?

Cust sis: yes

continued on initial activity

SlacyAmslutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:18:47 PM	DRAHEICM	AMSTUTST	Notify CRM		Done	7/2/2008 03:57:16 PM	file assigned
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
7/2/2008 02:18:42 PM	DRAHEICM	AMSTUTST	Research		Done	7/2/2008 03:55:13 PM	research vin
Contact Last Name	Contact First Name	Account			BAC Code		

Comments

no open recalls
no prev related repairs
no other files

SlacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 02:18:23 PM	DRAHEICM	AMSTUTST	BRC PAR	Case Assigned	Done	7/2/2008 03:51:55 PM	assigned to stacy amstutz ext 41022
Contact Last Name	Contact First Name	Account			BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 01:00:46 PM	DRAHEICM	REYESM1	SR Opened		Done	7/2/2008 01:00:46 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
7/2/2008 01:00:44 PM	DRAHEICM	REYESM1	SR Closed - Dissatisfied		Done	7/2/2008 01:00:44 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
7/2/2008 11:38:27 AM	REYESM1	DRAHEICM	Escalation	Initial PAR	Done	7/2/2008 01:00:27 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.

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

CHARLENE ROBERTS/CAC/MLAT1/LVL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 08:15:42 AM	REYESM1	REYESM1	Outbound Call Customer	Made Contact	Done	7/2/2008 10:27:17 AM	c/b cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

-was able to talk to cust

crs sts:

>disclaimer given
>asked cust to describe what happened so I can document it and escalate her concern to the proper dept.

cust sts:

>started the veh, driver side window started to roll up and down, all of a sudden thick smoke came out of the window, got out of the car, and after a few seconds, my driver side window was in flames. The seats is burned, the dash board and steering wheel is burned and melted, the running boards are burned as well and the driver side door too.
>im suffering from panic and anxiety attacks since this happened. This is the 2nd veh that caught on fire, I had the same thing happen to my other car.

cust sks:>needs a rental veh and wants to know what caused this

crs adv:

>documented her concern and created case file for cust
>adv her that her case will be escalated to our Product Allegation Resource Dept (PAR) and someone will be calling her within 1-2 business days.
>cust acknowledged.

CHARLENE ROBERTS/CAC/MLAT1/LVL1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2008 09:14:32 AM	REYESM1	REYESM1	Inbound Call Customer	Voice Mail Received	Done	7/2/2008 09:15:40 AM	cust left message for OCRS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust sts:

>hi: [REDACTED] calling you re my 2007 Trailblazer which caught fire yesterday. my no. is [REDACTED] thank you.

CHARLENE ROBERTS/CAC/MLA/T1/LVL1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

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 :	IGNDT13S272 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD	Warranty Start Date :	02/23/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111	Selling Source :	13 - CHEVROLET
		Site Code :	32701
		Business Associate Code :	211864
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	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	02/23/2007	21 miles	02/23/2010	36021 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/23/2007	21 miles	02/23/2013	100021 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/23/2007	21 miles	02/23/2015	80021 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/23/2007	21 miles	02/23/2012	100021 miles

36/50000 CALIFORNIA EMISSIONS	02/23/2007	21 miles	02/23/2010	50021 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/23/2007	21 miles	02/23/2014	70021 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/07/2008	020603	#	J5480 - THROTTLE BODY - CLEAN	34981 miles
07/02/2007	018016	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	14025 miles
05/02/2007	017186	#	E7690 - SENSOR, STEERING WHEEL ROTATION - REPLACE	4612 miles
04/03/2007	016833	#	J6355 - POWERTRAIN CONTROL MODULE TRANSMISSION REPROGRAMMING WITH	4444 miles
11/06/2006	A81135	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 :	1GNDT13S272 [REDACTED]
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CLAIM HISTORY

Repair Order Date : 01/07/2008		Repair Order Number : 020603		Odometer Reading : 34981 miles					
Serviced By :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111			Selling Source : 13 - CHEVROLET					
				Site Code : 32701					
				Business Associate Code : 211864					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/11/2008	864	01	#	J5480 - THROTTLE BODY - CLEAN	N/A	N/A	N/A	\$ 18.62	N

Repair Order Date : 07/02/2007		Repair Order Number : 018016		Odometer Reading : 14025 miles					
Serviced By :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111			Selling Source : 13 - CHEVROLET					
				Site Code : 32701					
				Business Associate Code : 211864					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/13/2007	812	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 42.16	N

Repair Order Date : 05/02/2007		Repair Order Number : 017186		Odometer Reading : 4612 miles					
Serviced By :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111			Selling Source : 13 - CHEVROLET					
				Site Code : 32701					
				Business Associate Code : 211864					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

05/08/2007	793	01	#	E7690 - SENSOR, STEERING WHEEL ROTATION - REPLACE	19150081 - SENSOR	N/A	N/A	\$ 149.89	N
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Repair Order Date :	04/03/2007	Repair Order Number :	016833	Odometer Reading :	4444 miles
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Serviced By :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111	Selling Source :	13 - CHEVROLET
		Site Code :	32701
		Business Associate Code :	211864

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/13/2007	786	01	#	J6355 - POWERTRAIN CONTROL MODULE TRANSMISSION REPROGRAMMING WITH	N/A	N/A	N/A	\$ 42.16	N

Repair Order Date :	11/06/2006	Repair Order Number :	A81135	Odometer Reading :	0 miles
---------------------	------------	-----------------------	--------	--------------------	---------

Serviced By :	VARNEY CHEVROLET 384 SOMERSET AVE PITTSFIELD, ME 04967-4927 (207) 487-5111	Selling Source :	13 - CHEVROLET
		Site Code :	32701
		Business Associate Code :	211864

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/10/2006	742	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 75.48	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	1GNDT13S272 [REDACTED]
-----	------------------------

VEHICLE BUILD

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	KKRCSR
Build Date :	11/06/2006	Build Plant :	17206

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

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AP9 - CONVENIENCE NET, CARGO	AR9 - FRT BUCKET SEAT, DELUXE
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	BVE - RUNNING BOARD, ASSIST STEPS
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
CJ3 - CLIMATE CONTROL	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORAIN, OHIO
DP2 - POWER OSRV MIRRORS	EVA - EVAP EMISSION REQUIREMENT
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NE1 - 50-STATE EMISSIONS	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NU5 - EMISSION SYSTEM CALIFORNIA	NZ3 - 16" FULL SIZE SPARE WHEEL
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES
RYJ - CARGO SHADE	R6K

R6P - SPECIAL PAINT	R9N - LEATHER SEAT TRIM
R9U - GM ACCESS - AUTOBOOK IDENTIFIER	SLM - STOCK ORDERS
TB4 - LIFTGATE	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UB0 - AM/FM STEREO W/CD	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UI6 - TIRE PRESSURE MONITOR	UY7 - TRAILER WIRING HARNESS
U73 - FIXED MAST ANTENNA	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VIK - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
6FB - COMP FRT LH COMPUTER SEL SUSP	67U - SILVERSTONE METALLIC
7FB - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	

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esis

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

800.888.0164 *tel*
313.665.0911 *fax*

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

October 1, 2008

Ms. Cynthia Santomango, Claim Representative
Progressive Insurance
25 Spring St
Scarborough, ME 04074-8926

Re: File Number: 656985 (your file #08-1523850)
 Date of Event: 7-1-08
 Claimant: [REDACTED]
 Client/Account: General Motors

Dear [REDACTED]

This letter serves as an update on your product liability claim for damages involving your 2007 Chevrolet Trailblazer. In order for this file to be assigned to a GM engineer for technical review, the following information is still needed:

1. A copy of the Fire Department Report
2. The vehicle history
3. A copy of your insured's statement

As soon as this information is sent to this office, the file can be assigned to the appropriate GM engineer for review.

If you have any questions, please 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



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 452 ~~224-077~~ C19 B1el
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

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

July 25, 2008

[Redacted]
Dicksmont, ME [Redacted]

Re: File Number: 656985
Date of Event: 7-1-08
Claimant: [Redacted]
Client/Account: General Motors

Dear Ms. [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

NI

A Risk Management Services Company, One of the ACE Group of Companies



esis

- NI 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.
- NI 7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, please provide copies of relevant installation receipts
- NI 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 *none at this time unable to tear down*
- NI 11. Advise of any injuries
- NI 12. Are there any other property damage or personal property losses involved in this claim other than the subject vehicle itself?
- NI 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

25 Spring St
Scarborough, ME 040748926
Telephone: 207-396-5500
Facsimile: 207-885-1388

Claim number: 081523850
Date of loss: July 01, 2008
Today's date: October 14, 2008

Company
081523850
July 01, 2008
October 14, 2008

Esis/Gm. Central Claims Unit
Attn: Deborah Diehr
Po Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RECEIVED

OCT 21 2008

ESIS-GM CLAIMS UNIT

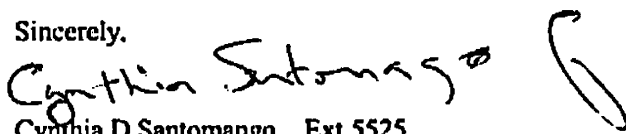
RE: OUR INSURED: 

Dear Ms. Diehr,

Please find enclosed the documents requested in your letter dated October 1, 2008.

Should you have any questions, please feel free to contact me at 207-396-5525.

Sincerely,


Cynthia D Santomango, Ext.5525
Claims Representative

A08/js
Enc.

Attn Cindy
Incident Report



Date: 7/1/08
On Scene: 11:58

Paged Out: 11:50
Cleared Scene: 12:32

En Route: 11:55
In Service: 12:28

Location: [Redacted] Reporting Incident: [Redacted]
Owner: [Redacted] Address: [Redacted] Phone: [Redacted]
Tenant: [Redacted] Address: [Redacted] Phone: [Redacted]
Injury(s): None
Type of Incident: Car Fire
Apparatus: 481
Type of Structure/Vehicle: [Redacted]
Mutual Aid Town(s): [Redacted]
Insurance Company: [Redacted]
Officer in Charge: [Redacted]

Extent of Damage: Drivers, floor & dash & seat
Agent: [Redacted]

Key: D - Driver E - Exterior I - Interior S - Safety

Respondents

- 1. James Dunivan, Chief -
- 2. Allen Harrington, 1st Assist. Chief -
- 3. Alan Sowa, 2nd Assist. Chief -
- 4. Derwood Hopkins, 3rd Assist. Chief -
- 5. Marion Dunivan -
- 6. Wanda Dunivan -
- 7. Randy Gleason -
- 8. Jess Harrington -
- 9. Susie Hopkins -
- 10. Harvard Nason -
- 11. Brian Nichols -

- 12. Carol Sowa -
- 13. Justin French -
- 14. Stacey Marcouillier -
- 15. Darcy Hopkins -
- 16. Mark Knowles -
- 16. Chris Easton -

Bob French
JD

Junior Department

- 1. Andrew Braley -
- 2. Ryan Hopkins -
- 3. Matt French -

Additional Remarks:

Owner reports window started going up & down on its own. Started smoking & burst into flames. Owner called 911. Neighbor () extinguished fire with Garden Hoses.

File # 656985

DOE 7-1-08

Claimant: [REDACTED]

Client/Account: General Motors

3/4

I [REDACTED] operator of vehicle was on my way out to run some errands on July 1st 2008. I entered the vehicle and started it I put the vehicle in reverse and started backing out as I was backing out I noticed the window going up and down on its own with heavy smoke rolling out of window on drivers side, I stopped to realize the smoke and smell was that the door was on fire I immediately put the car in park turned car off and got out of vehicle as quickly as I could ran in the house and called 911 and waited for their response; I was panicking uncontrollably, Dixmont Fire responded quickly to put out the fire.

5/

I have a copy of all maintenance done by Yarney in Pittsfield; I've had my oil changed every 3000 miles but do not have all receipts. Yarney's has done some of my oil changes as well as J-D Auto in Dixmont.

6/

I've had no after-market equipment installed

7/

No changes to vehicle except what is on the copy from Yarney's. if applies.

8/ The owner [REDACTED] did not receive any recall notices to subject vehicle

9/ Subject vehicle was not in any accidents

11/ I [REDACTED] have anxiety while driving a vehicle; very bad dreams; vivid images constantly. Any smell while driving makes me very nervous, very scared all the time

12/ No property damage or personal loss; I [REDACTED] was left responsible to clean up the mess that was left after vehicle was towed. broken glass and melted plastic from vehicle

13/ Yes I [REDACTED] am the original owner of subject vehicle

RO No: 17186 Opened: 02MAY07 Closed: 03MAY07 Mileage: 4612
Line Code: A Booker: 1503 Comeback: N
Complaint: 17 SAID IF LIGHT COMES BACK ON GOING TO NEED STEERING SENSOR , RE
Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	722	W94G	E7690		SENSOR, STEERING WHEEL ROTATION REPLACE				
					PTS\$	95.68	LBR\$	54.21	MSC\$ 0.00

Line Code: B Booker: 9303 Comeback: N

Complaint: 98 27 POINT CHECK
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	722	CP	98		27 POINT CHECK				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C Booker: 9303 Comeback: N

Complaint: PM02 LOF WITH REGULAR OIL
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	722	CP	PM02		LOF WITH REGULAR OIL				
					PTS\$	18.70	LBR\$	8.00	MSC\$ 0.00

--- 4 of 5 - Dealer: VC-S -----

RO No: 16833 Opened: 03APR07 Closed: 03APR07 Mileage: 4444

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No.: 16833 Opened: 03APR07 Closed: 03APR07 Mileage: 4444

Line Code: A Booker: 9303 Comeback: N

Complaint: PM02 LOF WITH REGULAR OIL

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	CP	PM02		LOF WITH REGULAR OIL				
					PTS\$	20.90	LBR\$	4.00	MSC\$ 0.00

Line Code: B Booker: 9303 Comeback: N

Complaint: 17 TRAC CONTROLER

Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	W	17		REPROGRAM				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C Booker: 9303 Comeback: N

Complaint: 98 27 POINT CHECK

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	CP	98		27 POINT CHECK				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

--- 5 of 5 - Dealer: VC-S -----

RO No: 15290 Opened: 20NOV06 Closed: 27NOV06 Mileage: 5

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 15290 Opened: 20NOV06 Closed: 27NOV06 Mileage: 5

Line Code: A Booker: 1503 Comeback: N

Complaint: 66 NEW VEHICLE PDI

Cause: PDI

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
6	3044	WPDI	66		NEW VEHICLE PDI				
					PTS\$	0.00	LBR\$	75.48	MSC\$ 0.00

Line Code: B Booker: 1503 Comeback: N

Complaint: SI1 STATE INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
6	3044	INT	SI1		STATE INSPECTION				
					PTS\$	0.00	LBR\$	12.50	MSC\$ 0.00

Press B, S#, EST#, ?, or E to Exit:

RO No: 18016 Opened: 02JUL07 Closed: 09JUL07 Mileage: 14025
Line Code: A Booker: 9303 Comeback: N
Complaint: 07 REVES UP AT STOPS , AND WHEN STARTING AND TAKING OFF
Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	W	07		REPROGRAMED THE ECM FOR OVER IDLE				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: B Booker: 9303 Comeback: N
Complaint: PM02 LOF WITH REGULAR OIL
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	CP	PM02		LOF WITH REGULAR OIL				
					PTSS\$	18.70	LBR\$	5.00	MSC\$ 0.00

Line Code: C Booker: 9303 Comeback: N
Complaint: 98 27 POINT CHECK
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
9303	4709	CP	98		27 POINT CHECK				
					PTSS\$	0.00	LBR\$	0.00	MSC\$ 0.00

--- 3 of 5 - Dealer: VC-S -----

RO No: 17186 Opened: 02MAY07 Closed: 03MAY07 Mileage: 4612

Press B, S#, Return for next page, EST#, ?, or E to Exit:

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 1, 2008

Ms. Cynthia Santomango, Claim Representative
Progressive Insurance
25 Spring St
Scarborough, ME 04074-8926

Re: File Number: 656985 (your file #08-1523850)
Date of Event: 7-1-08
Claimant: [REDACTED]
Client/Account: General Motors

Dear [REDACTED]

This letter serves as an update on your product liability claim for damages involving your 2007 Chevrolet Trailblazer. In order for this file to be assigned to a GM engineer for technical review, the following information is still needed:

- 1. A copy of the Fire Department Report**
- 2. The vehicle history**
- 3. A copy of your insured's statement**

As soon as this information is sent to this office, the file can be assigned to the appropriate GM engineer for review.

If you have any questions, please 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

Progressive Claims Branch

25 Spring St
Scarborough, ME 040748926
Telephone: 207-396-5500
Facsimile: 207-885-1388

Underwritten by: Progressive Northwestern Insurance
Company
Claim number: 081523850
Date of loss: July 01, 2008
Today's date: September 17, 2008

General Motors Customer Assistance
ATTN: LEGAL DEPARTMENT
Po box 33170
Detroit, MI 48232
GM Case # 71-641-578-872

RECEIVED
SEP 26 2008
ESIS-GM CLAIMS UNIT

RE: OUR INSURED: [REDACTED]
OUR CLAIM NO: 08-1523850
DATE OF LOSS: JULY 01, 2008
VEHICLE, MAKE, MODEL: 2007 CHEVY TRAILBLAZER
VIN#: 1GNDT13S272 [REDACTED]
TYPE OF LOSS: FIRE

Dear General Motors Claims/Legal Department:

Our investigation indicates that General Motors Company is responsible for this fire loss. We are advising you that our insured's vehicle had caught on fire on Western Ave, in Dixmont, Maine on July 01, 2008. The fire was caused by a failure in the electrical system in the left front door (driver's door).

Carroll Sullivan, a representative of General Motors, was present during our independent investigation for cause and origin of the fire.

At this time we have compiled the documents for subrogation. Included are the following:

1. Origin and Cause report completed by JET Forensic Investigations, Ltd.
2. Photographs taken by Jet Forensic that correspond to the report
3. Damage Assessment / Appraisal of Repairs completed on the Chevy Trail Blazer
4. Copy of the tow bill
5. Copies of bills from Jet Forensic Investigations
6. Copies of payments made

Under state law, we are entitled to reimbursement, as well as our insured's deductible. We are seeking payment in the amount of \$21,880.26 for the following:


1. Repairs to 2007 Chevy Blazer	11,875.41
2. Independent forensic reports for origin and cause of the fire:	629.85
3. Towing and storage fees	125.00
4. Our Insured's comprehensive deductible	<u>250.00</u>
	21,880.26

Please submit subrogation to:

Progressive Insurance
Attn: Cindee Santomango
25 Spring Street
Scarborough, Me 04074

This file will be handled out of Scarborough, Maine claims office. Should you wish to discuss this matter in further detail, please do not hesitate to contact the undersigned at (207) 396-5525.

Sincerely,

Cynthia Santomango 
Cynthia D Santomango. Ext.5525
Claims Representative

A08/js
Enc.

JET Forensic Investigations, Ltd.

PO Box 261
Rehoboth, MA 02769
508.252.6661

August 19, 2008

Cindee Satomango
Investigator
Progressive Ins.
46 Sewall St
Augusta, ME 04330

RE: Insured: [REDACTED]
Claim #: [REDACTED]
Date of Loss: July 1, 2008
Our Examination #: 08-40

Dear [REDACTED]

We have completed an analysis of the above captioned matter. The following represents our findings based upon materials you have provided to us as well as materials gathered by us. If additional information becomes available, we reserve the right to supplement these findings. Opinions expressed are based upon, but not limited to, our review of the following:

LOSS INFORMATION

EXAMINATION #:	08-40
DATE OF LOSS:	July 1, 2008
TYPE OF LOSS:	Fire

INSURED:	[REDACTED]
TYPE OF VEHICLE:	2007 Chevrolet Trailblazer
REGISTRATION #:	3737 PA (ME)
VIN:	1GNDT13S2721 [REDACTED]
COLOR:	Silver

VEHICLE LOCATION: Forrest Auto Body, Winterport, ME
STOCK #: N/A
DATE OF EXAMINATION: August 6, 2008

CLIENT: Progressive Ins. (ME)
CLAIM REPRESENTATIVE: [REDACTED]
TELEPHONE #: 207-629-2127
SPECIAL INSTRUCTIONS: Fire Analysis

ASSIGNMENT

FIRE ANALYSIS

To use all available facts, information, and evidence in conducting a fire analysis to determine its origin and cause along with any contributing factors and if the damages claimed are consistent with the findings described herein.

BACKGROUND

The 2007 Chevrolet Trailblazer was reportedly being driven when it caught fire on July 1, 2008.

On July 26, 2008 you called JET requesting a fire analysis on the above captioned vehicle. You informed us that the vehicle was now located at Forrest Auto Body in Winterport, ME. This was the same location that the vehicle was to be examined at.

Per your request on August 6, 2008 I traveled to Winterport, ME to examine the vehicle. Note that Carroll Sullivan a representative of GM was present for this examination. The VIN was used to identify the vehicle (see photo 1). The inspection sticker was numbered 0242340 and expires March of 2009 (see photo 17). The odometer was electronic and due to the electrical fire the vehicle's mileage could not safely be obtained.

VEHICLE

2007 Chevrolet Trailblazer

Upon inspection of the vehicle, the undersigned noted the following damage:

EXTERIOR EXAMINATION

The vehicle's exterior was in good condition with minimal fire related damage (see photos 2 to 7). The driver's door sustained the greatest amount of fire damage. Some of the paint on it was bubbling and peeling from the heat (see photos 4 and 118). There was some melt down on the running board (see photo 14). There were no obvious signs of collision damage noted to the body.

The driver's window was broken. It broke in the closed position. The right front window was partially open.

The fire damage and burn patterns on the exterior point to the interior compartment as the fire's area of origin.

UNDERCARRIAGE EXAMINATION

The vehicle's undercarriage was examined (see photos 8 to 13). It was in good condition with no noted fire or fire related damage. The fuel and exhaust systems had no noted damage or defects.

Note that a beaded section of wire was found on the floor next to the driver's door (see photos 14 to 16 and 119). It is unknown where this wire came from.

The undercarriage was free of any fire damage and was eliminated as the fire's area of origin.

INTERIOR EXAMINATION

The vehicle's interior was in good condition with some minimal fire damage (see photos 25 to 35). There were no components noted missing from the interior including the stereo.

The fire damage was confined to the driver's area (see photos 25 to 27, 31, 35 and 36). The driver's door panel, the driver's side of the dash and the driver's seat were all fire damaged. The door panel sustained the greatest amount of damage. It was almost completely consumed in the fire (see photo 36).

The fire damage and burn patterns point to the driver's door as the fire's area of origin. The fire damage lessened in severity away from the driver's door.

The dash wiring was examined for signs of shorting, arching or beading. The wiring was found to be in good condition with no fire damage or noted defects.

The driver's door wiring was examined for signs of shorting, arching or beading (see photos 37 to 41 and 45 to 61). The door speaker was on the driver's floor (see photos 42 to 44). The speaker was determined to have been damaged in the progression of the fire. The hot spots on the door correlate to where the switches and wiring would have been. The printed circuit (pc) board was heavily fire damaged (see photos 62 to 70). The heavier gauge wires were found to be stiff in comparison to the rest which were subtle (see photos 80 to 82). One of the strands was broken and beaded (see photos 80 and 81). These findings, the burn patterns and the fire damage point to this pc board and heavy wiring as the fire's point

of origin. The cause was an electrical malfunction causing the wires to overheat, melting and igniting its insulation.

The power window motor was removed from inside the door and examined (see photos 83 and 87 to 93). This also was found to having been effected by the fire. Its wiring was also subtle with no signs of arching or shorting. The rest of the door panel was pulled back to examine the rest of the wiring and door latch (see photos 84 to 86 and 94 to 96). That wiring also was slightly effected by the fire and most of it was free of any fire damage including the latch. The wiring at the hinge into the door was also examined and found to be in good condition with no damage including fire related damage (see photos 47, 97 and 98).

The passenger compartment fuse panels were examined for any blown or damaged fuses (see photos 100 to 105). There was one blown fuse on the passenger compartment fuse panel. It was fuse number 10 which was for the driver's door module (see photos 105, 112 and 13). This confirms that an electrical malfunction occurred to cause this fire.

Note that the pc board and wiring were tucked back inside the door after this examination (see photos 116 to 119).

ENGINE COMPARTMENT EXAMINATION

The engine compartment was in good condition (see photos 18 to 22). The engine compartment was free of any fire damage. There were no components noted missing from the engine compartment. The oil level was a little low but the coolant level was full (see photo 24).

The fuse and relay panel was already open when opening the hood and had been left open and uncovered (see photo 23). The positive battery terminal had also previously been disconnected (see photo 99).

The engine compartment was also free of any fire damage therefore it was eliminated as the fire's area of origin.

RECALL CHECK

A recall check was run on this vehicle's year make and model. There were no recalls found for this vehicle.

However there were numerous service bulletins for this vehicle. They included issues with the doors, the electrical system and structural problems to list on a very few. There were no listed that matched this vehicle's fire.

CONCLUSIONS:

Based upon my training, experience, the examination of this vehicle, and these findings:

- The driver's door module fuse was blown
- Some of the door wiring was stiff and beaded
- The driver's door was the fire's point of origin
- An electrical malfunction was the cause of the fire

Therefore, it is the opinion of the undersigned based upon a reasonable degree of scientific certainty that this vehicle's fire was accidental in nature. The driver's door wiring overheated, melting and igniting the insulation as a result of an electrical malfunction.

If you have any questions or need any further assistance please contact the undersigned at 508.252.6661.

Sincerely,

Joseph E. Tavares
Senior Forensic Analyst

Date: 9/9/2008 11:47 AM
 Estimate ID: 08-1523850-01
 Estimate Version: 1
 Supplement: 1(F) 9/9/2008 11:47:38 AM
 Profile ID: ME All Part Types

PROGRESSIVE
 25 SPRING STREET SCARBOROUGH, ME 04074

Damage Assessed By: JAKE ECKERT
 Supplemented By: JAKE ECKERT

Appraised For: CYNTHIA SANTOMANGO
 (207) 629-2127

Type of Loss: Auto
 Date of Loss: 7/1/2008
 Deductible: 250.00
 Policy No: [REDACTED]

Claim Number: [REDACTED]

Insured: [REDACTED]
 Claimant: [REDACTED]
 Address: [REDACTED] DIXMONT, ME [REDACTED]
 Telephone: Home Phone: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] DIXMONT, ME [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 910501

Description: 2007 Chevrolet TrailBlazer LS
 Body Style: 4D Ut
 VIN: 1GNDT13S272 [REDACTED]
 Mileage: 57,957
 OEM/ALT: A
 Color: SILVER
 Options: 4WD OR AWD

Vehicle Production Date: 11/06
 Drive Train: 4.2L Inj 6 Cyl 4WD
 License: [REDACTED] ME
 Search Code: BANGOR1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	000011	BDY	REMOVE/INSTALL	FRONT BUMPER			
2				FRT BUMPER COVER drop down left side for fender clear			0.4 #
3	005555	BDY	REMOVE/INSTALL	GRILLE			0.4
4	000119	BDY	REMOVE/INSTALL	FRONT LAMPS			
				L FRT COMBINATION LAMP			0.3 #
5	000232	BDY	REMOVE/REPLACE	HOOD			
				HOOD RELEASE CABLE	21997874	GM PART	23.71
				FRONT FENDER			1.4

6	000298	REF	BLEND	L FENDER OUTSIDE				C	0.9
7	000321	BDY	REMOVE/INSTALL	L FENDER LINER	Existing				0.2 *#
8				loosen outside edge for clear of fender STEERING WHEEL/COLUMN					
9	007607	MCH	REMOVE/REPLACE	STEERING WHEEL	-M	ORDER FROM DEALER	232.95		0.5
S1 10	004750	BDY*	REMOVE/REPLACE	STEERING NUT	-M	11609659 GM PART	4.67		

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 08-1523850-01

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Page 1 of 7

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Date: 9/9/2008 11:47 AM

Estimate ID: 08-1523850-01

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Profile ID: ME All Part Types

11	004752	MCH	REMOVE/REPLACE	STEERING COLUMN TRIM	-M	ORDER FROM DEALER	64.87		0.8 #
12	000541	MCH	REMOVE/REPLACE	STEERING TURN SIGNAL SWITCH	-M	12450067 GM PART	182.03		1.0
				WINDSHIELD					
S1 13	000627	BDY	REMOVE/REPLACE	L W/SHIELD REVEAL MOULDING		New	38.76*		0.1
S1 14	004932	BDY	REMOVE/REPLACE	L W/SHIELD SUN VISOR		New	95.20*		0.2
				INSTRUMENT PANEL					
15	007504	MCH	REMOVE/REPLACE	INST PANEL ASSY	-M	ORDER FROM DEALER	1,105.66		7.4
S1 16	002363	BDY	REMOVE/REPLACE	L INST PANEL SIDE COVER		15157573 GM PART	15.91*		INC
17	005520	BDY	REMOVE/REPLACE	INST PANEL INSTRUMENT CARRIER		15779915 GM PART	394.69		1.3 #
S1 18	002355	BDY	REMOVE/REPLACE	CTR INST PANEL TRIM PLATE		New	206.63*		INC
S1 19	007682	BDY	REMOVE/REPLACE	L LWR INST PANEL INSULATOR		15121032 GM PART	26.45		
				ROCKER/PILLARS/FLOOR					
20	000745	REF	REFINISH	L HINGE PILLAR				C	1.0
21	000755	REF	REFINISH	L FRT ROCKER PANEL				C	1.2
22	004959	BDY	REPAIR	L DOOR OPENING FRAME	-S	Existing			2.0 *
23	002869	BDY	REMOVE/REPLACE	L UPR DOOR OPENING WEATHERSTRIP		25775613 GM PART	76.68		0.5
24	000806	BDY	REMOVE/INSTALL	L ROCKER MOULDING					INC
25	002907	BDY	REMOVE/REPLACE	L ROCKER MOULDING		15951463 GM PART	214.12		0.7
S1 26	006138	BDY	REMOVE/REPLACE	L FRT ROCKER SCUFF PLATE		New	58.82*		0.2
27	005688	BDY	REMOVE/REPLACE	L RUNNING BOARD		15252975 GM PART	184.51		0.5
				FRONT SEAT					
S1 28	004052	BDY	REMOVE/REPLACE	OTR UPR DRIVER SIDE SEAT ADJUSTER COVER		New	18.95*		
S1 29	004053	BDY	REMOVE/REPLACE	OTR LWR DRIVER SIDE SEAT ADJUSTER COVER		New	13.19*		
30	004096	BDY	REMOVE/REPLACE	DRIVER SIDE SEAT SWITCH		89043625 GM PART	68.52		
31	007721	BDY	REMOVE/REPLACE	DRIVER SIDE SEAT SWITCH		19121422 GM PART	60.81		
S1 32	004060	BDY	REMOVE/REPLACE	DRIVER SIDE SEAT CUSHION COVER		New	155.49*		0.7 #
S1 33	004062	BDY	REMOVE/REPLACE	DRIVER SIDE SEAT PAD		New	121.46*		INC #
				FRONT DOOR					
34	000918	BDY	REMOVE/REPLACE	L FRT DOOR SHELL		88937088 GM PART	764.84		5.8 #
35		REF	REFINISH	L FRT DOOR OUTSIDE				C	1.9
36		REF	REFINISH	L FRT ADD FOR JAMBS & INTERIOR				C	1.0
37	005035	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE MOULDING		19149719 GM PART	65.50		0.2
38		REF	REFINISH	L FRT DOOR MOULDING				C	0.8
S1 39	006459	BDY	REMOVE/REPLACE	L FRT DOOR REAR VIEW MIRROR		New	228.27*		INC #
S1 40	006442	BDY	REMOVE/REPLACE	L FRT OTR DOOR BELT MOULDING		15946954 GM PART	25.80		INC

41	006904	BDY	REMOVE/REPLACE	L FRT DOOR TRIM PANEL ASSY	ORDER FROM DEALER	205.49	0.3
S1 42	001098	BDY	REMOVE/REPLACE	L FRT IHR DOOR BELT MOULDING	15192232 GM PART	24.20	
43	001005	BDY	REMOVE/REPLACE	L FRT DOOR INSIDE HANDLE BEZEL	15214501 GM PART	9.08	
S1 44	001013	BDY	REMOVE/REPLACE	L FRT DOOR POWER WINDOW SWITCH	New	224.65*	INC
S1 45	001027	BDY	REMOVE/REPLACE	L FRT DOOR POWER MIRROR SWITCH	New	50.05*	INC
S1 46	000978	BDY	REMOVE/REPLACE	L FRT DOOR MOISTURE SHIELD	New	53.10*	0.1 *#
47	002017	BDY	REMOVE/REPLACE	L FRT DOOR RADIO SPEAKER	10366739 GM PART	89.75	INC #
48	001038	REF	REFINISH	L FRT UPR DOOR HINGE BODY SIDE		C	0.5
49	001040	REF	REFINISH	L FRT LWR DOOR HINGE BODY SIDE		C	0.5
S1 50	001047	BDY	REMOVE/REPLACE	R FRT DOOR LATCH ASSEMBLY	New	152.50*	0.3 #
51	002009	BDY	REMOVE/REPLACE	L FRT DOOR LOCK ROD	15075020 GM PART	4.54	
52	005059	BDY	REMOVE/REPLACE	L FRT DOOR OUTSIDE HANDLE	15291303 GM PART	60.17	INC #
53	001060	BDY	REMOVE/REPLACE	L FRT INR DOOR ROD TO HANDLE	15081427 GM PART	4.07	
S1 54	001072	BDY	REMOVE/REPLACE	L FRT DOOR INSIDE HANDLE	New	48.48*	INC #
55	005067	BDY	REMOVE/REPLACE	L FRT DOOR WIRING HARNESS	ORDER FROM DEALER	68.69	
56	001080	BDY	REMOVE/REPLACE	L FRT UPR DOOR SIDE HINGE	88937051 GM PART	88.47	INC #
57		REF	REFINISH	L FRT UPR DOOR HINGE DOOR SIDE		C	0.5

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 08-1523850-01

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Page 2 of 7

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Estimate ID: 08-1523850-01

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Profile ID: ME All Part Types

58	001082	BDY	REMOVE/REPLACE	L FRT LWR DOOR SIDE HINGE	88937052 GM PART	88.47	INC #
59		REF	REFINISH	L FRT LWR DOOR HINGE DOOR SIDE		C	0.5
60	007802	BDY	REMOVE/REPLACE	L FRT DOOR CHECK	15929399 GM PART	31.72	INC #
S1 61	002001	BDY	REMOVE/REPLACE	L FRT DOOR BOOT	15722455 GM PART	5.10*	
S1 62	004249	BDY	REMOVE/REPLACE	L FRT DOOR OPENING WEATHERSTRIP	New	68.96*	0.3
63	001092	GLS	REMOVE/REPLACE	L FRT DOOR MOVEABLE GLASS	**Non-OEM	160.05	INC #
64	001094	BDY	REMOVE/REPLACE	L FRT DOOR GLASS RUN CHANNEL	15857606 GM PART	145.14	INC #
65	001100	BDY	REMOVE/REPLACE	L FRT DOOR POWER GLASS REGULATOR REAR DOOR	15944000 GM PART	406.02	INC #
66	001104	REF	BLEND	L REAR DOOR OUTSIDE		C	0.8
67	006824	BDY	REMOVE/INSTALL	L REAR OTR BELT MOULDING			0.3
68	006638	BDY	REMOVE/INSTALL	L REAR DOOR ADHESIVE MOULDING	Existing		0.4
69				R&R Time Used in R&I Operation			
70	001164	BDY	REMOVE/INSTALL	L REAR DOOR TRIM PANEL			INC
71	001242	BDY	REMOVE/INSTALL	L REAR DOOR HANDLE			0.2 #
72	001709	BDY	REMOVE/INSTALL	L REAR DOOR GLASS RUN CHANNEL	Existing		1.4 #
73				R&R Time Used in R&I Operation ROOF			
S1 74	007488	BDY	REMOVE/REPLACE	ROOF HEADLINER	ORDER FROM DEALER	1,169.07	5.0
S1 75		MCH	REMOVE/REPLACE	ADD W/SIDE CURTAIN AIR BAG	-H		1.6 #
				ADDITIONAL COSTS & MATERIALS			
76	936012		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00*	
				ADDITIONAL OPERATIONS			
77		REF	ADD'L OPR	CLEAR COAT			2.2

78	933018	BDY*	ADD'L OPR	MASK FOR OVERSPRAY				0.2 *
				ADDITIONAL COSTS & MATERIALS				
79			ADD'L COST	PAINT/MATERIALS			259.60*	
				MANUAL ENTRIES				
80	900500	BDY*	REMOVE/REPLACE	BODY WIRING HARNESS	1594 9798		360.81*	12.0 *
81	900500	BDY*	REMOVE/REPLACE	L FRONT DOOR WIRING HARNESS	1591 3483		109.35*	1.0 *
82	900500	BDY*	REMOVE/REPLACE	INSTRUMENT LOWER PANEL	1524 2788		45.17*	0.7 *
83	900500	BDY*	REMOVE/REPLACE	UPPER AIR INLET DUCT	1500 8742		12.77*	0.3 *
84	900500	BDY*	REMOVE/REPLACE	CENTER AIR INLET DUCT	1515 6021		12.46*	0.3 *
S1 85	900500	BDY*	REMOVE/REPLACE	LOWER AIR INLET DUCT	1506 2830		10.12*	0.3 *
86	900500	BDY*	ADD'L LABOR OP	CAR COVER	Sublet		3.00*	0.0 *
S1 87	900500	BDY*	ADD'L LABOR OP	INTERIOR DETAIL WITH OZONE, DEANS, 945-3016	Sublet		119.00*	INC *
S1 88	900500	BDY*	REPAIR	DIAGNOSTIC CHECK AT QUIRK AFTER REPAIRS	Sublet		125.69*	INC *
S1 89	900500	BDY*	REMOVE/REPLACE	SHROUD	16824540		10.25*	0.4 *
S1 90	900500	BDY*	REMOVE/REPLACE	BOLSTER	10370755		62.28*	0.5 *
S1 91	900500	BDY*	REMOVE/REPLACE	CAP	10389033		4.59*	0.1 *
S1 92	900500	BDY*	REMOVE/REPLACE	COVER	10364321		7.20*	0.1 *
S1 93	900500	BDY*	REMOVE/REPLACE	INSULATOR	10386316		4.17*	0.1 *
S1 94	900500	BDY*	REMOVE/REPLACE	GUIDE	15041919		4.17*	0.1 *
S1 95	900500	BDY*	REMOVE/REPLACE	BRACKET	25872321		16.86*	0.4 *
S1 96	900500	BDY*	REMOVE/REPLACE	MATT	19167257		69.00*	0.0 *
S1 97	900500	BDY*	REMOVE/REPLACE	KNOB	15256984		7.02*	0.1 *
S1 98	900500	BDY*	REMOVE/REPLACE	KNOB	25752511		3.79*	0.1 *
S1 99	900500	BDY*	REMOVE/REPLACE	HANDLE	25868338		51.39*	0.3 *
S1 100	900500	BDY*	REPAIR	ENGINE WIRING HARNESS	Existing			3.0 *

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17

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Page 3 of 7

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Date: 9/9/2008 11:47 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Profile ID: ME All Part Types

- * - Judgement Item
- # - Labor Note Applies
- ** Non-OEM - Non-Original Equipment Manufacturer Replacement Part
- C - Included in Clear Coat Calc

SAFELITE LOCAL PRICE (\$)

PRICING TYPE SAFELITE

COLUMBUS

OH 43235

(800) 868-3322

63 ** DD09966GTN 160.05

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17
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Page 4 of 7

Date: 9/9/2008 11:47 AM
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Profile ID: ME All Part Types

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	43.2	42.00	0.00	247.69	2,062.09	Taxable Parts	8,397.66
Refinish	11.8	42.00	0.00	0.00	495.60	Sales Tax @ 5.000%	419.88
Mechanical	11.3	42.00	0.00	0.00	474.60		
	Non-Taxable Labor				3,032.29	Total Replacement Parts Amount	8,817.54
Labor Summary	66.3				3,032.29		

III. Additional Costs	Amount	IV. Adjustments	Amount
Taxable Costs	259.60	Insurance Deductible	250.00-
Sales Tax @ 5.000%	12.98	Customer Responsibility	250.00-
Non-Taxable Costs	3.00		
Total Additional Costs	275.58		

I. Total Labor:	3,032.29
II. Total Replacement Parts:	8,817.54
III. Total Additional Costs:	275.58
Gross Total:	12,125.41
IV. Total Adjustments:	250.00-
Net Total:	11,875.41
Less Original Net Total:	11,044.74
Net Supplement Amount:	830.67
SI: JAKE ECKERT	830.67

Point(s) of Impact
16 Non-Collision (S)

Inspection Date: 8/13/2008

Mitchell Data Version: OEM: AUG_08_A

UltraMate Version: 6.5.020

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Page 5 of 7

Date: 9/9/2008 11:47 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:36 AM

Profile ID: NE All Part Types

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 [REDACTED]

Mitchell Data Version: OEM: AUG_08_A

UltraMate Version:

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Page 6 of 7

Date: 9/9/2008 11:47 AM

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Profile ID: ME All Part Types

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING

AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION
INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE 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.

Event Log

File Created: 08/13/2008 01:21:28 PM
Estimate Started: 09/09/2008 09:47:21 AM
Estimate Printed: 09/09/2008 11:47:53 AM
Estimate Committed: 09/09/2008 11:47:38 AM
Estimate Uploaded: 09/09/2008 04:23:09 PM

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 08-1523850-01

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Page 7 of 7

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Date: 9/9/2008 11:47 AM

Estimate ID: [REDACTED]

Unrelated Prior Damage

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Profile ID: ME All Part Types

PROGRESSIVE

25 SPRING STREET SCARBOROUGH, ME 04074

UNRELATED PRIOR DAMAGE

Damage Assessed By: JAKE ECKERT

Appraised For: CYNTHIA SANTOMANGO

(207) 629-2127

Supplemented By: JAKE ECKERT

Type of Loss: Auto

Date of Loss: 7/1/2008

Deductible: 250.00

Policy No: [REDACTED]

Claim Number: [REDACTED]

Insured: [REDACTED]

Claimant: [REDACTED]

Address: [REDACTED]

Telephone: Home Phone: [REDACTED]

Owner: [REDACTED]

DIXMONT, ME [REDACTED]

Address: [REDACTED] DIXMONT, ME [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 910501

Description: 2007 Chevrolet TrailBlazer LS
 Body Style: 4D Ut
 VIN: 1GNDT13S27[REDACTED]
 Mileage: 57,957
 OEM/ALT: A
 Color: SILVER
 Options: 4WD OR AMD

Vehicle Production Date: 11/06
 Drive Train: 4.2L Inj 6 Cyl 4WD
 License: [REDACTED] ME
 Search Code: BANGOR1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
FRONT BUMPER							
1	000011	BDY	REMOVE/INSTALL	FRT BUMPER COVER			1.0 #
2	000015	BDY	REPAIR	FRT BUMPER COVER	Existing		2.0 *#
3		REF	REFINISH	FRT BUMPER COVER			C 2.2
4	001993	BDY	REMOVE/INSTALL	FRT BUMPER LICENSE BRACKET	Existing		0.2
5				R&R Time Used in R&I Operation			
ADDITIONAL OPERATIONS							
6		REF	ADD'L OPR	CLEAR COAT			0.9
ADDITIONAL COSTS & MATERIALS							
7			ADD'L COST	PAINT/MATERIALS		68.20*	
MANUAL ENTRIES							
8	900500	MCH*	REMOVE/REPLACE	ALL 4 TIRES, 238.50/TIRE THROUGH BENNETT	New	954.00*	0.0 *
9	900500	MCH*	REMOVE/REPLACE	MOUNT & BALANCE TIRE	Sublet	8.00*	0.0 *

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 [REDACTED]
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Page 1 of 3

UltraMate Version: 6.5.020

Date: 9/9/2008 11:47 AM
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 Unrelated Prior Damage
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 Profile ID: ME All Part Types

10	900500	MCH*	REMOVE/REPLACE	MOUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
11	900500	MCH*	REMOVE/REPLACE	MOUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
12	900500	MCH*	REMOVE/REPLACE	MOUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
13	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
14	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
15	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
16	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *

* - Judgement Item

- Labor Note Applies
 C - Included in Clear Coat Calc

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

Estimate Totals

I. Labor Subtotals					II. Part Replacement Summary		Amount
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			
Body	3.2	42.00	0.00	134.40	Taxable Parts		959.00
Refinish	3.1	42.00	0.00	130.20	Sales Tax @ 5.000%		47.95
Non-Taxable Labor				264.60	Non-Taxable Parts		32.00
Labor Summary	6.3			264.60	Total Replacement Parts Amount		1,038.95
III. Additional Costs				Amount	IV. Adjustments		Amount
Taxable Costs				68.20	Total Adjustments:		0.00
Sales Tax @ 5.000%				3.41			
Total Additional Costs				71.61			
I. Total Labor:							264.60
II. Total Replacement Parts:							1,038.95
III. Total Additional Costs:							71.61
Gross Total:							1,375.16
IV. Total Adjustments:							0.00
Unrelated Damage Net Total:							1,375.16

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17

Mitchell Data Version: OEM: AUG_08_A

UltraMate Version: 6.5.020

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Page 2 of 3

Date: 9/9/2008 11:47 AM

Estimate ID:

Unrelated Prior Damage

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Point(s) of Impact

16 Non-Collision (S)

Inspection Date: 8/13/2008

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and QUAL REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

Progressive_s Lifetime Guarantee does not cover repairs you request the shop to make that are not related to this accident, including but not exclusive to unrelated prior damage and pre-existing damage.

Event Log

File Created:	08/13/2008 01:21:28 PM
Estimate Started:	09/09/2008 09:47:21 AM
Estimate Printed:	09/09/2008 11:47:53 AM
Estimate Committed:	09/09/2008 11:47:38 AM
Estimate Uploaded:	09/09/2008 04:23:09 PM

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17

Mitchell Data Version: OEM: AUG_08_A

UltraMate Version: 6.5.020

██████████
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Aindy



207-942-4200
800-649-5301
207-942-8663

Bangor, Maine

TOWING

DATE: <u>11/1/08</u>		REQUESTED BY:		POL. # / AUTHORIZATION:	
CUSTOMER NAME:				MEMBERSHIP #:	
ADDRESS:				PHONE #:	
CITY:				STATE:	
<input type="checkbox"/> ALLEGE <input type="checkbox"/> ROUND TRIP <input type="checkbox"/> EN ROUTE		SERVICE TIME		EXTRA	
FINISH:		FINISH:		FINISH:	
START:		START:		START:	
TOTAL:		TOTAL:		TOTAL:	
YEAR: <u>07</u>	MAKE: <u>CHEV</u>	MODEL: <u>TRAIL BLAZER</u>	COLOR: <u>BLK</u>	STATE: <u>ME</u>	
VIN (MUST BE 17 DIGIT): <u>1GNDK12K581000000</u>				ALLEGE OR VEHICLE:	
LOCATION OF VEHICLE: <u>1012</u>					
REASON FOR SERVICE <input type="checkbox"/> JUMPSTART <input type="checkbox"/> LOCK OUT <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF FUEL <input type="checkbox"/> ACCIDENT <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/>		<input type="checkbox"/> BANGOR PD <input type="checkbox"/> BREWER PD <input type="checkbox"/> STATE POLICE <input type="checkbox"/> PENOBSCOT COUNTY SHERIFF <input type="checkbox"/> LAND OWNER <input type="checkbox"/>		SPECIAL EQUIPMENT <input type="checkbox"/> WINCHING/RECOVERY <input type="checkbox"/> DOLLYS / GO JACKS <input type="checkbox"/> CLEAN UP DEBRIS <input type="checkbox"/> OIL ABSORBENT <input type="checkbox"/>	
TYPE OF TOW: <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED / RAMP <input type="checkbox"/>		DESCRIPTION OF SERVICES / TOW DESTINATION: <u>TOW TO 1012 STREET</u>			
DRIVER: <u>19</u>	UNIT #:	<u>WANTED VEHICLE</u>			
PAYMENT TYPE:	OFFICER NO.:	REMARKS/RATES:		TOWING	<u>175.00</u>
<input type="checkbox"/> CASH				ALLEGE	
<input type="checkbox"/> CHARGE				LABOR	
<input type="checkbox"/> CREDIT CARD				CLEAN UP	
<input type="checkbox"/> CHECK #				FUEL ADJUSTMENT	<u>10.00</u>
EXP. DATE:	AUTH. #:			STORAGE	
CARD # / CHARGE TO:					
Should your check be returned for insufficient funds, your account will be debited electronically for the check's face amount, plus a returned check processing fee of \$30. ⁰⁰				TOTAL	<u>125.00</u>
AUTHORIZED SIGNATURE:					

076375

VEHICLE IN CASE OF FIRE, THEFT OR OTHER CAUSES BEYOND OUR CONTROL

Thank You! PQ

JET Forensic Investigations, Ltd.

PO Box 261
Rehoboth, MA 02769
508-252-6661

CLIENT: Progressive Ins. (ME)
REP: Cindee Satomango
EXAMINATION #: 08-40

CLAIM # [REDACTED]
INSURED [REDACTED]
BILLING DATE: August 19, 2008

DATE	SERVICE	DESCRIPTION	CHARGES
August 6, 2008	FIRE ANALYSIS	Travel to Winterport, ME and Examine Vehicle	\$470.00
		Mileage	\$115.00

Federal ID #: 10-0002316

TOTAL: \$585.00

Terms: Payment due in 15 days upon receipt of bill.

PD
9-2-08

JET Forensic Investigations, Ltd.

PO Box 261
Rehoboth, MA 02769
508-252-6661

CLIENT: Progressive Ins. (ME)
REP: Cindee Satomango
EXAMINATION #: 08-40

CLAIM #: [REDACTED]
INSURED [REDACTED]
BILLING DATE: August 19, 2008

DATE	SERVICE	DESCRIPTION	CHARGES
		Reprint Photos	\$44.85

Federal ID #: 10-0002316

TOTAL: \$44.85

Terms: Payment due in 15 days upon receipt of bill.

*pd
9-11-08*

Claim Payment Detail (08-1523850)

Payment Information			
Number:	██████████	Total Amount:	\$11,875.41
EFT Trace Number:	999999999		
Paid To:	FORREST TRUCK AND AUTOBODY		
Payee Address:	1280 N MAIN ST		
	WINTERPORT, ME 04496- USA		
In Payment Of:	REPAIRS - COMP, 07 CHEVR TRAILBLA4X4SW		

Vendor Information			
1099 Required:	No	Vendor Name:	
		Vendor Type:	

Reviewed Summary			
Issuing Rep:	JXE0040	Approved By:	
Issue Date:		Review Date:	
Last Updated Rep:	JXE0040	Reviewed By:	

Bank Information			
Type:	Loss	CDS Code:	
Stop Reason:		Bank Code:	CTB
Stop Date:		State:	ME
Cleared:	No	Area Code:	

Exposure Detail: COMP			
Party Name:	██████████	Amount Paid:	\$11,875.41
Property Description:	07 CHEVR TRAILBLA4X4...	Deductible Taken:	\$250.00
Exposure:	COMP	Property Damage:	\$0.00
Payment Type:	FINAL PAYMENT	Towing:	\$0.00
New Parts Discount:	0%	Rental:	\$0.00
Used Parts:	\$0.00	Misc:	\$0.00

Claim Payment Detail (08-1523850)

Payment Information			
Number:	458040150	Total Amount:	\$125.00
EFT Trace Number:			
Paid To:	FOREST AUTO BODY ONLY *****		
Payee Address:	1280 NORTH MAIN STREET WINTERPORT, ME 04496 USA		
In Payment Of:	TOW BILL, 07 CHEVY TRAILBLAZER, PAULA CORRIVEAU		

Vendor Information			
1099 Required:	No	Vendor Name:	
		Vendor Type:	

Reviewed Summary			
Issuing Rep:	JXE0040	Approved By:	
Issue Date:	08-27-08	Review Date:	
Last Updated Rep:	JXE0040	Reviewed By:	

Bank Information			
Type:	Loss	CDS Code:	12-PCL
Stop Reason:		Bank Code:	AS2
Stop Date:		State:	ME
Cleared:	09-08-08	Area Code:	

Exposure Detail: COMP			
Party Name:	████████████████████	Amount Paid:	\$125.00
Property Description:	07 CHEVR TRAILBLA4X4...	Deductible Taken:	\$0.00
Exposure:	COMP	Property Damage:	\$0.00
Payment Type:	PARTIAL PAYMENT	Towing:	\$0.00
New Parts Discount:	0%	Rental:	\$0.00
Used Parts:	\$0.00	Misc:	\$0.00

Claim Payment Detail (08-1523850)

Payment Information			
Number:	██████████	Total Amount:	\$44.85
EFT Trace Number:			
Paid To:	JET FORENSIC INVESTIGATIONS, LTD, ONLY*****		
Payee Address:	PO BOX 261 REHOBOTH, MA 02769 USA		
In Payment Of:	SECOND SET PHOTOS FOR CORRIVEAU FIRE		

Vendor Information			
1099 Required:	Yes	Vendor Name:	JET FORENSIC IN...
		Vendor Type:	OTHER

Reviewed Summary			
Issuing Rep:	A082084	Approved By:	
Issue Date:	09-11-08	Review Date:	
Last Updated Rep:	A082084	Reviewed By:	

Bank Information			
Type:	ALAE	CDS Code:	12-PLA
Stop Reason:		Bank Code:	AS2
Stop Date:		State:	ME
Cleared:	No	Area Code:	746

Expense Detail: COMP		
Cost Center Code	Expense Class	Amount
A313C	EXPERT WITNESS FEES	\$44.85

Claim Payment Detail (08-1523850)

Payment Information			
Number:	458077851	Total Amount:	\$585.00
EFT Trace Number:			
Paid To:	JET FORENSIC INVESTIGATIONS, LTD, ONLY*****		
Payee Address:	PO BOX 261 REHOBOTH, MA 02769 USA		
In Payment Of:	FIRE ANALYSIS AND TRAVEL TO WINTERPORT		

Vendor Information			
1099 Required:	Yes	Vendor Name:	JET FORENSIC IN...
		Vendor Type:	OTHER

Reviewed Summary			
Issuing Rep:	A082084	Approved By:	
Issue Date:	09-02-08	Review Date:	
Last Updated Rep:	A082084	Reviewed By:	

Bank Information			
Type:	ALAE	CDS Code:	12-PLA
Stop Reason:		Bank Code:	AS2
Stop Date:		State:	ME
Cleared:	09-10-08	Area Code:	746

Expense Detail: COMP		
Cost Center Code	Expense Class	Amount
A313C	EXPERT WITNESS FEES	\$585.00

FAX TRANSMITTAL

DATE Nov 20, 2008 TIME 14390 hrs est

To: DEBORAH DIEHR

FAX #: 1-313-665-0911

ADDRESS / Box#: _____

PHONE / NETWORK #: _____

FROM: CINDEE SANTOMANGO

FAX #: 207-885-1388

NETWORK #: 8-445-5525

PHONE #: 207-396-5525

OF PAGES TRANSMITTED: 13

ADDRESS: 25 SPRING ST
SCARBOROUGH, ME 04074

MESSAGE:

Second copy of documents you requested along with a copy of your request and the letter sent with the documents sent in October.

Please contact me.

Cindee

For 24 / 7 customer service, call:

1-800-PROGRESSIVE or visit us online at

progressive.com

For 24/ 7 Progressive claims service, call:

1-800-Progressive

PROGRESSIVE
Think Easy. Think Progressive.

AUTO * MOTORCYCLE * ATV * BOAT * PWC * RV * COMMERCIAL AUTO

656985



Progressive Claims Branch

25 Spring St
Scarborough, ME 040748926
Telephone: 207-396-5500
Facsimile: 207-885-1388

Underwritten by: Progressive Northwestern Insurance
Company

Claim number: [REDACTED]
Date of loss: July 01, 2008
Today's date: October 14, 2008

Esis/Gm, Central Claims Unit
Attn: Deborah Diehr
Po Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

RE: OUR INSURED: [REDACTED]

Dear [REDACTED]

Please find enclosed the documents requested in your letter dated October 1, 2008.

Should you have any questions, please feel free to contact me at 207-396-5525.

Sincerely,

Cynthia D Santomango, Ext.5525
Claims Representative

A08/js
Enc.

Attn Cindy Incident Report



Date: 7/1/08
On Scene: 11:58

Paged Out: 11:50
Cleared Scene: 12:32

En Route: 1155
In Service: 12:28

Location: [Redacted] Reporting Incident: [Redacted]
 Owner: [Redacted] Address: [Redacted] Phone: [Redacted]
 Tenant: [Redacted] Address: [Redacted] Phone: [Redacted]
 Injury(s): None
 Type of Incident: Conf Fire
 Apparatus: 451
 Type of Structure/Vehicle: [Redacted] Extent of Damage: Areas North of Main Street
 Mutual Aid Town(s): [Redacted] Agent: [Redacted]
 Insurance Company: [Redacted]
 Officer in Charge: [Redacted]

Key: D - Driver E - Exterior I - Interior S - Safety

Respondents

- 1. James Dunivan, Chief -
- 2. Allen Harrington, 1st Assist. Chief -
- 3. Alan Sowa, 2nd Assist. Chief -
- 4. Derwood Hopkins, 3rd Assist. Chief -
- 5. Marion Dunivan -
- 6. Wanda Dunivan -
- 7. Randy Gleason -
- 8. Jess Harrington -
- 9. Susie Hopkins -
- 10. Harvard Nason -
- 11. Brian Nichols -

- 12. Carol Sowa -
- 13. Justin French -
- 14. Stacey Marcouillier -
- 15. Darcy Hopkins -
- 16. Mark Knowles -
- 16. Chris Easton -

Bob French
JD

Junior Department

- 1. Andrew Braley -
- 2. Ryan Hopkins -
- 3. Matt French -

Additional Remarks:

Owner reports window started going up & then on its own started smoking & burst into flames. Owner called 911. Neighbor () extinguished fire with Garden Hose.

File # 656985

DOE 7-1-08

Claimant: [REDACTED]

Client/Account: General Motors

3/4

I [REDACTED] operator of vehicle was on my way out to run some errands on July 1st 2008. I entered the vehicle and started it I put the vehicle in reverse and started backing out as I was backing out I noticed the window going up and down on its own with heavy smoke rolling out of window on drivers side, I stopped to realize the smoke and smell was that the door was on fire I immediately put the car in park turned car off and got out of vehicle as quickly as I could ran in the house and called 911 and waited for their response; I was panicking uncontrollably, Dixmont Fire responded quickly to put out the fire.

5/

I have a copy of all maintenance done by Yarney in Pittsfield; I've had my oil changed every 3,000 miles but do not have all receipts. Yarney's has done some of my oil changes as well as J-D Auto in Dixmont.

6/

7/

I've had no after-market equipment installed
No changes to vehicle except what is on the copy from Yarney's. if applies.

8/ The owner [REDACTED] did not receive any recall Notices to subject vehicle

9/ Subject vehicle was not in any accidents

11/ I [REDACTED] have anxiety while driving a vehicle; very bad dreams; vivid images constantly any smell while driving makes me very nervous, very scared all the time

12/ No property damage or personal loss; I [REDACTED] was left responsible to clean up the mess that was left after vehicle was towed. broken glass and melted plastic from vehicle

13/ Yes I [REDACTED] am the original owner of subject vehicle

RO No: 17186 Opened: 02MAY07 Closed: 03MAY07 Mileage: 4612
 Line Code: A Booker: 1503 Comeback: N
 Complaint: 17 SAID IF LIGHT COMES BACK ON GOING TO NEED STEERING SENSOR , RE
 Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	722	W94G	E7690		SENSOR, STEERING WHEEL ROTATION REPLACE			
					PTS\$	95.68	LBR\$	54.21 MSC\$ 0.00

Line Code: B Booker: 9303 Comeback: N
 Complaint: 98 27 POINT CHECK
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	722	CP	98		27 POINT CHECK			
					PTS\$	0.00	LBR\$	0.00 MSC\$ 0.00

Line Code: C Booker: 9303 Comeback: N
 Complaint: PM02 LOF WITH REGULAR OIL
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	722	CP	PM02		LOF WITH REGULAR OIL			
					PTS\$	18.70	LBR\$	0.00 MSC\$ 0.00

--- 4 of 5 - Dealer: VC-S -----

RO No: 16833 Opened: 03APR07 Closed: 03APR07 Mileage: 4444

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 16833 Opened: 03APR07 Closed: 03APR07 Mileage: 4444

Line Code: A Booker: 9303 Comeback: N

Complaint: PM02 LOF WITH REGULAR OIL

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	4709	CP	PM02		LOF WITH REGULAR OIL			

Line Code: B	Booker: 9303	PTS\$	20.90	LBR\$	4.00	MSC\$	0.00
--------------	--------------	-------	-------	-------	------	-------	------

Complaint: 17 TRAC CONTROLER

Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	4709	W	17		REPROGRAM			

Line Code: C	Booker: 9303	PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
--------------	--------------	-------	------	-------	------	-------	------

Complaint: 98 27 POINT CHECK

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
9303	4709	CP	98		27 POINT CHECK			

			PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
--	--	--	-------	------	-------	------	-------	------

--- 5 of 5 - Dealer: VC-S -----

RO No: 15290 Opened: 20NOV06 Closed: 27NOV06 Mileage: 5

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 15290 Opened: 20NOV06 Closed: 27NOV06 Mileage: 5
 Line Code: A Booker: 1503 Comeback: N
 Complaint: 66 NEW VEHICLE PDI
 Cause: PDI

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
6	3044	WPDI	66		NEW VEHICLE PDI				
					PTS\$	0.00	LBR\$	75.48	MSC\$ 0.00

Line Code: B Booker: 1503 Comeback: N
 Complaint: SI1 STATE INSPECTION
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
6	3044	INT	SI1		STATE INSPECTION				
					PTS\$	0.00	LBR\$	12.50	MSC\$ 0.00

Press B, S#, EST#, ?, or E to Exit:

--- 1 of 5 - Dealer: VC-S -----

RO No: 20603 Opened: 07JAN08 Closed: 07JAN08 Mileage: 34981
 Line Code: A Booker: 1333 Comeback: N

Complaint: PM02 LOF WITH REGULAR OIL
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 9303 722 CP PM02 LOF WITH REGULAR OIL

Line Code: B Booker: 1333 Comeback: N
 Complaint: 98 27 POINT CHECK

Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 9303 722 CP 98 27 POINT CHECK

Line Code: C Booker: 1333 Comeback: N
 Complaint: 07 RPM RACES AT TIMES, FIRST START TAKING OFF GOES HIGH

Cause: F
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 9303 722 W94G J5480 THROTTLE BODY CLEAN

PTSS\$ 23.00 LBR\$ 8.00 MSC\$ 0.00
 PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
 PTSS\$ 0.00 LBR\$ 18.07 MSC\$ 0.00

--- 2 of 5 - Dealer: VC-S -----

Press S#, Return for next page, EST#, ?, or E to Exit:

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

November 20, 2008

Ms. Cindee Santomango, Claim Representative
Progressive Insurance Company
25 Spring St
Scarborough, ME 04074

Re: File Number: 656985 (your file # 081523850)
 Date of Event: 7-1-08
 Claimant: ████████████████████
 Client/Account: General Motors

Dear Ms. Santomango:

This letter serves as an update on your product liability claim for damages involving your insured's 2007 Chevrolet Trailblazer. This file has been sent to a GM engineer for technical review. Once the file is returned to me, I will let you know the results.

If you have any questions, please 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
ESIS/GM Product Liability Unit

November 13, 2008

Mr. William Kienzl, Subrogation Representative
Progressive Insurance
P.O. Box 89440
Cleveland, OH 44101

Re: File Number: 656985 (your file #08-1523850)
 Date of Event: 7-1-08
 Claimant: ██████████
 Client/Account: General Motors

Dear Mr. Kienzl:

This letter serves as an update on your product liability claim for damages involving your 2007 Chevrolet Trailblazer. In order for this file to be assigned to a GM engineer for technical review, the following information is still needed:

- 1. A copy of the Fire Department Report**
- 2. The vehicle history**
- 3. A copy of your insured's statement**

As soon as this information is sent to this office, the file can be assigned to the appropriate GM engineer for review.

If you have any questions, please 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

PROGRESSIVE[®]

DIRECT

Policy number:

Progressive Direct Insurance Company

Policyholder:

Monday, November 10, 2008 8:02:40 AM

Total number of pages:17

Customer Service

800-888-7764

24 hours a day, 7 days a week

877-280-5587 (fax)

Mailing address

Progressive Direct

PO Box 31260

Tampa, FL 33631

Requested policy documents

To: ESIS

Fax number: 313-665-0911

Message:

PROGRESSIVE

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 89440
Cleveland, OH 44101

Phone: (877) 818-0139
Fax: (888) 792-5922

November 10, 2008

GENERAL MOTORS CENTRAL CLAIMS UNIT

PO BOX 300
MAIL CODE 482 C19B61
DETROIT, MI 48265-3000

Type of Loss: Vehicle Fire
VIN/DOT Number: 1GNDT13S272 [REDACTED]
Year: 2007
Make: CHEVROLET
Model: TRAILBLAZER
Your Claim No: UNKNOWN
Our Insured: [REDACTED]
Address: [REDACTED] MONT ME [REDACTED]
Our Claim No: [REDACTED]
Date of Loss: 07-01-08
Damages: \$ 12,250.41

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Northwestern Ins Co damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$12,250.41 to my attention, payable to "Progressive Northwestern Ins Co", as subrogee of CORRIVEAU, PAULA", and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Bill Kienzl
Subrogation Representative
Progressive Northwestern Ins Co
(440) 603-7967
Fax (888) 792-5922
William_Kienzl@Progressive.com
Enclosure

Date: 9/9/2008 11:47 AM
Estimate ID: [REDACTED]
Estimate Version: 1
Supplement: 1(2) 9/9/2008 11:47:38 AM
Profile ID: ME All Part Types

PROGRESSIVE
25 SPRING STREET SCARBOROUGH, ME 04014

Damage Assessed By: JAKE ECKERT
Supplemented By: JAKE ECKERT

Appraised For: CYNTHIA SANTOMANGO
(207) 629-2127

Type of Loss: Auto
Date of Loss: 7/1/2008
Deductible: 250.00
Policy No: 47359554

Claim Number: [REDACTED]

Insured: [REDACTED]
Claimant: [REDACTED]
Address: [REDACTED] DIXMONT, ME [REDACTED]
Telephone: Home Phone: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] DIXMONT, ME [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 910501

Description: 2007 Chevrolet TrailBlazer LS
Body Style: 4D Ut
VIN: 1GN2T13S274 [REDACTED]
Mileage: 57,957
CEM/ALT: A
Color: SILVER
Options: 4WD OR AWD

Vehicle Production Date: 11/06
Drive Train: 4.2L Inj 6 Cyl 4WD
License: [REDACTED]
Search Code: BANGCR1

Line	Entry	Labor	Line Item	Part Type/	Dollar	Labor
Item	Number	Type	Description	Part Number	Amount	Units
1	000011	BDY	FRONT BUMPER			
2		REMCVE/INSTALL	FRT BUMPER COVER			0.4 #
			drop down left side for fender clear			
			GRILLE			
3	005555	BDY	GRILLE ASSY			0.4
		REMCVE/INSTALL	FRONT LAMPS			
4	000119	BEY	L FRT COMBINATION LAMP			0.3 #
		REMCVE/INSTALL	HCCD			
5	000232	BDY	HCCD RELEASE CABLE	21997674	GM PART	23.71
		REMCVE/REPLACE	FRONT FENDER			1.4

6	000298	REF	BLEND	L FENDER OUTSIDE				C	0.9
7	000321	BDY	REMCVE/INSTALL	L FENDER LINER		Existing			0.2 *#
8				loosen outside edge for clear of tender					
	9	007607	MCH	REMCVE/REPLACE	STEERING WHEEL		-M	ORDER FROM DEALER	232.95 0.5
S1	10	004750	BDY*	REMCVE/REPLACE	STEERING NUT		-M	116C9659 GM PART	4.67

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17
 Mitchell Data Version: CEM: AUG_08_A

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Page 1 of 7

UltraMate Version: 6.5.020

Date: 9/9/2008 11:47 AM

Estimate ID: [REDACTED]
 Estimate Version: 1
 Supplement: 1(F) 9/9/2008 11:47:38 AM
 Profile ID: ME All Part Types

	11	004752	MCH	REMCVE/REPLACE	STEERING COLUMN TRIM		-M	ORDER FROM DEALER	64.87 0.8 #
	12	000541	MCH	REMCVE/REPLACE	STEERING TURN SIGNAL SWITCH		-M	12450067 GM PART	182.03 1.0
					WINDSHIELD				
S1	13	000627	BDY	REMCVE/REPLACE	L W/SHIELD REVEAL MULDING			New	38.76* 0.1
S1	14	004932	BDY	REMCVE/REPLACE	L W/SHIELD SUN VISOR			New	95.20* 0.2
					INSTRUMENT PANEL				
	15	007504	MCH	REMCVE/REPLACE	INST PANEL ASSY		-M	ORDER FROM DEALER	1,105.66 7.4
S1	16	002363	BDY	REMCVE/REPLACE	L INST PANEL SIDE COVER			15157573 GM PART	15.91* INC
	17	005520	BDY	REMCVE/REPLACE	INST PANEL INSTRUMENT CARRIER			15779815 GM PART	394.69 1.3 #
S1	18	002355	BDY	REMCVE/REPLACE	CTR INST PANEL TRIM PLATE			New	206.63* INC
S1	19	007682	BDY	REMCVE/REPLACE	L LWR INST PANEL INSULATOR			15121032 GM PART	26.45
					ROCKER/PILLARS/FLOOR				
	20	000745	REF	REFINISH	L HINGE PILLAR				C 1.0
	21	000755	REF	REFINISH	L FRT ROCKER PANEL				C 1.2
	22	004959	BDY	REPAIR	L DCCR OPENING FRAME		-S	Existing	2.0 *
	23	002869	BDY	REMCVE/REPLACE	L UPR DCCR OPENING WEATHERSTRIP			25775613 GM PART	76.68 0.5
	24	000806	BDY	REMCVE/INSTALL	L ROCKER MULDING				INC
	25	002907	BDY	REMCVE/REPLACE	L ROCKER MULDING			15951463 GM PART	214.12 0.7
S1	26	006138	BDY	REMCVE/REPLACE	L FRT ROCKER SCUFF PLATE			New	58.82* 0.2
	27	005688	BDY	REMCVE/REPLACE	L RUNNING BOARD			15252975 GM PART	184.51 0.5
					FRONT SEAT				
S1	28	004052	BDY	REMCVE/REPLACE	CTR UPR DRIVER SIDE SEAT ADJUSTER COVER			New	18.95*
S1	29	004053	BDY	REMCVE/REPLACE	CTR LWR DRIVER SIDE SEAT ADJUSTER COVER			New	13.19*
	30	004096	BDY	REMCVE/REPLACE	DRIVER SIDE SEAT SWITCH			89043625 GM PART	68.52
	31	007721	BDY	REMCVE/REPLACE	DRIVER SIDE SEAT SWITCH			19121422 GM PART	60.81
S1	32	004060	BDY	REMCVE/REPLACE	DRIVER SIDE SEAT CUSHION COVER			New	155.49* 0.7 #
S1	33	004062	BDY	REMCVE/REPLACE	DRIVER SIDE SEAT PAC			New	121.46* INC #
					FRONT DCCR				
	34	000918	BDY	REMCVE/REPLACE	L FRT DCCR SHELL			88937088 GM PART	764.84 5.6 #
	35		REF	REFINISH	L FRT DCCR OUTSIDE				C 1.9
	36		REF	REFINISH	L FRT ADD FOR JAMBS & INTERIOR				C 1.0
	37	005035	BDY	REMCVE/REPLACE	L FRT DCCR ADHESIVE MULDING			19149719 GM PART	65.50 0.2
	38		REF	REFINISH	L FRT DCCR MULDING				C 0.8
S1	39	006459	BDY	REMCVE/REPLACE	L FRT DCCR REAR VIEW MIRROR			New	228.27* INC #
S1	40	006442	BDY	REMCVE/REPLACE	L FRT CTR DCCR BELT MULDING			15946954 GM PART	25.80 INC

41	006904	BCY	REMCVE/REPLACE	L FRT DCCR TRIM PANEL ASSY	ORDER FROM DEALER	205.49	0.3
S1 42	001096	BCY	REMCVE/REPLACE	L FRT INR DCCR BELT MULDING	15192232 GM PART	24.20	
43	001005	BCY	REMCVE/REPLACE	L FRT DCCR INSIDE HANDLE BEZEL	152145C1 GM PART	9.08	
S1 44	001013	BCY	REMCVE/REPLACE	L FRT DCCR PCWER WINDOW SWITCH	Ncw	224.65*	INC
S1 45	001027	BCY	REMCVE/REPLACE	L FRT DCCR PCWER MIRROR SWITCH	Ncw	50.05*	INC
S1 46	00097E	BCY	REMCVE/REPLACE	L FRT DCCR MCISTURE SHIELD	Ncw	53.20*	0.1 *#
47	002017	BCY	REMCVE/REPLACE	L FRT DCCR RADIO SPEAKER	10366739 GM PART	89.75	INC #
48	00103E	REF	REFINISH	L FRT UPR DCCR HINGE BODY SIDE			C 0.5
49	001040	REF	REFINISH	L FRT LWR DCCR HINGE BCCY SIDE			C 0.5
S1 50	001047	BCY	REMCVE/REPLACE	R FRT DCCR LATCH ASSEMBLY	Ncw	152.50*	0.3 #
51	002009	BCY	REMCVE/REPLACE	L FRT DCCR LOCK ROD	15075020 GM PART	4.54	
52	005059	BCY	REMCVE/REPLACE	L FRT DCCR OUTSIDE HANLE	15291303 GM PART	60.17	INC #
53	001060	BCY	REMCVE/REPLACE	L FRT INR DCCR RCC TC HANDLE	15061427 GM PART	4.07	
S1 54	001072	BCY	REMCVE/REPLACE	L FRT DCCR INSIDE HANDLE	Ncw	46.46*	INC #
55	005067	BCY	REMCVE/REPLACE	L FRT DCCR WIRING HARNESS	ORDER FROM DEALER	66.69	
56	001060	BCY	REMCVE/REPLACE	L FRT UPR DCCR SIDE HINGE	66937051 GM PART	66.47	INC #
57		REF	REFINISH	L FRT UPR DCCR HINGE DCCR SIDE			C 0.5

ESTIMATE RECALL NUMBER: 8/18/2006 16:01:17
 Mitchell Data Version: CEM: AUG_0E_A

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Page 2 of 7

UltraMatc Version: 6.5.020

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Date: 9/9/2006 11:47 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(F) 9/9/2006 11:47:36 AM

Profile ID: ME All Part Types

58	001062	BCY	REMCVE/REPLACE	L FRT LWR DCCR SIDE HINGE	66937052 GM PART	66.47	INC #
59		REF	REFINISH	L FRT LWR DCCR HINGE DCCR SIDE			C 0.5
60	007802	BCY	REMCVE/REPLACE	L FRT DCCR CHECK	15929399 GM PART	31.72	INC #
S1 61	002001	BCY	REMCVE/REPLACE	L FRT DCCR BCCT	15722455 GM PART	5.10*	
S1 62	004249	BCY	REMCVE/REPLACE	L FRT DCCR OPENING WEATHERSTRIP	Ncw	66.96*	0.3
63	001092	GLS	REMCVE/REPLACE	L FRT DCCR MOVEABLE GLASS	**Non-CEM	160.05	INC #
64	001094	BCY	REMCVE/REPLACE	L FRT DCCR GLASS RUN CHANNEL	15657606 GM PART	145.14	INC #
65	001100	BCY	REMCVE/REPLACE	L FRT DCCR POWER GLASS REGULATOR REAR DCCR	15944000 GM PART	406.02	INC #
66	001104	REF	BLEND	L REAR DCCR OUTSIDE			C 0.6
67	006624	BCY	REMCVE/INSTALL	L REAR CTR BELT MULDING			0.3
68	00663E	BCY	REMCVE/INSTALL	L REAR DCCR ADHESIVE MULDING	Existing		0.4
69				R&R Time Used in R&I Operation			
70	001164	BCY	REMCVE/INSTALL	L REAR DCCR TRIM PANEL			INC
71	001242	BCY	REMCVE/INSTALL	L REAR DCCR HANDLE			0.2 #
72	001709	BCY	REMCVE/INSTALL	L REAR DCCR GLASS RUN CHANNEL	Existing		1.4 #
73				R&R Time Used in R&I Operation RCCF			
S1 74	00746E	BCY	REMCVE/REPLACE	RCCF HEADLINER	ORDER FROM DEALER	1,169.07	5.0
S1 75		MCH	REMCVE/REPLACE	ADD W/SIDE CURTAIN AIR BAG ADDITIONAL COSTS & MATERIALS	-M		1.6 #
76	936012		ADD'L COST	HAZARDOUS WASTE DISPCAL ADDITIONAL OPERATIONS		3.00*	
77		REF	ADD'L CPR	CLEAR COAT			2.2

7E	93301E	BCY*	ADD'L CPR	MASK FOR OVERSPRAY				0.2 *
				ADDITIONAL COSTS & MATERIALS				
79			ADD'L CCST	PAINT/MATERIALS			259.60*	
				MANUAL ENTRIES				
60	900500	BCY*	REMCVE/REPLACE	BCDY WIRING HARNESS	1594	979E	360.61*	12.0 *
61	900500	BCY*	REMCVE/REPLACE	L FRONT DOOR WIRING HARNESS	1591	34E3	109.35*	1.0 *
62	900500	BCY*	REMCVE/REPLACE	INSTRUMENT LOWER PANEL	1524	27E6	45.17*	0.7 *
63	900500	BCY*	REMCVE/REPLACE	UPPER AIR INLET DUCT	1500	E742	12.77*	0.3 *
64	900500	BCY*	REMCVE/REPLACE	CENTER AIR INLET DUCT	1515	6021	12.46*	0.3 *
S1 65	900500	BCY*	REMCVE/REPLACE	LOWER AIR INLET DUCT	1506	2E30	10.12*	0.3 *
66	900500	BCY*	ADD'L LABOR CP	CAR COVER		Sublet	3.00*	0.0 *
S1 67	900500	BCY*	ADD'L LABOR CP	INTERIOR DETAIL WITH OZONE, DEANS, 945-3016		Sublet	119.00*	INC *
S1 68	900500	BCY*	REPAIR	DIAGNOSTIC CHECK AT QUIRK AFTER REPAIRS		Sublet	125.69*	INC *
S1 69	900500	BCY*	REMCVE/REPLACE	SHROUD	16E24540		10.25*	0.4 *
S1 90	900500	BCY*	REMCVE/REPLACE	BCLSTER	10370755		62.2E*	0.5 *
S1 91	900500	BCY*	REMCVE/REPLACE	CAP	103E9033		4.59*	0.1 *
S1 92	900500	BCY*	REMCVE/REPLACE	COVER	10364321		7.20*	0.1 *
S1 93	900500	BCY*	REMCVE/REPLACE	INSULATOR	103E6316		4.17*	0.1 *
S1 94	900500	BCY*	REMCVE/REPLACE	GUIDE	15041919		4.17*	0.1 *
S1 95	900500	BCY*	REMCVE/REPLACE	BRACKET	25E72321		16.6E*	0.4 *
S1 96	900500	BCY*	REMCVE/REPLACE	MATT	19167257		69.00*	0.0 *
S1 97	900500	BCY*	REMCVE/REPLACE	KNOB	152569E4		7.02*	0.1 *
S1 9E	900500	BCY*	REMCVE/REPLACE	KNOB	25752511		3.79*	0.1 *
S1 99	900500	BCY*	REMCVE/REPLACE	HANDLE	25E6E33E		51.39*	0.3 *
S1 100	900500	BCY*	REPAIR	ENGINE WIRING HARNESS		Existing		3.0 *

ESTIMATE RECALL NUMBER: E/1E/200E 1E:01:1/

Mitchell Data Version: CEM: AUG_0E_A

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Page 3 of 7

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Date: 9/9/200E 11:47 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(E) 9/9/200E 11:47:3E AM

Profile ID: ME All Part Types

* - Judgment Item

- Labor Note Applies

** Non-CEM - Non-Original Equipment Manufacturer Replacement Part

C - Included in Clear Coat Calc

SAFELITE LOCAL PRICE (S)

PRICING TYPE SAFELITE

COLUMBUS

CH 43235

(E00) E6E-3322

63 ** EE09966GTN 160.05

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

ESTIMATE RECALL NUMBER: 8/18/2008 10:01:17
Mitchell Data Version: OEM: AUG_08_A

UltraMatc Version: 6.5.020

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Page 4 of 7

Date: 9/9/2008 11:47 AM
Estimate ID: [REDACTED]
Estimate Version: 1
Supplement: 1(F) 9/9/2008 11:47:38 AM
Profile ID: MR All Part Types

Estimate Totals

I. Labor Subtotals					II. Part Replacement Summary		Amount	
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals				
Body	43.2	42.00	0.00	247.69	2,062.09	Taxable Parts	€ 397.66	
Refinish	11.8	42.00	0.00	0.00	495.60	Salcs Tax @ 5.000%	419.66	
Mechanical	11.3	42.00	0.00	0.00	474.60			
Non-Taxable Labor					3,032.29	Total Replacement Parts Amount	€ 817.54	
Labor Summary	66.3			3,032.29				
III. Additional Costs					Amount	IV. Adjustments		Amount
Taxable Costs					259.60	Insurance Deductible		250.00-
Salcs Tax @ 5.000%					12.96	Customer Responsibility		250.00-
Non-Taxable Costs					3.00			
Total Additional Costs					275.56			
					I. Total Labor:	3,032.29		
					II. Total Replacement Parts:	€ 817.54		
					III. Total Additional Costs:	275.56		
					Gross Total:	12,125.41		
					IV. Total Adjustments:	250.00-		
					Net Total:	11,875.41		
					Less Original Net Total:	11,044.74		
					Net Supplement Amount:	€ 830.67		
					S1: JAKE ECKERT	€ 830.67		

Point(s) of Impact
 16 Non-Collision (S)

Inspection Date: 6/13/2006

Mitchell Data Version: CEM: AUG_08_A

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Page 5 of 7

UltraMate Version: 6.5.020

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Date: 9/9/2006 11:41 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(F) 9/9/2006 11:41:36 AM

Profile ID: ME All Part Type

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

ESTIMATE RECALL NUMBER: 6/16/2006 16:01:17
Mitchell Data Version: CEM: AUG_06_A

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Page 6 of 7

UltraMatc Version: 6.5.020

Date: 9/9/2006 11:47 AM

Estimate ID: [REDACTED]

Estimate Version: 1

Supplement: 1(E) 9/9/2006 11:47:36 AM

Profile ID: ME All Part Types

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING

AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION
INCLUDING TOW/STORAGE CHARGES:

SHCP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE 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.

Event Log

File Created: 08/13/2008 01:21:28 PM
Estimate Started: 09/09/2008 09:47:21 AM
Estimate Printed: 09/09/2008 11:47:53 AM
Estimate Committed: 09/09/2008 11:47:38 AM
Estimate Uploaded: 09/09/2008 04:23:09 PM

ESTIMATE RECALL NUMBER: E/1E/2008 18:01:17 [REDACTED]

Mitchell Data Version: CEM: AUG_08_A

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Page 7 of 7

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Date: 9/9/2008 11:47 AM

Estimate ID: [REDACTED]

Unrelated Prior Damage

Estimate Version: 1

Supplement: 1(F) 9/9/2008 11:47:38 AM

Profile ID: ME All Part Types

PROGRESSIVE

25 SPRING STREET SCARBOROUGH, ME 04074

UNRELATED PRIOR DAMAGE

Damage Assessed By: JAKE ECKERT

Appraised For: CYNTHIA SANTOMANGO
(207) 629-2127

Supplemented By: JAKE ECKERT

Type of Loss: Auto
Date of Loss: 7/1/2008
Deductible: 250.00
Policy No: 47359554

Claim Number: [REDACTED]

Insured: [REDACTED]
Claimant: [REDACTED]
Address: [REDACTED], CIXMCNT, ME [REDACTED]
Telephone: Home Phone: [REDACTED]
Owner: [REDACTED]

Address: [REDACTED], DIXMONT, ME [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 9105C1

Description: 2007 Chevrolet TrailBlazer LS
 Body Style: 4D Ut
 VIN: 1GNCT13S272 [REDACTED]
 Milcage: 57,957
 CEM/ALT: A
 Color: SILVER
 Options: 4WD CR AWD

Vehicle Production Date: 11/06
 Drive Train: 4.2L Inj 6 Cyl 4WD
 License: [REDACTED]
 Search Code: BANGCR1

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
				FRONT BUMPER			
1	000011	BDY	REMOVE/INSTALL	FRT BUMPER COVER			1.0 #
2	000015	BDY	REPAIR	FRT BUMPER COVER	Existing		2.0 *#
3		REF	REFINISH	FRT BUMPER COVER			C 2.2
4	001993	BDY	REMOVE/INSTALL	FRT BUMPER LICENSE BRACKET	Existing		0.2
5				R&R Time Used in R&I Operation			
				ADDITIONAL OPERATIONS			
6		REF	ADD'L CPR	CLEAR COAT			0.9
7			ADD'L CCST	PAINT/MATERIALS		68.20*	
				MANUAL ENTRIES			
8	900500	MCH*	REMOVE/REPLACE	ALL 4 TIRES, 238.50/TIRE THROUGH BENNETT	New	954.00*	0.0 *
9	900500	MCH*	REMOVE/REPLACE	MCUNT & BALANCE TIRE	Sublet	8.00*	0.0 *

ESTIMATE RECALL NUMBER: 8/18/2008 16:01:17 [REDACTED]
 Mitchell Data Version: CEM: AUG_08_A
 UltraMate Version: 6.5.020

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Date: 9/9/2008 11:47 AM
 Estimate ID: [REDACTED]
 Unrelated Prior Damage
 Estimate Version: 1
 Supplement: 1(F) 9/9/2008 11:47:38 AM
 Profile ID: ME All Part Types

10	900500	MCH*	REMOVE/REPLACE	MCUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
11	900500	MCH*	REMOVE/REPLACE	MCUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
12	900500	MCH*	REMOVE/REPLACE	MCUNT & BALANCE TIRE	Sublet	8.00*	0.0 *
13	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
14	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
15	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *
16	900500	MCH*	REMOVE/REPLACE	VALVE STEM	Sublet	1.25*	0.0 *

* - Judgment Item

- Labor Note Applies
 C - Included in Clear Coat Calc

All manufacturer requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary			Amount
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals					
Body	3.2	42.00	0.00	134.40	Taxable Parts			959.00	
Refinish	3.1	42.00	0.00	130.20	Salce Tax	@ 5.000%		47.95	
Non-Taxable Labor				264.60	Non-Taxable Parts			32.00	
Labor Summary	6.3			264.60	Total Replacement Parts Amount			1,036.95	
III. Additional Costs				Amount	IV. Adjustments			Amount	
Taxable Costs				66.20					
Salce Tax @ 5.000%				3.41	Total Adjustments:			0.00	
Total Additional Costs				71.61					
								I. Total Labor:	264.60
								II. Total Replacement Parts:	1,036.95
								III. Total Additional Costs:	71.61
								Gross Total:	1,375.16
								IV. Total Adjustments:	0.00
								Unrelated Damage Net Total:	1,375.16

ESTIMATE RECALL NUMBER: 8/16/2006 16:01:17
 Mitchell Data Version: CEM: AUG_06_A

UltraMate Version: 6.5.020

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Date: 9/9/2006 11:47 AM
 Estimate ID: [REDACTED]
 Unrelated Prior Damage
 Estimate Version: 1
 Supplement: 1(F) 9/9/2006 11:47:38 AM

Point(s) of Impact

16 Non-Collision (S)

Inspection Date: 8/13/2008

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and QUAL REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

Progressive's Lifetime Guarantee does not cover repairs you request the shop to make that are not related to this accident, including but not exclusive to unrelated prior damage and pre-existing damage.

Event Log

File Created:	08/13/2008 01:21:28 PM
Estimate Started:	09/09/2008 09:47:21 AM
Estimate Printed:	09/09/2008 11:47:53 AM
Estimate Committed:	09/09/2008 11:47:38 AM
Estimate Uploaded:	09/09/2008 04:23:09 PM

ESTIMATE RECALL NUMBER: 8/18/2008 18:01:17 [REDACTED]
Mitchell Data Version: OEM: AUG_08_A

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UltraMate Version: 6.5.020

November 10, 2008, 08:00:02

CMSD2340 /CMSM2340

P A C M A N

NOV 10 08 - 8:00

OPID: A081577

CLAIM PAYMENT INQUIRY

TERMID: ?00M

INSD: [REDACTED]

POL: [REDACTED]

DOL : JUL 01 08 ME-PORT/C-GRP-

CLM: [REDACTED]

ACTIVE

REP: C SANTOMANGO

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

125.00

LINE 1: FOREST AUTO BODY ONLY *****

LINE 2:

LINE 3:

ADDRESS: [REDACTED]

CITY: WINTERPORT

ST/PR* ME ZIP/CPC: [REDACTED]

CNTRY* USA

IN PAYMENT OF: TOW BILL, 07 CHEVY TRAILBLAZER, [REDACTED]

1099 ? N FEDERAL TAX ID:

LAST UPDT REP: JXE0040

CDS CODE * 12 PCL EFT TRACE #:

ISSUING REP: J ECKERT

BANK CODE* AS2 ISSUE DATE : AUG 27 08

APPROVED BY:

STATE * ME AREA *

REVIEW DATE: 00 00

STOP RSN * DRAFT # : 458040150

REVIEWED BY:

COMMAND:

CMSD2340 /CMSM2340

OPID: A081577

INSD: [REDACTED]

DOL : JUL 01 08 ME-PORT/C-GRP-

P A C M A N

CLAIM PAYMENT INQUIRY

CLM: [REDACTED] ACTIVE

NOV 10 08 - 7:59

TERMID: ?00M

POL: [REDACTED]

REP: C SANTOMANGO

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

11,875.41

LINE 1: FORREST TRUCK AND AUTOBODY

LINE 2:

LINE 3:

ADDRESS: 1280 N MAIN ST

CITY: WINTERPORT

ST/PR* ME ZIP/CPC: 04496-

CNTRY* USA

IN PAYMENT OF: REPAIRS - COMP, 07 CHEVR TRAILBLA4X4SW

1099 ? N

FEDERAL TAX ID:

LAST UPDT REP: JXE0040

CDS CODE *

EFT TRACE #: 710155101

ISSUING REP: J ECKERT

BANK CODE* CTB

ISSUE DATE : SEP 11 08

APPROVED BY:

STATE * ME

AREA *

REVIEW DATE: 00 00

STOP RSN *

DRAFT # : 761941853

REVIEWED BY:

COMMAND:



AMERICAN FAMILY INSURANCE GROUP

4501 NORTH STERLING SUITE 300 • PEORIA IL 61615 • PHONE: 309-688-0622; FAX: 866-277-6564
Mailing Address: PO BOX 3220 • PEORIA IL 61612 3220

September 30, 2008

RECEIVED
OCT 03 2008
ESIS-GM CLAIMS UNIT

99 - TAY002
ATTENTION JOSHUA PREISTER
ESIS/GM CENTRAL CLAIMS UNIT
300 RENAISSANCE CTR
DETROIT MI 48265-0001

RE: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: September 5, 2008

Dear Attention Joshua Preister:

I am writing regarding a loss that occurred on September 5, 2008.

Please be advised that we are placing you on notice for the vehicle fire to [REDACTED] 2007 Chevrolet Trailblazer SS AWD/vin number 1GNET13HX721 [REDACTED]. Your current claim number is [REDACTED]. The vehicle is currently located at QCSA - Springfield Illinois/7160 CCX Road Riverton IL 62561/. No destructive testing has been conducted to this point. Please contact me to arrange an inspection of the vehicle on or before October 30, 2008. Our claim number is [REDACTED].

Please call me if you have any questions or concerns.

My cell number is 309-830-7956

Respectfully,

Thomas A Yonker
Field Sr Investigator
American Family Mutual Insurance Company
4501 N Sterling Ave., Suite 30
Peoria, IL 61615
Phone: (309) 452-6185
tyonker@amfam.com

Enc:

Service Request Detail

SR No.	71-661476485	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	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event		
Address		City	Chicago	Involved Dir	Currie Motors Chevrolet, Inc.	Safety	Yes	
State	IL ZipCd	Con Acct		Source	Phone	Updated	9/10/2008 10:14:13 AM	
Serial #/VIN	1GNET13HX72	Model Year	2007	Priority	Medium License #	CHEVROL	Owner	MARQUEMO
Make	Chevrolet	Warr. Start	08/18/2006	Status	Open	Opened	9/8/2008 05:13:35 PM	
Model	TrailBlazer	Mileage	48300	Sub-Status	Satisfied	Closed		

Abstract Thermal Event - Electrical - Power Window Motor / Switch / Wiring / Regulator

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	9/5/2008 08:12:00 AM	N	0	0	Asphalt	Dry	08-0002930	U08-05163
Driver Last Name	Driver First Name	Age	Height	DOB	Disabilities			
		5' 2"			n/a			
Rowlan	Angela			(708) 201-1988	American Family Insurance			
Incident Loc	Apartment Complex - 3515 S Cottage Grove Ave Apt 510				Incident Desc	Cust sta: veh was parked in the apartment complex and neighbor noticed that veh was in flames - the neighbor contacted the fire dept and while cust and fiance was inside the apartment, fiance heard all the noise and looked outside and saw it was their vehicle. Urbana Police and Urbana		
Component	Electrical - Power Window Motor / Switch / Wiring / Regulator				Damage Desc	Burned entire driver side door completely to the metal, the steering wheel burned and melted down, dash board melted, seat is damaged, roof is damaged		
Vehicle Loc	3515 S Cottage Grove Ave Apt 510 - Insurance comp will take hold of vehicle				Add'l Info	Cust concern is the remaining balance of the veh. Cust wants to know if there is a way they can disregard the remaining balance		
Emgcy Svc Names	Edward Philip Urbana Police and Urbana Fire dept				Main Loc	CURRIE MOTORS CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK IL		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	Dry			Prop Owner	N/A
Last Service Date			Loc Last Service				Property Location	N/A
Veh Est Repair Cost			Spec Equip Installer	none			Prop Damage Description	N/A
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	Burned entire driver side door completely to the metal, the steering wheel burned and melted down, dash board melted, seat is damaged, roof is damaged - veh totaled				Explain Other	Inspection Not Performed		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 12:24:58 PM	MARQUEM O	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with 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
9/10/2008 12:23:43 PM	MARQUEM O	MARQUEMO	BRC PAR	ESIS- Thermal Event	Done	9/10/2008 12:24:51 PM	ESIS- Thermal Event - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

File forwarded to ESIS due to thermal event that occurred and insurance comp was involved and totaled vehicle out.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 12:23:01 PM	MARQUEM O	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Thermal Event - 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
9/10/2008 09:22:20 AM	MARQUEM O	MARQUEMO	Outbound Call	Customer	Done	9/10/2008 09:34:03 AM	Called: [REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

cust hung up on CRS

CRS will call again.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 04:43:53 PM	MARQUEM O	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	9/9/2008 04:43:53 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 04:42:19 PM	MARQUEM O	MARQUEMO	Scheduled Outbound Call	Cust	Done	9/10/2008 09:20:22 AM	Call Customer

Contact Last Name	Contact First Name	Account	BAC Code
-------------------	--------------------	---------	----------

Comments

Action Plan:perform ack

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:49:39 PM	DRAHEICM	MARQUEMO	Ownership Changed		Done	9/9/2008 01:49:39 PM	Service Request Ownership has changed FROM: MANALOJA TO: MARQUEMO

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:49:17 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	9/10/2008 10:15:12 AM	Called:Bednarek David Dave 630092 8137 CURRIE MOTORS CHEVROLET, INC. FOREST PARK IL

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

This is Monica Marquez calling from gm par dept.

Customer: [REDACTED]

Service Request:71-681478485

Vehicle Information:07 Chevrolet TrailBlazer

Last 8 of the VIN: 7[REDACTED]

Involved Dealership:CURRIE MOTORS CHEVROLET,

Nature of allegation: veh had an thermal event - cust sts there was an concern with the driver power windows that caused concern - insurance comp is involved and totaled veh out - file will be forwarded to ESIS Due to thermal event and insurance involvement.

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:49:05 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	9/10/2008 10:21:22 AM	Called:
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left message for : Service Manager - Chris Colver
left message Operator - Jessica Wright

CRS adv: Calling on an cust by the name of Lakeisha Walls that has an 07 Chevrolet TrailBlazer, Provided number and extension and advised this is Monica Marquez calling from gm par dept.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:48:54 PM	DRAHEICM	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	9/10/2008 09:41:57 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: Asked detailed questions

Cust sts: veh was parked in the apartment complex and neighbor noticed that veh was in flames - the neighbor contacted the fire dept and while cust and fiance was inside the apartment, fiance heard all the noise and looked outside and saw it was their vehicle. Urbana Police and Urbana Fire dept showed up and took flames out. Fire dept told cust it was an concern with the driver side electrical power window system that caused thermal event. No property damages - no injuries. The damages to the veh is Burned entire driver side door completely to the metal, the steering wheel burned and melted down, dash board melted, seat is damaged, roof is damaged. Veh was totaled out and did contact her insurance comp and cust did settle with them and they will be picking up the veh tomorrow. Cust sts the payoff amount that insurance comp paid off was not enough to pay off the veh to GMAC. Cust sts she was advised that it was an concern with the veh and cust sts she shouldn't have to pay for the rest of the amount owed. Cust sts she is inside an rental vehicle that insurance comp authorized.

Cust sts: 16,000 that she wants gm to pay off the veh - cust still owes that amount to GMAC

CRS adv: due to the thermal event and insurance involvement this file will need to be forwarded to ESIS and will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:48:42 PM	DRAHEICM	MARQUEMO	BRC PAR	Acknowledgement	Done	9/10/2008 09:23:01 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
See Initial Contact

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:48:32 PM	DRAHEICM	MARQUEMO	Notify CRM		Done	9/10/2008 09:08:58 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
9/9/2008 01:48:20 PM	DRAHEICM	MARQUEMO	Research		Done	9/10/2008 09:06:54 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 01:47:56 PM	DRAHEICM	MARQUEMO	BRC PAR	Case Assigned	Done	9/9/2008 04:42:56 PM	Assigned to Monica Marquez x21072

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
9/9/2008 12:22:21 PM	DRAHEICM	MANALOJA	SR Opened		Done	9/9/2008 12:22:21 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
9/9/2008 12:22:20 PM	DRAHEICM	MANALOJA	SR Closed - Satisfied		Done	9/9/2008 12:22:20 PM	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
9/8/2008 07:40:17 PM	MANALOJA	KINZERTH	Escalation	Initiate PAR	Done	9/9/2008 12:22:15 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."

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
9/8/2008 07:01:26 PM	MANALOJA	MANALOJA	Inbound Call Customer	Complex Request	Done	9/8/2008 07:20:15 PM	Customer claims thermal event

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Cust sta:

*Customer states thermal event

Last friday there was on fire it was the neighbor who called us

the fire dept responded and told me that it was an electrical defect on the power window and it ignite the veh.

I did an insurance claim 20,000 dollars for the damaged

I was leasing it through GMAC actual pay off 36000

actual value price is 24,825 I still have to pay for the remaining balance.ap1 510

Customer seeks

Cust concern with the veh's remaining balance

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC.

Janice Maze/CAC/ier1/Mla.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator

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 :	1GNET13HX72 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER SS AWD (LS)	Warranty Start Date :	08/16/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	JERRY GLEASON CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600	Selling Source :	13 - CHEVROLET
		Site Code :	11240
		Business Associate Code :	113239
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	<u>07279</u>	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	Yes	XM Radio ID	XAVPK00K	XM Status	Active	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	08/16/2006	27 miles	08/16/2009	36027 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/16/2006	27 miles	08/16/2012	100027 miles

96/80000 FEDERAL. EMISSION CATALYTIC CONV. AND PCM	08/16/2006	27 miles	08/16/2014	80027 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	08/16/2006	27 miles	08/16/2011	100027 miles
36/36000 FEDERAL EMISSION	08/16/2006	27 miles	08/16/2009	36027 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/14/2007	005701	#	E0722 - TIRE PRESSURE INDICATOR SENSOR REPLACEMENT	35945 miles
09/11/2007	001260	#	J3390 - FAN CLUTCH REPLACEMENT	29139 miles
09/11/2007	001260	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	29139 miles
07/19/2007	353792	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	26109 miles
06/07/2007	351806	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	22779 miles
06/07/2007	351806	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	22779 miles
06/07/2007	351806	#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	22779 miles
04/10/2007	L50905	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	16000 miles
06/23/2006	A11228	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 :	IGNET13HX72 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		12/14/2007		Repair Order Number :		005701		Odometer Reading :		35945 miles	
Serviced By :		CURRIE MOTORS CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600				Selling Source :		13 - CHEVROLET			
						Site Code :		11244			
						Business Associate Code :		235179			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
12/21/2007	858	01	#	E0722 - TIRE PRESSURE INDICATOR SENSOR REPLACEMENT	25774006 - SENSOR	N/A	N/A	\$ 130.91	N		

Repair Order Date :		09/11/2007		Repair Order Number :		001260		Odometer Reading :		29139 miles	
Serviced By :		CURRIE MOTORS CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600				Selling Source :		13 - CHEVROLET			
						Site Code :		11244			
						Business Associate Code :		235179			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
10/05/2007	836	01	#	J3390 - FAN CLUTCH REPLACEMENT	25790869 - CLUTCH	N/A	N/A	\$ 484.24	N		
10/05/2007	836	02	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	N/A	N/A	N/A	\$ 27.27	N		

Repair Order Date :		07/19/2007		Repair Order Number :		353792		Odometer Reading :		26109 miles	
Serviced By :		JERRY GLEASON CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600				Selling Source :		13 - CHEVROLET			
						Site Code :		11240			
						Business Associate Code :		113239			

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/07/2007	819	01	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	N/A	B	N/A	\$ 27.27	N

Repair Order Date :	06/07/2007	Repair Order Number :	351806	Odometer Reading :	22779 miles
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Serviced By :	JERRY GLEASON CHEVROLET, INC. 7901 W ROOSEVELT RD FOREST PARK, IL 60130-2526 (708) 771-2600	Selling Source :	13 - CHEVROLET
		Site Code :	11240
		Business Associate Code :	113239

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/15/2007	804	01	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	15869971 - MODULE	N/A	N/A	\$ 194.60	N
06/15/2007	804	02	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	N/A	E	N/A	\$ 54.54	N
06/15/2007	804	03	#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	15918822 - LINK	N/A	N/A	\$ 140.78	N

Repair Order Date :	04/10/2007	Repair Order Number :	LS0905	Odometer Reading :	16000 miles
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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
04/20/2007	788	01	#	Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	N/A	C	N/A	\$ 42.75	N

Repair Order Date :	06/23/2006	Repair Order Number :	A11228	Odometer Reading :	0 miles
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Serviced By :	HORIZON CHEVROLET, INC. 1540 W OGDEN AVE NAPERVILLE, IL 60540-3919 (630) 357-6100	Selling Source :	13 - CHEVROLET
		Site Code :	11251
		Business Associate Code :	169157

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Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/27/2006	703	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 113.40	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	IGNET13HX72
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VEHICLE BUILD

Merchandising Model :	CT15506 -2007 TRAILBLAZER SS AWD (LS)		
Gross Vehicle Weight Rating :	2724 kg (6006 lb)	Order Number :	KDGSF3
Build Date :	06/23/2006	Build Plant :	17206

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

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AR9 - FRT BUCKET SEAT, DELUXE	ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B4U - TRAILBLAZER SS	CF5 - POWER SUNROOF
CJ3 - CLIMATE CONTROL	C49 - REAR WINDOW DEFROSTER
DAY - ASSEMBLY PLANT MORaine, OHIO	DF5 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS, TEMPERATURE
DK2 - POWER HEATED OUTSIDE MIRRORS	DK7 - OVERHEAD CONSOLE
EB1 - GVWR, 6001 LBS.	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GT5 - REAR AXLE, 4.10 RATIO
G67 - AUTOMATIC LEVELING SUSPENSION	G86 - AXLE LIMITED SLIP
JF8 - BRAKE VAC POWER, 4 WHIL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG3 - 145 AMP ALTERNATOR	K34 - CRUISE CONTROL
LS2 - ENGINE, 6.0L SFI V8	M70 - TRANSMISSION,4 SPD HD AUTOMATIC
NP5 - LEATHER WRAP STEERING WHEEL	NR9 - TRANSFER CASE ALL WHEEL DRIVE
NT8 - EMISSIONS, FED TIER 2A	N40 - POWER STEERING

N79 - 17" FULL-SIZE SPARE WHEEL	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	P55 - 20" POLISHED WHEELS
QUB - P255/50R20 TIRES	RYJ - CARGO SHADE
R6K	R6P - SPECIAL PAINT
R8Q - ILLINOIS SURCHARGE	R9N - LEATHER SEAT TRIM
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE	SLM - STOCK ORDERS
TB4 - LIFTGATE	T6I - DAYTIME RUNNING LIGHTS
T96 - FOG LAMPS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UCB - WIRING HARNESS
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UJ6 - TIRE PRESSURE MONITOR	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZQ8 - SPORT HANDLING PACKAGE
ZTM - SPARE, ALL-SEASON TIRE	ZY1 - SOLID PAINT
ISS - ISS PREFERRED EQUIPMENT GROUP 1	ISZ - PREFERRED EQUIPMENT SAVINGS
41U - BLACK	48H - EBONY
48I - INT TRIM EBONY/EBONY	6XK - COMP FRT LH COMPUTER SEL SUSP
7XJ - COMP FRT RH COMPUTER SEL SUSP	8BZ - SUSPENSION COMPONENT
9BZ - SUSPENSION COMPONENT	

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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*

Joshua Preister
Claims Administrator

September 25, 2008

LAKEISHA WALLS
813 E. OAKLAND AVE. APT. 208
URBANA, IL 61802

RE: Claimant: [REDACTED]
Our File No.: 660034
Our Client: General Motors Corporation
Date/Event: 09/05/2008
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNET13HX72 [REDACTED]

Dear Ms. [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.

5

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

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*

Joshua Preister
Claims Administrator

April 6, 2009

ATTN: SCOTT REYNOLDS
AMERICAN FAMILY INSURANCE GROUP
PO BOX 3220
PEORIA, IL 61612-3220

RE: Claimant: [REDACTED]
Our File No.: 660034 (Yours: 00-521-216189-0325)
Our Client: General Motors Corporation
Date/Event: 09/05/2008
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNET13HX72 [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:

1. 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.

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

K1 Person/Entity Involved

Local Option: _____ Business name (if applicable): _____ Area Code: _____ Phone Number: _____

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr./Ms./Mrs. First Name: _____ MI: _____ Last Name: _____ Suffix: _____

Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____ Suffix: _____

Post Office Box: _____ Apt./Suite/Room: _____ City: _____

State: _____ Zip Code: _____

More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner Same as person involved? Then check this box and skip the rest of this section.

Local Option: _____ Business name (if applicable): _____ Area Code: _____ Phone Number: _____

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr./Ms./Mrs. First Name: LaKeisha MI: _____ Last Name: Walls Suffix: _____

Number: 811 Prefix: E Street or Highway: Kerr Street Type: AVE Suffix: UR

Post Office Box: _____ Apt./Suite/Room: _____ City: Urbana

State: IL Zip Code: 61801

L Remarks

Local Option: _____

METCAD Call Number: _____

CREATE - 06:11:34 - STI / 810 KERR AV #102,UR

ALI - 06:11:34 - 217/202-1592 / 602 S GLOVER (NW S EC),UR / NXL 1-866-398-3284

ENTRY - 06:12:20 - CAR ON FIRE ON

PREMIS - 06:12:20 - (none)

CASE - 06:12:31 - UF082930

PREMIS - 06:12:56 - (none)

INFO - 06:13:16 - BLK TRAILBLAZER LIC/9758576

MISC - 06:13:25 - 28

INFO - 06:13:33 - FIRE IS IN THE INTERIOR OF THE VEH

ASSOC - 06:23:53 - PER E251 REQ / ASSTFI / 082490088

On 09/05/2008 at 06:12:27 dispatched To 811 E Kerr AVE UR/Urbana, IL 61801. Upon arrival noted flame coming from driverside front of the vehicle's interior. The location of the incident was a Vehicle parking area outside of the address noted above. The incident was determined to be a(n) Passenger vehicle fire. There was significant fire damage to the driver side front interior. There did not appear to be any significant damage to other areas of the vehicle.

06:17:32 arrived on scene.

The following actions were performed on scene:

Extinguishment by fire service personnel. E251 extinguished the flame and opened the hood to disconnect the battery and ensure there was no fire under the hood.

L Authorization

Officer in charge ID: 6776 Signature: Edwards, Phillip W Position or rank: FF Assignment: _____ Month: 09 Day: 05 Year: 2008

Check box if same as Officer Member making report ID in charge. 6776 Signature: Edwards, Phillip W Position or rank: FF Assignment: _____ Month: 09 Day: 05 Year: 2008

CD111

FDID *

IL

State *

MM

DD

YYYY

9

5

2008

Incident Date *

21

Station

000

Exposure *

Complete
Narrative

Narrative:

METCAD Call Number: [REDACTED]

CREATE - 06:11:34 - STI / 810 KERR AV #102,UR

ALI - 06:11:34 - 217/202-1592 / 602 S GLOVER (NW S EC),UR / NXL 1-866-398-3284

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Extinguishment by fire service personnel. E251 extinguished the flame and opened the hood to disconnect the battery and ensure there was no fire under the hood.

Units responding were:

Unit E251 responded and took these actions:

Extinguishment by fire service

The police report associated with this incident is U08-5163

07:38:46 all units back in service.

**Urbana Fire Rescue Services
Investigation Profile Report
Investigation Profile - Basic Information**

Investigation: Incident Investigation - [REDACTED]	Date: 09/05/2008
Address: [REDACTED]/Urbana, IL [REDACTED]	
FDID: CD111	Alarm Date: 09/05/2008
	Incident #: [REDACTED]

Case Status: 2 Investigation closed

Status Date: 09/05/2008

Investigators:
5104 Russell Chism

Laboratories Used:

Initial Observations:

Other Investigative Info:

Fire/Arson:

Extent of Fire Involvement on Arrival: 3 Flame and smoke showing

Property Ownership: 1 Private

Availability of Material First Ignited: 2 Available at scene

Narrative:

Units were dispatched to the scene for a car on fire. They extinguished the fire and called for an investigator. Upon my arrival found damage was located mostly in the front driver seat. Noted paint scorched on the outside drivers door near area of electrical controls for door locks, windows, ect. Also noted that a "v" pattern from floor up the door and into the driver seat. Damage lessens as it goes away from this point. Interior of door is completely gone down to the metal and metal has turned white in some spots. The electrical component that is normally located in the door is now laying on the floor at the bottom of the "v". Three samples were collected and two people were questioned by UPD. UPD reports nothing suspicious with the people interviewed. And find no reason for malicious intent. The Driver's side window was down in the door, but the glass was smoked up on the top portion, also noted a "chipping" of the glass at the top outside area about 1"-2" long and a crack going from this point. Driver of the vehicle states that the windows were up, it was raining last night. Doors were locked. Fire personnel state that they reached through the window to open the door. This fire will require testing to prove no accelerants were not used and an electrical engineer to do test on the electrical components from the door. Cause of the fire is undetermined pending further results.

09/05/2008 09:53:14 rlchism

* Denotes primary Agency



Moline Police Department

In reference to the reported incident you just filed with the Moline Police Department, Complaint # _____, the following is the process that will determine if further follow-up investigation will take place.

Your report will be forwarded to the Investigation Division for review. The Investigation Division uses certain criteria to determine whether or not your case will be assigned for additional investigation. If your complaint meets the criteria for assignment, an investigator will contact you concerning your report. If your complaint does not meet the criteria, your report will be kept on file for information purposes. It is important to contact the Moline Police Department with any new information you learn concerning your complaint.

If you have any questions concerning this complaint, please contact the Moline Police Department: Criminal Investigations 797-0403; Traffic Investigations 797-0444.

If you have a question regarding any other police related problem, please call the Moline Police Department: Non-emergency 797-0401; Emergency 911.

K1 Person/Entity Involved

Local Option: _____ Business name (if applicable): _____ Area Code: _____ Phone Number: _____

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name: _____ MI: _____ Last Name: _____ Suffix: _____

Number: _____ Prefix: _____ Street or Highway: _____ Street Type: _____ Suffix: _____

Post Office Box: _____ Apt./Suite/Room: _____ City: _____

State: _____ Zip Code: _____

More people involved? Check this box and attach Supplemental Forms (NFIRS-19) as necessary

K2 Owner Same as person involved? Then check this box and skip the rest of this section.

Local Option: _____ Business name (if applicable): _____ Area Code: _____ Phone Number: _____

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name: _____ MI: _____ Last Name: _____ Suffix: _____

Number: _____ Prefix: _____ Street or Highway: _____ Street Type: **AVE** Suffix: **UR**

Post Office Box: _____ Apt./Suite/Room: _____ City: **Urbana**

State: **IL** Zip Code: _____

L Remarks

Local Option

METCAD Call Number: _____

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 Officer in charge ID Signature Position or rank Assignment Month Day Year

6776 Edwards, Phillip W FF _____ 09 05 2008
 Same as Officer Member making report ID Signature Position or rank Assignment Month Day Year

CD111

FDID *

IL

State *

MM

DD

YYYY

9

5

2008

Incident Date *

21

Station

Incident Number *

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Exposure *

Complete
Narrative

Narrative:

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Investigation Profile - Basic Information**

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FDID: CD111	Alarm Date: 09/05/2008
	Incident #: [REDACTED]

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Status Date: 09/05/2008

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Laboratories Used:

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If you have any questions concerning this complaint, please contact the Moline Police Department: Criminal Investigations 797-0403; Traffic Investigations 797-0444.

If you have a question regarding any other police related problem, please call the Moline Police Department: Non-emergency 797-0401; Emergency 911.



AMERICAN FAMILY INSURANCE GROUP

1501 NORTH STERLING SUITE 100 • PEORIA, IL 61615 • PHONE: 309-688-0632 FAX: 309-277-0564
SERVING CUSTOMERS SINCE 1896 • PEORIA, IL 61603-3220

October 22, 2008

52 - WSR001
GM ESIS/GM CENTRAL CLAIMS
JOSHUA PREISTER
300 RENAISSANCE CTR # 482C19B6
DETROIT MI 48265-0001

RE: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Our Company Name: American Family Mutual Insurance Company
Date of Loss: September 5, 2008

Dear Joshua:

I am writing regarding a loss that occurred on September 5, 2008.

Enclosed you will find a copy of the cause and origin report that was completed by Schaefer Engineering. There are also numerous photos of the burn damage.

If you have any questions or concerns, please contact me at the number provided.

Respectfully,

Scott Reynolds
Casualty Claim Desk Senior Adjuster
American Family Mutual Insurance Company
P.O. Box 3220
Peoria, IL 61612
Phone: (800) 374-1111, X43732
sreynold@amfam.com

Enc:

RECEIVED
OCT 27 2008
ESIS-GM CLAIMS UNIT

SCHAEFER ENGINEERING, Inc.
A Professional Engineering Company

6 Quality Court
Wentzville, MO 63385
636-332-6464
fax 636-332-6445
www.schaefereng.com

October 7, 2008

Mr. Tom Yonker
American Family Insurance Company
311 Gambel Drive
Normal, IL 61761

Re: **Electrical Evaluation - Vehicle Fire, Status Report**
Insured: [REDACTED]
Loss Location: [REDACTED] Urbana, Illinois
DOL: September 5, 2008
Claim No. [REDACTED]
Schaefer Engineering Project No. 08-346

Dear Mr. Yonker,

On September 16, 2008, Schaefer Engineering, Inc. was requested by American Family Insurance Company to examine the vehicle associated with the referenced loss and determine what role, if any, the vehicle's electrical system had in the cause of the fire. The investigation was assigned to Robert J. Markiewicz, Jr., P.E., as Schaefer Engineering Project Number 08-346. A vehicle examination was conducted on September 22, 2008 at the facilities of QCSA in Riverton, Illinois. Preliminary findings were communicated to you following the vehicle examination at which time this report was requested. The following is the status of our investigation.

The vehicle examination was coordinated with Mr. John Knapp, with FireTech, Inc., the origin and cause firm retained by American Family, who was present during the examination. The following investigative tasks were completed during the examination:

- The area of origin, as determined by FireTech, Inc., was communicated to Schaefer Engineering.
- The vehicle's electrical system was examined.
- Potential electrical ignition sources were identified and considered.
- Documentation in the form of photographs and notes was performed.

Background

Reportedly, the vehicle was last driven at approximately 7:00 p.m. on the evening prior to his incident and was parked in the apartment complex parking lot with the windows up and the doors locked.. At approximately 6:00 a.m. on September 5, 2008 a neighbor discovered the fire inside the vehicle and contacted the fire department. Mr. Rashan Haynes, the insured's fiancé, was at home at the time of the fire. Reportedly, the fire department gained access to the vehicle manually using a key provided by Mr. Haynes.

The vehicle was leased in October 2006 and had approximately 48,000 miles. The vehicle had three repairs completed, which included the tire pressure sensor, the brakes and a new air filter to fix a cooling fan alert. No problems were reported with the vehicle's electrical system.

Vehicle Examination

The vehicle was a 2007 Chevy Trail Blazer with Vehicle Identification Number (VIN) 1GNET13HX72 [REDACTED]. The exterior of the vehicle sustained minimal fire damage, which consisted of a small oval area on the driver's door below the mirror and the upper portion of the driver's door near the roof and windshield. No fire damage was present in the engine compartment. The fire damage within the occupant compartment was most severe in the area of the driver's door and seat.

Area of Origin

The area of origin was defined by Mr. John Knapp, with FireTech, Inc. as within the occupant compartment near or at the driver's side door handle. The window controls, mirror controls and door lock control were located within the area of origin.

Electrical Evaluation

The vehicle was equipped with two power distribution centers. One was mounted in the engine compartment and a second was mounted under the rear passenger seat. The fuses in the engine compartment power distribution center were all intact. Seven of the fuses in the occupant compartment power distribution center were "open". According to the QCSA technician, Mr. Jeff Smith, he connected a battery charger to the vehicle's power distribution center to attempt to re-energize the vehicle's instrument panel in order to obtain the vehicle's mileage. During this procedure several fuses in the occupant compartment power distribution center opened; however, Mr. Smith could not recall which fuses opened.

A non-destructive examination revealed that the driver's side door controls for the windows, mirror and power locks was adhered to the carpet in front of the driver's seat. One end of the control was more severely damaged. The controls were partially covered with debris. A detailed examination of the controls could not be completed during the non-destructive examination.

Examination of the exposed wiring within the driver's door revealed that multiple conductors were severed, six conductors had connectors which had come disconnected from the door control, and five conductors for the power mirror were connected to the door control. No evidence of electrical arcing was present on the driver's side door wiring.

Mr. Tom Yonker
October 7, 2008
Page 3 of 3

Further examination of the driver's side door controls is required to determine the specific ignition source for this fire. This examination would be destructive in nature and should be performed in the presence of all interested parties including the vehicle manufacturer.

A complete set of photographs is attached in the following two medias to make your communications with the vehicle manufacturer more effective: (1) Disc containing a full set of digital images, and (2) Index page containing a full set of printed images.

Schaefer Engineering, Inc. hereby certifies the expressed opinions and conclusions have been formulated within a reasonable degree of engineering certainty. They are based upon all of the information known by Schaefer Engineering as of the time this report was issued, as well as knowledge, skill, experience, training, and/or education.

If you have any questions concerning this matter or if Schaefer Engineering can provide any additional evaluation and/or consulting regarding this fire loss, please contact our office at (636) 332-6464.

Sincerely,



Robert J. Markiewicz, Jr., P.E.
State of Illinois
Registration No. 062-059279

Enclosures

CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: [REDACTED] 12 POLICY: [REDACTED] INCURRED: 09/05/2008
 INSURED [REDACTED] BENEFITS/LOSSES PAID TO DATE: 18035.00
 LEGAL EXPENSE: 0.00
 MEDICAL EXPENSE: 0.00
 OTHER EXPENSE: 4425.45

NO	DATE	PAYMT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYMENTS AMOUNT
01	05/21/2009	CREDIT	06	00	059		7140.00	
PAYEE/PAYOR: QCSA RECONCILED: 05/22/2009								

02	12/12/2008	0099037307	05	00	059			437.50
IN PAYMENT OF: LOSS EXPENSE PAYEE/PAYOR: SCHAEFER ENGINEERING INC RECONCILED: 00 12242008 TIN: 020620787-1 WITH TAKEN: N								

03	11/10/2008	0099037098	05	00	059			1556.70
IN PAYMENT OF: LOSS EXPENSE PAYEE/PAYOR: FIRETECH INC RECONCILED: 00 11202008 TIN: 371243587-1 WITH TAKEN: N								

NEXT --
 OPT -- POL -- CLM -- DRFT --
 ENTER OR PF8=PAGE FORWARD PF3=COPS MENU PA2=COMPANY MENU

CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: [REDACTED] T: 12 POLICY: [REDACTED] INCURRED: 09/05/2008
INSUREE: [REDACTED] D BENEFITS/LOSSES PAID TO DATE: 18035.00

LEGAL EXPENSE: 0.00
MEDICAL EXPENSE: 0.00
OTHER EXPENSE: 4425.45

NO	DATE	PAYMT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYMENTS AMOUNT
06	10/01/2008	0094425039	01	00	022	750.00		
IN PAYMENT OF: GROUP PAYMENT FOR PAYEE CODE C38								
PAYEE/PAYOR: ENTERPRISE RENT A CAR COMPANY								
RECONCILED: 00 10072008 TIN: 430724835-1 WITH TAKEN: N								

07	09/26/2008	0052J44186	01	00	059	24425.00		
IN PAYMENT OF: COMPREHENSIVE LOSS OF 09/05/2008 500 DEDUCTIBLE APPLIED								
PAYEE/PAYOR: GMAC								
RECONCILED: 00 10162008 TIN: * NONE * WITH TAKEN: N								

NEXT --

OPT -- POL -- ----- CLM -- --- ----- DRFT -----

ALL PAYMENTS FOR THIS CLAIM HAVE BEEN DISPLAYED. PF7=PAGE BACK PF3=COPS MENU

RENTAL:

Rental Branch Location:

ENTERPRISE RENT-A-CAR (6204)

925 O'BRIEN DR. ,

URBANA, IL 61802

(217) 328-0969

BILLING DETAIL:

Authorized

Policy Daily Rate/

Maximum Dollars:30.00/ 750.00 Days: 26

Rate: \$30.00

Direct Bill Percent: 100%

Total Authorized: \$750.00*

* Does not include taxes and surcharges

INVOICE:

Invoice Number: D019003-6204

Invoice Date:10/1/08

CLAIM:

Renter: 

Claim N 

Claim Type:: Insured

Vehicle Condition: Total Loss

Date Of Loss:9/5/08

Insured Name: ,

Additional Driver:

Actual Rental

Rental Period: 9/5/08 to 9/30/08 (26 day(s))

Billed Period: 9/5/08 to 9/30/08 (26 day(s))

Total Charges:

4 DAYS @ 22.99 \$91.96

22 DAYS @ 28.30 \$622.60

1 FUEL 14.64 \$14.64

1 IL ART 6.00 \$42.45

Direct Bill Percent: 100%

Total Rental: \$771.65

Amount Received: \$21.65

Total Amount Due..... \$750.00

AMERICAN FAMILY INSURANCE
4501 NORTH STERLING AVE SUITE 300
PEORIA, IL 61615
1-800-MYAMFAM (1-800-692-6326)
WWW.AMFAM.COM/CLAIMS

*** ESTIMATE ***

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: URBANA, IL [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 09/05/2008 07:00 AM
Deductible: \$500.00

Insured Policy #: [REDACTED]
Loss Type: Comprehensive

Ins. Company: American Family Insurance

Insured: [REDACTED]
Address: [REDACTED]

Inspection

Inspection Date: 09/08/2008
Inspection Location: 813 OAKLAND URBANA IL
Address: 813 OAKLAND AVE APT 2
City State Zip: URBANA, IL 61802-0000
Primary Impact: Non-Collision
Driveable: No

Inspection Type: Field
Contact:

Secondary Impact:
Rental Assisted: Yes

First Contact Date/Time:

Appointment Date/Time: 09/08/2008 08:00 AM

Appraiser Name: ROCKY BRADFIELD

Appraiser License #:

Repairer

Target Complete Date/Time:

Days To Repair: 30

Remarks

NO SUPPLEMENTS WITHOUT PRIOR APPROVAL CALL ROCKY 217-474-3838

Vehicle

2007 Chevrolet Trailblazer SS 4 DR Wagon
8cyl Gasoline 6.0
4 Speed Automatic

Lic. Plate: [REDACTED]
Lic. Expire:
Prod Date:
Veh Insp#:
Condition:
Ext. Color: BLACK
Ext. Refinish: Two-Stage

Lic State: IL
VIN: 1GNET13HX72 [REDACTED]
Mileage: 48,300
Mileage Type: Actual
Code: U8433C
Int. Color:
Int. Refinish:

Options

AM/FM CD Player
Anti-lock Brakes
Bucket Seats
Cruise Control

Air Conditioning
Auto Locking Hubs (4WD)
Camper/Towing Package
Dual Airbags

Alarm System
Automatic Dimming Mirror
Center Console
Floor Mats

09/08/2008 12:09 PM

Page 1 of 4

Fog Lights	Intermittent Wipers	Keyless Entry System
Leather Steering Wheel	Lighted Entry System	Locking Differential
OnStar System	Overhead Console	Polished Alloy Wheels
Power Brakes	Power Door Locks	Power Drivers Seat
Power Mirrors	Power Steering	Power Windows
Privacy Glass	Rear Window Defroster	Rear Window Wiper/Washer
Rem Trunk-L/Gate Release	Roof/Luggage Rack	Sport Suspension
Stability Cntrl Suspensn	Strg Wheel Radio Control	Tachometer
Theft Determent System	Tilt Steering Wheel	Tinted Glass
Tire Pressure Monitor	Traction Control System	Trailer Hitch
Velour/Cloth Seats	4-Wheel Drive	

Damages

Line	Op	Guida	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
1	E	716	01	Column Assembly,Strg	88965341 GM Part	\$769.46		INC	ME
2	L	716		Column Assembly,Strg	Refinish			0.7	RF
					0.7 Surface				
3	NG	143	01	Windshield,Shaded	NAGS DW1610-GT	\$417.30	-40.00	2.0	SM
4	E	117		Mldg,W/S Reveal Upper	15095432 GM Part	\$9.56		INC	SM
5	E	271		Mldg,W/S Reveal Side LT	15100759 GM Part	\$60.09		INC	SM
6	E	272		Mldg,W/S Reveal Side RT	15100760 GM Part	\$59.80		INC	SM
7	E	866	01	Cyl,Ignition Lock	15789012 GM Part	\$50.99		INC	ME
8		839		Cover,Ignition Lock	Replace OEM	INC			ME
9		839		Cover,Ignition Lock	Refinish			INC	RF
10	E	862	01	Clock Spring	88965343 GM Part	\$79.90		INC	ME
11	E	865		Cover,Steering Column	16824540 GM Part	\$10.53		INC	ME
12	E	1709		Wiring,Steering Wheel	16824549 GM Part	\$40.32			ME
13	E	754	01	Bolster,Knees	15178571 GM Part	\$85.08		INC	ME
14	E	899	01	Panel,Instrument Lower	15242788 GM Part	\$45.17		INC	SM
15	E	1539		Frame,Inst Panel Mtg	15779815 GM Part	\$394.69		INC	ME
16	E	710		Module,Airbag Control	15913352 GM Part	\$329.47		0.5	ME
17	E	871	01	Lens,Instrument Panel	9354392 GM Part	\$27.96		INC	ME
18	E	1713	01	Boot,Shifter	15110835 GM Part	\$73.25		INC	ME
19	E	1615		Speaker,Inst Panel LT	15013121 GM Part	\$96.26		0.2	SM
20	E	879	01	Console,Center	15115804 GM Part	\$875.08		0.7	SM
21	E	1861	01	Console,Overhead	15795803 GM Part	\$299.68		INC	SM
22	E	612		Cover,Inst Panel LT	15768420 GM Part	\$4.56			SM
23		809	01	Outlet,Air Vent Duct	Replace OEM	INC			SM
24	E	900	01	Panel,Instrument	15141391 GM Part	\$1,105.66		6.3	ME
25	E	752	01	Panel,Instrument Uptr	15891496 GM Part	\$172.45		INC	SM
26	E	789	01	Wheel,Steering	10364494 GM Part	\$216.23		INC	ME
27	E	819	01	Bezel,Instrument Pnl	10355824 GM Part	\$208.68		INC	SM
28	E	821	01	Switch,Headlamp	10372952 GM Part	\$119.31		0.2	SM
29	E	811	01	Radio,AM/FM W/C/D	10357894 GM Part	\$634.67		0.4	SM
30	E	872	01	Control Unit,A/C-HEATE	10395427 GM Part	\$219.89		INC	ME
31	E	703	#	Display Unit,Overhead	12497368 GM Part	\$321.00		0.3	SM
				# = 01, 02					
32	E	893	01	Mirror,I/S Day/Night	15144160 GM Part	\$407.10		INC	SM
33	E	896	01	Mldg,W/S Garnish LT	15158042 GM Part	\$20.53		INC	SM
34	E	1794	01	Visor,Sun LT	15194824 GM Part	\$211.02		INC	SM
35	E	1795	01	Visor,Sun RT	15083172 GM Part	\$145.38		INC	SM
36	E	883	01	Headliner	89022818 GM Part	\$643.28		2.4	SM
37	E	805		Airbag,Roof LT	25931502 GM Part	\$362.42		1.0	ME
38	E	878	01	Airbag,Steering Wheel	15140195 GM Part	\$722.58		INC	ME
39	E	958	01	Seatbelt,Front LT	88956145 GM Part	\$82.27		INC	SM
40	E	994	01	Buckle,Frt Seatbelt LT	88955805 GM Part	\$75.71		INC	SM
41	E	311	01	Plate,Front Sill LT	15125630 GM Part	\$60.59			SM
42	E	200	01	Track Assembly,Power	89039383 GM Part	\$441.22		0.4	SM
43	E	284	01	Frame,Front Seat LT	89043616 GM Part	\$135.00		1.2	SM
44	E	411	01	Cover,Seat Cushion LT	89039534 GM Part	\$217.62		INC	SM
45	E	412	01	Cover,Seat Cushion RT	89039550 GM Part	\$233.73		1.4	SM
46	E	1288	01	Cover,Seat Cushion LT	89041668 GM Part	\$227.23		1.3	SM
47	E	1289	01	Cover,Seat Cushion RT	89041670 GM Part	\$188.16		1.3	SM
48	EU	207		Door Assembly,Front LT	RECYCLED PART	\$700.00*	+25.00	2.7	SM
				>> Y YARD					
49	L	207	13	Door Shell,Front LT	Refinish			5.0	RF
					2.8 Surface				
					1.0 Edge				

			0.6 Two-stage setup				
			0.6 Two-stage				
50	E	231 01	Pnl,Inner Door Trim LT	15133427 GM Part	\$305.48		SM
51	E	321 01	Mirror,Outer R/C LT	19120029 GM Part	\$489.94	INC	SM
52	L	321	Mirror,Outer R/C LT	Refinish		0.6	RF
			0.5 Surface				
			0.1 Two-stage				
53	E	173	W/Strip,Glass Panel	12458068 GM Part	\$141.20	0.7	SM
54	E	174	Motor,Sliding Roof	88980627 GM Part	\$417.65	1.6	SM
55	E	182 01	Cover,Sliding Roof Inr	88987671 GM Part	\$335.85	1.0	SM
56	E	1365	Module,Computer	88937260 GM Part	\$117.83	0.2	ME
57	E	439 01	Frame,Glass Panel	88980621 GM Part	\$923.49	0.7	SM
58	E		CARPET	Replace OEM	\$258.93*	3.0*	SM*
59	E		WORKING HARNESS	Replace OEM	\$897.30*	3.0*	ME*

59 Items

MC Message

- 01 CALL DEALER FOR EXACT PART # / PRICE
- 02 PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO.
- 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		\$14,371.25			
Other Parts		\$1,117.30			
Paint Materials		\$182.70			
Line Item Discount		\$168.92-			
Line Item Markup		\$175.00			
Parts & Material Total			\$15,679.33		
Tax on Parts & Material	@ 7.750%		\$1,215.15		
Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$47.00	21.6		21.6	\$1,015.20
Mech/Elec (ME)	\$55.00	11.0		11.0	\$605.00
Frame (FR)	\$53.00				
Refinish (RF)	\$47.00	6.3		6.3	\$296.10
Paint Materials	\$29.00				
Labor Total				38.9 Hours	\$1,916.30
Gross Total					\$18,810.78
Less: Deductible					\$500.00-
Net Total					\$18,310.78 TOTAL LOSS

Alternate Parts Y/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 61615 Default
 Recycled Parts Y/13/0 Zip Code: 61615 INV DATE: 09/05/2008

Audatex Estimating 5.0.322 ES 09/08/2008 12:09 PM REL 5.0.322 DT 08/01/2008 DB 09/01/2008
 Copyright (C) 2007 Audatex North America, Inc.
 1.3 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Op Codes

* = User-Entered Value
EC = Replace Economy
ET = Partial Replace Labor
TE = Partial Replace Price
L = Refinish
TT = Two-Tone
BR = Blend Refinish
CG = Chipguard
AA = Appearance Allowance

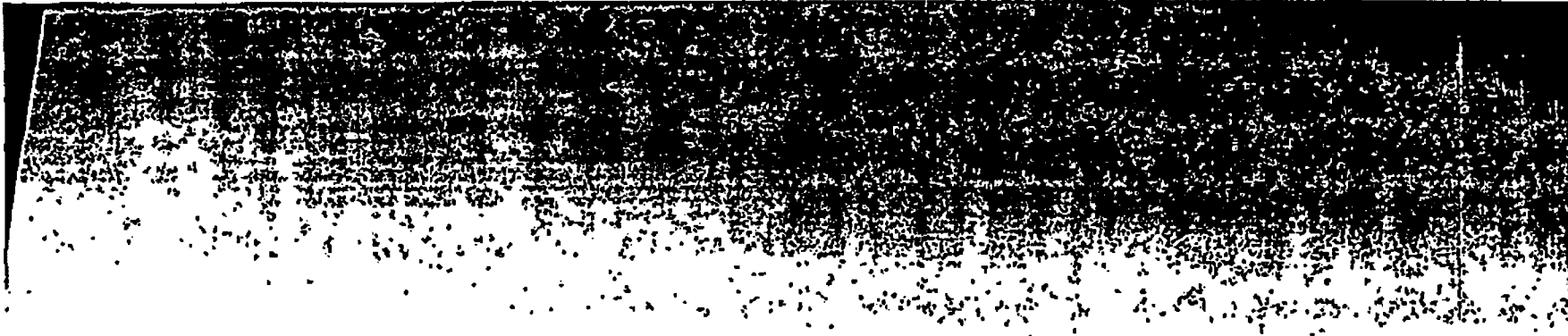
E = Replace OEM
OE = Replace PXN OE Srpls
EP = Replace PXN
PM = Replace PXN Reman/Rebit
PC = Replace PXN Reconditioned
SB = Sublet Repair
I = Repair
RI = R & I Assembly
RP = Related Prior Damage

NG = Replace NAGS
UE = Replace OE Surplus
EU = RECYCLED PART
UM = Replace Reman/Rebuilt
UC = Replace Reconditioned
N = Additional Labor
IT = Partial Repair
P = Check



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QCSA AUTO AUCTIONS 7180 CCX ROAD RIVERTON, IL 62581	AMER BANK AND TRUST CO, NA 70-883711	309699
PAY TO THE ORDER OF <u>American Family Insurance</u>	COPY (No Original)	-05/12/2009
<u>Seven Thousand One Hundred Forty and 0/100</u>	\$7,140 00	DOLLARS
MEMO Paid for 233849-Springfiel, Claim # [REDACTED] Chevrolet TrailBlazer, 1GNET13HX72 [REDACTED]		

QCSA AUTO AUCTIONS-SPRINGFIELD

309699

Vendor: American Family - Illinois
Payee: American Family Insurance
Address: P O Box 3220
 Peoria, IL 61612
Snaps Check #: [REDACTED]
Check Amount: 7,140 00
Description: Paid for 233849-Springfiel, Claim # [REDACTED] 2007 Chevrolet TrailBlazer,
 1GNET13HX72 [REDACTED]

CCD08102011692M0101 06D

QCSA AUTO AUCTIONS-SPRINGFIELD

309699

Vendor: American Family - Illinois
Payee: American Family Insurance
Address: P O Box 3220
 Peoria, IL 61612
Snaps Check #: [REDACTED]
Check Amount: 7,140.00
Description: Paid for [REDACTED] ingfiel, Claim # [REDACTED] 2007-Chevrolet TrailBlazer,
 1GNET13HX72 [REDACTED]

PAYMENT RECORD



CCD08102011692M0101 07D

Proceed Statement

QCSA Auto Auctions
7160 CCX Road
Riverton, IL 62561
Phone/Fax (217) 629 - 6300 / (217) 629 - 6399
Tax ID

Tuesday, May 12, 2009

American Family - Peoria

Adjuster Rocky Bradfield
Claim # [REDACTED]
Policy # [REDACTED]
Insured [REDACTED]
Claimant [REDACTED]
Stock # 233849-Springfield

Year 2007	Make: Chevrolet	Model: TrailBlazer	ACV: 24,925	VIN: 1GNET13HX7 [REDACTED]
Loss: 9/5/2008	Call: 9/8/2008 12:05:27 PM	Release: 9/9/2008	Pickup: 9/10/2008	Sale: 5/5/2009
***** Auction Charges *****				
Pool Fee				120.00
Shrink Wrap Partial				30.00
Title Charge				10.00
<i>Total for Auction Charges</i>				<i>160.00</i>
Total for ALL charges				160.00
Less Previous Payments				0.00
Less Bid Received				7,300.00
Buyer Auto Express - IA LLC 518 East Industrial Street De Witt IA 52742				
CHECK ENCLOSED, FOR →				7,140.00

Gross Recovery 29.29%
Net Recovery 28.65%

Reported to NICB on:

RECEIVED
MAY 15 2009

QCSA
AUTO AUCTIONS
7160 CCX ROAD
RIVERTON, IL 62561

AMER BANK AND TRUST CO, NA
70-853711

309699

-05/12/2008

CC08102031692M0101.100

PAY TO THE ORDER OF American Family Insurance

COPY
(No Original)

\$7,140 00

Seven Thousand One Hundred Forty and 0/100

DOLLARS

Paid for 233849-Springfield, Claim #: [REDACTED]
Chevrolet TrailBlazer, 1GNET13HX72 [REDACTED]

Carel G. Borchert

QCSA AUTO AUCTIONS-SPRINGFIELD

309699

Vendor: American Family - Illinois
Payee: American Family Insurance
Address: P O Box 3220
Peoria, IL 61612
Snaps Check #: 309699
Check Amount: 7,140 00
Description: Paid for 233849-Springfield, Claim # [REDACTED] 2007 Chevrolet TrailBlazer,
1GNET13HX72 [REDACTED]

QCSA AUTO AUCTIONS-SPRINGFIELD

309699

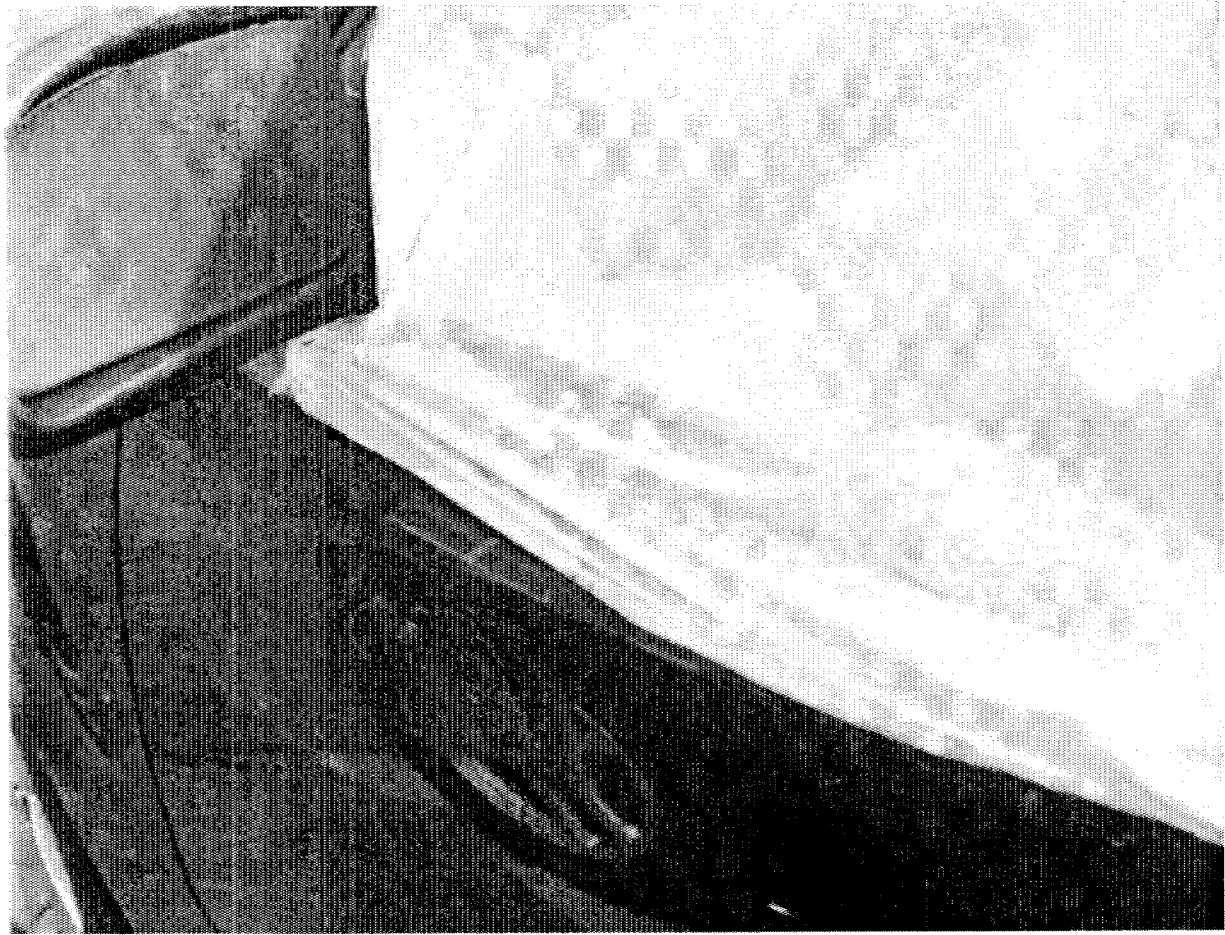
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Payee: American Family Insurance
Address: P O Box 3220
Peoria, IL 61612
Snaps Check #: 309699
Check Amount: 7,140 00
Description: Paid for 233849-Springfield, Claim # [REDACTED] 2007 Chevrolet TrailBlazer,
1GNET13HX72 [REDACTED]

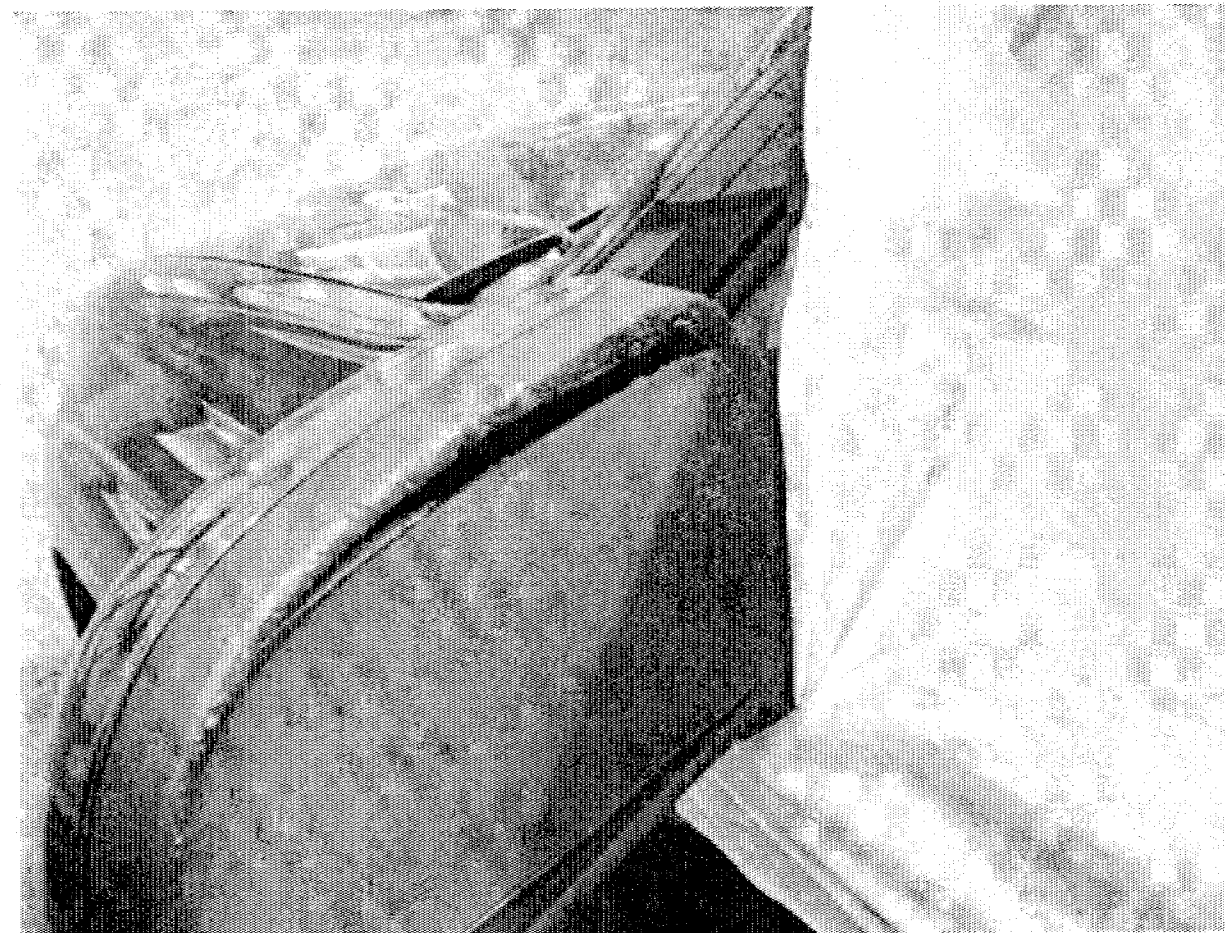
PAID
MAY 15 2008
AMER BANK AND TRUST CO, NA









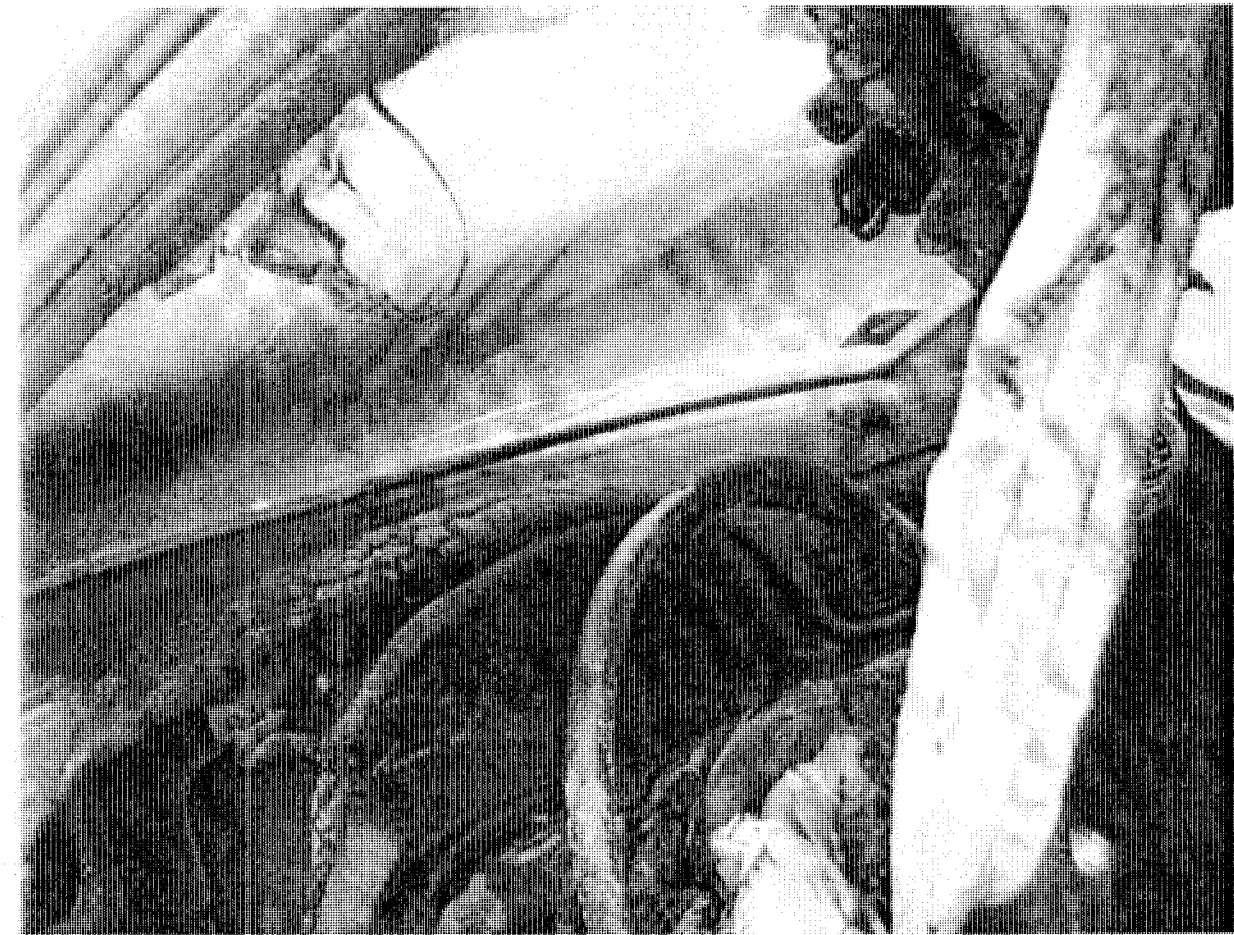


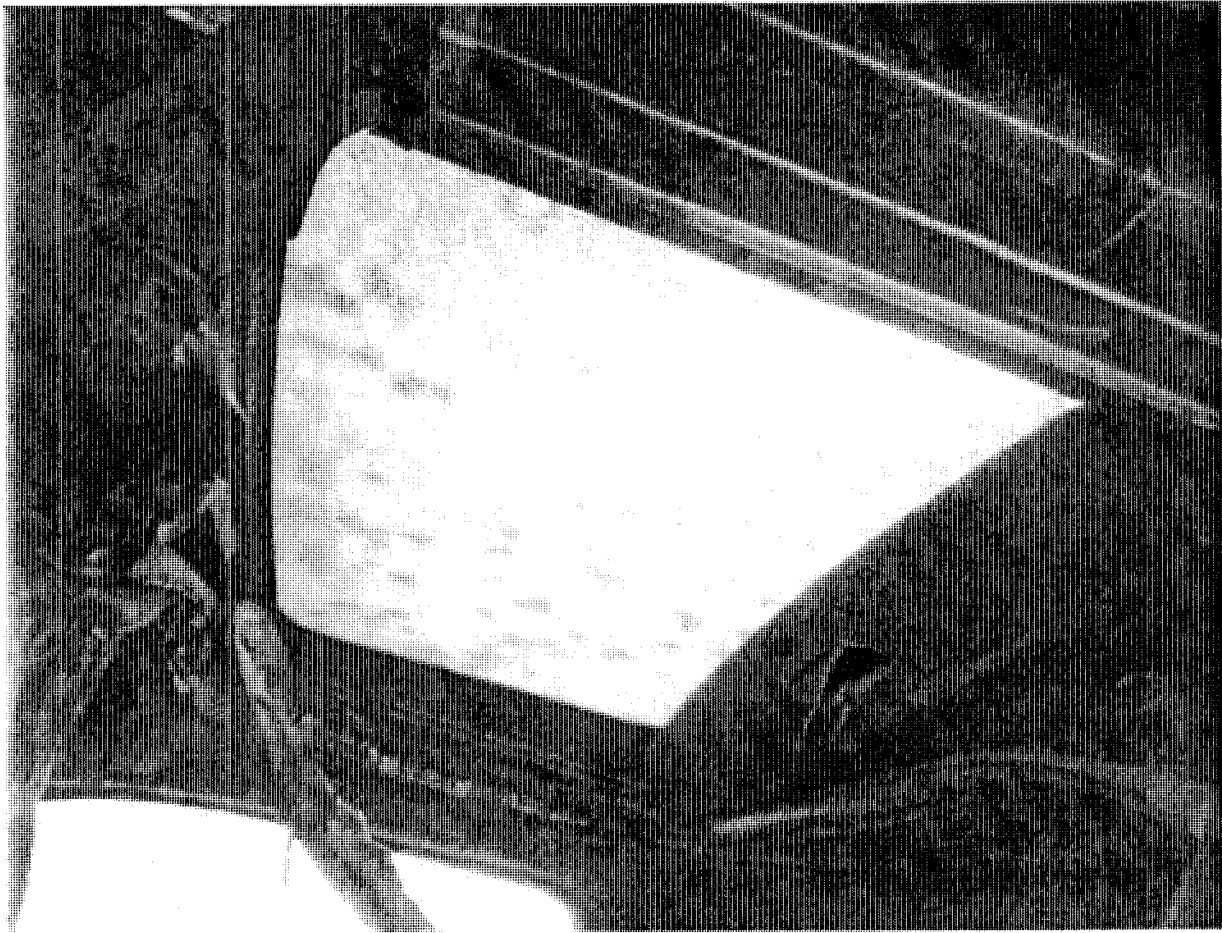


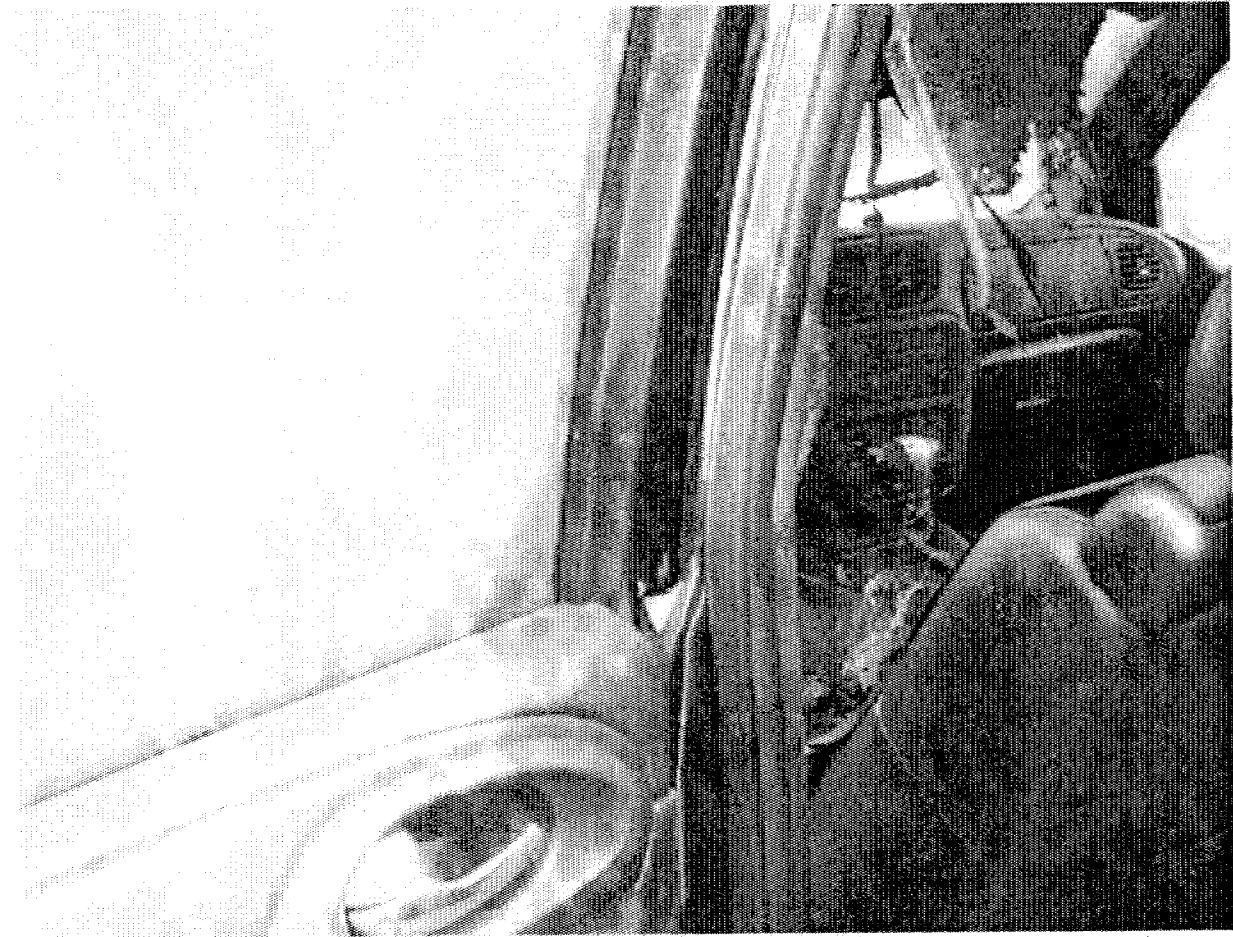


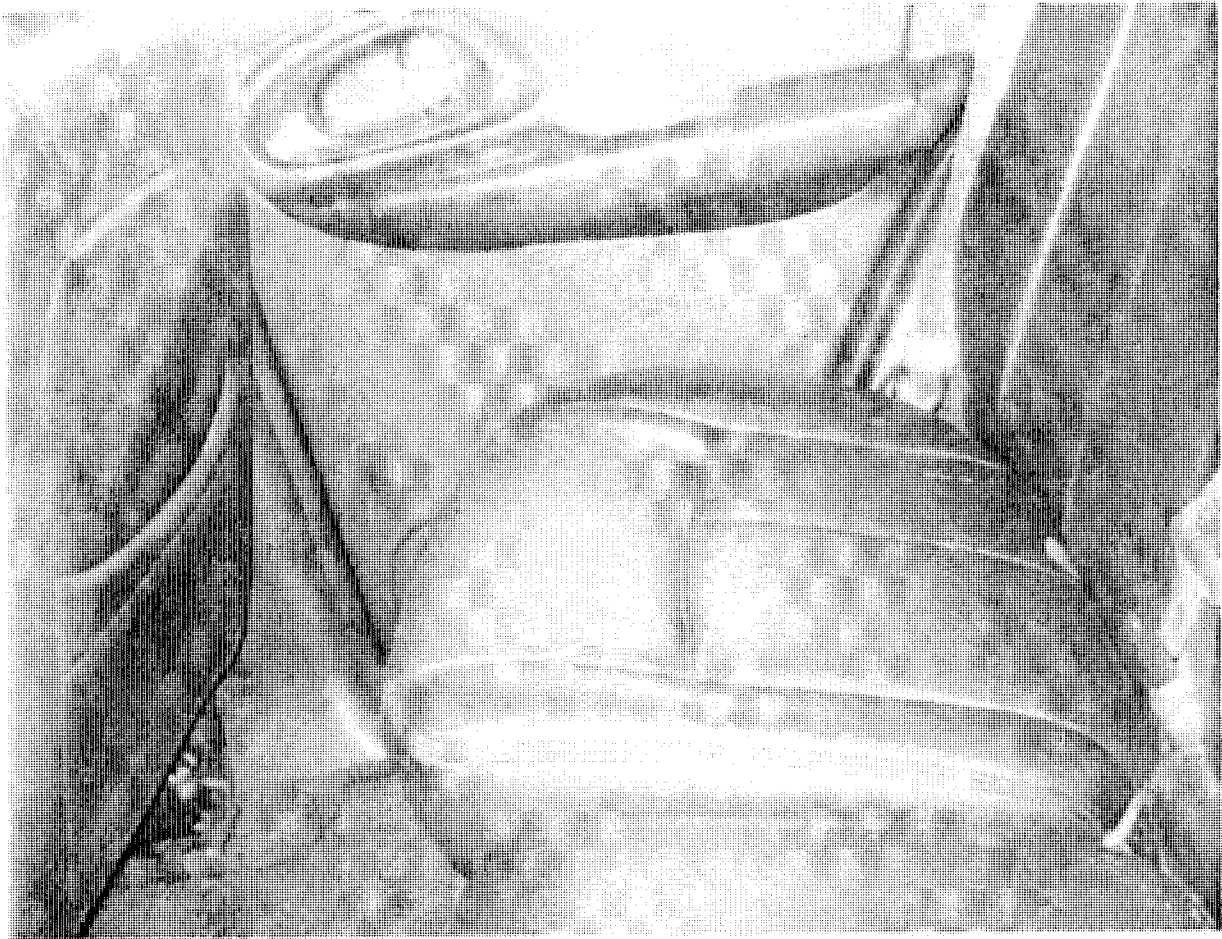


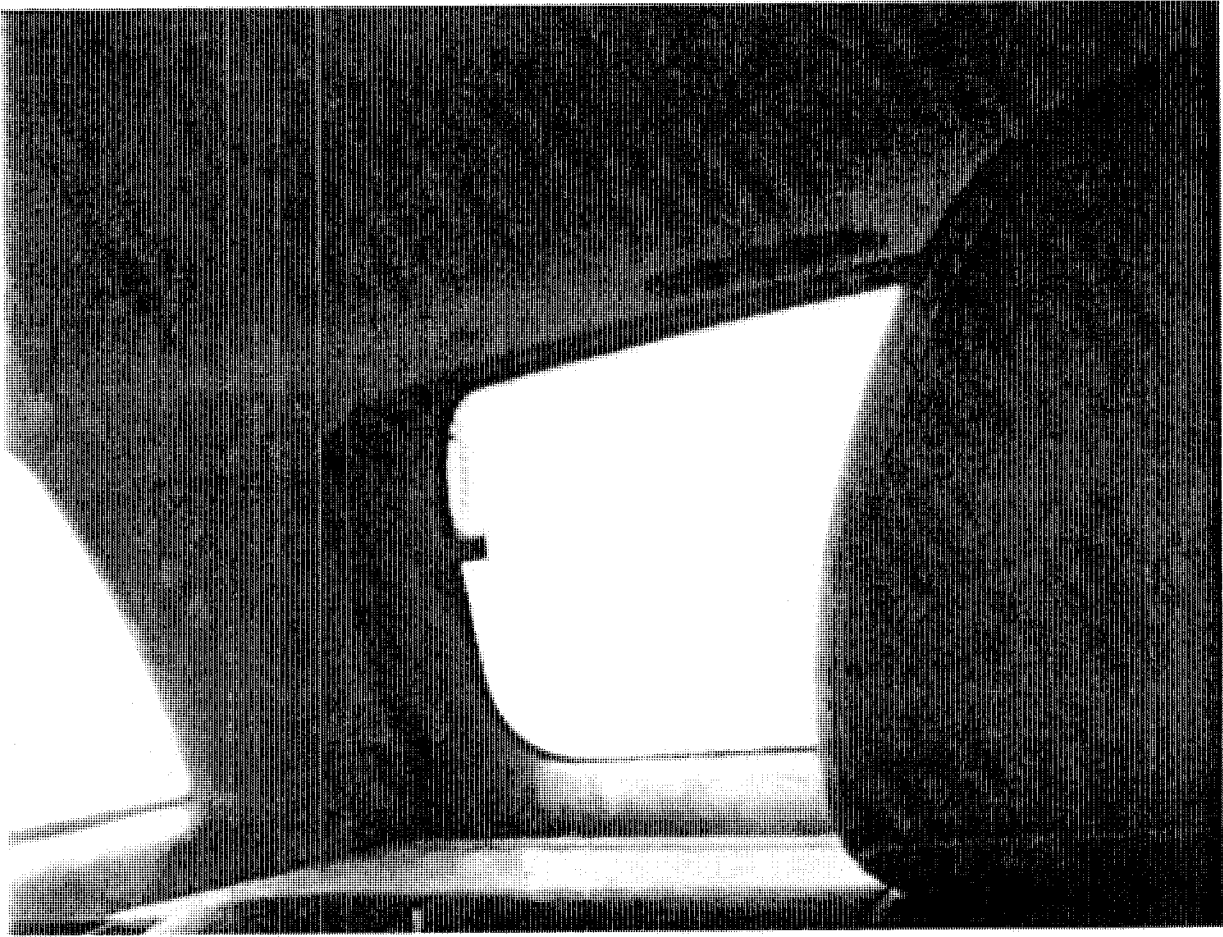


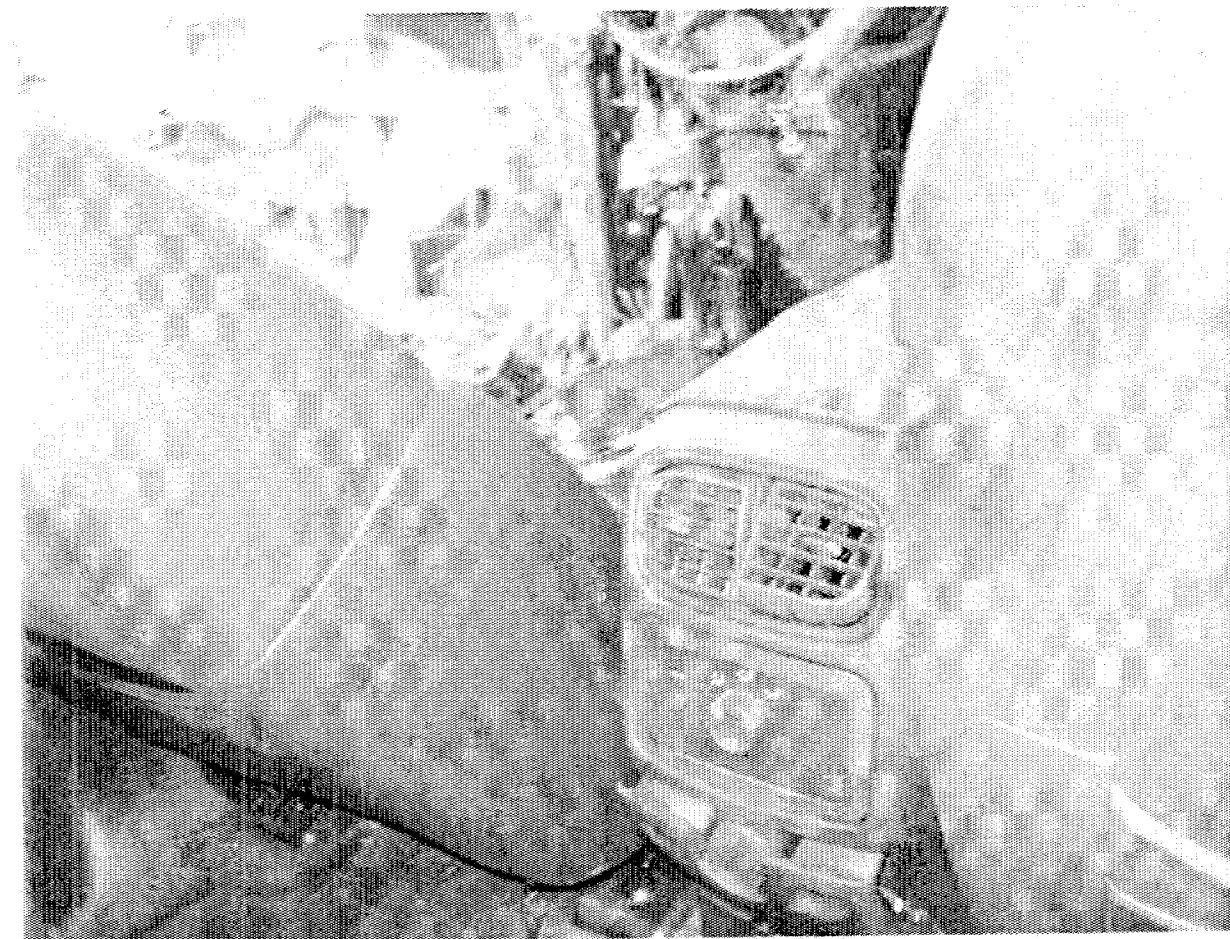




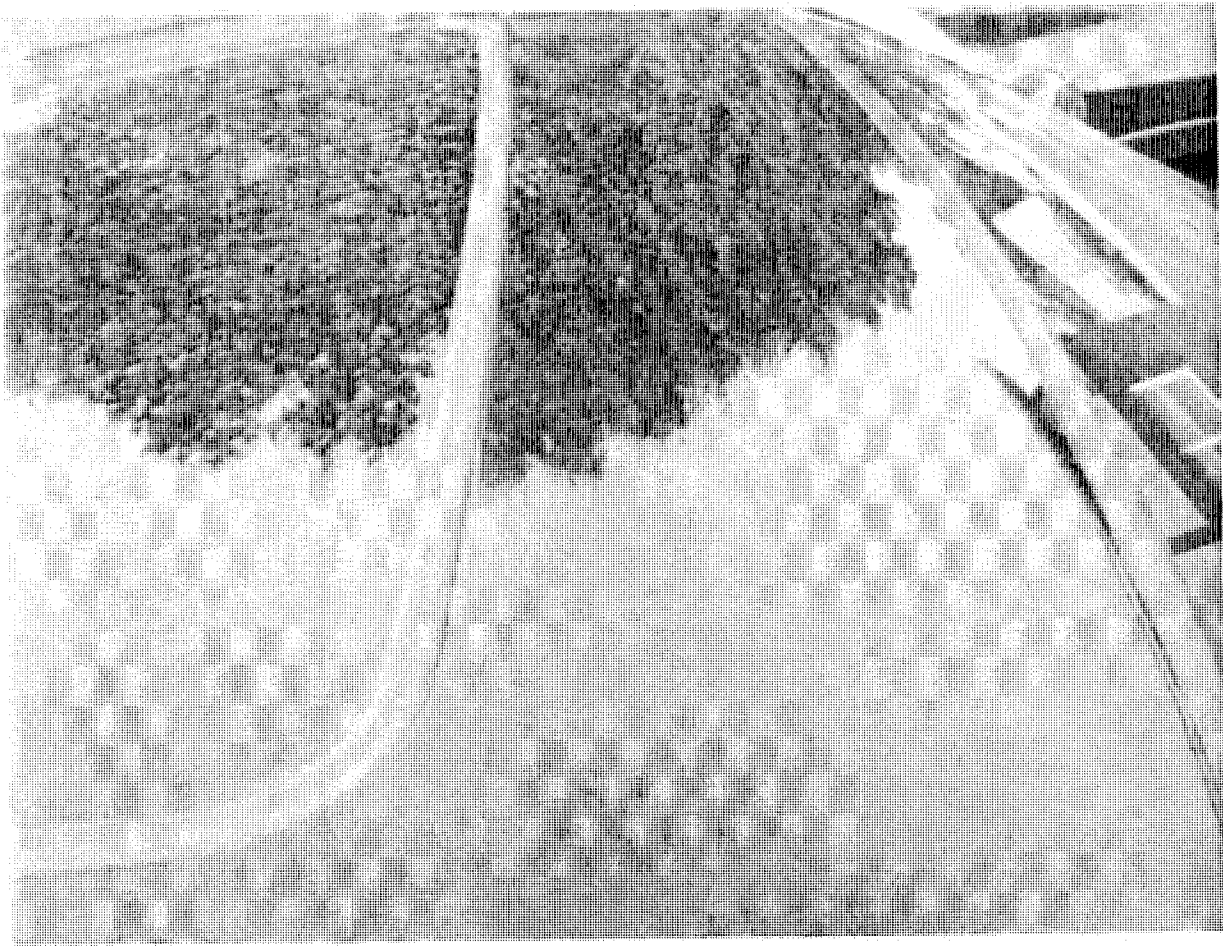














AMERICAN FAMILY INSURANCE GROUP

BUSINESS ADDR: 302 N WALBRIDGE AVE. • MADISON WI 53783-0001 • PHONE: (608) 249-2111
Mailing Address: 6000 AMERICAN PKWY • MADISON WI 53783-0001

July 27, 2009

ESIS
300 Renaissance Center/ mail code 482c19861
Detroit, Mi 48265-3000

RECEIVED

JUL 31 2009
ESIS-GM CLAIMS UNIT

RE: Your Insured: GM
 Your File Number: 660034,
 Our Claim Number: [REDACTED]
 Our Insured: [REDACTED]
 Date of Accident: September 5, 2008
 Total Claim: \$18,535.00 (\$7140.00 already subtracted for salvage)
 Company Portion: \$18,035.00
 Insured's Deductible: \$500

Dear : Joshua Preister;

We have been informed that you are the insurance carrier for the above-named party. It appears from our investigation that the incident in question was caused by your insured's negligence. The total damage as well as the loss paid by the American Family Mutual Insurance Company are stated above.

If the party named above is insured in your company, we would appreciate your offer of settlement. Such offer should take into consideration the total amount of the loss, including our insured's interest.

Respectfully,

Bobbie Koch
Subrogation Sr Adjuster
American Family Insurance
302 North Walbridge
Attention: Subrogation
Madison, Wisconsin 53714
rkoch@amfam.com
1 800 692 6326 x 44115
Fax: 866 364 0982

Enc.

cc:

Service Request Detail

SR No.	71-661708567	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 #		Eventng #		UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Ijmansville	Involved Dir	Criswell Chevrolet, Inc.	Safety	Yes
State	MD ZipCd	Con Acct		Source	Phone	Updated	9/10/2008 01:27:31 PM
Serial #/VIN	1GNET13H962	Model Year	2006	Priority	Medium License # CHEVROL	Owner	KINZERTH
Make	Chevrolet	Warr. Start	08/01/2006	Status	Open	Opened	9/9/2008 11:55:11 AM
Model	TraBlazer	Mileage	50000	Sub-Status	Satisfied	Closed	
Abstract	Power Window Switch - Thermal Event						
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/8/2008 03:00:00 PM	N	0	1	Asphalt	Wet	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		59		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Tusing	Natalie	(301) 824-4252	State Farm Insurance					
Incident Loc		Incident Desc	Cust was driving the veh. The windows stopped working. Started smelling a burning smoke. He yanked the window pannel, he unplugged it and saw flames on it.					
Component	Cust was driving and window switches caught on fire.							
Vehicle Loc	113713 CRISWELL CHEVROLET, INC. GAITHERSBURG MD		Damage Desc	The whole window switch component got burnt.				
Emgcy Svc Names	None		Addl Info					
		Main Loc	IndependentL					

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	
Vehicle Speed	40		Weather Condition	raining			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	\$400.00		Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	window switch, driver's door damaged						Explain Other	forwarded to ESIS	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 01:36:40 PM	KINZERTH	KINZERTH	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
9/10/2008 01:36:10 PM	KINZERTH	KINZERTH	BRC PAR	ESIS- Thermal Event	Done	9/10/2008 01:36:39 PM	ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

File forwarded to ESIS due to thermal event

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 01:35:41 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust claims thermal event originating from driver's side power window switch

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 01:27:32 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	9/10/2008 01:27:32 PM	Ownership Escalated to BRC
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
9/10/2008 01:22:38 PM	KINZERTH	KINZERTH	Outbound Call Customer	Reached Wrong No./Disconnect	Done	9/10/2008 01:23:10 PM	Called [REDACTED]

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

Comments

Attempted acknowledgement, number not in service

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:03:08 AM	DRAHEJCM	KINZERTH	Ownership Changed		Done	9/10/2008 11:03:08 AM	Service Request Ownership has changed FROM: TERZIAMA TO: KINZERTH

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

Comments

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:02:48 AM	DRAHEJCM	KINZERTH	BRC PAR	Initial Contact- Phone	Done	9/10/2008 01:33:58 PM	Called [REDACTED]

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

Spoke with cust Joey Deluca

- * Cust claims thermal event originating from driver's side window switch
- * Verified pre-par and completed par detail
- * No injuries, no property damage
- * No insurance involvement
- * Veh currently at dealer, no repairs performed yet
- * Advised cust file would be forwarded to ESIS
- * Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:02:40 AM	DRAHEICM	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	9/10/2008 01:21:31 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Spoke with Matt Ingson, svc mgr at Cidwell Chevrolet

- * Confirmed veh is currently at dlr, no repairs performed yet but dlr did confirm window switch appears to have shorted and failed
- * No previous related repairs

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:02:32 AM	DRAHEICM	KINZERTH	BRC PAR	Initial Contact- AVM	Done	9/10/2008 01:35:38 PM	DVM Name James Parks Node / Mailbox 914055 8082
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust claims thermal event originating from driver's side power window switch

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:02:25 AM	DRAHEICM	KINZERTH	BRC PAR	Acknowledgement	Done	9/10/2008 01:25:02 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Initial completed during acknowledgment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:02:19 AM	DRAHEICM	KINZERTH	Notify CRM		Done	9/10/2008 11:21:22 AM	File Assigned
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
9/10/2008 11:02:13 AM	DRAHEICM	KINZERTH	Research		Done	9/10/2008 11:38:58 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
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Open Recalls:None
Related Repairs:None
Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2008 11:01:58 AM	DRAHEICM	KINZERTH	BRC PAR	Case Assigned	Done	9/10/2008 11:18:20 AM	Assigned to Thaddeus Kinzer x41039

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2008 12:09:55 PM	TERZIAMA	DRAHEICM	Escalation	Initiate PAR	Done	9/10/2008 09:43:26 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

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

Matthew Valentine (Matias Terzian) // CAC / BA

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2008 11:56:26 AM	TERZIAMA	TERZIAMA	Inbound Call Customer	Complex Request	Done	9/9/2008 12:08:14 PM	Thermal Event / Window Switches.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust states: owner of 2006 trailblazer with 50000 miles. Left side windows switches caught on fire.

Cust seeks: veh repaired.

CRS Advised: Ed cust on filling prepar form and ed him on beeing contacted by BRC in 2bd.

Mathew Valentine (Mathias Terzian) // CAC / BA

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

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 :	IGNET13H962
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LT 4WD	Warranty Start Date :	08/01/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	CRISWELL CHEVROLET, INC. 503 QUINCE ORCHARD RD GAITHERSBURG, MD 20878-1497 (301) 948-0880	Selling Source :	13 - CHEVROLET				
		Site Code :	14126				
		Business Associate Code :	113713				
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	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	Yes	XM Radio ID	Y5H6K0WU	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	08/01/2006	86 miles	08/01/2009	36086 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/01/2006	86 miles	08/01/2012	100086 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/01/2006	86 miles	08/01/2014	80086 miles
36/36000 FEDERAL EMISSION	08/01/2006	86 miles	08/01/2009	36086 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/23/2006	A45973	1	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 :	1GNET13H962 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		05/23/2006	Repair Order Number :		A45973	Odometer Reading :		0 miles	
Serviced By :	CRISWELL CHEVROLET, INC. 503 QUINCE ORCHARD RD GAITHERSBURG, MD 20878-1497 (301) 948-0880				Selling Source :		13 - CHEVROLET		
					Site Code :		14126		
					Business Associate Code :		113713		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/26/2006	694	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 118.48	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	1GNET13H962 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	CT15506 -2006 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2724 kg (6006 lb)	Order Number :	KBWHT7
Build Date :	05/23/2006	Build Plant :	16206

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

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AP9 - CARGO CONVENIENCE NET
AR9 - FRT BUCKET SEAT, DELUXE	ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B4U - TRAILBLAZER SS PACKAGE(LT AWD): * LS2 6.0L V8 ENGINE - 395HP/400LB-FT TORQUE * 4 SPD HD AUTO TRANSMISSION * FULL-TIME PERFORMANCE ALL- WHEEL-DRIVE SYSTEM * P255/50R20 V-RATED TIRES * 20" X 8" 6-SPOKE POLISHED CAST ALUMINUM WHEELS * TIRE PRESSURE MONITOR * ROAD COURSE TUNED SUSPENSION * 9.5" LIM SLIP AXLE/4.10 RATIO * SS PERFORMANCE SEAT, CLUSTER, EXTERIOR APPEARANCE * CHROMED STAINLESS STEEL EXHAUST TIP (REPLACES BODYSIDE MOLDINGS)
B42 - REVERSIBLE CARGO MAT	CE1 - RAIN SENSING WIPERS
CF5 - ELECTRIC SLIDING SUNROOF	CJ2 - AUTOMATIC CLIMATE CONTROL
C49 - REAR WINDOW DEFOGGER	DAY - ASSEMBLY PLANT MORaine, OHIO
DD7 - ISRV MIRROR W/COMPASS& AUTO DIM	DH2 - LIGHTED LH & RH VISOR MIRRORS
DK7 - OVERHEAD CONSOLE	DNR - DEALER INSTALLED EQUIPMENT
DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS	DT4 - ASHTRAY AND LIGHTER

EB1 - GVWR, 6001 LBS.	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GT5 - REAR AXLE - 4.10 RATIO
G67 - AUTOMATIC LEVELING SUSPENSION	G86 - AXLE LIMITED SLIP
JF4 - ELECTRIC ADJUSTABLE PEDALS	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KA1 - HEATED FRONT SEATS
KG3 - 145 AMP ALTERNATOR	K05 - ENGINE BLOCK HEATER
K34 - CRUISE CONTROL	LS2 - 6.0L V8 ENGINE
M70 - 4 SPEED AUTOMATIC SUPER DUTY	NR9 - TRANSFER CASE ALL WHEEL DRIVE
NT8 - EMISSIONS, FED TIER 2A	N40 - POWER STEERING
N79 - FULL SIZE SPARE	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)
PDC - SEAT, 8-WAY POWER DRIVER	PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL
P55 - 20" POLISHED WHEELS	QUB - P255/50R20 TIRES
RAE - CARGO MANAGEMENT SYSTEM *** DEALER INSTALLED ***	RYJ - CARGO SHADE
R6P - PREMIUM PAINT	R8D - IDENTIFIER - TIRE CHANGE
R8K - *****	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STG WHL W/CONTR
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UCB - WIRING HARNESS	UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - HOMELINK
UJ6 - TIRE PRESSURE MONITORING SYSTEM	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UQA - BOSE PREMIUM SOUND SYSTEM	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	VP6 - NOISE CONTROL
VXS - COMPLETE VEHICLE LABEL	V40 - POWER PASSENGER SEAT PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.-	X88 - CHEVROLET CONVERSION

U.S. /CANADA	
YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL	ZQ8 - SPORT HANDLING PACKAGE
ZY1 - SOLID PAINT	ISE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REVERSIBLE CARGO MAT
ISZ - PREFERRED EQUIPMENT SAVINGS	41U - BLACK
48I - INT TRIM EBONY/EBONY	482 - EBONY
6XK - COMP FRT LH COMPUTER SEL SUSP	7XJ - COMP FRT RH COMPUTER SEL SUSP
8BZ - SUSPENSION COMPONENT	9BZ - SUSPENSION COMPONENT

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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*

Deborah Diehr
Claims Administrator

December 23, 2008

[REDACTED]
Ijamsville, MD [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 660063
Our Client: General Motors Corporation
Date/Event: 9-6-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNET13H962 [REDACTED]

Dear Mr. [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 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 9-16-08 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,

Deborah Diehr
Claims Administrator

Service Request Detail

SR No.	71-667746273	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	Non Component GM	Sub-Area	Initiate PAR- Collision
Address		City	Pasadena	Involved Dir		Safety	Yes
State	TX ZipCd	Con Acct		Source	Phone	Updated	10/2/2008 04:06:26 PM
Serial #/VIN	1GNDS13S562	Model Year	2006	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	10/07/2005	Status	Open	Opened	9/30/2008 11:46:35 AM
Model	TrailBlazer	Mileage	24000	Sub-Status	Satisfied	Closed	
Abstract	Thermal Event - 06 Chevrolet TrailBlazer						
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	Injures #	Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/28/2008 09:30:00 PM	N	0	0	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'0		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Gonzales	Vickie	(281) 486-2200	USAA					
Incident Loc	sushi coast restaunt	Incident Desc	theres an electrical fire on the side of the driver when it was parked					
Component	Driver Panel	Damage Desc	Burned the driver side panel due to electrical problem					
Vehicle Loc	NORMAN FREDE CHEVROLET CO. 281-486-2200	Add'l Info	n/a					
Emgcy Svc Names	n/a	Maint Loc	Monument Chevrolet					

PAR Detail

Collision	Non Collision	Y	Property Damage	Y	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0	Weather Condition	clear	Prop Owner		Property Type	2006 Chevrolet TrailBlazer	
Last Service Date		Loc Last Service		Property Location	w/cust	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	d/s frt door dmg	Inspected By	Inspection Not Performed	Inspection Date/Time
Primary Veh Use	Personal	Inspection Type		Explain Other	being sent to ESIS			
Veh Damage Description	d/s frt door dmg							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 04:15:34 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		71-667746273, ESIS pick up?

Contact Last Name Contact First Name Account BAC Code

Comments

Monday 10/6/08, 1-3 pm et, @

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 04:15:16 PM	GARCIAJR	GARCIAJR	BRC PAR	ESIS- Thermal Event	Done	10/2/2008 04:15:33 PM	Thermal event

Contact Last Name Contact First Name Account BAC Code

Comments

2006 Chevrolet TrailBlazer

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 04:14:38 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event - ESIS

Contact Last Name Contact First Name Account BAC Code

Comments

2006 Chevrolet TrailBlazer

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 03:21:24 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/2/2008 03:21:24 PM	Ownership Escalated to BRC

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
10/2/2008 01:50:28 PM	DRAHEICM	GARCIAJR	Ownership Changed		Done	10/2/2008 01:50:28 PM	Service Request Ownership has changed FROM: RODRIGGL TO: GARCIAJR

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 01:50:12 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	10/2/2008 04:14:37 PM	made initial cl w/cust

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

Cust stated he was calling to touch base w/crm.

Crm stated understand that veh went up in flames.

Cust stated that is correct, veh was parked at the time when his son tried to open the d/s door, saw smoke & flames when door opened, Cust stated the veh is at dir right now.

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 correct.

Joe G/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 01:50:03 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	10/2/2008 03:21:52 PM	no dir cl needed

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] 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: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 01:49:58 PM	DRAHEICM	GARCIAJR	BRC PAR	Initial Contact-AVM	Done	10/2/2008 03:23:16 PM	vm for DVM, Joshua Campbell
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
DVM:
Node: 972075
Mailbox: 8000

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
10/2/2008 01:49:49 PM	DRAHEICM	GARCIAJR	BRC PAR	Acknowledgement	Done	10/2/2008 04:04:52 PM	acknowledgement made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 01:49:44 PM	DRAHEICM	GARCIAJR	Notify CRM		Done	10/2/2008 03:18:03 PM	file assigned
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
10/2/2008 01:49:40 PM	DRAHEICM	GARCIAJR	Research		Done	10/2/2008 03:20:26 PM	research vin
Contact Last Name	Contact First Name	Account	BAC Code				

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PA/aTX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 01:49:28 PM	DRAHEICM	GARCIAJR	BRC PAR	Case Assigned	Done	10/2/2008 03:18:59 PM	assigned to joe garcia ext 11291
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
10/2/2008 11:41:43 AM	DRAHEICM	RODRIGGL	SR Opened		Done	10/2/2008 11:41:43 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
10/2/2008 11:41:41 AM	DRAHEICM	RODRIGGL	SR Closed - Satisfied		Done	10/2/2008 11:41:41 AM	Service Request has been Closed Satisfied.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 11:14:15 AM	GONZALE5	RODRIGGL	Notify CRM		Done	10/2/2008 11:40:05 AM	See previous Inbound

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 11:12:22 AM	GONZALE5	GONZALE5	Inbound Call Customer		Done	10/2/2008 11:17:35 AM	RFI OCRS

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

Comments

Cust sts: Needing to know what's going on with my case and when someone is going to contact me.

CRS adv: Right now the file is waiting for it to be picked up by another agent. Because there was a thermal event your case will be handled by a different dept.

Cust sts: I need this address promptly.

CRS adv: Due to the fact there was a thermal event, someone from a different dept will be handling your case. They will be contacting you shortly.

Cust sts: Okay, thank you.

Elizabeth Gonzalez/CAC/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2008 09:55:02 AM	RODRIGGL	DRAHEJCM	Escalation	Initiate PAR	Done	10/2/2008 11:39:38 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.*

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
9/30/2008 12:17:29 PM	RODRIGGL	RODRIGGL	Inbound Call Customer	Complex Request	Done	9/30/2008 12:24:20 PM	Vehicle Complain
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts:

- cust bought the veh for his son
- theres an electrical fire on the side of the driver when it was parked at a restaurant
- It is at the dealership currently
- the smoke was so intense
- melted the panel on the driver side
- fortunately no one got hurt
- vehicle was towed yesterday morning
- cust has USAA insurance on the vehicle
- the dealer haven't looked at the vehicle yet

Cust aks:

- cust is seeking for assistance

Crs adv:

- created a PAR for the cust
- advised cust that someone from PAR will be contacting them in 2 business days

dale reynolds/CAC tier1/MLA/LVL0

dale reynolds/CAC tier1/MLA/LVL0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
S96	Chevrolet	Non Component GM

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 :	1GNDS13S562 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CS15506 -2006 TRAILBLAZER LS 2WD	Warranty Start Date :	10/07/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MORAN CHEVROLET, INC. PO BOX 827 MOUNT CLEMENS, MI 48046-0827 (586) 791-1010	Selling Source :	13 - CHEVROLET
		Site Code :	44239
		Business Associate Code :	198917
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05086	POWER STEERING HOSE FRACTURE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07037	NO START - ENGINE CRANKS BUT DOES NOT RUN. REF. TSB 07-06-04-001.	02/02/2007	See Bulletin
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	Yes	XM Radio ID	WCM8C0CK	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	10/07/2005	35 miles	10/07/2008	36035 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/07/2005	35 miles	10/07/2011	100035 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/07/2005	35 miles	10/07/2013	80035 miles
36/36000 FEDERAL EMISSION	10/07/2005	35 miles	10/07/2008	36035 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/04/2006	416958	#	V1415 - 05086 - INSPECT HOSE(S) ONLY - NO FURTHER ACTION REQUIRED	5565 miles
05/04/2006	416958	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	5565 miles
08/09/2005	106372	I	Z6999 - PDI RELATED FLUID ADDS	4 miles
07/27/2005	A07516	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 :	1GNDS13S562
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CLAIM HISTORY

Repair Order Date :		05/04/2006		Repair Order Number :		416958		Odometer Reading :		5565 miles	
Serviced By :	BUFF WHELAN CHEVROLET, INC. PO BOX 8002 STERLING HEIGHTS, MI 48311-8002 (586) 939-7300					Selling Source :		13 - CHEVROLET			
						Site Code :		44528			
						Business Associate Code :		115088			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
05/09/2006	689	01	#	V1415 - 05086 - INSPECT HOSE(S) ONLY - NO FURTHER ACTION REQUIRED	N/A	N/A	N/A	\$ 23.89	N		
05/09/2006	689	02	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	\$ 23.89	N		

Repair Order Date :		08/09/2005		Repair Order Number :		106372		Odometer Reading :		4 miles	
Serviced By :	MORAN CHEVROLET, INC. PO BOX 827 MOUNT CLEMENS, MI 48046-0827 (586) 791-1010					Selling Source :		13 - CHEVROLET			
						Site Code :		44239			
						Business Associate Code :		198917			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/12/2005	612	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 4.00	N		

Repair Order Date :		07/27/2005		Repair Order Number :		A07516		Odometer Reading :		0 miles	
Serviced By :	MORAN CHEVROLET, INC. PO BOX 827 MOUNT CLEMENS, MI 48046-0827 (586) 791-1010					Selling Source :		13 - CHEVROLET			
						Site Code :		44239			
						Business Associate Code :		198917			

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/02/2005	609	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 101.06	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	1GNDS13S562	
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VEHICLE BUILD

Merchandising Model :	CS15506 -2006 TRAILBLAZER LS 2WD		
Gross Vehicle Weight Rating :	2520 kg (5557 lb)	Order Number :	JGCP8Z
Build Date :	07/27/2005	Build Plant :	16206

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

AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	CF5 - ELECTRIC SLIDING SUNROOF
CJ3 - CLIMATE CONTROL	C4D - GVW RATING - 5550 LBS
C49 - REAR WINDOW DEFOGGER	DAY - ASSEMBLY PLANT MORaine, OHIO
DK7 - OVERHEAD CONSOLE	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GT4 - REAR AXLE - 3.73 RATIO	G80 - LOCKING DIFFERENTIAL-REAR AXLE
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	N40 - POWER STEERING
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE	PDC - SEAT, 8-WAY POWER DRIVER

EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H CONSOLE		
QC3 - ALUMINUM WHEELS		QNG - P235/75R16 ALL SEASON WOL TIRES
R6P - PREMIUM PAINT		SLM - STOCK ORDERS
TB4 - LIFTGATE		T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER		UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)		UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UQA - BOSE PREMIUM SOUND SYSTEM		UY7 - TRAILER WIRING HARNESS
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.		U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL		VIK - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA		X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX		YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING		ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT		1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS		28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY		38U - EMERALD JEWEL METALLIC
6HN - SPRING		7HM - FRONT SPRING
8NS - SUSPENSION		9NS - SUSPENSION

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esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 ~~02071~~ *219661*
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

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

October 6, 2008

[REDACTED]
Pasadena, TX [REDACTED]

Re: File Number: 661214
Date of Event: 9-28-08
Claimant: [REDACTED]
Client/Account: General Motors

Dear Mr. [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,

A handwritten signature in black ink, appearing to read 'Deborah Diehr', written in a cursive style.

Deborah Diehr
Claim Administrator



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 620-0711 *Blal*
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

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

October 23, 2008

[REDACTED]
Pasadena, TX [REDACTED]

Re: File Number: 661214
Date of Event: 9-28-08
Claimant: [REDACTED]
Client/Account: General Motors

Dear Mr. Blackmon:

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



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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

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

January 27, 2009

[REDACTED]
Pasadena, TX [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 661214
Our Client: General Motors Corporation
Date/Event: 9-28-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDS13S562 [REDACTED]

Dear Mr. [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 10-23-08 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,

Deborah Diehr
Claims Administrator



DOYEN SEBESTA
ATTORNEYS AT LAW

William T. Sebesta
Partner

Direct: 713.580-8901
E-Mail: wsebesta@ds-lawyers.com

April 8, 2009

Via U.S. Mail, C.M.R.R.R.
Deborah Diehr
Esis/GM Central Claims Unit
PO Box 300
Detroit, Michigan 48265-3000

RECEIVED
APR 15 2009
ESIS-GM CLAIMS UNIT

Re: Our client: USAA/ [REDACTED]
Date of Loss: September 28, 2008
VIN No.: IGDS13S562 [REDACTED]
Your Claim No.: 661214

**NOTICE LETTER REGARDING PROPERTY DAMAGE
AND SUBROGATION CLAIM**

Dear [REDACTED]

The purpose of this letter is to advise you that I am now representing USAA for the above fire loss. You were notified by Mr. Blackmon of the above loss. Our investigation has revealed that the cause of the fire was an electrical short within the door control electrical wiring on the driver's side door. I have enclosed a copy of the report explaining the origin and cause for your review.

You are invited to examine the evidence. If you would like to examine the evidence, please contact Scott Rogers of Lone Star Investigations to make arrangements for a date and time. Mr. Rogers' telephone number is 254.375.2565. If you do not wish to examine the evidence, please confirm that fact for me in writing.

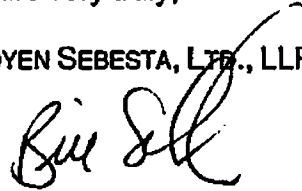
USAA will be pursuing a subrogation claim against GM to recover the money it pays for this loss.

If you have any questions, please do not hesitate to contact me. Do not contact USAA or Mr. Blackmon to discuss this loss. Any communications directed to USAA or Mr. Blackmon should be coordinated through me. I look forward to working with you.

Notice letter
April 8, 2009
Page 2 of 2

Yours very truly,

DOYEN SEBESTA, L^{TD}., LLP

A handwritten signature in black ink, appearing to read "Bill Sebesta", written over the typed name of the sender.

William T. Sebesta

Enclosure

C: Scott Rogers (via facsimile)



LONE STAR INVESTIGATIONS

FIRST REPORT

October 8, 2008

PREPARED FOR: USAA Insurance Company
9800 Fredericksburg Road
San Antonio, Texas 78288

ATTENTION: Mr. Chuck Liles

INSURED:

VEHICLE LOCATION:

Webster, Texas

DATE OF LOSS: September 28, 2008

MEMBER NUMBER: 8393422

CLAIM NUMBER:

LONE STAR FILE NUMBER: 80963

INVESTIGATOR: Scott Rogers, CFI

CONFIDENTIAL

This report is prepared for the addressee and is privileged, confidential, and only for the use of addressee. Any release to any other company, concern, or individual is the sole responsibility of the addressee.

ASSIGNMENT/INSTRUCTIONS

Instructions were received to conduct an origin and cause investigation of a fire loss which involved 2006 Chevrolet Trailblazer. The assignment was received on September 30, 2008. The examination of the vehicle was conducted on October 1, 2008.

ATTACHMENTS

- ❖ 42 Photographs and report on a Compact Disk
- ❖ Stampede Towing Invoice

VEHICLE DESCRIPTION

The vehicle was a green four door 2006 Chevrolet Trailblazer. The expiration of the license sticker was determined to expire in October of 2008. The inspection sticker was to expire in November 2008. The Texas license plate number was [REDACTED]. The VIN number was confirmed as being 1GDS13S562[REDACTED]. The vehicle was examined at Norman Frede Chevrolet located at 16801 Feathercraft Lane, Houston, Texas. Telephone number is (866) 525-3970.

VEHICLE EXTERIOR

There was no fire damage in the engine compartment. The windshield had minor smoke damage on the windshield at the lower driver side. The windows were in the up position at the time of the fire. There was minor smoke damage to the windows. There were no forced entry marks.

The doors were closed during the fire. The tires and wheels were factory issued and had no fire damage. There was no pre-fire accident damage.

PASSENGER COMPARTMENT

The interior had smoke damage emanating from the front driver door. There was heavy fire damage to the front driver door. There was electrical activity on the door control wiring harness with evidence of an electrical short.

There were no after-market accessories found. There were personal items seen inside the passenger compartment. The seats, rubber on the foot pedals, carpet, and glove box were intact. The shift lever position was in park. The emergency brake was not set. The radio/CD player was factory installed.

ENGINE COMPARTMENT

The hood was closed. The radiator was intact. The fan, shroud, and belts were undamaged. The inner fenders showed no heat damage. The oil and transmission fluid levels were full and useable. There was no sign of oil leakage. The air conditioning components, as well as the heating system were intact.

The master brake cylinder and reservoir were undamaged. A normal mounted eight cylinder engine was in place. The air filter was present and in good condition. The motor mounts were undamaged.

ELECTRICAL SYSTEM

The battery, which was located on the front driver side, was intact and still energized. The terminals and cables were present and connected to the battery portals. There was no activity in the battery or cables. The positive connector to the battery was removed during the examination for safety purposes.

The alternator housing and the starter were intact. The engine wiring harness had no fire damage. The distributor and wires showed no damage.

The ignition wiring harness was undamaged. There was no arcing or shorting found in the fuse box, although a full intrusive examination was not performed at this time.

FUEL AND EMISSION SYSTEM

The gas cap and filler assembly were intact and not a factor in the initiation of the fire. Fuel lines and injectors were undamaged. The fuel injectors were intact. The exhaust system and catalytic converter were normal. The fuel pump, carburetor and injectors were all intact.

VEHICLE ANALYSIS

The information, vehicle examination, and burn patterns indicate the origin of the fire was in the driver side front door wiring system. The cause is an electrical short within the door control electrical wiring.

EVIDENCE

No evidence was retrieved during the vehicle inspection due to this being an accidental fire.

INVESTIGATION

Discovery

The vehicle was reported to have been parked at 528 West Bay Area Road in Webster, Texas. The fire was discovered by [REDACTED] the insured, when he tried to leave work at around 9:30 p.m. The vehicle had been parked at around 2:30 p.m. the same afternoon.

Fire Officials

No fire department was notified due to the fire being extinguished before Nicholas Blackman, the insured, noticed the fire.

Public Investigators

There are no public investigators involved.

CONCLUSIONS

Based on information available at this time and facts developed at the fire scene, it is my opinion this fire originated at the driver side front door. The cause is an electrical short or arc within the door control wiring harness.

Information and facts available to establish origin:

- Location of heaviest fire damage to the vehicle
- Damage compared to other areas
- Witness information

Information and factors available to establish cause:

- Fire and burn patterns
- Elimination of other causes
- Witness information

COMMENTS

My file is closed with this report. It will be maintained by Lone Star Investigations and can easily be reopened on request. If there are any questions or comments, please be assured of my interest. You may contact me at the numbers listed below.

Scott Rogers, CFJ, IADC, TCFP, IFSAC

Certified Fire Investigator

Certified Inspector

Kosse, Texas

(254) 375-2565 office

(254) 375-2269 fax

(830)460-1070 cell

LIMITATIONS

This report is based on information available at the time of the investigation and any material testing, which is noted in this report. The opinions expressed are based on professional judgment and are consistent with standard fire investigation practices. If any notable changes occur, please notify our office immediately to allow for further investigation. Should additional information become available, all rights are reserved to modify or supplement opinions. This report is intended for the privileged and confidential use of the client and is not to be used by any third party. Release to any other company, concern, or individual is the sole responsibility of the client. No warranty, expressed or implied, is made or intended.



DOYEN SEBESTA
ATTORNEYS AT LAW

William T. Sebesta
Partner

Direct: 713.580-8901
E-Mail: wsebesta@ds-lawyers.com

May 4, 2009

Via U.S. Mail, C.M.R.R.R.
Deborah Diehr
Esis/GM Central Claims Unit
PO Box 300
Detroit, Michigan 48265-3000

Re: Our client: USAA/ [REDACTED]
Date of Loss: September 28, 2008
VIN No.: IGDS13S562 [REDACTED]
Your Claim No.: 661214

RECEIVED

MAY 08 2009

ESIS-GM CLAIMS UNIT

SETTLEMENT COMMUNICATION

Dear Ms. Diehr:

As you have been previously informed, I represent USAA for the above fire loss that caused damage to Mr. [REDACTED] vehicle. Our investigation has determined that the fire was caused by an electrical short within the door control electrical wiring on the driver's side door. You have been previously provided with a copy of this report, but for your convenience, I am providing you with another copy.

As a result of this loss USAA paid Mr. [REDACTED] \$15,397.80 for the loss of his vehicle. In addition, Mr. [REDACTED] had a deductible of \$500.00. That brings the total damages to \$15,897.80. Rather than file suit, USAA is willing to settle this case for what is fair. You can settle this case by sending a check in the amount of \$15,897.80 made payable to "USAA and Doyen Sebesta, Ltd., LLP" within the next 14 days. Our firm's tax ID number is 20-8209677. I have enclosed the damages documentation. If you would like to discuss this claim, please feel free to contact me.


If this claim is not settled within 14 days of your receipt of this letter, I will advise USAA of its options, which first and foremost, includes the option of filing suit against GM for these damages.

Do not contact USAA or Mr. [REDACTED] to discuss this loss. Any communications directed to USAA or Mr. Blackmon should be coordinated through me.

Settlement communication
May 4, 2009
Page 2 of 2

Yours very truly,

DOYEN SEBESTA, LTD., LLP

A handwritten signature in black ink, appearing to read "W. Sebesta", written over the printed name of the firm.

William T. Sebesta

Enclosures



LONE STAR INVESTIGATIONS

FIRST REPORT

October 8, 2008

PREPARED FOR: USAA Insurance Company
9800 Fredericksburg Road
San Antonio, Texas 78288

ATTENTION: Mr. Chuck Liles

INSURED: [REDACTED]

VEHICLE LOCATION: [REDACTED]
Webster, Texas [REDACTED]

DATE OF LOSS: September 28, 2008

MEMBER NUMBER: 8393422

CLAIM NUMBER:

LONE STAR FILE NUMBER: 80963

INVESTIGATOR: Scott Rogers, CFI

CONFIDENTIAL

This report is prepared for the addressee and is privileged, confidential, and only for the use of addressee. Any release to any other company, concern, or individual is the sole responsibility of the addressee.

ASSIGNMENT/INSTRUCTIONS

Instructions were received to conduct an origin and cause investigation of a fire loss which involved 2006 Chevrolet Trailblazer. The assignment was received on September 30, 2008. The examination of the vehicle was conducted on October 1, 2008.

ATTACHMENTS

- ❖ 42 Photographs and report on a Compact Disk
- ❖ Stampede Towing Invoice

VEHICLE DESCRIPTION

The vehicle was a green four door 2006 Chevrolet Trailblazer. The expiration of the license sticker was determined to expire in October of 2008. The inspection sticker was to expire in November 2008. The Texas license plate number was [REDACTED]. The VIN number was confirmed as being 1GDS13S562[REDACTED]. The vehicle was examined at Norman Frede Chevrolet located at 16801 Feathercraft Lane, Houston, Texas. Telephone number is (866) 525-3970.

VEHICLE EXTERIOR

There was no fire damage in the engine compartment. The windshield had minor smoke damage on the windshield at the lower driver side. The windows were in the up position at the time of the fire. There was minor smoke damage to the windows. There were no forced entry marks.

The doors were closed during the fire. The tires and wheels were factory issued and had no fire damage. There was no pre-fire accident damage.

PASSENGER COMPARTMENT

The interior had smoke damage emanating from the front driver door. There was heavy fire damage to the front driver door. There was electrical activity on the door control wiring harness with evidence of an electrical short.

There were no after-market accessories found. There were personal items seen inside the passenger compartment. The seats, rubber on the foot pedals, carpet, and glove box were intact. The shift lever position was in park. The emergency brake was not set. The radio/CD player was factory installed.

ENGINE COMPARTMENT

The hood was closed. The radiator was intact. The fan, shroud, and belts were undamaged. The inner fenders showed no heat damage. The oil and transmission fluid levels were full and useable. There was no sign of oil leakage. The air conditioning components, as well as the heating system were intact.

The master brake cylinder and reservoir were undamaged. A normal mounted eight cylinder engine was in place. The air filter was present and in good condition. The motor mounts were undamaged.

ELECTRICAL SYSTEM

The battery, which was located on the front driver side, was intact and still energized. The terminals and cables were present and connected to the battery portals. There was no activity in the battery or cables. The positive connector to the battery was removed during the examination for safety purposes.

The alternator housing and the starter were intact. The engine wiring harness had no fire damage. The distributor and wires showed no damage.

The ignition wiring harness was undamaged. There was no arcing or shorting found in the fuse box, although a full intrusive examination was not performed at this time.

FUEL AND EMISSION SYSTEM

The gas cap and filler assembly were intact and not a factor in the initiation of the fire. Fuel lines and injectors were undamaged. The fuel injectors were intact. The exhaust system and catalytic converter were normal. The fuel pump, carburetor and injectors were all intact.

VEHICLE ANALYSIS

The information, vehicle examination, and burn patterns indicate the origin of the fire was in the driver side front door wiring system. The cause is an electrical short within the door control electrical wiring.

EVIDENCE

No evidence was retrieved during the vehicle inspection due to this being an accidental fire.

INVESTIGATION

Discovery

The vehicle was reported to have been parked at 528 West Bay Area Road in Webster, Texas. The fire was discovered by [REDACTED] the insured, when he tried to leave work at around 9:30 p.m. The vehicle had been parked at around 2:30 p.m. the same afternoon.

Fire Officials

No fire department was notified due to the fire being extinguished before [REDACTED] the insured, noticed the fire.

Public Investigators

There are no public investigators involved.

CONCLUSIONS

Based on information available at this time and facts developed at the fire scene, it is my opinion this fire originated at the driver side front door. The cause is an electrical short or arc within the door control wiring harness.

Information and facts available to establish origin:

- Location of heaviest fire damage to the vehicle
- Damage compared to other areas
- Witness information

Information and factors available to establish cause:

- Fire and burn patterns
- Elimination of other causes
- Witness information

COMMENTS

My file is closed with this report. It will be maintained by Lone Star Investigations and can easily be reopened on request. If there are any questions or comments, please be assured of my interest. You may contact me at the numbers listed below.

Scott Rogers, CFJ, IADC, TCFP, IFSAC

Certified Fire Investigator

Certified Inspector

Kosse, Texas

(254) 375-2565 office

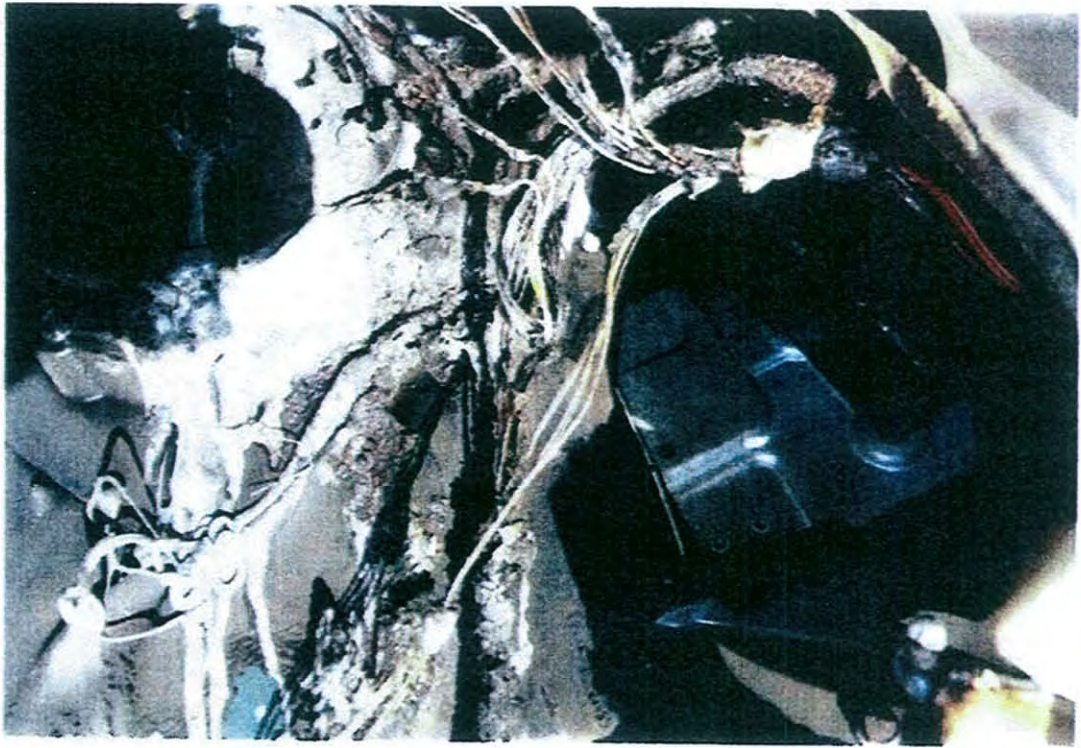
(254) 375-2269 fax

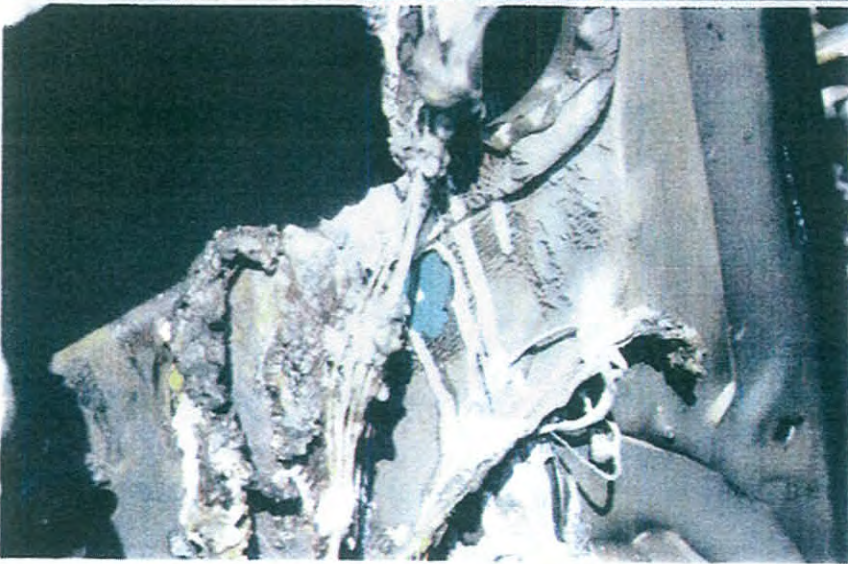
(830)460-1070 cell

LIMITATIONS

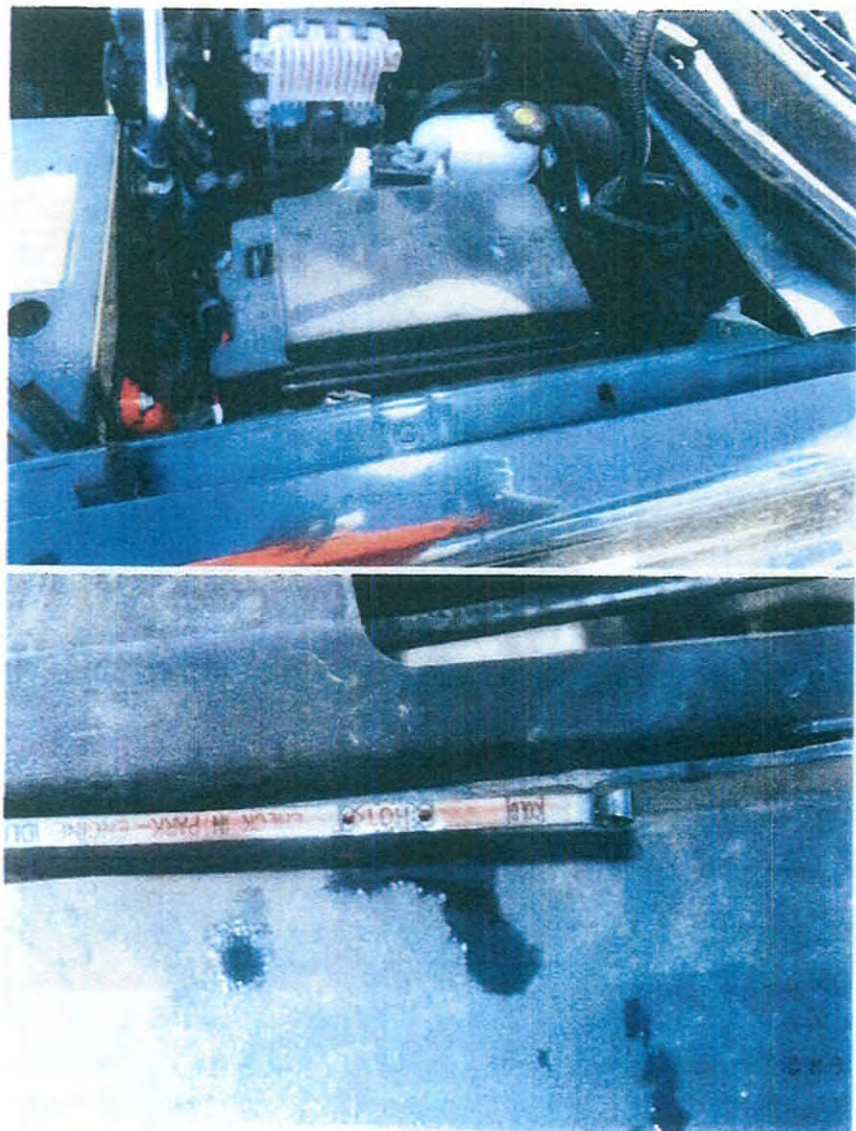
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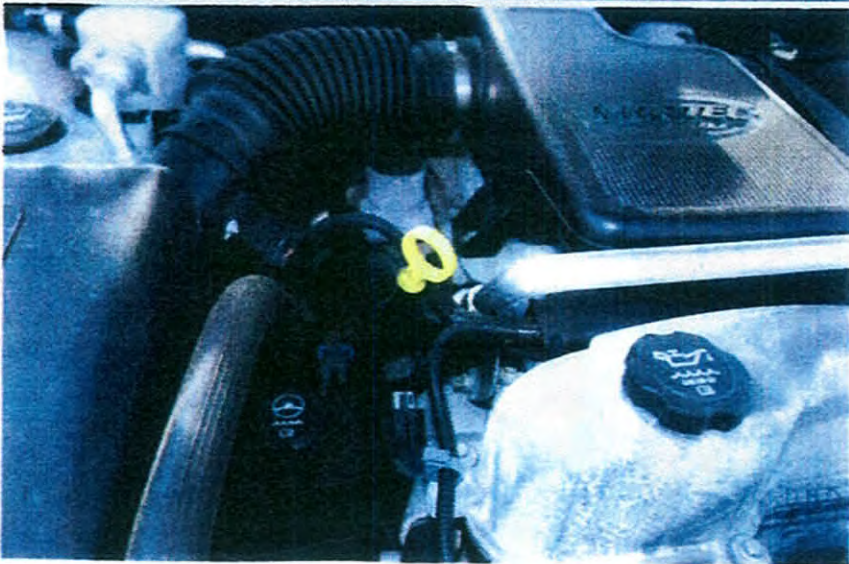
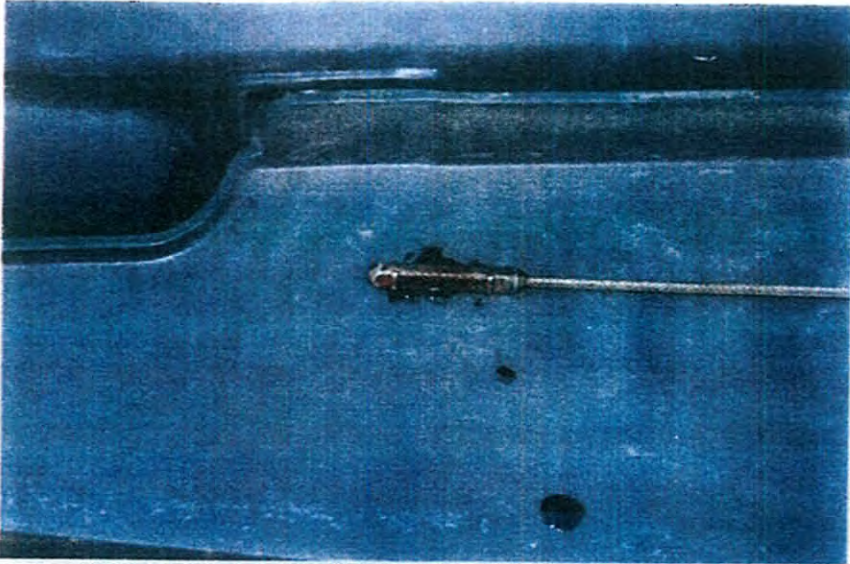


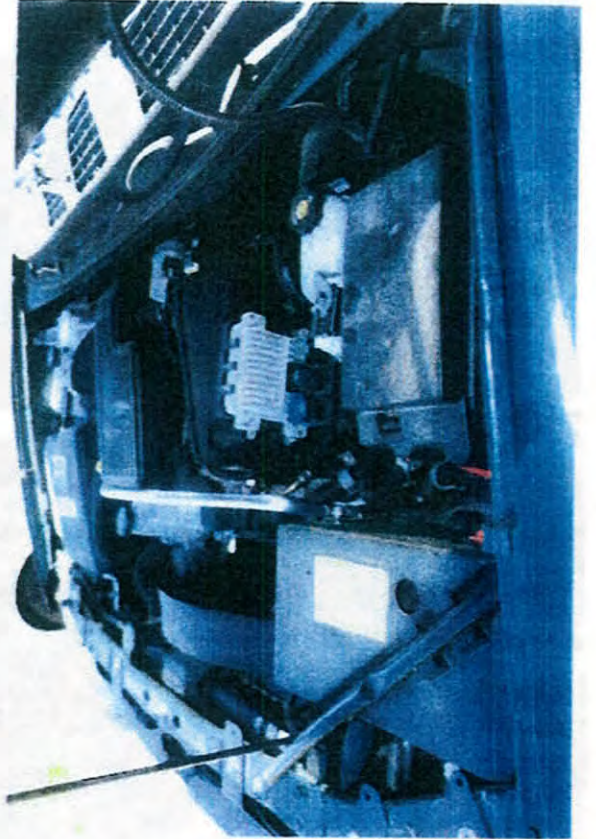
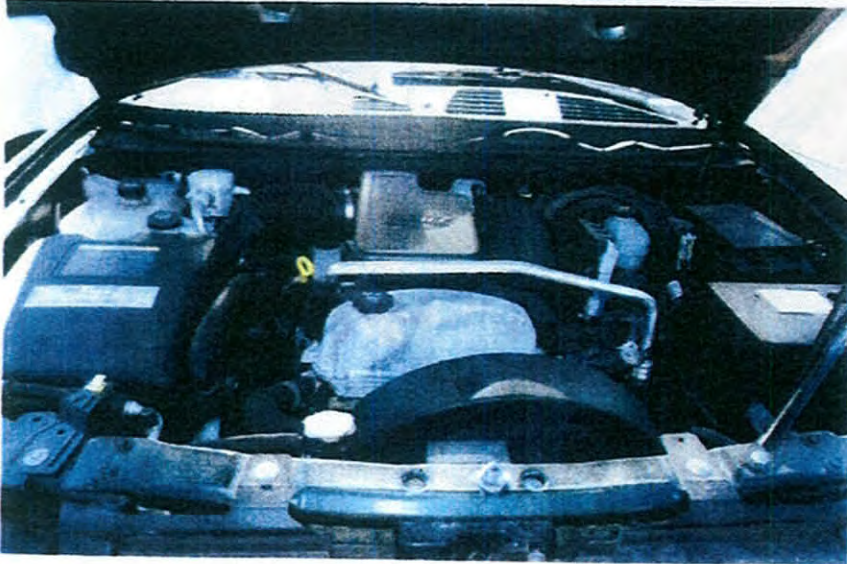


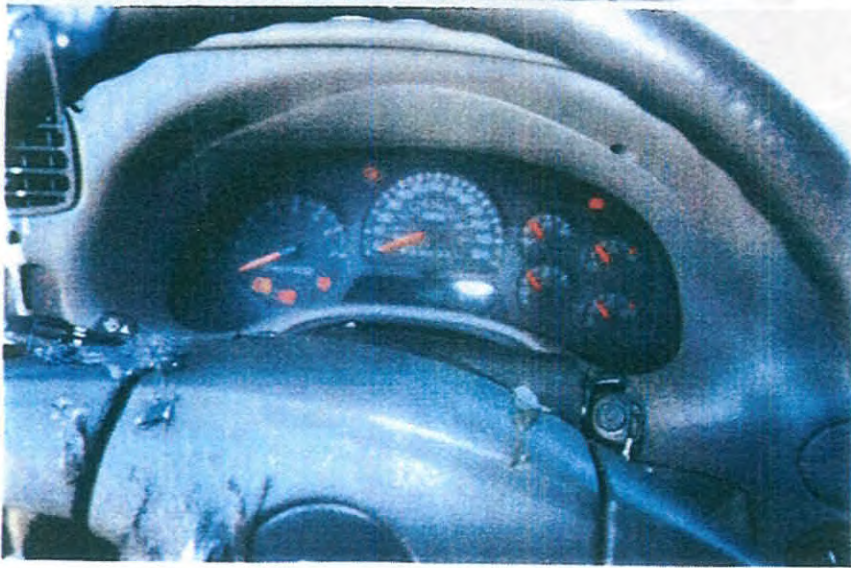
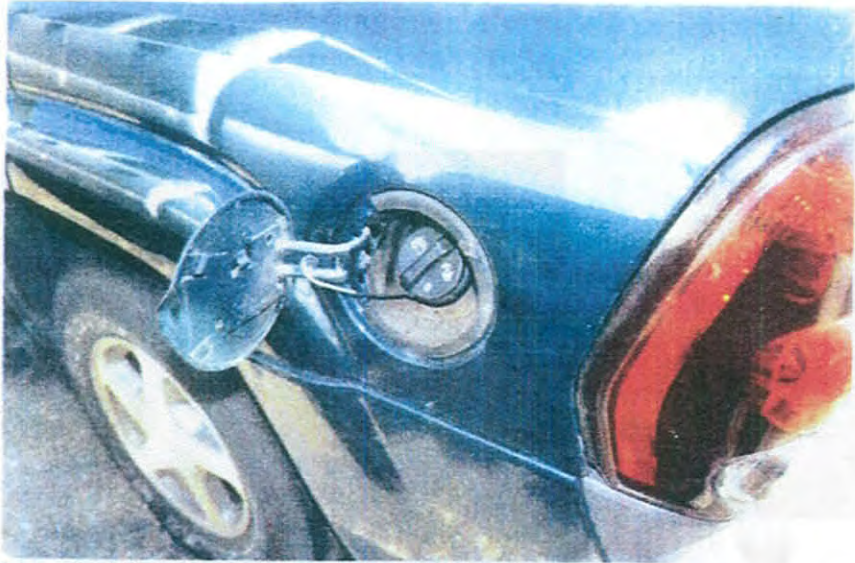
















GM VIN: 1GND135562 TYPE: 51000H
 BODY: 2D
 COLOR: 111
 MAKE: GM
 MODEL: 51000H
 BODY: 2D
 COLOR: 111
 MAKE: GM

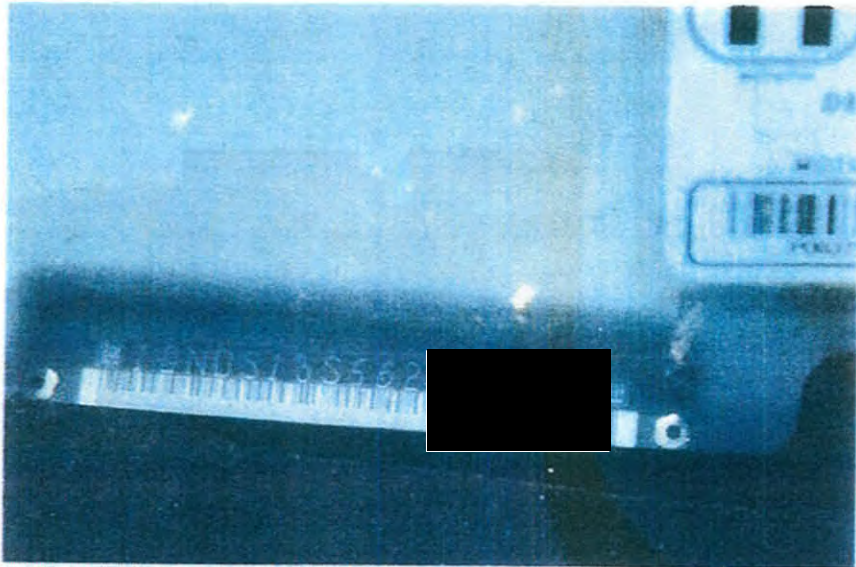
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE EXCEPT AS NOTED.

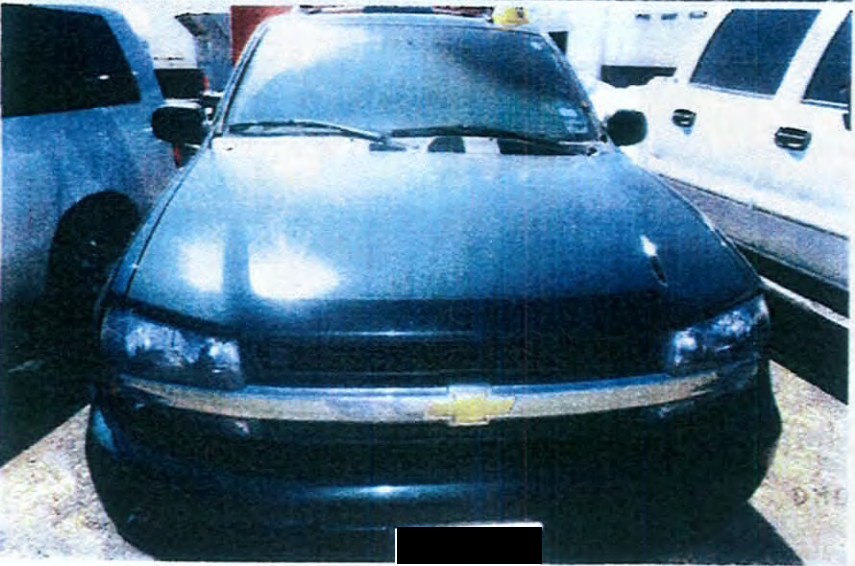
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FRT	P225/75R18	S	142TJ		4	32	PSI	PSI
RR	P225/75R18	S	142TJ		4	32	PSI	PSI
SPA	P225/75R18	S	142TJ		4	32	PSI	PSI

SEE OWNER'S MANUAL FOR MORE INFORMATION

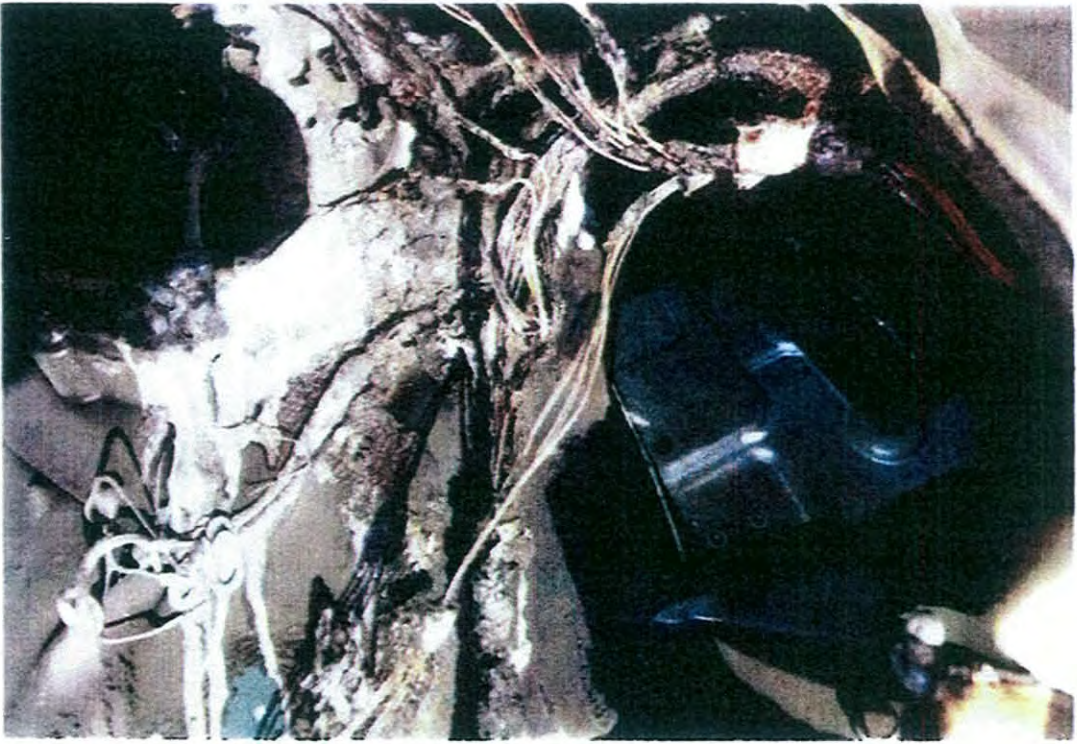




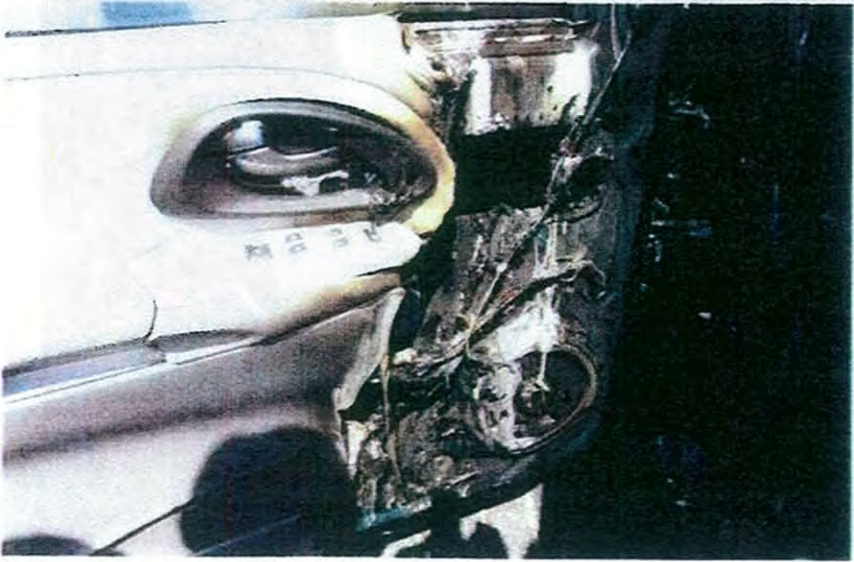


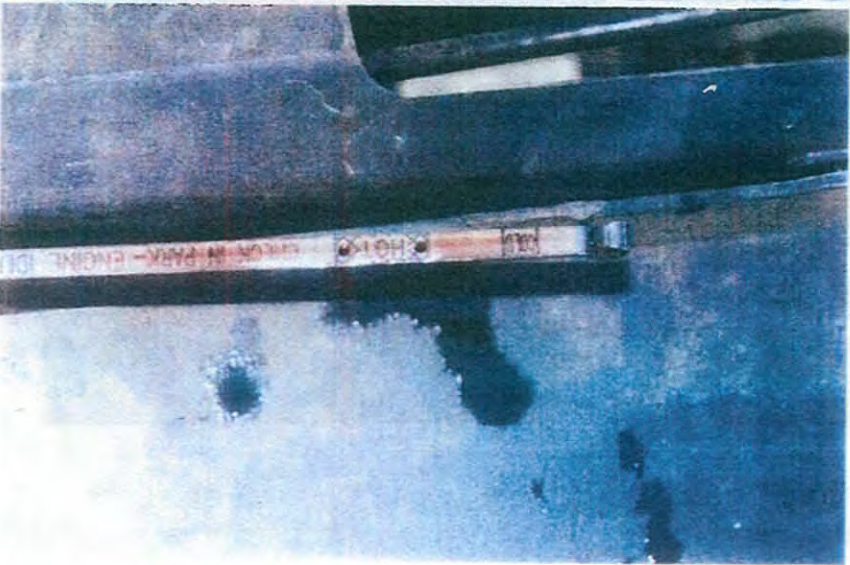


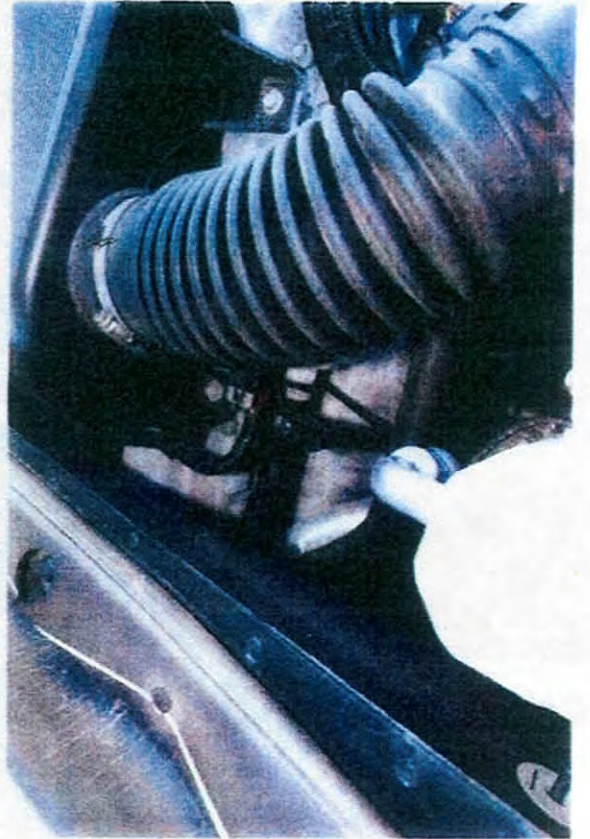
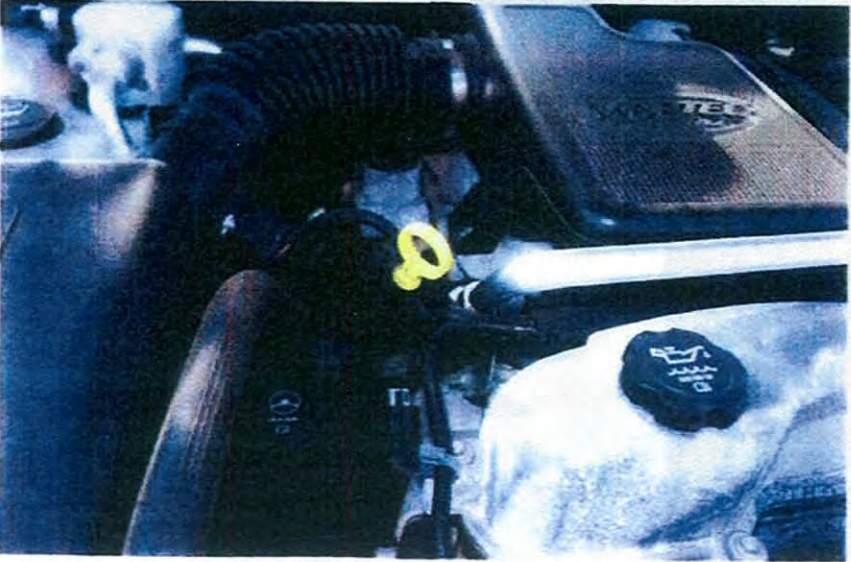
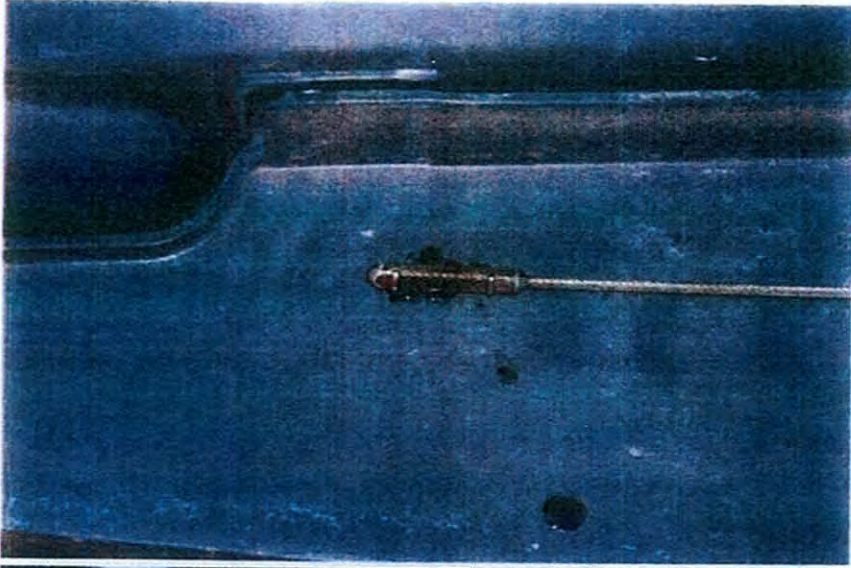




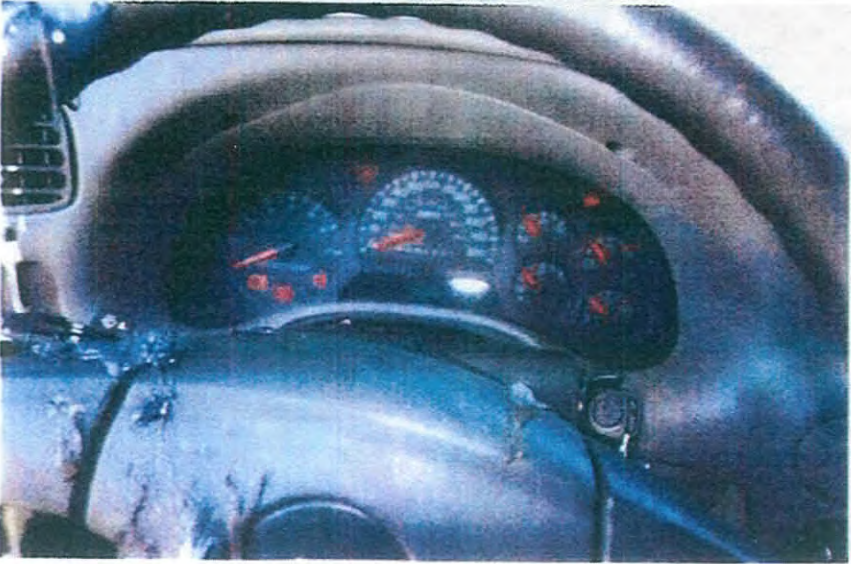
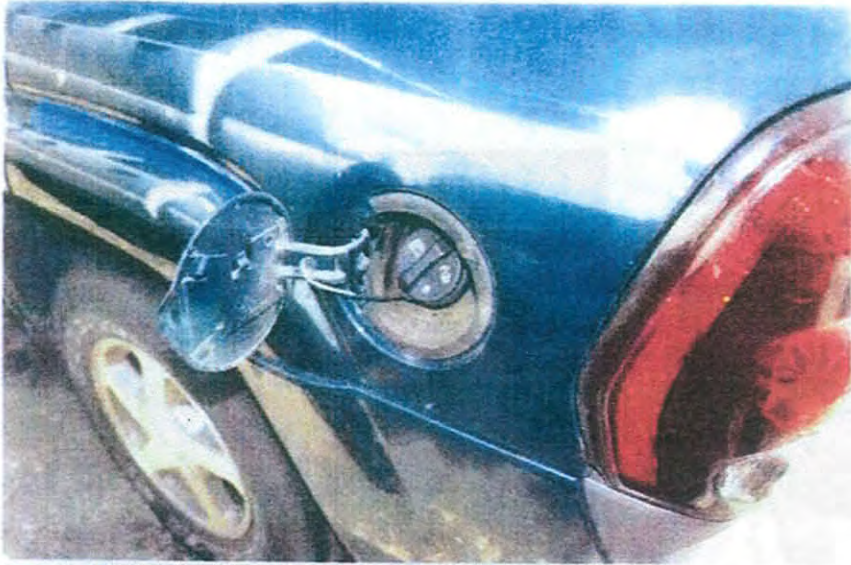

















GM WFO BY GENERAL MOTORS CORP. 1-100

2014 CHEVROLET EQUINOX 4X4

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1GNDS133562 TYPE W F 1

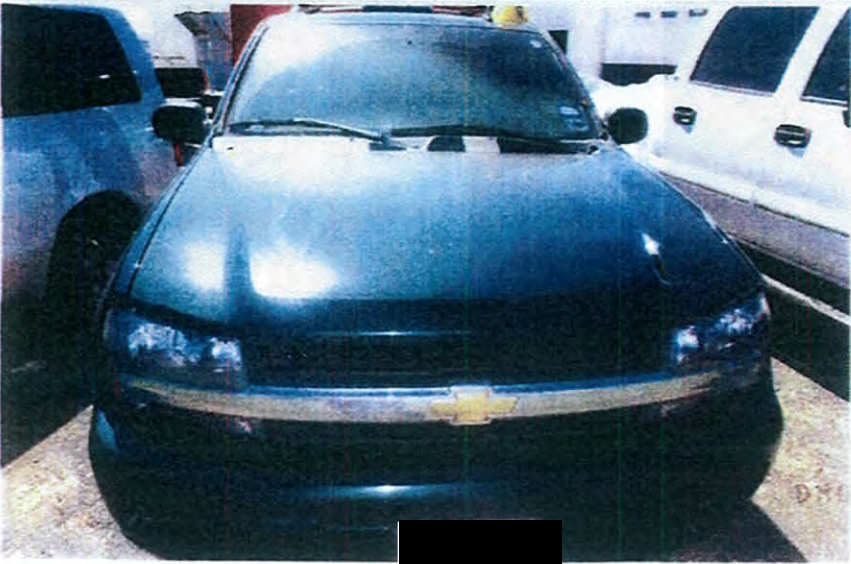
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SPMS	TIME SIZE	SPEED	ATO
FRT	P225/75R16	S	183TJ
RR	P225/75R16	S	183TJ
SPA	P225/75R16	S	183TJ

SEE OWNER'S MANUAL  FOR MORE INFORMATION









CCC VALUESCOPE
Claim Services

Market Report

Report Reference Number: 40612715
Claim reference: [REDACTED]
Loss Incident Date: 12/09/2008
Insured: [REDACTED]
Policy No: [REDACTED]

Adjuster: Burnett-Field, Doris
Adjuster ID: 876819
Date Submitted: 12/09/2008
Owner: [REDACTED]

Appraiser: FIS, DORIS

Introduction

USAA has conducted an inspection of your 2006 Chevrolet Trailblazer 4X2 LS 4 door Sports Utility located in Pasadena, TX. The inspection information was then used to conduct research in your local market to determine the market value of your vehicle.

The local market value of your vehicle was defined by the Zip code 77504 -- Pasadena, TX

The recommended settlement amount based on the loss vehicle description provided by USAA is \$15,848.25

Section Title:	Section Contents:
Vehicle Valuation Summary	Market Valuation with components
Vanguard Vehicle Identification	Vehicle configuration information
Vanguard VIN Vehicle History	Vehicle history research
Local Market Definition	Local market basis
Valuation Methodology	Method used to evaluate the vehicle
Vehicle Condition	Vehicle's pre-accident condition
Comparable Vehicles Detail	Comparable vehicles located in market
Vehicle Model Information	Characteristics of the loss vehicle type
NHTSA Vehicle Recall	NHTSA recall notices
Appraisal and Valuation Notes	Log notes for this file

----- Vehicle Valuation Summary -----

Local Market Value	\$ 14,642.00
Condition	+ 274.00
Pre-tax amount	\$ 14,916.00
Vehicular Sales Tax 6.25%	+ 932.25
License/fees (if applicable)	
Adjusted vehicle valuation amount	\$ 15,848.25

Automated sales tax calculation based on applicable state, county and municipal tax rates.

Report Reference Number: 40612715
Claim reference: [REDACTED]
Loss Incident Date: 09/28/2008
Insured: [REDACTED]
Policy Number: 008993422

Adjuster: Burnett Field, Doris
Adjuster ID: 876819
Date Submitted: 12/09/2008
Owner: Nicholas a [REDACTED]

Appraiser: FIS, DORIS

Introduction

USAA has conducted an inspection of your 2006 Chevrolet Trailblazer 4x2 LS 4 door Sports Utility located in Pasadena, TX. The inspection information was then used to conduct research in your local market to determine the market value of your vehicle.

The local market value of your vehicle was defined by the Zip code 77504 -- Pasadena, TX

The recommended settlement amount based on the loss vehicle description provided by USAA is \$15,848.25

Section Title:

Vehicle Valuation Summary
VIN Guard Vehicle Identification
VIN Guard VIN Vehicle History
Local Market Definition
Valuation Methodology
Vehicle Condition
Comparable Vehicles Detail
Vehicle Model Information
NHTSA Vehicle Recall
Appraisal and Valuation Notes

Section Contents:

Market Valuation with components
Vehicle configuration information
Vehicle history research
Local market basis
Method used to evaluate the vehicle
Vehicle's pre-accident condition
Comparable vehicles located in market
Characteristics of the loss vehicle type
NHTSA recall notices
Log notes for this file

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Condition	+ 274.00
Pre-tax amount	\$ 14,916.00
Vehicular Sales Tax 6.25%	+ 932.25
License/fees (if applicable)	
Adjusted vehicle valuation amount	\$ 15,848.25

Automated sales tax calculation based on applicable state, county and municipal tax rates.

Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

***** Vehicle Valuation Allowances (continued) *****
***** Vehicle Valuation Allowances *****

Compared to the typical vehicle in the marketplace your vehicle's value was affected by these factors:

Odometer	24,000		
KE - Keyless Entry		+	1,001.00
EG - Electric Glass Roof		+	137.00
TD - Theft Deterrent/Alarm		+	500.00
TX - Traction Control		+	137.00
DT - Privacy Glass		+	300.00
SP - Power Driver Seat		-	150.00
		+	92.00

These allowances illustrate factors that influence the settlement amount when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.

In cases where a standard or predominant option is superseded by a replacement or upgrade, a corresponding addition will appear for the option to reflect this.

The vehicle valuation allowances also reflect proper deductions for all standard or predominant equipment not present on the loss vehicle.

These allowances are illustrative only. The actual Local Market Value is calculated entirely from comparable vehicles with adjustments to reflect the loss vehicle configuration.

***** Vehicle Description *****

DESCRIPTION	OPTION
Odometer	24,000
Vehicle equipment:	
Std	AT - Automatic Transmission
Std	OD - Overdrive
Std	PS - Power Steering
Std	PB - Power Brakes
Std	PW - Power Windows
Std	PL - Power Locks
Std	AC - Air Conditioning
Std	RD - Rear Defogger
Std	IW - Intermittent Wipers
Std	TW - Tilt Wheel
Std	CC - Cruise Control
Rptd	KE - Keyless Entry
Std	CN - Console/Storage
Std	C2 - Communications System
Std	CS - Cloth Seats
Rptd	RL - Reclining/Lounge Seats

Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

***** Vehicle Description (continued) *****

- Std BS - Bucket Seats
- Std AM - AM Radio
- Std FM - FM Radio
- Std ST - Stereo
- Std SE - Search/Seek
- Std CD - CD Player
- Std AW - Aluminum/Alloy Wheels
- Rptd EG - Electric Glass Roof
- Std AC - Drivers Side Air Bag
- Std RC - Passenger Air Bag
- Rptd TD - Theft Deterrent/Alarm
- Std AB - Anti-Lock Brakes (4)
- Std DB - 4-Wheel Disc Brakes
- Rptd TX - Traction Control
- Std T1 - Stability Control
- Std RR - Luggage/Roof Rack
- Std WP - Rear Window Wiper
- Rptd IP - Clearcoat Paint
- Std DM - Dual Mirrors
- Rptd SB - Rear Step Bumper
- Std TP - Trailering Package
- Rptd SP - Power Driver Seat

***** VINguard Vehicle Identification *****

VIN: 1GNDS13556[REDACTED]

	Insurer Description	VINguard Analysis
Year	2006	2006
Make	Chevrolet	Chevrolet
Model	Trailblazer 4X2 LS	Trailblazer 4X2
	NS13	NS13
Body style	4d Utv	
Engine	6-4.2l-FI	6-4.2l-FI
Trans	Automatic Transmission	
	Overdrive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags(D+P+Side(Opt.))
Curb Weight		4,417
Odometer	24000	Note: 45% less than typical vehicle
This vehicle was assembled in		MORAINE, OH

***** VINguard VIN Vehicle History *****

VINguard has decoded this VIN without any errors.

Evaluation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

***** AutoCheck Vehicle History Report *****

AutoCheck Vehicle History Report

Experian Automotive

Report Run Date: 12/09/2008

Key: | N = No Problem Found | Y = Problem Found | I = Information Found

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2006 CHEVROLET TRAILBLAZER 4X2 LS (1GNDS135562) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
Abandoned	N No Abandoned Record(s) Found
Damaged	N No Damaged Record(s) Found
Fire Damage	N No Fire Damage Record Found
Grey Market	N No Grey Market Record Found
Hail Damage	N No Hail Damage Record Found
Insurance Loss	N No Insurance Loss Record Found
Junk	N No Junk Record(s) Found
Rebuilt	N No Rebuilt Record(s) Found
Salvage	N No Salvage Record(s) Found

PROBLEM CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2006 CHEVROLET TRAILBLAZER 4X2 LS (1GNDS135562) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
NHTSA Crash Test Vehicle	N No NHTSA Crash Test Vehicle Record(s) Found
Frame Damage	N No Frame Damage Record(s) Found
Major Damage Incident	N No Major Damage Record(s) Found
Manufacturer buyback/lemon	N No Manufacturer Buyback/Lemon Record(s) Found
Odometer Problem	N No Odometer Problem Record(s) Found
Recycled	N No Recycled Record(s) Found
Salvage Auction	N No Salvage Auction Record(s) Found
Water Damage	N No Water Damage Record(s) Found

□ Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS
 ***** AutoCheck Vehicle History Report (continued) *****
 ODOMETER CHECK THIS VEHICLE CHECKS OUT. For this 2006 CHEVROLET
 TRAILBLAZER 4X2 LS (1GND513S562) no indication of odometer rollback or
 tampering was found. AutoCheck determines odometer rollbacks by searching for
 records that indicate odometer readings less than a previously reported value.
 Other odometer events can report events of tampering, or possible odometer
 breakage.

Date Reported	Odometer Reading
2005-10-14	35
2005-10-14	
2006-04-26	
2007-05-02	
2007-10-16	17,485
2007-10-25	17,496
2007-10-25	
2007-11-06	17,509
2007-11-06	
2007-11-20	
2008-04-04	20,068

VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle.
 These records will provide more history for this 2006 CHEVROLET
 TRAILBLAZER 4X2 LS (1GND513S562).

Problems Checked	Results Found
Accident	N No Accident Record(s) Found
Corrected Title	N No Corrected Title Record(s) Found
Driver Education	N No Driver Education Record(s) Found
Duplicate Title	N No Duplicate Title Record(s) Found
Emissions Safety Inspection	Y Emissions Safety Inspection Record(s) Found
Fire Damage	N No Fire Damage Record(s) Found
Lease	Y Lease Record(s) Found
Lien	N No Lien Record(s) Found
Livery Use	N No Livery Use Record(s) Found
Government Use	N No Government Use Record(s) Found
Police Use	N No Police Use Record(s) Found
Fleet	N No Fleet Record(s) Found
Rental	N No Rental Record(s) Found
Fleet and/or Lease	N No Fleet and/or Lease Record(s) Found
Fleet and/or Rental	N No Fleet and/or Rental Record(s) Found
Repossessed	N No Repossessed Record(s) Found
Taxi Use	N No Taxi Use Record(s) Found
Theft	N No Theft Record(s) Found

FULL HISTORY

Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS
 ===== AutoCheck Vehicle History Report (continued) =====

Below are the historical events for this vehicle listed in chronological order.
 Report Run Date: 12/09/2008

Event Date	Event Location	Odometer Reading	Data Source	Dept	Event Detail
2005-10-14		35	Motor Vehicle	Dept	TITLE
2005-10-14		00000000	Motor Vehicle	Dept	REGISTRATION
2006-04-26		00000000	Motor Vehicle	Dept	EVENT/RENEWAL
2007-05-02		00000000	Motor Vehicle	Dept	REGISTRATION
2007-10-16		17,485	Auto Auction		EVENT/RENEWAL
2007-10-25	HOUSTON, TX	17,496	Motor Vehicle	Dept	REPORTED AT AUTO AUCTION
2007-10-25	HOUSTON, TX	00000000	Motor Vehicle	Dept	PASSED EMSSION INSPECTION
2007-11-06	PASADENA, TX	17,509	Motor Vehicle	Dept	PASSED SAFETY INSPECTION
2007-11-06	PASADENA, TX	00000000	Motor Vehicle	Dept	PASSED EMSSION INSPECTION
2007-11-20	PASADENA, TX	00000000	Motor Vehicle	Dept	PASSED SAFETY INSPECTION
2008-04-04	PASADENA, TX	20,068	Motor Vehicle	Dept	REGISTRATION
					EVENT/RENEWAL
					TITLE

AutoCheck Vehicle History Report Terms and Conditions:
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Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS
***** AutoCheck Vehicle History Report (continued) *****
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***** Local Market Definition *****
The local market value for your 2006 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility Ve was defined by ZIP code [REDACTED] -- Pasadena, Tx. Adjacent markets were also searched as secondary sources to locate comparable vehicles. Details of the specific markets searched follow.

The state of Texas is composed of 21 distinct local markets. The following 4 zones were used in the preparation of this CCC Valuescope Market Report.

Houston, TX - Primary local market vehicle database.
In this market, CCC maintains a database of 9,692 inspected dealer vehicles located at 46 dealerships, and 78,375 dealer advertised, and 11,439 privately advertised vehicles taken from 27 local papers or magazines.

Beaumont, TX - Secondary local market vehicle database.
In this market, CCC maintains a database of 1,284 inspected dealer vehicles located at 9 dealerships, and 4,130 dealer advertised, and 1,339 privately advertised vehicles taken from 7 local papers or magazines.

Austin, TX - Third local market vehicle database.
In this market, CCC maintains a database of 3,635 inspected dealer vehicles located at 16 dealerships, and 29,490 dealer advertised, and 4,422 privately advertised vehicles taken from 19 local papers or magazines.

East Central Texas, TX - Fourth local market vehicle database.
In this market, CCC maintains a database of 1,656 dealer advertised, and 388 privately advertised vehicles taken from 11 local papers or magazines.

From these 4 local markets, comparable vehicles were selected based on the year, make, model, body style, and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.

0
Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

----- Local Market Definition (continued) -----
For your vehicle's CCC Valuescope Market Report, CCC identified 28 inspected dealer vehicles and 19 advertised vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on:

- Nearness to the loss vehicle's primary garage location
- Similarity of model, equipment, and odometer
- Precision of the data (inspected versus advertised)

----- Valuation Methodology -----
This CCC Valuescope Market Report was prepared for USAA by CCC Information Services Inc. CCC has been preparing market reports for the insurance industry since 1981. CCC physically inspects vehicles for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets. CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When USAA requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the Vanguard Vehicle Identification section.

USAA also provides CCC the vehicle owner's Zip code. This identifies the local market that will be used to determine the market value. See the Local Market Definition section.

Finally, USAA provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

Using this information, CCC searches its databases to find comparable vehicles in the local market. Each vehicle is compared to the loss vehicle, and adjustments are made for differences in model, equipment, and odometer. Those vehicles that are deemed most comparable to the loss vehicle are used to determine the local market value. See the Local Market Definition section.

After the Adjusted Value for each comparable vehicle is calculated (see the Local Market Comparable Vehicles section), CCC calculates the Local Market Value. This calculation is a weighted average. Using a weighted average allows those vehicles most similar to the loss vehicle to contribute a greater percentage to the Local Market Value than less similar vehicles. Factors that determine similarity are:

- Nearness to the loss vehicle's primary garage location
- Equivalency of model, equipment, and odometer
- Precision of the data (inspected versus advertised)

Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

Using a weighted average results in more accurate local market value as the vehicles most similar and closest to the loss vehicle contribute more to the market value than less similar, more distant vehicles.

----- Vehicle Condition -----

USAA uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, USAA determined the condition of the vehicle prior to the loss.

Category	Condition	Adjustments
INTERIOR		
Seats	Good	\$0
Lightly soiled or stained.	Minimal fading, tears, holes or burn marks.	\$0
Carpets	Good	\$0
Lightly soiled or stained.	Significant tears, holes or burn marks. Light wear in primarily driver's area.	\$27
Dashboard	Very good	\$55
Components intact.	No significant wear.	\$192
Headliner	Very good	\$0
Clean. No tears, sagging or fading.		
EXTERIOR		
Body	Very good	\$0
Sheet Metal	: No dents, small/few dings. No rust evident.	\$0
Trim	: Components intact, minimal wear apparent. No significant peeling, fading or rust.	\$0
Glass	Good	\$0
Minimal surface scratches or pitting.	Few chips. Seals are intact and watertight.	\$0
Paint	Good	\$0
Small/few surface chips or scratches.	Slight fading.	\$0
MECHANICAL		
Engine	Good	\$0
No seepage evident.	Belts and hoses firm show no wear. No significant dirt and grease in engine compartment. No burn marks around tail pipe.	\$0
Transmission	Good	\$0
Fluid may be slightly discolored	No seepage evident.	\$0
TIRES		
Front Tires	Good	\$0
5-7/32" of tread present.	41% to 68% of new.	\$0
No signs of uneven wear.		
Appraiser comment: 6		
Rear Tires	Good	\$0

Valuation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 LS

Category	Condition	Adjustments
5-7/32" of tread present. No signs of uneven wear.	41% to 68% of new.	

Appraiser comment: 6

Total Adjustments: *****
\$274

- The Condition Inspection Guidelines provide information based on vehicle age, vehicle type, and geographic location. Your vehicle has been identified as being located in the Southwest region as a newer truck.
- The Condition Inspection Guidelines, and all dollar adjustments, are determined by surveys, inspections, and interviews with dealerships across the United States.

Dvaluation request: 40612715 (continued) 2006 CHEV TRAILBLAZER 4X2 L5

***** Comparable Vehicles Detail *****

The local market comparable vehicles are compared to the loss vehicle, and adjustments are made for differences in equipment, odometer, model, etc. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller. The Adjusted Value represents the price of the comparable configured exactly as the loss vehicle.

Loss Vehicle	Inspected Dealer	Inspected Dealer	Inspected Dealer
2006 Chevrolet Trailblazer 4x2 Ls 4d Utv 6-4.2l-Fi Auto Trans-OD AM/FM Stereo Seek With Compact Disk (No Privacy Glass) Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum Alloy Wheels Cruise Control Communications System Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailering Package Tilt Wheel Stability Control Keyless Entry* Electric Glass Roof* Theft Deterrent/Alarm Traction Control* Power Driver Seat* Miles: 24,000	2006 Chevrolet Trailblazer 4x2 Ls 4d Utv 6 Auto Trans-OD AM/FM Stereo Seek With Compact Disk Privacy Glass (4) Anti-Lock Brakes Air Conditioning Drivers Side Air Bag Aluminum Alloy Wheels Cruise Control Communications System Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailering Package Tilt Wheel Stability Control Power Driver Seat* Theft Deterrent/Alarm Electric Glass Roof* Running Boards/Side Steps* 21,235	2007 Chevrolet Trailblazer 4x2 Ls 4d Utv 6 Auto Trans-OD AM/FM Stereo Seek With Compact Disk Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum Alloy Wheels Cruise Control Communications System Power Locks Power Windows Passenger Air Bag Luggage/Roof Rack Trailering Package Tilt Wheel Stability Control Rear Defogger* Theft Deterrent/Alarm Privacy Glass* 34,248	2006 Chevrolet Trailblazer 4x2 Ls 4d Utv 6 Auto Trans-OD AM/FM Stereo Seek With Compact Disk Satellite Radio Privacy Glass (4) Anti-Lock Brakes Air Conditioning Drivers Side Air Bag Aluminum Alloy Wheels Cruise Control Communications System Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailering Package Tilt Wheel Stability Control Power Driver Seat* Theft Deterrent/Alarm Traction Control* Electric Glass Roof* 25,184
Location:	Houston	Beaumont	Houston
	Insp. 11/24/2008	Insp. 11/26/2008	

Service Request Detail

SR No. 71-678046639 **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** **Body - Door Handles / Locks /** **Sub-Area** Initiate PAR- Thermal Event
Address **City** Gouverneur **Involved Dir** **Safety** Yes
State NY **ZipCd** **Con Acct** **Source** Phone **Updated** 11/12/2008 12:27:17 PM
Serial #/VIN 1GNDT13S362 **Model Year** 2006 **Priority** Medium **License #** CHEVROL **Owner** HOLLARAL
Make Chevrolet **Warr. Start** 08/13/2005 **Status** Open **Opened** 11/8/2008 10:43:02 AM
Model TrailBlazer **Mileage** 60000 **Sub-Status** **Closed**
Abstract Thermal Event / Pre PAR
Customer Description ***PAR File*** Please forward all inquiries to Alyson Hollar ext 21048 - Do not assume

Pre-PAR

PAR Notification **Incident Date/Time** 10/28/2008 05:20:00 **Injuries** N **Other Veh #** 0 **People In Veh** 0 **Road Surface** Crushed Rock **Road Cond.** Wet **Fire Report#** Unknown **Police Report#** n/a
Driver Last Name **Driver First Name** **DOB** **Height** 5'3" **Disabilities** No
Insurance Agent Last Name **Insurance Agent First Name** **Phone #** (315) 386-4335 **Insurance Agency** Nationwide (Insurance Company)
Unknown **Unknown** **Incident Loc** 37 Smith SL Gouverneur NY 13642 **Incident Desc** Veh was parked, 6 hours later a fire started on the driver's side door
Component Door **Damage Desc** Totalled, cab of veh burned
Vehicle Loc Syracuse, NY. Salvage yard **Add'l Info**
Emgcy Svc Names Gouverneur Fire Dept, Joe Lacks 315-287-7811 315-222-4877 **Maint Loc** 0.23 Buick, Chevrolet, Pontiac, GMC Trucks 115311 DJ WALTERS CHEVROLET-BUICK-

PAR Detail

Collision Non Collision Y **Property Damage** Y **Thermal Evt** Y **Spec Equip** None
Vehicle Speed 0 **Weather Condition** Snow **Prop Owner** **Property Type** **Personal**
Last Service Date **Loc Last Service** **Property Location** Car **Prop Est Repair Cost** \$700.00
Veh Est Repair Cost **Spec Equip Installer** n/a **Prop Damage Description** Blue tooth, art supplys, phone charger, video game, 4 pairs sunglasses, regular glasses, car seat, clothing, \$20 coupon book all burned
Primary Veh Use Personal **Inspection Type** **Inspected By** Inspection Not Performed **Inspection Date/Time**
Veh Damage Description Totalled, cab of veh burned **Explain Other** File sent to ESIS

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 02:06:38 PM	RODRUJOS	RODRUJOS	BRC PAR	ESIS- Thermal Event	Done	11/14/2008 02:06:48 PM	esis case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Case was sent to ESIS, due to a Thermal Event.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 02:06:19 PM	RODRUJOS	ESISBQU	Escalation	ESIS- Thermal Event	In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/12/2008 05:50:03 PM	GARCIAJR	RODRUJOS	Notify CRM		Done	11/14/2008 02:06:18 PM	thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Received And Assigned to ESIS

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/12/2008 12:08:36 PM	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
11/12/2008 12:08:18 PM	HOLLARAL	GARCIAJR	BRC PAR	ESIS- Thermal Event	Done	11/12/2008 05:50:03 PM	Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Received and assigned for ESIS escalation.
Joe G/ATX/Workflow Par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 05:44:10 PM	HOLLARAL	HOLLARAL	Ownership Changed	Ownership Escalated to BRC	Done	11/10/2008 05:44:11 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
11/10/2008 12:53:03 PM	GARCIAJR	HOLLARAL	Ownership Changed		Done	11/10/2008 12:53:03 PM	Service Request Ownership has changed FROM: MALALUTH 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
11/10/2008 12:52:27 PM	GARCIAJR	HOLLARAL	BRC PAR	Initial Contact- Phone	Done	11/10/2008 05:25:38 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts: Cust was in her home when she heard the horn on the veh and cust then saw that cust veh was on fire. Fire dept had to come put the fire and the veh is totalled. Cust was adv that the fire originated on the driver's side door. Veh had not been driven in 6 hours but about 2 hours prior to the fire starting cust went out to lock the doors on the veh.

CRS adv: Will need to forward file to central claims dept, they will contact cust in 7-10 business days. Is there anything else CRS can do for cust?

Cust sts: No.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 12:52:03 PM	GARCIAJR	HOLLARAL	BRC PAR	Initial Contact- Dealer	Done	11/12/2008 12:03:10 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No contact made. Not required. Cust has not been to the dlr in the past 2 years.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 12:51:53 PM	GARCIAJR	HOLLARAL	BRC PAR	Initial Contact- AVM	Done	11/12/2008 12:08:18 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Borges Nelson 914244 6158

CRS provided vehicle and cust information and a description of cust concern. CRS adv DVM that this is just an fyi but if DVM has any questions or information to call CRS.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 12:51:38 PM	GARCIAJR	HOLLARAL	BRC PAR	Acknowledgement	Done	11/10/2008 05:09:57 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

This is Alyson Holler and I am calling from the product allegation dept at general motors. IDoes cust have time to go over file information?

Cust sts: Yes.

Conversation continued in initial-cust

Alyson Holler/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 12:51:32 PM	GARCIAJR	HOLLARAL	Notify CRM		Done	11/12/2008 12:16:25 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
11/10/2008 12:51:24 PM	GARCIAJR	HOLLARAL	Research		Done	11/12/2008 12:16:20 PM	Research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Scanned VIN-no related service requests
Checked GMVIS- no related recalls or repairs

Alyson Holler/BRC/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 12:51:03 PM	GARCIAJR	HOLLARAL	BRC PAR	Case Assigned	Done	11/12/2008 12:18:15 PM	file assigned to Alyson Hollar ext 21049

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Received.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/10/2008 11:18:05 AM	GARCIAJR	MALALUTH	SR Opened		Done	11/10/2008 11:18:05 AM	SR in Status of Closed has been Re-Opened by GARCIAJR

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
11/10/2008 11:18:03 AM	GARCIAJR	MALALUTH	SR Closed - Satisfied		Done	11/10/2008 11:18:04 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
11/8/2008 11:00:29 AM	MALALUTH	GARCIAJR	Escalation	Initiate PAR	Done	11/10/2008 11:18:01 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

Tim Parker/CAC/Ter1/Mia/MO

Received and assigned in PAR.

Joe GIATX/Workflow Par

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/8/2008 10:59:08 AM	MALALUTH	MALALUTH	Inbound Call Customer	Complex Request	Done	11/8/2008 10:59:34 AM	Pre PAR

Contact Last Name	Contact First Name	Account	BAG Code

Comments

Cust sts:

- Calling to report a defect on the trailblazer
- car burned started in door
- 10/28/2008 incident date
- talked to someone else
- the dash board is gone steering wheel is gone driver, passeenger side seats is gone, vehicle is totalled
- no one was hurt was in the driveway, locked vehicle 8:00pm 8:45pm alarm went off, vehicle was in flames when I went out to check
- there was a fire inspector that that gave his name

Cust siks:

- Infrom chevrolet about the thermal event

CRS adv:

- will create a buisness case and gave SR to the cust
- adv that will be forwarding the case to BRC department

Tim Parker/CAC/Tier1/Mla/MO

Confidential Comments

UCC Information

UCC Code	Symptom	Description
C10	No Symptom Indicated	Body - Door Handles / Locks / Hinges

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 :	1GNDT13S362
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD	Warranty Start Date :	08/13/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	WALDEN FLEET GROUP, INC. 4680 BLUE LAKE DRIVE BOCA RATON , FL 33431-4448	Selling Source :	13 - CHEVROLET
		Site Code :	04023
		Business Associate Code :	111571
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05086	POWER STEERING HOSE FRACTURE	10/05/2005	Open

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No	Associated On Star or XM Radio Information.
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APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/13/2005	10 miles	08/13/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/13/2005	10 miles	08/13/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/13/2005	10 miles	08/13/2013	80010 miles
36/36000 FEDERAL EMISSION	08/13/2005	10 miles	08/13/2008	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

11/23/2005	921406	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	5000 miles
08/12/2005	A20309	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 :	1GNDT13S362
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CLAIM HISTORY

Repair Order Date :	11/23/2005	Repair Order Number :	921406	Odometer Reading :	5000 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
12/02/2005	644	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	N/A	C	N/A	\$ 48.37	N

Repair Order Date :	08/12/2005	Repair Order Number :	A20309	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
08/16/2005	613	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 77.31	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	1GNDT13S362
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VEHICLE BUILD

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	JGGDK1
Build Date :	08/10/2005	Build Plant :	16206

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

AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B0M - GM PRODUCTION WEEK #30
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	CJ3 - CLIMATE CONTROL
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORaine, OHIO	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KCV - ALAMO RENT A CAR
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - WHEEL, FULL SIZE SPARE
N40 - POWER STEERING	PDC - SEAT, 8-WAY POWER DRIVER
QC3 - ALUMINUM WHEELS	QNF - P235/75R16 ALS BW TIRES

R6F - IDENTIFY B CODE USERS	R6P - PREMIUM PAINT
R6Q - OPTION PKG NOT DESIRED	R7M - ONSTAR SERVICE NOT INCLUDED
R7U - MISSING OPTION CREDIT UNIT PRODUCED WITHOUT: ***BODYSIDE MOLDINGS***	R8M - ALAMO/NATIONAL RENT A CAR CODE
TB4 - LIFTGATE	TFD - RETAIL AMENITY DELETE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	YT1 - DAILY RENTAL FLAT RATE DEPREC.
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
ISB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEY LESS ENTRY * THEFT DETERRENT SYSTEM	ISZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
50U - SUMMIT WHITE	6HP - SUSPENSION
7HN - SPRING	8NS - SUSPENSION
9NR - SUSPENSION	

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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

December 1, 2008

NATIONWIDE INSURANCE
CHERYL GARDNER
110 ELWOOD DAVIS ROAD
N. SYRACUSE, NY, 13212

RE: Claimant: [REDACTED]
Our File No.: 663106
Your File No.: 66 31 P 512913 10292008 01
Our Client: General Motors Corporation
Date/Event: 10/29/2008
Subject vehicle: 2006 Chevrolet Silverado
VIN: 1GNDT13S362 [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:

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.

5

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,

Bethany Tillman
Claims Administrator



esis

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

800.838.0164 tel
313.665.0911 fax

Bethany Tillman
Claims Administrator

December 1, 2008

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CHERYL GARDNER
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2. A copy of the police and/or fire report. *enclosed ✓*
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident. *enclosed ✓*
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident. *No -*
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. *None*



esis

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts. *None*
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices. *None*
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. *None*
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. *Sal Bid enclosed \$1100.00*
11. Advise of any injuries. *None*

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

File Name: nnyd006518.klp

Insured: [REDACTED]

Claim No: [REDACTED]

Person C: [REDACTED]

ClaimantID: B/S1

Date Taken: 11/4/08

Date of Loss: 10/29/08

Interviewer: Anthony Palmieri

Cov: FTC

ClassID: GARDNEC5

Q: This is An-, this is Anthony Palmieri [phonetic] speaking and I'm recording a conversation between myself and [REDACTED]s [phonetic] from my office in Conshohocken, PA on Oc-, uh, November 4th of 2008, concerning, um, an auto fire which occurred on October 29th of 2008. Julie, do you understand that I'm recording this interview?

A: Yes.

Q: Do I have your permission to record it?

A: Yes.

Q: Can you state your name and spell your last name?

A: [REDACTED]

Q: And your address?

A: [REDACTED], G-o-u-v-e-r-n-e-u-r, New York [REDACTED]

Q: Okay, and how long have you lived there?

A: 3-, uh, 35 years.

Q: And you own, correct?

A: Yes.

Q: All right, and the telephone number that I'm speaking to you on?

A: Uh, this is school.

Q: Okay, what...

A: It's, uh, [REDACTED].

Q: Okay, and your date of birth?

A: [REDACTED]

Q: Social Security number, or the last four digits of your Social Security number?

A: [REDACTED] are the last three, four digits.

Q: Okay, and you're married, correct?

A: Yes.

Q: And your husband's name?

A: Bernard.

Q: Okay, and your employee?

A: [REDACTED]

Q: And your job title?

A: Teacher.

Q: And how long have you been with them?

A: Twenty years.

Q: Twenty years? Salary?

A: Uh, I don't know. ~~Some~~ some thousand, ~~uh~~, I don't...

Q: [REDACTED] K plus I'll put.

A: Yeah.

Q: Okay, and, um, any other household income?

A: Uh, yes, we have a crab business and a campground. And my husband works too.

Q: Okay. Husband, crab business, and what was the other one, husband, cra-...

A: My husband's job.

Q: Husband, crab business and that's it?

A: Husband, crab business and we own a campground.

Q: A campground? Okay, and who lives in your household?

A: My husband and I.

- Q: And who has permission to use your vehicle?
- A: Who has permission? Uh...
- Q: Yeah, just you and your husband?
- A: Well, my son once in a while, well, that day...
- Q: Immediate family?
- A: Immediate family, yes. My husband, son and daughter and s-, daughter-in-law, son-in-law.
- Q: Okay. Year, make and model of your vehicle?
- A: Uh, 2006 Chevy Trail, Trailblazer.
- Q: And what color was that?
- A: White.
- Q: And how many miles were on the vehicle?
- A: [Laughs.] I have no idea. I th-, my husband would know. Maybe, no more than 30,000.
- Q: Thirty K give or take?
- A: Uh-huh.
- Q: I'll put, and New York plates on that, correct?
- A: Uh-huh.
- Q: Any prior damage to the body?
- A: Pardon me?
- Q: Any prior damage, dents, dings, scratches?
- A: No, uh-uh.
- Q: No? Any prior damage to the interior?
- A: No.
- Q: Is it a two-door or four-door?
- A: Four-door.

- Q: And it had four-wheel drive, correct?
- A: Yes.
- Q: Uh, automatic?
- A: Yes.
- Q: Okay, and if the vehicle is a total loss, do we have your permission to move it to a Nationwide facility?
- A: It's already gone.
- Q: Okay. Um, that's good. When was your vehicle purchased?
- A: 2006.
- Q: You purchased it new?
- A: Uh, no, I didn't. It had 7,000 miles on it.
- Q: Used, 7k, okay, and how much did you pay for the vehicle?
- A: I have no idea. Uh, \$20-, I don't know.
- Q: \$20 K plus?
- A: It was \$24,000 or \$25,000, \$26,000, I don't know.
- Q: Okay, \$24 K plus. Uh, and who's, um, where'd you purchase the vehicle?
- A: Uh, FX Caprara.
- Q: And who is the vehicle titled to?
- A: Uh, [REDACTED] and I.
- Q: And are you still making payments on the vehicle?
- A: Yes.
- Q: How much do you owe on the vehicle?
- A: \$16,111 as of, well, that was before. I don't know what it is now.
- Q: Okay. And your monthly payments?
- A: I have no idea. I always pay extra. It's \$432, no, I don't know, I really don't know. \$400, over \$400 and I always pay either \$500 or \$450.

- Q: Okay, who, who are you making payments to?
- A: Chase.
- Q: Chase Auto? Okay. And your account is current?
- A: Yes.
- Q: Any missed payments?
- A: Uh, not that I know of. [Laughs.]
- Q: Okay. How many sets of keys do you have?
- A: Two. They went with the car.
- Q: With car? Okay, date and time of the fire, was it...
- A: It was...
- Q: October 29th?
- A: Yeah, October 29th at around 8:45 that, the horn started to blow.
- Q: P.m.?
- A: Yeah, uh, yeah. Uh-huh.
- Q: And it happened at your residence?
- A: Uh-huh. About two feet from the house.
- Q: Any damage to your house?
- A: No.
- Q: Uh, that's good.
- A: Yeah. You better believe it.
- Q: What fire department?
- A: Gouverneur.
- Q: Okay, was your vehicle towed?
- A: Was it towed, yes. It [inaudible]...

- Q: By us, correct?
- A: They, yes, uh-huh.
- Q: And it was unoccupied, correct?
- A: Right.
- Q: Who was the last person to use the vehicle?
- A: Uh, me.
- Q: Okay. Uh, how long was it parked prior to the fire?
- A: Uh, from 2 o'clock on.
- Q: Six-and-a-half hours?
- A: Um, six and, let me see, six and, and 45 minutes.
- Q: Okay.
- A: Six hours and 45 minutes.
- Q: Okay. who was present?
- A: Uh, me and my husband was sleeping upstairs.
- Q: Okay. And tell me the 24 hours leading up to the fire, the vehicle was parked in your driveway the whole day or...
- A: Uh, yeah, we had a snow day at school because we got 18 inches of snow.
- Q: Wow.
- A: So [laughs], my son broke the snow blower, pulled on it and the starter wasn't working, so he, we went with the vehicle across town maybe, it's not even a mile, so we drove maybe two miles that day and, uh, then we parked at, I then backed it up to put it on the road so he could snow blow once we got that fixed. Put it back in and it was approximately no later than 2 o'clock that it was parked and never touched again.
- Q: I'm just writing it down. All right. this, you had a snow day, you had 18 inches of snow, son was, uh, was going to snow blow or plow your driveway, so you took your vehicle off the driveway, then put it back on at around 2 o'clock...
- A: Uh-huh.
- Q: After the snow, uh, driveway was plowed? Vehicle sat there until the fire?

A: Uh-huh.

Q: Okay. And did you notice, smoke or flames first?

A: Flames. I-, but the first thing was the horn was honking.

Q: Okay.

A: And that, that, I said, where is that coming from, and I thought it was our neighbor on the other side, looked in their driveway, nothing. So then I, you know, just listened and I said, well that's coming from the other side of the house, and I walked into our kitchen, maybe one step into the dining room, I'm not sure really, I can't remember, and saw the flames coming from the Trailblazer.

Q: Okay, and they were coming from the front, the...

A: The, yes, the...

Q: And the glove compartment?

A: The, the f-, pardon me? No, no, no. It was in the, the front seat.

Q: Front seat?

A: Yes. It started in the door, they have established, and, um, in the electrical in the door.

Q: Okay. Have you had any recent work done to the vehicle?

A: No, not for, no, not other than changing oil and that was, I don't know, three or four weeks ago. Or a couple weeks ago.

Q: Who did that?

A: Uh, Trapp's Garage in Gouverneur.

Q: Okay. Any mechanical defects with the vehicle?

A: Any mechanical defects?

Q: Any, yeah, any problems with the vehicle whatsoever?

A: No.

Q: Have you ever received a recall notice on the vehicle?

A: Yes. There was one on the power steering hose or something like that, I think. I think it, I, I'm not sure it was even that vehicle. It might've been my last Blazer.

Q: Okay. Did you have any thing plugged into your vehicle?

A: No.

Q: Okay, have, uh, do you smoke?

A: No.

Q: Does anybody smoke in your vehicle?

A: No. Absolutely not.

Q: Okay, have you had any other, uh, fires, house or vehicle fires?

A: I've had a chimney fire, years and years ago. My kids were still young.

Q: Okay, do you keep any flammable material or liquid in your vehicle?

A: No.

Q: Have, do you have any other insurance?

A: Nope.

Q: Okay, have you had any other insurance claims?

A: Well, the chimney fire. Yes, we had insurance claims, we've had accidents, yes.

Q: I, okay. Just collision claims, though, within five years?

A: Uh, 2001. No, 2000.

Q: 2000 collision claim?

A: Uh-huh.

Q: Okay. Have you tried to sell or trade this vehicle recently?

A: Nope.

Q: Any personal property in the ve-...

A: I want it back. I'm sorry, what?

Q: Any personal property in the vehicle this time?

A: Oh, yes, there was quite a bit.

Q: And you made a homeowner's claim for that?

A: Yes.

Q: Okay. Do you know how the fire started?

A: Yes, uh, the fire, uh, investigator said it started in the door, driver's door. It was electrical, that it came from either the door locks or the electric doors or whatever.

Q: Okay.

A: You can tell, there's a brown spot, he said, on the outside of the door.

Q: Okay.

A: Yeah.

Q: Have you, have you or your husband ever filed bankruptcy?

A: No.

Q: Okay, is there anything else you'd like to add to this statement?

A: No.

Q: Okay, have you understood all my questions?

A: Pardon me?

Q: Have you understood all my questions?

A: Uh-huh.

Q: Have your questions been true and correct to the best of your knowledge?

A: Yep.

Q: Has this recording been made with your full knowledge and consent?

A: Uh-huh.

Q: Okay, the time's approximately 2:41 p.m. and with your permission I'll turn off the recorder.

A: Okay.

[End of Recorded Statement.]



On Your Side®

Nationwide Insurance
Aflac Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

110 Elwood Davis Rd *Gardnec5@Nationwide.com* * N. Syracuse, NY 13212

November 25, 2008

General Motors Corp. / ESIS
P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265

RECEIVED

JAN 06 2009

ESIS-GM CLAIMS UNIT

OUR INSURED : [REDACTED]
OUR CLAIM NUM [REDACTED]
DATE OF LOSS : 10-29-2008
YOUR INSURED : General Motors Corp. / ESIS
YOUR INSURED'S ADDRESS : [REDACTED]
Detroit, MI [REDACTED]

YOUR POLICY/CLAIM NUMBER :
COMPANY LOSS : \$ 15,559.35
LESS (SALVAGE) : Son hold (salv Bid 1,100.00)
DEDUCTIBLE : \$250.00
TOTAL AMOUNT DUE : \$15,809.35
INSURED'S OUT OF POCKET RENTAL : \$60.30

Dear General Motors Corp. / ESIS:

The supporting papers and a request for payment of our subrogation claim are enclosed. We consider the total amount due listed above to be payment in full, but will promptly notify you if we incur any additional costs.

Please forward your check to:

Nationwide Insurance Co., Attn: Accounting Dept., 110 Elwood Davis Rd *Gardnec5@Nationwide.com*
N. Syracuse, NY 13212

Please deal directly with our Insured regarding any out of pocket rental claim. Payment should not be made to Nationwide on the out of pocket claim and should be made directly to our Insured.

Please contact me if you have any questions or concerns. We appreciate your cooperation and prompt response in this matter.

Thank you.

Sincerely,

Nationwide Mutual Insurance Company
Cheryl Gardner
Subrogation Representative
1-(800)992-5358 Ext. 3547



Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

On Your Side*

110 Elwood Davis Rd *Gardnec5@Nationwide.com* N. Syracuse, NY 13212

November 25, 2008

General Motors Corp. / ESIS
P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265

RECEIVED

DEC 02 2008

ESIS-GM CLAIMS UNIT

OUR INSURED : [REDACTED]
OUR CLAIM NUMBER : [REDACTED]
DATE OF LOSS : 10-29-2008
YOUR INSURED : General Motors Corp. / ESIS
YOUR INSURED'S ADDRESS : [REDACTED]

Detroit, MI [REDACTED]

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Please contact me if you have any questions or concerns. We appreciate your cooperation and prompt response in this matter.

Thank you.

Sincerely,

Nationwide Mutual Insurance Company
Cheryl Gardner
Subrogation Representative
1-(800)992-5358 Ext. 3547

Reserve/Payment Summary for Stevens, Bernard A Joy

Actions View Claimants

COV	Gross Reserve	Net Reserve	Loss Payments	Un Loss Cost	Status	Sal Recv	Sub Recv	Expenses	Reimb PH Ded
FTC		SPLIT	15,484.36		RECOVERY				
LOU		SETTLED	75.00		RECOVERY				

15,559.35
 + 250.00 Deductible
 + 60.30 policy holder out of pocket Rental exp.

15,869.65

15,809.35 NW

60.30 policyholder

Check Listing

Claim Key:
Policyhold
Claimant:



Requester: GARDNECS
Print Date: November 25, 2008
Print Time: 11:16 AM

PAYEE	AMOUNT	DATE	CHECK #	ISSUER	STOP PAY	MANUAL COV 1	SIDE 1 AMT	COV 2	SIDE 2 AMT
Chase Auto Finance	15,484.35	11-24-2008	000204057	Debbie Ostrander		New	15,484.35		0.
	75.00	11-07-2008	000344612	ENTERPRISE RENT A CA		Yes	75.00		0.

Claim Check Copy

Claim Key: [REDACTED]
Policyholder: [REDACTED]
Claimant: N/A

Requester: GARDNEC5
Print Date: November 25, 2008
Print Time: 11:16 AM

Nationwide Insurance Companies Columbus Regional Office	
11-24-2008	91 - 000204057
Fifteen thousand four hundred eighty four and 35/100 dollars	
Pay to the Order of	Chase Auto Finance PO Box 901087 Ft Worth, TX 76101
NON-NEGOTIABLE COPY	

Chase Auto Finance
PO Box 901087
Ft Worth, TX 76101

Customer Message:

payment of \$15,484.35 is for vehicle damages and is being paid under the fire theft and comprehensive coverage. If you have any questions please contact your claims representative. acct# [REDACTED]

Check Type: Manual

Issuer: [REDACTED]

SIDE 1:

Clmt: [REDACTED]

Clmt ID: B/S1

Coverage: FTC

Amount: \$15,484.35

Loss Payment

Final Payment

Loss Cause: 401

Fire

LDI:

Type of Loss: 92

Total Loss

Type of Settlement: F

Full and final payment

WC Std Type:

Affiliate Name:

Expense Code:

IM Loss Location:

Intensified Appraisal:

Interest on Verdict:

Associated Flags:

Subro: YES

Salvage: YES

Drive-In: NO

Chargeable: NO

Attorney: NO

Total Loss: NO

Out of State: NO

Rehab Indicator: NO

Lump Sum: NO

Escheatable: YES

Mold: NO

Claim Check Copy

Claim Key: [REDACTED]
Policyholder: [REDACTED]
Claimant: N/A

Requester: GARDNECS
Print Date: November 17, 2008
Print Time: 2:43 PM

Nationwide Insurance Companies Columbus Regional Office	
11-07-2008	91 - 000344612
Pay to the Order of	ERAC
	Seventy five and 00/100 dollars
	NON-NEGOTIABLE COPY

Customer Message:

Check Type: Manual

Issuer: ENTERPRISE RENT A CAR, #0091028

SSN: 000-00-0000

SIDE 1:

Clmt [REDACTED]

Clmt ID: B/S1

Coverage: LOU

Amount: \$75.00

Loss Payment

Final Payment

Loss Cause:

LDI:

Type of Loss:

Type of Settlement:

WC Stl Type:

Affiliate Name:

Expense Code:

IM Loss Location:

Intensified Appraisal:

Interest on Verdict:

Associated Flags:

Subro: NO

Salvage: NO

Drive-In: NO

Chargeable: NO

Attorney: NO

Total Loss: NO

Out of State: NO

Rehab Indicator: NO

Lump Sum: NO

Escheatable: YES

Mold: NO

Select Activity Logs

Claim Key: [REDACTED]
Policyholder: [REDACTED]
Claimant: N/A

Requester: GARDNECS
Print Date: November 17, 2008
Print Time: 2:05 PM

Date: 2008-11-06 Time: 11:18:55
Creator: LORENZC
Assignee: OXFORDT
Cov:
Claimant:

Final Rental Bill approved. cl...

RENTAL:

Rental Branch Location:
ENTERPRISE RENT-A-CAR (2968)
18943 US ROUTE 11 ,
WATERTOWN, NY 13601-5654
(315) 782-0100

BILLING DETAIL:

Authorized
Policy Daily Rate/
Maximum Dollars:25.00/ 300.00 Days: 3
Rate: \$25.00
Direct Bill Percent: 100%
Total Authorized: \$125.00*
* Does not include taxes and surcharges

INVOICE:

Invoice Number: D907866-2968
Invoice Date: 11/3/08

CLAIM:

Renter: [REDACTED]
Claim N [REDACTED]
Claim Type:: Insured

Vehicle Condition: Non-Driveable
Date Of Loss: 10/29/08
Insured Name: .

Additional Driver: [REDACTED]

Actual Rental

Rental Period: 10/30/08 to 11/1/08 (3 day(s))
Billed Period: 10/30/08 to 11/1/08 (3 day(s))
Total Charges:
3 DAYS @ 40.00 \$120.00
1 SALES TAX 12.75 \$15.30

Direct Bill Percent: 100%
Total Rental: \$135.30
Amount Received: \$60.30
Total Amount Due..... \$75.00

CCC VALUESCOPE
Claim Services

Market Report

Report Reference Number: 40423763
Claim reference: [REDACTED]
Loss Incident Date: 10/29/2008
Insured: [REDACTED]
Policy Number: [REDACTED]

Adjuster: Oxford, Thomas
Adjuster ID: BLUE
Date Submitted: 11/05/2008
Owner: [REDACTED]

Appraiser: OXFORD, TOM

Introduction

Nationwide Enterprise has conducted an inspection of your 2006 Chevrolet Trailblazer 4X4 LS 4 door Sports Utility located in Gouverneur, NY. The inspection information was then used to conduct research in your local market to determine the market value of your vehicle.

The local market value of your vehicle was defined by the Zip code 13642 -- Gouverneur, NY

The recommended settlement amount based on the loss vehicle description provided by Nationwide Enterprise is \$15,381.40

Section Title:	Section Contents:
***** Vehicle Valuation Summary	***** Market Valuation with components
VINGuard Vehicle Identification	Vehicle configuration information
VINGuard VIN Vehicle History	Vehicle history research
Local Market Definition	Local market basis
Valuation Methodology	Method used to evaluate the vehicle
Vehicle Condition	Vehicle's pre-accident condition
Comparable Vehicles Contribution	Contribution of each comparable vehicle
Comparable Vehicles Detail	Comparable vehicles located in market
NHTSA Vehicle Recall	NHTSA recall notices
Appraisal and Valuation Notes	Log notes for this file

Prepared for: Nationwide Enterprise

110 Elwood Davis Road
North Syracuse, NY 13212

Reach us at the web:

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** Vehicle Valuation Summary *****

Local Market Value	\$ 14,750.00
Condition	- 45.00
Pre-tax amount	\$ 14,705.00
Vehicular Sales Tax 4.00%	+ 2,176.40
License/fees (if applicable)	1,029.35
Value before deductible	\$ 17,981.40
DEDUCTIBLE	- 250.00
Adjusted vehicle valuation amount	\$ 15,631.40
***** Vehicle Valuation Allowances *****	# 15,484.35

Compared to the typical vehicle in the marketplace your vehicle's value was affected by these factors:

Odometer 45,000	-	260.00
SP - Power Driver Seat	+	100.00
PM - Power Mirrors	+	50.00
KE - Keyless Entry	+	149.00
TD - Theft Deterrent/Alarm	+	149.00
C2 - Communications System	-	139.00

These allowances illustrate factors that influence the settlement amount when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.

In cases where a standard or predominant option is superceded by a replacement or upgrade, a corresponding addition will appear for the option to reflect this.

The vehicle valuation allowances also reflect proper deductions for all standard or predominant equipment not present on the loss vehicle.

These allowances are illustrative only. The actual Local Market Value is calculated entirely from comparable vehicles with adjustments to reflect the loss vehicle configuration.

***** Vehicle Description *****

DESCRIPTION	OPTION
Odometer	45,000
Vehicle equipment:	
Std	AT - Automatic Transmission
Std	OD - Overdrive
Std	4W - 4 Wheel Drive

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** Vehicle Description (continued) *****

Std	PS - Power Steering
Std	PB - Power Brakes
Std	PW - Power Windows
Std	PL - Power Locks
Rptd	SP - Power Driver Seat
Rptd	PM - Power Mirrors
Std	AC - Air Conditioning
Std	RD - Rear Defogger
Std	IW - Intermittent Wipers
Std	TW - Tilt Wheel
Std	CC - Cruise Control
Rptd	KE - Keyless Entry
Std	CN - Console/Storage
Std	CS - Cloth Seats
Rptd	RL - Reclining/Lounge Seats
Std	BS - Bucket Seats
Std	AM - AM Radio
Std	FM - FM Radio
Std	ST - Stereo
Std	SE - Search/Seek
Std	CD - CD Player
Std	AW - Aluminum/Alloy Wheels
Std	AG - Drivers Side Air Bag
Std	RG - Passenger Air Bag
Rptd	TD - Theft Deterrent/Alarm
Std	AB - Anti-Lock Brakes (4)
Std	DB - 4-Wheel Disc Brakes
Std	T1 - Stability Control

Std RR - Luggage/Roof Rack
 Std WP - Rear Window Wiper
 Rptd IP - Clearcoat Paint
 Rptd DT - Privacy Glass
 Std DM - Dual Mirrors
 Std TP - Trailering Package

===== VINguard Vehicle Identification =====

VIN: 1GNDT13S362 [REDACTED]

	Insurer Description	VINGuard Analysis
Year	2006	2006
Make	Chevrolet	Chevrolet
Model	Trailblazer 4X4 LS	Trailblazer 4X4
	NT13	NT13
Body style	4d Utv	
Engine	6-4.2l-Fi	6-4.2l-Fi
Trans	Automatic Transmission	
	Overdrive	

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

===== VINguard Vehicle Identification (continued) =====

	4 Wheel Drive	
Restraints	AIR BAGS (DRIVER+PASS.)	Air Bags(D+P+Side(Opt.))
Curb Weight		4,594
Odometer	45000	

This vehicle was assembled in MORaine, OH

===== VINguard VIN Vehicle History =====

VINGuard has decoded this VIN without any errors.

 * WARNING - VINGuard has detected prior event(s) in this vehicle's history. *
 * Please review the information detailed below. *

ISO Vehicle History:

Number of times reported to ISO:	2	ISO's file number:	H0148227029
Activity reported:	Property & Casualty		10/29/2008
Insurance company:	Nationwide Mutual Insurance Company	Phone:	(800) 421-3535
Claim number:	[REDACTED]		
Activity reported:	Property & Casualty		10/29/2008
Insurance company:	Nationwide Mutual Insurance Company	Phone:	Unavailable
Claim number:	[REDACTED]		

===== AutoCheck Vehicle History Report =====

AutoCheck Vehicle History Report

Experian Automotive

Report Run Date: 11/05/2008

 Key: | N = No Problem Found | Y = Problem Found | I = Information Found

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2006 CHEVROLET TRAILBLAZER 4X4 LS (1GNDT13S362) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
Abandoned	N No Abandoned Record(s) Found

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** AutoCheck Vehicle History Report (continued) *****

Damaged	N No Damaged Record(s) Found
Fire Damage	N No Fire Damage Record Found
Grey Market	N No Grey Market Record Found
Hail Damage	N No Hail Damage Record Found
Insurance Loss	N No Insurance Loss Record Found
Junk	N No Junk Record(s) Found
Rebuilt	N No Rebuilt Record(s) Found
Salvage	N No Salvage Record(s) Found

PROBLEM CHECK

THIS VEHICLE CHECKS OUT. AutoCheck database for this 2006 CHEVROLET TRAILBLAZER 4X4 LS (1GNDT13S362) shows no historical events that indicate a significant automotive problem. These problems can indicate past automotive damage or warnings associated with the vehicle title.

Problems Checked	Results Found
NHTSA Crash Test Vehicle	N No NHTSA Crash Test Vehicle Record(s) Found
Frame Damage	N No Frame Damage Record(s) Found
Major Damage Incident	N No Major Damage Record(s) Found
Manufacturer buyback/lemon	N No Manufacturer Buyback/lemon Record(s) Found
Odometer Problem	N No Odometer Problem Record(s) Found
Recycled	N No Recycled Record(s) Found
Salvage Auction	N No Salvage Auction Record(s) Found
Water Damage	N No Water Damage Record(s) Found

ODOMETER CHECK THIS VEHICLE CHECKS OUT. For this 2006 CHEVROLET TRAILBLAZER 4X4 LS (1GNDT13S362) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

Date Reported	Odometer Reading
2005-08-23	10
2005-08-23	
2005-08-23	
2005-08-23	
2006-02-27	10,643
2006-03-02	
2006-03-02	10,648
2006-10-27	
2006-10-27	10,683
2006-10-27	
2007-01-18	
2008-03-09	

VEHICLE INFORMATION

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** AutoCheck Vehicle History Report (continued) *****

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2006 CHEVROLET TRAILBLAZER 4X4 LS (1GNDT13S362[REDACTED]).

Problems Checked	Results Found
Accident	N No Accident Record(s) Found
Corrected Title	N No Corrected Title Record(s) Found
Driver Education	N No Driver Education Record(s) Found
Duplicate Title	N No Duplicate Title Record(s) Found
Emissions Safety Inspection	Y Emissions Safety Inspection Record(s) Found
Fire Damage	N No Fire Damage Record(s) Found
Lease	Y Lease Record(s) Found
Lien	N No Lien Record(s) Found
Livery Use	N No Livery Use Record(s) Found
Government Use	N No Government Use Record(s) Found
Police Use	N No Police Use Record(s) Found
Fleet	N No Fleet Record(s) Found
Rental	Y Rental Record(s) Found
Fleet and/or Lease	N No Fleet and/or Lease Record(s) Found
Fleet and/or Rental	Y Fleet and/or Rental Record(s) Found
Repossessed	N No Repossessed Record(s) Found
Taxi Use	N No Taxi Use Record(s) Found
Theft	N No Theft Record(s) Found

FULL HISTORY

Below are the historical events for this vehicle listed in chronological order.

Report Run Date: 11/05/2008

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2005-08-23	VA	10	Motor Vehicle Dept	TITLE
2005-08-23	VA	00000000	Motor Vehicle Dept	REGISTRATION
2005-08-23	VA	00000000	Motor Vehicle Dept	EVENT/RENEWAL
2005-08-23	VA	00000000	Motor Vehicle Dept	RENTAL
2006-02-27	NY	10,643	Auto Auction	TITLED OR REGISTERED AS A RENTAL VEHICLE, OR PART
2006-03-02	WATERTOWN, NY	00000000	Dealer Record	REPORTED AT AUTO AUCTION AS MANUFACTURER VEHICLE
2006-03-02	WATERTOWN, NY	10,648	Dealer Record	VEHICLE IN DEALER INVENTORY
				VEHICLE IN DEALER INVENTORY

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** AutoCheck Vehicle History Report (continued) *****

2006-10-27	GOUVERNEU, NY	00000000	Motor Vehicle Dept	REGISTRATION
2006-10-27	NY	10,683	Motor Vehicle Dept	EVENT/RENEWAL
2006-10-27	NY	00000000	Motor Vehicle Dept	EMISSION INSPECTION
				PASSED SAFETY INSPECTION
2007-01-18	GOUVERNEU, NY	00000000	Motor Vehicle Dept	TITLE
2008-03-09	GOUVERNEU, NY	00000000	Motor Vehicle Dept	REGISTRATION
				EVENT/RENEWAL

AutoCheck Vehicle History Report Terms and Conditions:
 Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's

Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

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These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of laws provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

----- Local Market Definition -----
The local market value for your 2006 Chevrolet Trailblazer 4X4 LS 4 Door Sport Utility Ve was defined by ZIP code 13642 -- Gouverneur, NY. Adjacent markets were also searched as secondary sources to locate comparable vehicles. Details of the specific markets searched follow.

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

----- Local Market Definition (continued) -----

The state of New York is composed of 13 distinct local markets. The following 1 zone was used in the preparation of this CCC Valuescope Market Report.

Watertown, NY - Primary local market vehicle database.
In this market, CCC maintains a database of 2,624 dealer advertised, and 390 privately advertised vehicles taken from 4 local papers or magazines.

From this 1 local market, comparable vehicles were selected based on the year, make, model, body style, and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.

For your vehicle's CCC Valuescope Market Report, CCC identified 3 advertised vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on:

- * Nearness to the loss vehicle's primary garage location
- * Similarity of model, equipment, and odometer
- * Precision of the data (inspected versus advertised)

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

===== Valuation Methodology =====

This CCC Valuescope Market Report was prepared for Nationwide Enterprise by CCC Information Services Inc. CCC has been preparing market reports for the insurance industry since 1981. CCC physically inspects vehicles for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets. CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When Nationwide Enterprise requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the VINGuard Vehicle Identification section.

Nationwide Enterprise also provides CCC the vehicle owner's Zip code. This identifies the local market that will be used to determine the market value. See the Local Market Definition section.

Finally, Nationwide Enterprise provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

Using this information, CCC searches its databases to find comparable vehicles in the local market. Each vehicle is compared to the loss vehicle, and adjustments are made for differences in model, equipment, and odometer. Those vehicles that are deemed most comparable to the loss vehicle are used to determine the local market value. See the Local Market Definition section.

After the Adjusted Value for each comparable vehicle is calculated (see the Local Market Comparable Vehicles section), CCC calculates the Local Market Value. This calculation is a weighted average. Using a weighted average allows those vehicles most similar to the loss vehicle to contribute a greater percentage to the Local Market Value than less similar vehicles. Factors that determine similarity are:

- * Nearness to the loss vehicle's primary garage location
- * Equivalency of model, equipment, and odometer
- * Precision of the data (inspected versus advertised)

Using a weighted average results in more accurate local market values as the vehicles most similar and closest to the loss vehicle contribute more to the market value than less similar, more distant vehicles.

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

===== Vehicle Condition =====

Nationwide Enterprise uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, Nationwide Enterprise determined the condition of the vehicle prior to the loss.

Category	Condition	Adjustments
-----	-----	-----
MECHANICAL		
Engine	Fair	(\$15)
No seepage evident. Belts and hoses firm, show no wear. No significant dirt and grease in engine compartment. No burn marks around tailpipe.		
Appraiser comment: MINOR SEEPAGE/ DIRT / BELTS HOSES FIRM		
Transmission	Clean	\$0

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

=====**Comparable Vehicles Contribution**=====

The following comparable vehicle(s) were selected and used to determine this valuation:

Type	Comparable vehicle	Price	Adj Val	%Wt
Dealer Vehicle	2006 CHEV Trailblazer 4x4 Ls	\$13,495	\$13,927	46
Dealer Vehicle	2006 CHEV Trailblazer 4x4 Ls Ext	\$15,895	\$14,427	29
Dealer Vehicle	2006 CHEV Trailblazer 4x4 Ls	\$16,995	\$16,564	25
CCC valuation amount:			\$14,750	100

The local market comparable vehicles are compared to the loss vehicle, and adjustments are made for differences in equipment, odometer, model, etc. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller. The Adjusted Value represents the price of the comparable configured exactly as the loss vehicle.

Loss Vehicle	Dealer Vehicle	Dealer Vehicle	Dealer Vehicle
2006 Chevrolet Trailblazer 4x4 Ls	2006 Chevrolet Trailblazer 4x4 Ls	2006 Chevrolet Trailblazer 4x4 Ls Ext	2006 Chevrolet Trailblazer 4x4 Ls
4d Utv 6-4.2l-Fi Auto Trans-OD-4W AM/FM Stereo Seek With Compact Disk Privacy Glass Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control (No Communications System) Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailer Package Tilt Wheel Stability Control Power Driver Seat*	4d Utv 6 Auto Trans-OD-4W AM/FM Stereo Seek With Compact Disk (No Privacy Glass) Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Communications System Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailer Package Tilt Wheel Stability Control Power Mirrors*	4d Utv 6 Auto Trans-OD-4W AM/FM Stereo Seek With Compact Disk (No Rear Defogger) Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Communications System Dual Air Conditioning Privacy Glass Fog Lamps Power Locks Power Windows Passenger Air Bag Luggage/Roof Rack Trailer Package	4d Utv 6 Auto Trans-OD-4W AM/FM Stereo Seek With Compact Disk (No Privacy Glass) Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Communications System Power Locks Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Trailer Package Tilt Wheel Stability Control

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

=====**Comparable Vehicles Detail (continued)**=====

Loss Vehicle	Dealer Vehicle	Dealer Vehicle	Dealer Vehicle
Power Mirrors* Keyless Entry* Theft Deterrent/Alarm* Miles: 45,000	45,391	Tilt Wheel Stability Control 3rd Row Seat 30,000	30,672

Pub Date 11/01/2008 Pub Date 10/09/2008 Pub Date 9/08/2008

Location:	Watertown	Potsdam	Adams
Distance From: Gouverneur	33	33	46
Dealer:	Widrick's Auto Sale	Grinwald Ford Mercu	Fuccillo Auto Mall
Phone Number:	315/788-1913	315/261-1800	315/232-3222
VIN:	1GNDT13S262		1GNDT13SX62
	Stock# 5219	Stock# G9104	Stock# 20915ac
	Price \$ 13,495	Price \$ 15,895	Price \$ 16,995

Adjustments

Model/Year		- 950	
Options	+ 409	+ 409	+ 459
Mileage	+ 23	- 927	- 890
	*****	*****	*****
Adjusted Value	\$ 13,927	\$ 14,427	\$ 16,564

* List Price is the sticker price of the vehicle. Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealer.

* Option adjustments are made in comparison to the typical vehicle. Typical vehicle options that are not present are enclosed in parentheses.

* The baseline is defined as a vehicle ready for sale by a dealer. Baseline Adjustments are made when a comparable vehicle condition varies from that of a dealer vehicle.

* All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.

* Note that some comparable vehicles that were recently available in the local market may no longer be available.

* The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** NHTSA Recall Notices *****
 The National Highway Traffic Safety Administration has issued 2 safety related recall notices that may apply to the above valued vehicle. For additional information or assistance, call CCC customer service at 1-800-621-8070 and follow the automated operator's instructions. Please use your valuation request number for reference.

NHTSA ID: 06V417000 Issued: / /20 No. of vehicles: 794

Air bags: Frontal

certain Vehicles originally built with Cloth seats that were equipped with an automatic air bag passenger sensing system and later reupholstered with aftermarket Leather seat cover kits are involved. Testing has indicated that the aftermarket Leather seat covers can cause the passenger sensing system to malfunction. If the passenger sensing system malfunctions, the front air bag on the passenger side may be disabled when it should be enabled, or enabled when it should be disabled. In either case, in the event of a crash that requires air bag deployment, a front passenger's level of injury may be increased.

Because a replacement Leather seat cover that is compatible with the passenger sensing system is not available, General Motors (GM) will repurchase these Vehicles in accordance with the terms stated in gmb S letter to owners. The recall is expected to begin on or about November 6, 2006. Owners should contact GM at 1-877-477-1022 to begin the process of repurchasing their Vehicle.

NHTSA ID: 05V552000 Issued: / /20 No. of vehicles: 32,068

Equipment:Other:Labels

certain trucks and sport utility Vehicles fail to conform to the requirements of Federal motor Vehicle safety standard no. 110, "tire selection and rims. These Vehicles were shipped with tire and loading information labels listing an inaccurate Vehicle capacity weight.

A misprinted label could lead to improper Vehicle loading specifications or tire inflation which could result in a tire failure, increasing the risk of a crash.

Owners will be provided with corrected labels and installation instructions. At the customer's option, a Dealer can install the label for them. The manufacturer has not yet provided an owner notification schedule. Owners should contact Buick at 1-866-608-8080, Cadillac at 1-866-982-2339, Chevrolet at 1-800-630-2438, GMC at 1-866-996-9463, Hummer at 1-800-732-5493, Pontiac at 1-800-620-7668, Saturn at 1-800-972-8876, or Isuzu at 1-800-255-6727.

***** Appraisal and Valuation Notes *****
The loss vehicle has been valued as a newer vehicle in the Northeast region with 10% more than average miles of 40,900.

Valuation request: 40423763 (continued) 2006 CHEV TRAILBLAZER 4X4 LS

***** Appraisal and Valuation Notes (Continued) *****
Included in our backup are similar models to the loss vehicle. Proper adjustments were made for this valuation. Your primary valuation market selected for comparable vehicles is WATERTOWN, NY

Notice: This valuation has been prepared in accordance with New York State Insurance Department Regulation No. 64, Section 216.7.

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Various aspects of our Market Report are covered by one or more pending patent applications.

The trade names and/or trademarks used herein are owned by their respective trademark owners.

TER

Complete this form when file is closed. Date valued: 11/05/2008
Date of loss: 10/29/2008

SEND TO: CCC INFORMATION SERVICES INC.
ATTN: SETTLEMENT TRACKING
100 S. MAIN ST.
SIOUX FALLS, SD 57104
FAX: 1-800-621-7070

Settlement Data

Request number: 40423763 User id: 29274 Code: NA
Insured: [REDACTED] Vehicle: 2006 CHEV TRAILBLAZER 4X4
Claim reference: [REDACTED] Adjuster: BLUE
Settl Adj: _____

Base Valuation: 14750.00 CCC Values Settlement Values

Condition Adjustment Amount:	45.00	-	_____	
Additional Considerations:		(+)	_____	
Prior Damage:		(-)	_____	
Non-Factory Options:		(+)	_____	
Other Pre-Tax Adjustments:		(+/-)	_____	
Subtotal (ACV):	14705.00	+	_____	
8.00% Tax:	1176.40	+	_____	
Deductible:	500.00	-	_____	
Rebates:		(-)	_____	
Other Post-Tax Adjustments:		(+/-)	_____	
Owner Retained Salvage:		(-)	_____	
Adjusted CCC Amount:	15381.40	+	_____	
Final Settlement Amount:			_____	

Settlement date: / /
 (mm/dd/yyyy)

Insured report date: / /
 (mm/dd/yyyy)

Claim Representative Settlement Notes:

11/05/2008 AT 02:10 PM
38672

UT080M67

NATIONWIDE ENTERPRISE
SYRACUSE
"NATIONWIDE IS ON YOUR SIDE"
P.O. BOX 493
SYRACUSE, NY 13209-0493
(315)427-4344 FAX: (866)236-4802

ESTIMATE OF RECORD

WRITTEN BY: TOM OXFORD #IA-848309 11/05/2008 02:10 PM
ADJUSTER: THOMAS OXFORD #IA-848309 (315)468-2976

INSURED: [REDACTED]
OWNER: [REDACTED]
ADDRESS: [REDACTED]
GOUVERNEUR, NY [REDACTED]
EVENING: [REDACTED]
BUSINESS: [REDACTED]

CLAIM [REDACTED]
POLICY [REDACTED]
DATE OF LOSS: 10/29/2008 AT 08:45 PM
TYPE OF LOSS: FIRE, THEFT AND COMPR
POINT OF IMPACT: 15. TOTAL LOSS

INSPECT IAA SALVAGE
LOCATION: 8459 BREWERTON RD
CICERO, NY 13039

BUSINESS: (315)699-2622
REPAIR_SHOP

REPAIR IAA SALVAGE
FACILITY: 8459 BREWERTON RD
CICERO, NY 13039

BUSINESS: (315)699-2622
DAYS TO REPAIR
LICENSE # [REDACTED]

2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY
VIN: 1GNDT13S362 [REDACTED] NY PROD DATE: 08/2005 ODOMETER: 45000
CONDITION: GOOD

AIR CONDITIONING	REAR DEFOGGER	TILT WHEEL
CRUISE CONTROL	INTERMITTENT WIPERS	KEYLESS ENTRY
THEFT DETERRENT/ALARM	REAR WINDOW WIPER	DUAL MIRRORS
PRIVACY GLASS	CONSOLE/STORAGE	LUGGAGE/ROOF RACK
CLEAR COAT PAINT	POWER STEERING	POWER BRAKES
POWER WINDOWS	POWER LOCKS	POWER DRIVER SEAT
POWER MIRRORS	AM RADIO	FM RADIO
STEREO	SEARCH/SEEK	CD PLAYER
ANTI-LOCK BRAKES (4)	DRIVER AIR BAG	PASSENGER AIR BAG
4 WHEEL DISC BRAKES	STABILITY CONTROL	CLOTH SEATS
BUCKET SEATS	RECLINE/LOUNGE SEATS	TRAILERING PACKAGE
AUTOMATIC TRANSMISSION	4 WHEEL DRIVE	OVERDRIVE
ALUMINUM/ALLOY WHEELS		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		STEERING WHEEL				
2	REPL	STEERING WHEEL W/LEATHER, W/O ACCESSORY CONTROLS EBONY	1	216.23	M	0.7
3	REPL	SHROUD EBONY	1	10.53		
4		STEERING COLUMN				
5	REPL	STEERING COLUMN	1	825.57	M	1.5
6		WINDSHIELD				

11/05/2008 AT 02:10 PM
38672

ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
7**	SUBL	QUAL REPL PARTS WINDSHIELD W/3RD VISOR, W/O HDW, W/BLUE TINT W/O RAIN SENSOR PLUS KIT	* 1	283.46*	T	
8*	SUBL	WINDSHIELD W/3RD VISOR, W/O HDW, W/BLUE TINT W/O RAIN SENSOR LABOR	* 1	92.00*	T	
9	REPL	MIRROR INSIDE W/O G.P.S. W/TEMP DISPLAY	1	441.28	0.3	
10		INSTRUMENT PANEL				
11	REPL	INSTRUMENT PANEL ALL GRAY	1	1105.66	5.5	
12	REPL	SUPPORT	1	394.69	INCL.	
13	REPL	UPPER PANEL GRAY	1	190.30	INCL.	
14	REPL	RT SPEAKER COVER	1	4.56	INCL.	
15	REPL	LT SPEAKER COVER	1	4.56	INCL.	
16	REPL	HEADLAMP SWITCH W/O HEADLAMP WASHER W/O FOG LAMP	1	77.24	INCL.	
17	REPL	DEFROSTER NOZZLE	1	21.20	INCL.	
18	REPL	RT DEFROSTER DUCT	1	16.14	INCL.	
19	REPL	LT DEFROSTER DUCT	1	12.77	INCL.	
20	REPL	GLOVE BOX DOOR GRAY	1	168.71	INCL.	
21		CONSOLE				
22	REPL	CONSOLE ASSY CHEVORLET, W/O TEMP CONTROL EBONY	1	539.70	1.2	
23		RESTRAINT SYSTEMS				
24	REPL	DRIVER AIR BAG CHEVROLET W/O SPORT PKG	1	751.72	MINCL.	
25		SYSTEM DIAGNOSIS			M 0.5	
26	REPL	DIAGNOSTIC UNIT W/O HEAD AIR BAG	1	406.53	M 0.4	
27	REPL	PSNGR AIR BAG GRAY	1	744.26	MINCL.	
28	REPL	LT BELT & RETRACTOR EBONY	1	162.64	0.9	
29	REPL	RT BELT & RETRACTOR EBONY	1	212.90	0.9	
30	REPL	RT BUCKLE END EBONY	1	75.71	0.8	
31	REPL	LT BUCKLE END EBONY	1	75.71	0.8	
32		SEATS & TRACKS				
33	REPL	LT HEADREST PAD W/TILT	1	101.26	0.3	
34	REPL	LT HEADREST COVER CLOTH GRAY	1	60.81	INCL.	
35	REPL	LT SEAT BACK FRAME W/O SPORT PKG	1	135.00		
36	REPL	LT SEAT BACK PANEL	1	14.39		
37	REPL	RT SEAT BACK PANEL	1	14.39		
38	REPL	RT SEAT BACK PAD W/SIDE AIR BAG W/O SPORT PKG	1	92.29	0.6	
39	REPL	RT SEAT BACK PAD W/SIDE AIR BAG W/SPORT PKG	1	101.00	0.6	
40	REPL	RT SEAT BACK COVER CLOTH EBONY	1	162.49	0.6	
41	REPL	LT SEAT BACK COVER CLOTH EBONY	1	160.67	0.6	
42	REPL	RT SEAT CUSHION PAD	1	679.40	0.6	

2

11/05/2008 AT 02:10 PM
38672

ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
43	REPL	LT SEAT CUSHION PAD	1	121.46	0.6	
44	REPL	LT CUSHION FRAME	1	84.85		
45	REPL	RT SEAT BACK COVER CLOTH GRAY	1	158.92		
46	REPL	LT SEAT BACK COVER CLOTH GRAY	1	218.57		
47	REPL	RT SEAT CUSHION PAD	1	82.62		

48	REPL LT SEAT CUSHION PAD	1	91.64		
49	REPL RT CUSHION COVER CLOTH GRAY	1	119.83	0.6	
50	REPL LT CUSHION COVER CLOTH GRAY	1	140.77	0.6	
51	REPL RT CUSHION FRAME	1	81.68		
52	REPL LT CUSHION FRAME	1	95.49		
53	ROOF				
54	REPL HEADLINER W/O SUNROOF, W/O HEAD AIR BAG GRAY	1	1169.07	4.5	
55	FRONT DOOR				
56	REPL LT DOOR SHELL	1	764.84	5.0	3.4
57	ADD FOR CLEAR COAT				1.4
58	ADD FOR MIRROR			0.3	
59	REPL RT DOOR GLASS NAGS W/O DENALI &SS	1	178.70	0.5	
60	REPL LT DOOR GLASS NAGS W/O DENALI &SS	1	178.70	INCL.	
61	REPL RT WINDOW REGULATOR	1	406.02	INCL.	
62	REPL RT DOOR TRIM PANEL CHEVROLET GRAY	1	226.06	0.7	
63	REPL LT DOOR TRIM PANEL CHEVROLET GRAY	1	226.06	INCL.	
64*	RPR RT OUTER PANEL			3.0*	2.4
65	OVERLAP MAJOR NON-ADJ. PANEL				-0.2
66	ADD FOR CLEAR COAT				0.4
67	REAR DOOR				
68	REPL RT DOOR TRIM PANEL CHEVROLET GRAY	1	315.14	0.7	
69	REPL LT DOOR TRIM PANEL CHEVROLET GRAY	1	327.74	0.7	

SUBTOTALS ==> 13343.93 34.0 7.4

ESTIMATE NOTES:
OEM ENDORSMENT APPLIES

TOTAL LOSS

FIRE STARTED IN DRIVES DOOR/ APPEARS TO BE ELECTRICAL

3

11/05/2008 AT 02:10 PM
38672

ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHF INT:GRAY

PARTS			13251.93
BODY LABOR	34.0 HRS	@ \$ 44.00/HR	1496.00
PAINT LABOR	7.4 HRS	@ \$ 44.00/HR	325.60
PAINT SUPPLIES	7.4 HRS	@ \$ 22.00/HR	162.80
SUBLET/MISC.			92.00

SUBTOTAL			\$15328.33
SALES TAX	\$15328.33	@ 8.0000%	1226.27

TOTAL COST OF REPAIRS			\$16554.60
ADJUSTMENTS:			
DEDUCTIBLE			250.00

TOTAL ADJUSTMENTS			\$ 250.00
NET COST OF REPAIRS			\$16304.60

IF YOU REQUIRE A SUPPLEMENTAL INSPECTION FOR CONCEALED DAMAGES, PLEASE CONTACT MY CELL PHONE FIRST 315.427.4344 OUR DISPATCH CENTER @ 1.800.872.0221, EXTENSION 3408.

ADDITIONAL PAYMENT WILL BE MADE ONLY WITH THE APPROVAL PRIOR TO REPAIR.

THIS ESTIMATE IS WRITTEN TO COMPLY WITH MANUFACTURER'S RECOMMENDED PROCEDURES OR INDUSTRY ACCEPTABLE PRACTICES.

THIS IS AN ESTIMATE ONLY AND NOT AN AUTHORIZATION TO REPAIR.

IF YOU NEED A RENTAL, PLEASE CONTACT ENTERPRISE RENT-A-CAR AT (800) 992-5358, EXTENSION 3452, 3371, OR 3420. PLEASE NOTE: RENTAL IS BASED UPON ACTUAL LOSS OF USE (COMPUTED BY REPAIR LABOR HOURS IN ESTIMATE). RENTAL EXPENSE MUST BE INCURRED AND PROVEN AND WILL NOT INCLUDE MILEAGE OR INSURANCE CHARGES.

SHOULD YOU WISH TO TAKE THIS MATTER UP WITH THE NEW YORK STATE INSURANCE DEPARTMENT, YOU MAY FILE WITH THE DEPARTMENT EITHER ON ITS WEBSITE AT WWW.INS.STATE.NY.US/COMPLHOW.HTM OR YOU MAY WRITE TO OR VISIT THE CONSUMER SERVICES BUREAU, NEW YORK STATE INSURANCE DEPARTMENT, AT: 25 BEAVER STREET, NEW YORK, NY 10004; ONE COMMERCE PLAZA, ALBANY, NY 12257; 163 MINEOLA BOULEVARD, MINEOLA, NY 11501; OR WALTER J. MAHONEY OFFICE BUILDING, 65 COURT STREET, BUFFALO, NY 14202.

4

11/05/2008 AT 02:10 PM
38672

ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY

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

THE PREPARATION OF THIS ESTIMATE MAY HAVE BEEN BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THERE ARE WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS. THESE WARRANTIES ARE PROVIDED BY THE MANUFACTURER AND/OR DISTRIBUTOR OF THE PARTS RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. NWCPP OR NWPP PARTS SPECIFIED ON THE APPRAISAL BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE OF EQUIVALENT LIKE, KIND, AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

NWPP = NATIONWIDE PARTS PROGRAM

NWCPP = NATIONWIDE CRASH PARTS PROGRAM

YOU WILL NEED TO ADVISE THE NWCPP PARTS VENDOR AT THE TIME OF THE PARTS ORDER THAT THIS IS A NATIONWIDE INSURANCE CLAIM. YOU WILL ALSO NEED TO PROVIDE THEM WITH THE NATIONWIDE CLAIM NUMBER.

NATIONWIDE GUARANTEE

NATIONWIDE WILL REPLACE ANY DEFECTIVE LIKE KIND AND QUALITY (USED), RECONDITIONED, RECYCLABLE, AND ANY QUALITY REPLACEMENT AFTERMARKET (NON-OEM) PARTS AS SPECIFIED ON THE APPRAISAL FOR AS LONG AS YOU OWN OR LEASE THE VEHICLE

THE GLASS PART PRICE, KIT, AND LABOR ARE BASED ON NATIONWIDE'S PRICING IN THIS MARKET. NATIONWIDE'S GLASS ADMINISTRATOR CAN BE CONTACTED AT 800/826-0914 TO ARRANGE FOR THE WORK TO BE COMPLETED.

5

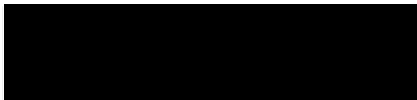
11/05/2008 AT 02:10 PM
38672

ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGN02, CCC DATA DATE 10/01/2008, 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. RECORDED 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 2009 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.

11/05/2008 AT 02:10 PM
38672



ESTIMATE OF RECORD
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV WHT INT:GRAY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 1

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

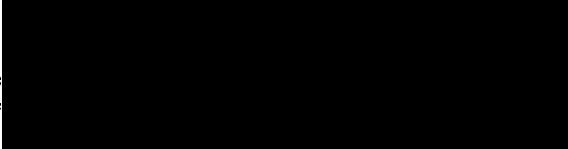
RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 10

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

11/05/2008 AT 02:10 PM

CLAIM SUMMARY



ADJUSTER: OXFORD, THOMAS #IA-848309
APPRAISER: OXFORD, TOM #IA-848309

CLAIM #
POLICY #

INSURED:
OWNER:
ADDRESS: GOUVERNEUR, NY

LOSS TYPE: FIRE, THEFT AND
EVENING:
BUSINESS:

VEHICLE: 2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV
VIN: 1GNDT13S362 ODOMETER: 45000 COLOR: WHT LICENSE: NY
DRIVEABLE: NO PRIMARY IMPACT POINT: 15. TOTAL LOSS



PLACE OF INSPECTION:
IAA SALVAGE
8459 BREWERTON RD
CICERO, NY 13039

ESTIMATE TO REPAIR		TOTAL LOSS VALUATION	
ESTIMATE	\$ 15,328.33	VEHICLE VALUATION	\$ 14,705.00
PRE-TAX SUBTOTAL	\$ 15,328.33	PRE-TAX SUBTOTAL	\$ 14,705.00
TAX	1,226.27	TAX	1,176.40
AFTER-TAX SUBTOTAL	\$ 16,554.60	DEDUCTIBLE	-250.00
BETTERMENT	0.00	AFTER-TAX SUBTOTAL	\$ 15,631.40
DEDUCTIBLE	250.00	DEDUCTIBLE	250.00
APPEARANCE ALLOWANCE	0.00	0% NEGLIGENCE	0.00
0% NEGLIGENCE	0.00	CALCULATED NET LOSS	\$ 15,381.40
CALCULATED NET LOSS	\$ 16,304.60	VALUATION REQUEST #40423763	
QUAL RECY PARTS NOT INCLUDED			
QUAL REPL PARTS INCLUDED			
OPT OEM PARTS NOT INCLUDED			
RECOND PARTS NOT INCLUDED			

SETTLEMENT

SETTLEMENT TYPE: TOTAL LOSS
NEGOTIATED SETTLEMENT: \$15,381.40 ON WITH
SETTLEMENT OUTSTANDING: \$15,381.40

COMMENTS

EVENTS

10/29/2008 LOSS OCCURRED
10/29/2008 LOSS REPORTED
10/31/2008 12:00 AM DATE ASSIGNED = 10/31/2008.
11/03/2008 09:01 AM ASSIGNMENT RETRIEVED.
11/03/2008 09:02 AM WORKFILE WAS CREATED.

11/05/2008 AT 02:10 PM

CLAIM SUMMARY

OWNER: [REDACTED] CLAIM #: [REDACTED]
2006 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV

11/03/2008 09:02 AM RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
11/05/2008 01:27 PM FIRST PRELIMINARY ESTIMATE LINE WRITTEN.
11/05/2008 01:40 PM VEHICLE OPTIONS WERE CHANGED AFTER STARTING THE ESTIMATE.
11/05/2008 01:43 PM VALUATION REQUEST SUBMITTED.
11/05/2008 01:45 PM VALUATION REPOSENSE WAS ADDED TO WORKFILE.
11/05/2008 02:10 PM WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED.
11/05/2008 02:10 PM ESTIMATE OF RECORD CREATED. TOTAL LOSS THRESHOLD REACHED
11/05/2008 02:10 PM ESTIMATE OF RECORD WAS FIRST PRINTED.
11/05/2008 02:10 PM ESTIMATE OF RECORD WAS FIRST PRINTED.
11/05/2008 02:10 PM ESTIMATE REPORT FILE WAS CREATED.
11/05/2008 02:10 PM WORKFILE DATA COPY WAS PLACED IN OUT BOX.



ST. LAWRENCE COUNTY
BUREAU OF FIRE
FIRE INVESTIGATION TEAM

49 COURT STREET
CANTON, NEW YORK 13617
(315) 379-2240 (VOICE)
(315) 386-4591 (24 HOURS)

FIRE INVESTIGATION COVER SHEET

CASE #		LEAD INVESTIGATOR		CAR #	
08-1855		JOE LACKS		30	
DATE OF REPORT		ADDITIONAL INVESTIGATORS		CAR #'S	
10/29/08		[REDACTED]			
PRIMARY FIRE DEPARTMENT					
Gouverneur FD					
PERSON(S) REQUESTING INVESTIGATION					
Gouverneur I.C.					
ADDRESS OF INCIDENT			CITY/TOWN/VILLAGE/HAMLET		TOWN
37 Smith St.			Gouverneur, NY		
DATE OF REQUEST	TIME OF REQUEST	DATE OF INCIDENT		TIME OF INCIDENT	
10/29/08	21:00	10/29/08		20:55	
NATURE OF REQUEST					
Investigate Cause & Origin of Vehicle Fire. 2006 Chevrolet TrailBlazer. White. VIN#1GNDDT13536 [REDACTED] Owned by [REDACTED] Same address.					
CAUSE OF FIRE			STATUS OF CASE		
<input checked="" type="checkbox"/> ACCIDENTAL <input type="checkbox"/> INCENDIARY <input type="checkbox"/> NATURAL <input type="checkbox"/> UNDETERMINED			<input checked="" type="checkbox"/> CLOSED <input type="checkbox"/> OPEN <input type="checkbox"/> PENDING:		
ATTACHMENTS					
<input checked="" type="checkbox"/> FIRE INVESTIGATION NARRATIVE <input type="checkbox"/> STRUCTURE FIRE DATA SHEET <input type="checkbox"/> VEHICLE FIRE DATA SHEET <input checked="" type="checkbox"/> PHOTO LOG #: <input type="checkbox"/> VIDEO TAPES #: <input type="checkbox"/> ELECTRICAL PANEL DATA SHEET #: <input type="checkbox"/> EVIDENCE LOG #: <input type="checkbox"/> BUILDING SKETCH <input type="checkbox"/> OCCUPANT DATA SHEET #: <input type="checkbox"/> K9 REPORT <input type="checkbox"/> PRE-FIRE CONDITION REPORT #:			<input type="checkbox"/> INITIAL ACTIONS/OBSERVATIONS SHEET #: <input type="checkbox"/> FIRE VICTIM DATA SHEET #: <input type="checkbox"/> FIRE FATALITY DATA SHEET #: <input type="checkbox"/> CONSENT TO SEARCH/REENTER <input type="checkbox"/> WITNESS STATEMENTS #: <input type="checkbox"/> LAB REPORTS #: <input type="checkbox"/> BFIR FROM PRIMARY FD <input type="checkbox"/> SCENE ENTRY LOG #: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		



ST. LAWRENCE COUNTY
FIRE INVESTIGATION TEAM

49 COURT STREET
CANTON, NEW YORK 13617
(315) 379-2240 (VOICE)
(315) 386-4591 (24 HOURS)

FIRE INVESTIGATION NARRATIVE

CASE #: 08-1855

VEHICLE: 2006 Chevy Trail Blazer SUV 4dr. White. Vin #1GNDDT135362 [REDACTED]YS.

FIRE ORIGIN AND CAUSE: It is believed this fire was caused by an electrical problem on the drivers side door in the area of the window/lock switches. All burn patterns point to this area along with heavy fire damage to the inside of the door and switch column. A brown burn pattern also appears on the outside of the drivers door indicating high heat in this specific area.

EVIDENCE FOUND: Remnants of switch column.

TESTIMONIAL EVIDENCE: The owner, Mrs. [REDACTED] stated that she and her son had parked the car in the driveway next to the house at no later than 2 p m prior to the fire. Neither person smokes and there were no other items in the car to start a fire. At about 21:00 hours she heard a car horn sounding. Thinking it was her neighbors car she looked out the window and saw the car on fire. She then called 911. Gouverneur Police and Fire responded.

DOCUMENTATION: See photos.

CONCLUSIONS: After inspecting and ruling out all other items, it appears this fire started due to an electrical malfunction and overheating in the drivers side door. Fire Damage to the vehicle is heavy to the front cockpit with heavy smoke and heat damage throughout. A statement was made by phone by Mr. Matt Zira who works for the local Chevy dealership DJ Walters of Gouverneur, NY. He stated that the shop had fixed a couple of window/lock switches on doors that were damaged due to overheating. He further stated after checking the VIN # that there was no recall on this vehicle.

Notes: [REDACTED]

Insured by Nationwide.

Respectfully submitted,

Inv. Joe Lacks

SLC bureau of Fire



On Your Side*

Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

RECEIVED
MAY 05 2009
ESIS-GM CLAIMS UNIT

110 Elwood Davis Rd *Gardnec5@Nationwide.com* N. Syracuse, NY 13212

April 30, 2009

General Motors Corp. / ESIS Bethany Tillman # 663106
P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265

OUR INSURED : [REDACTED]
OUR CLAIM NUMBER : [REDACTED]
DATE OF LOSS : 10-29-2008
YOUR INSURED : General Motors Corp. / ESIS Bethany Tillman # 663106
YOUR INSURED'S ADDRESS : P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265
YOUR POLICY/CLAIM NUMBER : [REDACTED]
COMPANY LOSS : \$15559.35
LESS (SALVAGE) : \$1100.00 bid
DEDUCTIBLE : \$ 250.00
TOTAL AMOUNT DUE : \$ 14,709.35
INSURED'S OUT OF POCKET RENTAL : \$ 60.30

Dear General Motors Corp. / ESIS Bethany Tillman # 663106:

The supporting papers and a request for payment of our subrogation claim are enclosed. We consider the total amount due listed above to be payment in full, but will promptly notify you if we incur any additional costs.

Please forward your check to:

Nationwide Insurance Co., Attn: Accounting Dept., 110 Elwood Davis Rd *Gardnec5@Nationwide.com*
N. Syracuse, NY 13212

Please deal directly with our insured regarding any out of pocket rental claim. Payment should not be made to Nationwide on the out of pocket claim and should be made directly to our Insured.

Please contact me if you have any questions or concerns. We appreciate your cooperation and prompt response in this matter.

Thank you.

Sincerely,

Nationwide Mutual Insurance Company
Cheryl Gardner
Subrogation Representative
1-(800)992-5358 Ext. 3547



On Your Side®

Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

PO Box 730 * Liverpool, NY 13088-0730 **

June 30, 2009

General Motors Corp. / ESIS Bethany Tillman
P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265

RECEIVED

JUL 07 2009

ESIS-GM CLAIMS UNIT

OUR INSURED : [REDACTED]
OUR CLAIM NUMBER : [REDACTED]
YOUR INSURED : GM
YOUR CLAIM NUMBER : # [REDACTED]
DATE OF LOSS : 10-29-2008
TOTAL AMOUNT OF CLAIM : \$15709.35, \$60.30 out of pocket rental

Please be advised that the above-captioned claim has been reassigned to the undersigned to handle the pending subrogation claim(s). Please direct any and all future correspondence relating to this matter to the attention of the undersigned.

Please contact the undersigned to advise of your current status to date on this claim. If you have not done so please also advise if an inspection is needed of the above listed vehicle. Ample time as been allotted already for this inspection to have been completed. We are seeking resolution at this time for the amounts Nationwide has paid on this claim.

Nationwide Mutual Insurance Company
Lynn Ellis
Recovery Department
1-(800)992-5358 Ext. 3528



On Your Side*

Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

110 Elwood Davis Rd * *Gardnec5@Nationwide.com* * N. Syracuse, NY 13212

April 30, 2009

General Motors Corp. / ESIS Bethany Tillman # 663106
P.O. Box 300
Mail code 482C20D71
Detroit, MI 48265

OUR INSURED: [REDACTED]
OUR CLAIM NUMBER: [REDACTED]
DATE OF LOSS: 10-29-2008

Enclosed please find the final documentation you have requested. Please contact me regarding resolution of this matter.

Nationwide Mutual Insurance Company
Cheryl Gardner
Claims Department
1-(800)992-5358 Ext. 3547

John G. Donan, Jr., P.E.
Chairman of the Board

J. Lyle Donan, P.E.
President



CORRESPOND TO:
11321 Plantside Drive
Louisville, Kentucky 40299
(502) 267-6936
(502) 267-6973 fax

March 4, 2009

Ms. Cheryl Gardner
Nationwide Insurance Company
110 Elwood Davis Road
North Syracuse, New York 13212

RE: 

Dear Ms. Gardner:

At your request, on March 3, 2009, a study was made at the Donan laboratory on the internal door components collected from the above referenced insured. The purpose of the study was to determine the cause and origin of the fire. This letter, with the attached photographs, is the report of my findings and conclusions.

Description of Object

The internal door components are reported to be from a 2006 Chevrolet vehicle. The components received include a door window motor, speaker, control board and associated wiring.

The database the National Highway Traffic Safety Administration (NHTSA) was researched for possible recalls, but no relevant recalls were found.

Chevrolet (General Motors Corporation) headquarters is located at 3031 West Grand Boulevard, Detroit, Michigan 48232; phone: 313-556-5000.

Analysis and Conclusions

The components were examined in order to determine the cause and origin of the fire. As received, all components contain significant amounts of fire and heat damage. The components were individually inspected for evidence of unusual electrical activity including arcing, pitting, and beading.

The door window motor was first inspected. The motor is connected to a plastic pulley which controls the movement of the power windows. The plastic pulley housing contains some external heat damage, but contains areas around the entire periphery that have minimal damage. Additionally, several plastic lugs which affix the pulley housing directly to the motor are in good condition. Had the fire resulted from the motor overheating, these lugs would likely be subjected to very high temperatures and they would be expected to display more heat damage.

The wiring harness which attaches to the motor also contains minimal damage and was easily disconnected. No evidence of unusual electrical activity was found on the terminals. The motor was then tested for electrical resistance with a multimeter. The motor's electrical resistance is of a reasonable value and no shorts to the casing were measured. The door window motor is not suspected to be the cause of the failure.

The speaker was then inspected. The speaker also contains significant amounts of fire and heat damage. However, the most severe damage appears to be located away from the electrical connections. The attached wiring connections at the speaker were inspected and appear normal. The wiring does not contain any of its insulation due to the fire. Additionally, the wiring is severed immediately after it exits the speaker housing. The breaks appear to be mechanical and the origin of the fire is not suspected to have occurred at the location of the breaks.

The control board and associated wiring was next inspected and it contains the most significant amounts of fire and heat damage. The control board contains many plastic components, which have melted and burned. The wiring connections were inspected for evidence of obvious unusual electrical activity, but none was identified.

The cause and origin of the fire was not identified during the nondestructive visual inspection. More in depth, destructive testing could be conducted, which may identify the origin and cause of the fire. All potentially responsible parties



should be placed on notice and provided with the opportunity to witness any further test efforts to avoid spoliation concerns.

It is also plausible that the area of origin has been largely consumed. Based on the most severe damage appearing to be located on the control board and associated wiring, the origin of the fire likely occurred at one of these components. It is also possible that a door window seal was compromised; allowing water to enter the interior compartment of the door and either shorting the electrical components or corroding the wiring connections, resulting in a resistance heating connection.

Resistance heating occurs when the effective area for electrical transmission is reduced by poor installation, damaged wiring, a loose connection, or corrosion. This increases the resistance and consequently creates heat. Eventually enough heat is generated to melt and/or ignite the surrounding combustibles.

Summary of Conclusions

In summary, based on what is known at this time, I am of the opinion that:

- The door window electrical components contain significant amounts of fire and heat damage.
- The cause and origin of the fire was not identified during the inspection.
- Destructive testing could be conducted which may reveal more information about the cause and origin.



Nationwide Insurance Company
Claim Number: [REDACTED]
March 4, 2009
Page 4

We appreciate your confidence in our professional services.

Sincerely,
DONAN ENGINEERING CO., INC.

Paul A. Weller, P.E.
Forensic Engineer

Attachment





EVIDENCE STORAGE NOTICE

To: **Ms. Cheryl Gardner** Fax:
Nationwide Insurance Company Phone:

Date: **April 16, 2009**

RE: **Project Evidence: Window motor, switch and wiring from driver's side door of 2006 Chevrolet**

Date of Collection: March 3, 2009

Insured:

Claim Number:

Donan File Number: 16-09010141-0

Project Manager: Paul A. Weller

Donan Engineering Co., Inc. is presently holding property related to the above project. We will maintain custody of the property awaiting your written disposition. The available options are shown below. Please check the appropriate box and return this form to us within 30 days.

Please return this completed form to us.

_____ We/I request that Donan Engineering Co., Inc.
Continue to Store the aforementioned property.
You will be charged a minimum storage fee of \$75/quarter. *Please do not send payment for storage until you receive our invoice.*

_____ We/I request that Donan Engineering Co., Inc.
Discard the aforementioned property. Only actual disposal costs billed.

_____ We/I request that Donan Engineering Co., Inc.
Return the aforementioned property. Only actual shipping costs billed.

_____ Other: _____

Authorizing Signature: _____

Date: _____

**IF COMPLETED FORM IS NOT RETURNED TO DONAN ENGINEERING WITHIN 30 DAYS,
THE STORAGE OPTION APPLIES.**

From: Diane Akridge
Donan Engineering Co., Inc.
11321 Plantside Drive
Louisville, Kentucky 40299
Phone: (502) 267-6936
Fax: (502) 267-6973



PREPARED FOR:

MS. CHERYL GARDNER
NATIONWIDE INSURANCE COMPANY
110 ELWOOD DAVIS ROAD
NORTH SYRACUSE, NEW YORK 13212


DONAN PROJECT NUMBER: 16-09010141-0

PREPARED BY:

DONAN ENGINEERING CO., INC.
11321 PLANTSIDE DRIVE
LOUISVILLE, KENTUCKY 40299
(502) 267-6936

APRIL 27, 2009

PAUL WELLER, P.E.
FORENSIC ENGINEER

John G. Donan, Jr., P.E.
Chairman of the Board

J. Lyle Donan, P.E.
President

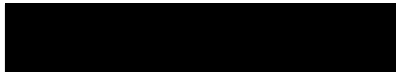


CORRESPOND TO:
11321 Plantside Drive
Louisville, Kentucky 40299
(502) 267-6936
(502) 267-6973 fax

April 27, 2009

Ms. Cheryl Gardner
Nationwide Insurance Company
110 Elwood Davis Road
North Syracuse, New York 13212

RE:



Donan Project Number: 16-09010141-0

Dear Ms. Gardner:

At your request, on April 14, 2009, a joint study was made at the Donan laboratory on the 2006 Chevy Trailblazer internal door components collected from the above-referenced insured. Mr. Ralph Lemongelli, representing General Motors Corporation, was present to observe and video record the inspection. The purpose of the study was to determine the cause and origin of the fire. This letter, with the attached photographs, is the report of my findings and conclusions.

Description of Object

The internal door components are from a 2006 Chevrolet Trailblazer. The components received include a door window motor, speaker, control board module, associated wiring, and a rubber seal (Photograph 1).

The door window motor is a Robert Bosch brand and contains the following markings FPG 12V 6 004 PA1044 and W-M EA0407. The motor contains a label on its exterior marked with P/017, 58629 and 10:16 (Photographs 2 and 3). The rotor is marked with 587267506016. The speaker is marked with 10366739, FAGA1611B4 and 8J8M (Photograph 5).

The control board module appears to be a power window module and is wired to the door window motor. No identifiable markings are visible on the module.

Chevrolet (General Motors Corporation) headquarters is located at 3031 West Grand Boulevard, Detroit, Michigan 48232; phone: 313-556-5000.

Analysis and Conclusions

The components were examined in order to determine the cause and origin of the fire. The components were arranged in the approximate locations of their installed orientation utilizing flame patterns (Photograph 1). Based on the fire patterns only, the origin of the fire appears to be at the power window control module or speaker.

The door window motor was examined first (Photographs 2 and 3). As stated in the previous report, the motor is connected to a plastic pulley, which controls the movement of the power windows. The plastic pulley housing contains some external heat damage, but areas around the entire periphery have minimal damage. Additionally, several plastic lugs that affix the pulley housing directly to the motor are in good condition.

The wiring harness retains minimal heat damage and is easily removed. No evidence of unusual electrical activity was found at the connection of the wiring harness to the motor. The motor was then tested for electrical resistance with a multimeter. The motor's electrical resistance is of a reasonable value, and no shorts to the casing were measured.

The motor was disassembled by removing four screws located on the end cap. The end cap and armature were removed and inspected (Photograph 4). The internal motor components are in good condition and do not display evidence of unusual electrical activity or internal heating. The armature windings show no abnormal discoloration, and the plastic brush holder assembly is intact and without evidence of heat or fire damage. The motor utilizes permanent magnets for the stator, and they show no evidence of contact with the armature laminations. The motor is not the cause or origin of the fire.

The speaker was then inspected (Photograph 5-9). The wiring connections are intact. A portion of the wiring is concealed due to a large section of melted plastic. The melted plastic was cut away, and the underlying wiring was inspected. The insulation has melted off the wiring, but the stranded wire is in good condition with no obvious breaks or evidence of arcing. The pressure transducer was also cut out from a melted portion of the speaker and inspected for



evidence of unusual electrical activity, but none was found. No evidence was found to suggest the speaker was the cause of the fire.

The associated wiring was then examined for beading, arcing, and pitting. Several areas of the wiring contained sections of melted plastic, which was cut away in order to inspect the entire length (Photograph 10). Beading is visible on a portion of the wiring (Photograph 13), which attaches to the power window module. Another area contains a flag terminal connection (Photographs 11 and 12). The connection was received disassembled. The terminals contain a rough surface finish, but the finish does not appear to be due to unusual electrical activity. Several mechanical breaks are observed on the wiring in multiple locations.

The control module assembly was then inspected (Photograph 14-19). The assembly displays significant amounts of fire damage, generally located at one end of the module (Photograph 15). The upper portion of the module contains a rubber pushbutton pad. This portion has been pulled away from the area containing the damage. This deformation likely occurred during either fire suppression efforts or during the component's removal.

The control module contains multiple layers, connected with pin terminal connections. The module was separated in order to expose the control board area displaying the most significant damage. The control board contains a hole at this location (Photograph 17 and 18). It is unknown if the hole location coincides with a previously mounted electrical component. Directly below this hole, electrical contacts are visible. Corrosion is also visible in this area (Photograph 19).

Based on the evidence received, the origin of the fire appears to be the control board assembly. The probable cause of the fire is a resistance heating connection at the electrical contacts. The presence of localized corrosion in this area suggests that the failure was the result of moisture intrusion, which corroded the electrical connections, resulting in the resistance heating.

Resistance heating occurs when the effective area for electrical transmission is reduced by poor installation, damaged wiring, a loose connection, or corrosion. This increases the resistance and consequently creates heat. Eventually enough heat is generated to melt and/or ignite the surrounding combustibles.



An extruded foam seal was also received with the evidence and inspected (Photograph 20). The seal is hollow and contains multiple longitudinally oriented sealing ribs along its entire length. The seal does not contain any evidence of fire or heat damage. The seal was received kinked in one area and contains a small cut in one of the sealing ribs in another area (Photograph 21). The seal was packaged with the other door components, and the damage is likely the result of shipping.

The source of the moisture intrusion could not be identified with the received components. Possible sources for the moisture intrusion include a possible deficiency in a window seal or inadvertent spilling of a liquid onto the power window control module.

Summary of Conclusions

In summary, based on what is known at this time, I am of the opinion that:

- The origin of the fire is at the power window control board module.
- The cause of the fire was a resistance heating connection.
- The resistance heating connection was likely due to corrosion brought about by exposure to moisture/liquid.

We appreciate your confidence in our professional services.

Sincerely,
DONAN ENGINEERING CO., INC.

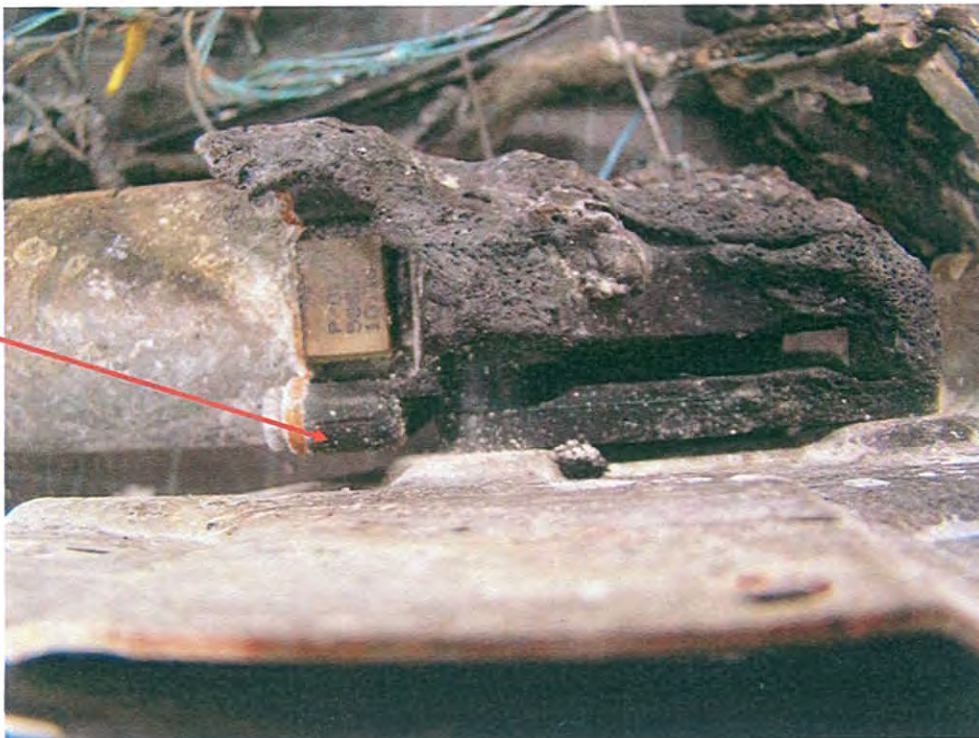
Paul A. Weller, P.E.
Forensic Engineer

Attachment





Photograph 1 The internal electrical door components.



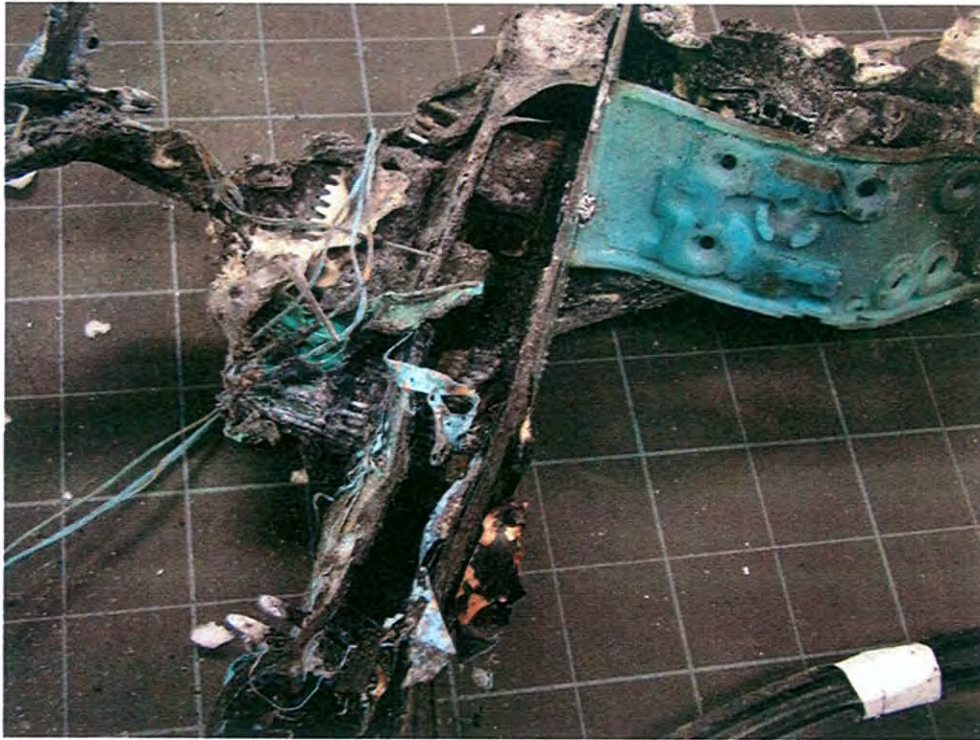
Photograph 2 The motor and pulley housing is shown above. Note the good condition of the lug which is directly mounted to the motor.



Photograph 3 No shorts to ground were found in the motor.



Photograph 4 The speaker damage appears to be located away from the wiring.



Photograph 5 The most severe damage is located on the control board. No evidence of unusual electrical activities was found during the nondestructive visual inspection.



Photograph 6 It is possible that the origin of the fire lies within the melted components or that the evidence was consumed in the fire.

MJM

STRENGTHENING THE VALUE OF INSURANCE

November 21, 2008

Anthony Palmieri
Nationwide Insurance Company
1001 Hector Street, Suite 300
Conshohocken, PA 19428

Your File/Claim No.:

Insured:

MJM Case No: NAT 260051

Loss Location: 37 Smith St., Gouverneur, NY 13642

Dear Anthony:

Pursuant to your instructions, I have completed an assessment of this vehicle fire. My findings were presented to you verbally on Friday, November 14, 2008. This assessment indicates:

- ◆ The area of origin was the driver's side front door.
- ◆ The point of origin was unable to be determined without further destructive examination.
- ◆ The insured advised she last drove the vehicle at approximately 2:00 p.m. on Wednesday, October 29, 2008. She moved the vehicle out of the driveway, so her son could blow snow from the driveway. She moved the vehicle back to the driveway once he was finished. The insured went to her son's residence later that evening, and returned home at approximately 6:30 p.m. She used their other vehicle to drive to her son's house. When she returned from her son's house, she locked the doors of her 2006 Chevrolet Trailblazer located in the driveway. She did not start the vehicle at this time. She stated that all the windows were closed, and she remembers this clearly as they received approximately 18" of snow that day. Later that evening, at approximately 8:45 p.m., she heard a horn blowing, similar to a car alarm. She thought it was her neighbor's car, looked out toward her neighbor's house, but did not see anything. She then went to her dining room window, and saw her Trailblazer on fire. She described the fire as being on the driver's side. She could see flames through the glass. She then dialed 911. Joy stated both she and her husband, Bernard, are non smokers.
- ◆ Visual examination indicated that fire patterns and damages are consistent with a fire originating in the driver's side front door, and traveling into the passenger compartment. The area of the dash from the steering column out to the door was partially consumed by the fire. The outer edge of the driver's seat was also partially consumed. There was considerable fire damage to the headliner over the driver's seat. The driver's side front window glass was intact and in the lowest position. The windshield was melted and broken on the driver's side, and the passenger's side front door glass was broken. All other glass was intact.
- ◆ The possibility of an electrical problem with the power window components on the driver's side front door, causing the wiring to overheat, could not be eliminated.

Per your instructions, I am closing this file and forwarding an invoice for services. If I may be of any further service, please do not hesitate to contact me.

Respectfully,

Michael Whitty

Michael Whitty
Amsterdam, NY
518-281-9257

This scene assessment constitutes a systematic origin and cause examination and is based upon visual observations and other data available at the time of the scene assessment.



Compliance & Investigations

PRIVILEGED AND CONFIDENTIAL

REPORT DATE: Thursday, January 22, 2009

REPORT RECIPIENT:

Nationwide Insurance Co.
110 Elwood Davis Rd.
N. Syracuse, NY 13126

ATTENTION: Cheryl Gardner

INSURED: [REDACTED]
DATE OF LOSS: Wednesday, October 29, 2008 **Time:** 8:45 p.m.
LOSS LOCATION: [REDACTED]
CITY / STATE OF LOSS: Gouverneur, NY [REDACTED]
CLAIM NUMBER: 6631P5129131029 [REDACTED]
POLICY NUMBER:
G4S FILE NUMBER: NAT260052
PREPARED BY: Michael Whitty
Certified Fire & Explosion Investigator

File Status:

- Initial Report
- X Final report - File closed
- Draft Copy for G4S File Only - File closed

**THIS REPORT IS FURNISHED AS PRIVILEGED AND CONFIDENTIAL TO ADDRESSEE.
RELEASE TO ANY OTHER COMPANY, CONCERN, OR INDIVIDUAL IS SOLELY
THE RESPONSIBILITY OF ADDRESSEE.**

Insured: [REDACTED]
Claim No.: [REDACTED]
File No.: NAT260051

2

ASSIGNMENT:

Received from: Cheryl Gardner of Nationwide Insurance Co.
Instructions: Determine the origin and cause of the fire. Remove power window components for laboratory analysis.
Received on: Friday November 7, 2008 2:00 p.m.
Commenced on: Friday November 14, 2008 10:15 a.m.
Completed on: Friday November 14, 2008 1:00 p.m.
Verbal report on: Friday November 14, 2008 12:40 p.m.
Verbal report to: Cheryl Gardner, Nationwide Insurance Co.

RISK:

[REDACTED] are the insureds.

The risk is a 2006 Chevrolet Trailblazer.

The insured is the owner of the vehicle.

A potential liability issue is with the power window and door lock switch and related components.

ORIGIN AND CAUSE SUMMARY:

Following the examination of burn patterns within this vehicle, and based on the information currently available, it is my opinion this fire originated in the driver's side door.

From the origin area the fire spread into the passenger compartment. The driver side of the passenger compartment sustained extensive fire damage.

The ignition source for this fire was the driver side front switch for the power window and door locks. The possibility of the window motor shorting out, causing the switch and wiring to overheat, or the switch itself falling, could not be determined in the field. These items were removed for laboratory analysis.

The first material ignited was the plastic door panel assembly on the driver's side front door.

The event that caused the union of this ignition source and the first material ignited was a failure of the electrical system in the driver side door.

Based on the information currently available, it is my opinion that the cause of this fire was accidental.

VEHICLE OVERVIEW:

Model Year: 2006 Make: Chevrolet V.I.N: 1GNDT13S362 [REDACTED]
License State: NY

Insured: [REDACTED]
Claim No.: [REDACTED]
File No.: NAT260051

3

Vehicle description:

The vehicle is a gasoline powered 2006 Chevrolet Trailblazer. It is a four door sport utility with a hatch back. The vehicle was equipped with power windows and door locks, a driver's side power seat, air conditioning, cruise control, and tilt steering wheel.

The location where the fire occurred:

The fire occurred in the Insured's driveway, located at [REDACTED] in Gouverneur, NY [REDACTED]

Engine Fluids:

All engine fluids were examined and found to be at their proper fill levels and appropriate service life.

Climate Control:

The vehicle was equipped with automatic climate control and the controls were in the off position.

After market alterations:

I did not find any evidence of aftermarket installations.

FIRE DEPARTMENT:

The authority having jurisdiction was the Gouverneur Volunteer Fire Department. They are a volunteer department, and were located approximately one mile from the scene of the fire.

This information was received from an interview with [REDACTED]

Mrs. [REDACTED] stated in her interview that when she saw her car was on fire, she dialed 911 and reported the fire.

I was not able to obtain any information from the fire department.

There was no evidence of forced entry to the vehicle.

The vehicle was removed to Copart, 8459 Brewerton Rd. in Cicero, NY 13039.

PERSON DISCOVERING / REPORTING INCIDENT:

The fire was discovered and reported by [REDACTED]. She was at home at [REDACTED] st. in Gouverneur, NY [REDACTED] at the time the fire started. This information was obtained by a telephone interview with Mrs. [REDACTED] on Friday, November 14, 2008. [REDACTED] cell phone number is [REDACTED].

According to Mrs. [REDACTED] her husband, [REDACTED] was also at home at the time the fire started.

Mrs. [REDACTED] stated she saw smoke and flames through the driver's side front window and windshield area.

Insured: [REDACTED]
Claim No.: [REDACTED]
File No.: NAT260051

INTERVIEW - CLIENT / INSURED:

Mrs. [REDACTED] can be contacted at [REDACTED] St. in Gouverneur, NY [REDACTED]. Her telephone number is [REDACTED]. Mrs. [REDACTED] was interviewed by telephone on Friday, November 14, 2008 at 11:50 a.m.

Mrs. [REDACTED] stated the 2006 Trailblazer was moved out of the driveway at approximately 2:00 p.m. for her son to clear the driveway of snow. Snow had been falling overnight and into the morning of Wednesday, October 29, 2008. When the driveway was cleared, the vehicle was pulled back into the space where it is normally parked. Each window was rolled up all the way. She remembered this clearly because there was a snowstorm that day. She and her husband, [REDACTED] had gone to her son's house for dinner that afternoon. They returned at approximately 6:30 that same evening. They used their other vehicle for the trip to their son's house. When they returned, she realized she had not locked the doors on the 2006 Chevrolet. She went to the vehicle and locked the doors without turning the key on. Later that evening, at approximately 8:45 p.m., she heard a car horn sounding. She described the sound as similar to a car alarm going off. She went to her window, which faces her neighbor's house, and did not see anything. She then went to her dining room window, looked out, and saw the 2006 Trailblazer was on fire. The fire was visible in the driver's side front seat area. Her husband was going to try to move their other vehicle, which was parked next to the Trailblazer but he could not. Mrs. [REDACTED] dialed 911 and reported the fire.

**SCENE EXAMINATION
FIRE INVESTIGATION LOCATION**

Date Commenced: Friday November 14, 2008 10:15 a.m.
Date Completed: Friday November 14, 2008 1:00 p.m.
Safety survey: No safety issues present at the site.
Weather conditions: Clear. The vehicle was inside a garage facility.
Individual(s) Present: None
Previous Alterations: I did not discover any evidence of any previous alterations.
Special Equip Req'd: No special equipment was required.
Access Authority By: Cheryl Gardner, Nationwide Insurance Co.
Photos taken? Yes
Field Diagram prepared? No

EXTERIOR OBSERVATIONS:

With the exception of the driver's side front door and the roof over the door, the exterior of the vehicle on all sides had not sustained any fire damage, nor was any pre fire damage discovered. The driver's side front window glass was intact and in the lowered position. The windshield was damaged by the fire, consisting of a hole in the driver's side of the glass and the remainder of the windshield was cracked throughout. The passenger side front window glass was shattered. The remaining window glass was intact, in the raised position, and has sustained smoke staining on the interior sides.

The tread depth of the right front, left front and left rear tires were all at 50%. The right rear tire was at 25%. All wheels and lug nuts were intact and matched. All tires were properly inflated.

The spare tire was not examined

Insured:
Claim No.:
File No.:

NAT260051

5

SECURITY ISSUES (at time of incident):

There were no security issues at the time of the fire. Mrs. [REDACTED] stated in her interview that all windows were closed. She remembers this clearly because there was a snowstorm the day of the fire. She had locked the doors on the vehicle at approximately 6:30 that evening.

INTERIOR OBSERVATIONS:

The interior of the vehicle had cloth upholstery with bucket seats in the front and a split bench seat in the back. The rear cargo area was carpeted. There were no contents in the vehicle at the time of my examination. The transmission was in park, and the keys were in the ignition.

The rear cargo area sustained smoke damage from the fire. The rear seating area also sustained smoke and water damage, with some heat damage to the headliner above the seating area. The passenger's side front seat had similar smoke and water damage; however the damage to this area was heavier. Moving toward the driver's side front seat, the dashboard was partly consumed beginning at the steering column. As the distance to the driver's side front door decreased, the damage to the dashboard increased. The headliner above the front seats was consumed. The outside edge of the driver's seat was consumed on the seat and part way up the back rest. The engine compartment did not sustain any damage.

There were no contents in the vehicle at the time of my examination.

AREA OF ORIGIN:

The fire originated in the passenger compartment in the driver's side front door panel.

Available fuel sources in the area of origin consisted of the plastic door panel, arm rest and the foam seat cushion.

There was a V pattern on the driver's side front door, originating below the power window motor, and traveling in an upward and outward direction. The pattern continued into the left edge of the dashboard and windshield.

There were no contents in the area of origin.

Electrical Distribution System:

The area of origin contained the power window motor, the door lock window motor combination switch, and associated wiring.

The battery and fuse box were both located in the engine compartment. No blown fuses were located.

Except for the battery cables being cut, there was no damage to these components from the fire.

There was a V pattern originating at the level of the power window motor and door lock combination switch. No other ignition sources were located in the area of origin.

After market additions or installations:

No aftermarket equipment installations were found on this vehicle.

Insured: [REDACTED]
Claim No.: [REDACTED]
File No.: NAT260051

DATA BASE RESOURCE CHECKS:

No recalls or other issues were found in the database for this vehicle that were related to the cause of the fire.

Gas / Alternative Fuel systems:

This vehicle was gasoline powered, and did not have any alternative fuel sources installed.

The fuel tank was located under the rear of the vehicle, and was not damaged or involved in the fire.

Ignition Sources that could not be eliminated:

There were no other ignition sources in the area of origin.

Property - Retrieved / Retained from this scene:

The following items were removed from the vehicle:

Property Retention Inventory:

ID No.	ITEM
	Driver side front window motor, switch and related wiring which is currently being analyzed by Donan Engineering.

Product / Equipment Issues:

There were no product or equipment issues other than those listed above.

Service Issues:

There were no service issues related to the cause of the fire.

FILE STATUS:

At the present, time and with no further investigation immediately anticipated, this file is being closed. Should future circumstances warrant, this file can be easily reopened to allow for additional investigation. If you have any questions or require interim assistance, please contact me at the number listed below.

Respectfully,

Michael Whitty
Certified Fire & Explosion Investigator
Amsterdam, NY 12010
(518) 281-9257

Insured:

Claim No.:

File No.: NAT260051

7

Cl.:

*Peter Armet
Regional Fire & Forensics Team Leader
(559) 359-1951*

(Address all correspondence concerning this file to the following address. Please include the CIS file number.)

G4S Compliance & Investigations
910 Paverstone Drive
Raleigh, NC 27615

Service Request Detail

SR No. 71-689201244	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 Electrical - Power Window Motor /	Sub-Area Initiate PAR- Thermal Event
Address	City Celina	Involved Dir Asheville Chevrolet, Inc.	Safety Yes
State OH ZipCd	Con Acct	Source Phone	Updated 12/23/2008 11:18:09 AM
Serial #VIN 1GNDT13S982	Model Year 2006	Priority Medium License # CHEVROL	Owner MARQUEMO
Make Chevrolet	Warr. Start 05/22/2006	Status Open	Opened 12/22/2008 10:06:17 AM
Model TrailBlazer	Mileage 54700	Sub-Status Satisfied	Closed
Abstract Thermal Event - Electrical - Power Window Motor / Switch / Wiring / Regulator			
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	Read Cond	Fire Report#	Police Report#
Owner	12/21/2008 12:00:00	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'1"		No				
Insurance Agency	Agent First Name							

Incident Loc	205 Pumpkin St, Asheville NC	Incident Desc	Cust sit: The vehicle was parked and cust wife went and opened the trunk to get something out of the vehicle and she saw that the inside of the vehicle was filled with smoke so she called customer to go look at the vehicle and cust opened the driver door and saw flames coming from
Component	Electrical - Power Window Motor / Switch / Wiring / Regulator	Damage Desc	Window controller and wiring harness inside the door panel is damaged
Vehicle Loc	cust is out of town and is driving the vehicle	Add'l Info	customer is traveling from CO to FL for family vacation with 2 infants in the veh and his window is stuck down in the drivers door. He is having dir remove the door panel and put window up so
Emgcy Svc Names	n/a	Maint Loc	customer does own maintenance

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	Dry			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Type	n/a
Veh Est Repair Cost			Spec Equip Installer	none			Prop Est Repair Cost	
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	Window controller and wiring harness inside the door panel is damaged		Explain Other	Inspection Not Performed			Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/23/2008 12:39:18 PM	MARQUEM O	MARQUEMO	Scheduled Follow-up				

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
12/23/2008 12:38:22 PM	MARQUEM O	MARQUEMO	BRC PAR	ESIS- Thermal Event	Done	12/23/2008 12:38:09 PM	ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

File being forwarded to ESIS due to thermal event that occurred.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/23/2008 12:37:58 PM	MARQUEM O	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Thermal Event

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/23/2008 12:24:38 PM	MARQUEM O	MARQUEMO	Outbound Call Dealer	Left Message	Done	12/23/2008 12:27:20 PM	Called
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
Left Message with Service Manager - Wayne Smith

CRS adv. Calling on regards to an claim that was called in by an cust by the names of Jessie Lafayette. They have an 06 Chevrolet Trailblazer that had a thernal event. Calling to make dir aware of allegation and checking to see what dir knows of allegation, provided number and extension.

Monica Marquez/BRCPARJATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 01:47:17 PM	MARQUEM O	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	12/22/2008 01:47:18 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
12/22/2008 12:35:20 PM	KINZERTH	MARQUEMO	Ownership Changed		Done	12/22/2008 12:35:20 PM	Service Request Ownership has changed FROM: PALMERD1 TO: MARQUEMO
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
12/22/2008 12:34:40 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	12/23/2008 12:37:13 PM	Called:FDVM Brandshner Thomas Tom 404082 8817 ASHEVILLE CHEVROLET, INC. ASHEVILLE NC

Comments

This is Monica Marquez calling from gm par dept.
Customer: [REDACTED]
Service Request: 71-686201244
Vehicle Information: 06 Chevrolet Trailblazer
Last 8 of the VIN: 62 [REDACTED]
Involved Dealership: ASHEVILLE CHEVROLET, INC.
Nature of allegation: cust sits the driver window module caught into flames and file will be forwarded 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
12/22/2008 12:34:31 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	12/22/2008 04:30:13 PM	no call needed

Comments

No need to call Dir. Vehicle beyond warranty and has not bean 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
12/22/2008 12:34:21 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	12/23/2008 11:14:44 AM	Called

Contact Last Name: Contact First Name: Account: BAC Code:

Comments
CRS adv. Asked detailed questions with customer.

Cust sts: The vehicle was parked and cust wife went and opened the trunk to get something out of the vehicle and she saw that the inside of the vehicle was filled with smoke so she called customer to go look at the vehicle and cust opened the driver door and saw flames coming from behind the dashboard so he grabbed the switch module out and threw it on the ground. Then the flames stopped. There was no call to the fire or police dept. No injuries or property damages. Cust sts he is out of town and went to the dir - ASHEVILLE CHEVROLET, INC. 205 SMOKY PARK HWY 828-885-4444 and all they did was roll the window back up so they can continue with the vacation. There is no insurance involved. No other repairs have been made on the vehicle.

Cust sts:repairs

CRS adv. File will be forwarded to ESIS due to thermal event that occurred, 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
12/22/2008 12:34:13 PM	KINZERTH	MARQUEMO	BRC PAR	Acknowledgement	Done	12/23/2008 10:52:59 AM	Called

Contact Last Name: Contact First Name: Account: BAC Code:

Comments
See Initial Contact

Monica Marquez/BRCPAR/ATX
x21072
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 12:34:04 PM	KINZERTH	MARQUEMO	Notify CRM		Done	12/23/2008 10:52:33 AM	File Assigned

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
12/22/2008 12:33:55 PM	KINZERTH	MARQUEMO	Research		Done	12/22/2008 04:28:10 PM	Research VIN

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
12/22/2008 12:33:35 PM	KINZERTH	MARQUEMO	BRC PAR	Case Assigned	Done	12/22/2008 04:28:07 PM	Assigned to Monica Marquez x20172

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 11:03:06 AM	KINZERTH	PALMERD1	SR Opened		Done	12/22/2008 11:03:06 AM	SR in Status of Closed has been Re-Opened by KINZERTH

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 11:03:06 AM	KINZERTH	PALMERD1	SR Closed - Satisfied		Done	12/22/2008 11:03:06 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 10:40:57 AM	PALMERD1	KINZERTH	Escalation	Initiate PAR	Done	12/22/2008 11:03:01 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

darryl palmer/cac/sj/iter 1

Received and assigned in PAR
Thaddeus Kinze/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2008 10:09:35 AM	PALMERD1	PALMERD1	Inbound Call Customer		Done	12/22/2008 10:40:55 AM	Alleged product allegation-thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer states my power window swtichs caught fire in my veh and i think taht it is a factory defect.

Customer seeks to know if we will cover this as he thinks that this is a defect.

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

darryl palmer/cac/sj/iter 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	Thermal event	Electrical - Power Window Motor / Switch / Wiring / Regulator
S87	GM Dealership	Referred Customer to CAC

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 :	1GNDT13S962 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD	Warranty Start Date :	05/22/2006
BARS Order Type :	50 - FLEET		
Delivering Dealer :	DANIELS MOTORS, INC. PO BOX 2106 COLORADO SPRINGS, CO 80901-2106 (719) 632-5591	Selling Source :	13 - CHEVROLET
		Site Code :	10207
		Business Associate Code :	113026
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	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	05/22/2006	20 miles	05/22/2009	36020 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/22/2006	20 miles	05/22/2012	100020 miles
39/39000 GM CERTIFIED USED LIMITED WARRANTY	05/22/2006	20 miles	08/22/2009	39020 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/22/2006	20 miles	05/22/2014	80020 miles
36/36000 FEDERAL EMISSION	05/22/2006	20 miles	05/22/2009	36020 miles

CLAIM HISTORY

	R.O		Odometer
--	-----	--	----------

R.O Date	Number	Type	Labor Operation	Reading
05/09/2006	A40179	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 :	1GNDT13S962
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CLAIM HISTORY

Repair Order Date :	05/09/2006	Repair Order Number :	A40179	Odometer Reading :	0 miles				
Served By :	DANIELS MOTORS, INC. PO BOX 2106 COLORADO SPRINGS, CO 80901-2106 (719) 632-5591			Selling Source :	13 - CHEVROLET				
				Site Code :	10207				
				Business Associate Code :	113026				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/12/2006	690	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 101.26	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	1GNDT13S9G[REDACTED]
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VEHICLE BUILD

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	JXMV8G
Build Date :	05/09/2006	Build Plant :	16206

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

AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE	B0B - GM PRODUCTION WEEK #20
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
CJ3 - CLIMATE CONTROL	C1U - ENTERPRISE RENT A CAR
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORaine, OHIO	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	N40 - POWER STEERING
N75 - 17" SPORT ALUMINUM WHEELS	QTM - P245/65R17 BW ALS TIRES

R4Y - TIRE BRAND-GOODYEAR	R6F - IDENTIFY B CODE USERS
R6P - PREMIUM PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR SERVICE NOT INCLUDED	R8D - IDENTIFIER - TIRE CHANGE
R8K - *****	R9Z - POMS EXPEDITE-SOLD ORDERS/TSE
TB4 - LIFTGATE	TFD - RETAIL AMENITY DELETE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	VQ2 - FLEET ORDERING AND ASSISTANCE
VXS - COMPLETE VEHICLE LABEL	VX7 - LONG TERM DAILY RENTAL PROGRAM
VIK - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - TIRE, FULL SIZE SPARE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	6AA - FRONT SPRING
67U - SILVERSTONE METALLIC	7AA - FRONT SPRING
8NS - SUSPENSION	9NR - 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

January 7, 2009

[REDACTED]
Celina, OH [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 664630
Our Client: General Motors Corporation
Date/Event: 12-21-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S96 [REDACTED]

Dear Ms. [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:

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



esis

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,

A handwritten signature in black ink, appearing to read 'Deborah Diehr', with a stylized flourish at the end.

Deborah Diehr
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*

Deborah Diehr
Claims Administrator

March 23, 2009

[REDACTED]
Celina, OH [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 664630
Our Client: General Motors Corporation
Date/Event: 12-21-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDDT13S962 [REDACTED]

Dear Ms. [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 1-7-09 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,

Deborah Diehr
Claims Administrator

Service Request Detail

SR No.	71-880974623	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	Body - Door	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Sadler Motors, Inc.	Safety	Yes
State	MI	ZipCd	Source	Phone	Updated	1/2/2009 10:17:17 AM
Serial #/VIN	1GNDT13S182	Model Year	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	Status	Open	Owner	MARQUEMO
Model	TraBlazer	Mileage	Sub-Status		Openod	12/30/2008 01:41:38 PM
Abstract	Thermal Event - Body - Door - Electrical - 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: Nofilter	Incident Date/Time	12/30/2008 07:00:00 AM	Injuries #	0	Other Veh #	0	People In Veh	1	Road Surface	Concrete	Road Cond	Other	n/a	Fire Report #	n/a	Police Report #	n/a
Driver Last Name	Anderson	Driver First Name	Randy	Height	5.4	DOB		Disabilities	No	Agent First Name	Randy	Phone #		Insurance Agency	Farmers Insurance Company		

Incident Loc	2210 W 5 Mile Rd Sault Sainte Marie MI 49783-8909	Incident Desc	Cust sta: Vehicle was parked in her garage and in the morning when she went out to her vehicle and went into her garage she smelled a strong odor and she went and opened the driver door and saw that the driver door panel was damaged and none of the switches on the driver door
Component	Body - Door - Electrical - General	Damage Desc	Inside driver door panel was damaged and none of the switches on the driver door worked
Vehicle Loc	veh is with customer	Add'l Info	Insurance comp is not involved
Emgcy Svc Names	n/a	Mainf Loc	Dealership.

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0	Weather Condition	Dry	Prop Owner	n/a	Property Type	n/a	Property Type	n/a
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost			
Veh Est Repair Cost	\$264.00	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	Inside driver door panel was damaged and none of the switches on the driver door worked			Explain Other	Inspection Not Performed				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2/2009 11:53:22 AM	MARQUEM	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2/2009 11:52:43 AM	MARQUEM	MARQUEMO	BRC PAR	ESIS- Thermal Event	Done	1/2/2009 11:53:18 AM	ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

File being forwarded to ESIS due to thermal event that occurred.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2/2009 11:52:17 AM	MARQUEM	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Thermal Event

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 12:10:52 PM	MARQUEM	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	12/31/2008 12:10:52 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
12/31/2008 10:54:06 AM	KINZERTH	MARQUEMO	Ownership Changed		Done	12/31/2008 10:54:06 AM	Service Request Ownership has changed FROM: QUENNETA 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
12/31/2008 10:53:47 AM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	1/2/2009 11:50:41 AM	Called: FDVM Toffolo Walter 630092 8245 SADLER-RODENROTH MOTORS SAULT SAINTE MARIE MI

Contact Last Name	Contact First Name	Account	BAC Code

Comments

This is Monica Marquez calling from gm par dept.

Customer:

Service Request: 71-680974823

Vehicle Information: 06 Chevrolet Trailblazer

Last 8 of the VIN: 6Z

Involved Dealership: SADLER-RODENROTH MOTORS

Nature of allegation: cust sits the driver door caught into flames and file will be forwarded 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:53:38 AM	KINZERTH	MARQUEMO	BRC PAR		Done	1/2/2009 11:48:34 AM	Called
Contact Last Name	Contact First Name	Account				BAC Code	

Comments

Left Message with: Service Manager

CRS adv: Calling on regards to an claim that was called in by an cust by the names of Jackie La Ford. They have an 08 Chevrolet Trailblazer. Calling to make dr aware of allegation and checking to see what dr knows of allegation. CRS Adv:Due to the allegation file will be forwarded to ESIS and will be incontact with cust on this concern. Provided number and extention to call CRS back.

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:53:29 AM	KINZERTH	MARQUEMO	BRC PAR		Done	1/2/2009 10:17:47 AM	Called
Contact Last Name	Contact First Name	Account				BAC Code	

Comments

CRS adv: Asked detailed questions with customer

Cust sts: Vehicle was parked in her garage and in the morning when she went out to her vehicle and went into her garage she smelled a strong odor and she went and opened the driver door and saw that the driver door panel was damaged and none of the switches on the driver door worked. Cust didn't contact the fire or police dept. cust sts she took the vehicle to the dr and they told her there was a shortage in the door that caused this. Cust sts she didn't contact her insurance comp on this concern and sts it has nothing to do with the tp. There was no injuries or property damages. Cust sts the dr did order the part to repairs but there was no repairs done. Cust sts she has the vehicle with her.

Cust aks:have gm cover repair

CRS adv: File will be forwarded to ESIS due to thermal event that occurred, and that dept will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX
X21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:53:20 AM	KINZERTH	MARQUEMO	BRC PAR	Acknowledgement	Done	1/2/2009 10:03:53 AM	Call

See Initial Contact

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:53:12 AM	KINZERTH	MARQUEMO	Notify CRM		Done	1/2/2009 10:03:41 AM	File Assigned

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:53:05 AM	KINZERTH	MARQUEMO	Research		Done	1/2/2009 10:18:41 AM	Research VIN

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/31/2008 10:52:45 AM	KINZERTH	MARQUEMO	BRC PAR	Case Assigned	Done	1/2/2009 09:42:15 AM	Assigned to Morica Marquez x21072

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
12/31/2008 08:20:04 AM	KINZERTH	QUENNETA	SR Opened		Done	12/31/2008 08:20:04 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
12/31/2008 08:20:02 AM	KINZERTH	QUENNETA	SR Closed - Satisfied		Done	12/31/2008 08:20:03 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
12/30/2008 01:54:42 PM	QUENNETA	KINZERTH	Escalation	Instate PAR	Done	12/31/2008 08:19:58 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 3 business days, due to the holiday.

Received and assigned in PAR
Thaddeus Kinzed/ PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/30/2008 01:43:20 PM	QUENNETA	QUENNETA	Inbound Call Customer	Complex Request	Done	12/30/2008 02:00:23 PM	Fire in Drivers door.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sis: I have a Chevrolet trailblazer. My door caught fire this morning and I have been told that this is not covered under warranty. I think this is something that should be something they should cover.

CRS Sis: I apologize about the concerns you are having with your vehicle. I do understand it is very frustrating for you.

Orig owner? Y

Primary driver? Y

Personal or business use? P

VIN: Do not have it.

Recalls: Y or N:

Veh Specific: Fire in drivers door. The wires in the door shorted and caused the fire.

Where purchased? SADLER-RODENROTH MOTORS

Current approx mig? 44,000

Ext Svc Plan? N

Concern Specific: Fire in drivers door.

When 1st notice concern? Today

What conditions does concern occur? Fire

Where diagnosed? SADLER-RODENROTH MOTORS

Est cost of the repair? \$284.00

Current location of veh? SADLER-RODENROTH MOTORS

Veh repaired? N

What has Dealer told you about a diagnosis? It is not covered under warranty and that it is at customers cost to repair the vehicle.

Who was working with you? Lisa Crademan.

Business Decision: Need to have vehicle repaired.

Where maint performed? SADLER-RODENROTH MOTORS

Prev GM veh? y

Prev related repairs? N

Out of Pocket expense (document repairs & cost): N

Cust Sks: To get vehicle repaired under warranty.

CRS adv: I am going to research your concern further to see what can be done for you. But at this point, I cannot guarantee anything.?

Thank you

Tanyas Quenneville/Chatham/CAC/T1/L2

Confidential Comments

UCC Information

UCC Code	Symptom	Description
CD4	Thermal Event	Body - Door
N01	Thermal Event	Electrical - General



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*

Deborah Diehr
Claims Administrator

January 7, 2009

[REDACTED]
Sault Sainte Marie, MI [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 664869
Our Client: General Motors Corporation
Date/Event: 12-30-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S16 [REDACTED]

Dear Ms. [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:

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



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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,

A handwritten signature in black ink, appearing to read 'Deborah Diehr', written over a light blue horizontal line.

Deborah Diehr
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*

Deborah Diehr
Claims Administrator

March 23, 2009

[REDACTED]
Sault Sainte Marie, MI 4 [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 664869
Our Client: General Motors Corporation
Date/Event: 12-30-08
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S162 [REDACTED]

Dear Ms. [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 1-7-09 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,

Deborah Diehr
Claims Administrator

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 :	1GNDT13S962
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD	Warranty Start Date :	05/22/2006
BARS Order Type :	50 - FLEET		
Delivering Dealer :	DANIELS MOTORS, INC. PO BOX 2106 COLORADO SPRINGS, CO 80901-2106 (719) 632-5591	Selling Source :	13 - CHEVROLET
		Site Code :	10207
		Business Associate Code :	113026
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	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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	05/22/2006	20 miles	05/22/2009	36020 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/22/2006	20 miles	05/22/2012	100020 miles
39/39000 GM CERTIFIED USED LIMITED WARRANTY	05/22/2006	20 miles	08/22/2009	39020 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/22/2006	20 miles	05/22/2014	80020 miles
36/36000 FEDERAL EMISSION	05/22/2006	20 miles	05/22/2009	36020 miles

CLAIM HISTORY

	R.O		Odometer
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R.O Date	Number	Type	Labor Operation	Reading
05/09/2006	A40179	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 :	1GNDT13S962
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CLAIM HISTORY

Repair Order Date :	05/09/2006	Repair Order Number :	A40179	Odometer Reading :	0 miles				
Serviced By :	DANIELS MOTORS, INC. PO BOX 2106 COLORADO SPRINGS, CO 80901-2106 (719) 632-5591			Selling Source :	13 - CHEVROLET				
				Site Code :	10207				
				Business Associate Code :	113026				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/12/2006	690	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 101.26	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	1GNDT13S962
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VEHICLE BUILD

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	JXMV8G
Build Date :	05/09/2006	Build Plant :	16206

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

AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE	BOB - GM PRODUCTION WEEK #20
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
CJ3 - CLIMATE CONTROL	C1U - ENTERPRISE RENT A CAR
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORaine, OHIO	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	N40 - POWER STEERING
N75 - 17" SPORT ALUMINUM WHEELS	QTM - P245/65R17 BW ALS TIRES

R4Y - TIRE BRAND-GOODYEAR	R6F - IDENTIFY B CODE USERS
R6P - PREMIUM PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR SERVICE NOT INCLUDED	R8D - IDENTIFIER - TIRE CHANGE
R8K - *****	R9Z - POMS EXPEDITE-SOLD ORDERS/TSE
TB4 - LIFTGATE	TFD - RETAIL AMENITY DELETE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	VQ2 - FLEET ORDERING AND ASSISTANCE
VXS - COMPLETE VEHICLE LABEL	VX7 - LONG TERM DAILY RENTAL PROGRAM
VIK - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - TIRE, FULL SIZE SPARE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	6AA - FRONT SPRING
67U - SILVERSTONE METALLIC	7AA - FRONT SPRING
8NS - SUSPENSION	9NR - SUSPENSION

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Service Request Detail

SR No.	71-704894315	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	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Canton	Involved Dir	Mathews-Hargreaves Chevrolet	Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated	2/25/2009 02:38:50 PM
Serial #/VIN	1GNDS13S272	Modal Year	2007	Priority	Medium License #	Owner	RODRJQS
Make	Chevrolet	Warr. Start	10/31/2005	Status	Open	Opened	2/23/2009 04:05:23 PM
Model	TrailBlazer	Mileage	23476	Sub-Status		Closed	
Abstract	(M) Thermal Event						
Customer Description	*** BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 31103 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/21/2009 12:00:00 PM	N	0	0	Concrete	Snowy	Unknown	Unknown
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
				5'9"		N/A		
		Insurance Agent First Name		Phone #		Insurance Agency		
		N/A				State Farm Insurance		
Incident Loc	1422 Stacy Dr Canton MI 48188				Incident Desc	Cust sts that on 2/21/2009 12:00:00 PM, she went outside to her vehicle. She was trying to unlock her passengers side door with the remote. The doors did not open. The veh was parked in front of her house. Cust sts that then she went to the drivers side and opened the doors. Once		
Component	Door Panel thermal event				Damage Desc	Where the buttons are for the doors, that is the place that was burned		
Vehicle Loc	1422 Stacy Dr Canton MI 48188				Add'l Info			
Emgcy Svc Names	Police, and fire dept				Maint Loc	usually go to different locations for maintenance		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0		Weather Condition		Snow outside, cold day		Prop Owner	n/a
Last Service Date			Loc Last Service				Property Type	n/a
Veh Est Repair Cost	\$62,000.00		Spec Equip Installer	n/a			Prop Est Repair Cost	
Primary Veh Use	Personal		Inspection Type			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	damages to the front drivers door.				Explain Other	case going to esls		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2009 02:37:05 PM	RODRIGOS	RODRIGOS	BRC PAR	ESIS- Thermal Event	Done	2/25/2009 02:37:21 PM	Esis case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Case was sent to ESIS, due to a Thermal Event.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2009 02:38:45 PM	RODRIGOS	RODRIGOS	Scheduled Follow-up	Scheduled Alarm			71-704594315 Check on 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
2/25/2009 02:38:32 PM	RODRIGOS	ESISBQU	Escalation	ESIS- Thermal Event	In Progress		Assigned to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2009 04:38:47 PM	RODRIGOS	RODRIGOS	Ownership Changed	Ownership Escalated to BRC	Done	2/24/2009 04:38:48 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2009 02:37:05 PM	RODRIGOS	RODRIGOS	BRC PAR	ESIS- Thermal Event	Done	2/25/2009 02:37:21 PM	Esis case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Case was sent to ESIS, due to a Thermal Event.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2009 02:38:45 PM	RODRIGOS	RODRIGOS	Scheduled Follow-up	Scheduled Alarm			71-704594315 Check on 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
2/25/2009 02:35:32 PM	RODRIGOS	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assigned to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2009 04:38:47 PM	RODRIGOS	RODRIGOS	Ownership Changed	Ownership Escalated to BRC	Done	2/24/2009 04:38:48 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

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 :	1GNDS13S272 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CS15506 -2007 TRAILBLAZER LT 2WD	Warranty Start Date :	10/31/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MATTHEWS-HARGREAVES CHEVROLET COMPANY PO BOX 278 ROYAL OAK , MI 48068-0278 (248) 398-8800	Selling Source :	13 - CHEVROLET
		Site Code :	44300
		Business Associate Code :	115097
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07037	NO START - ENGINE CRANKS BUT DOES NOT RUN. REF. TSB 07-06-04-001.	02/02/2007	See Bulletin
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	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)ONSTAR! (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	AW6UK0C2	XM Status	Active	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	10/31/2006	483 miles	10/31/2009	36483 miles

72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/31/2006	483 miles	10/31/2012	100483 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/31/2006	483 miles	10/31/2014	80483 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/31/2006	483 miles	10/31/2011	100483 miles
36/36000 FEDERAL EMISSION	10/31/2006	483 miles	10/31/2009	36483 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/10/2006	H69462	#	Z2080 - ROADSIDE SERVICE (TOWING)	2000 miles
10/30/2006	294629	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	1144 miles
10/30/2006	294629	#	R0760 - RADIO, REMOVE AND REPLACE	1144 miles
09/20/2006	293201	#	Y0105 - 06091 PRODUCT ENHANCEMENT - REPROGRAM POWERTRAIN CONTROL M	5 miles
08/09/2006	291458	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
08/02/2006	A21925	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 :	1GNDS13S272 [REDACTED]
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CLAIM HISTORY

Repair Order Date : 11/10/2006		Repair Order Number : H69462		Odometer Reading : 2000 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
11/21/2006	745	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	\$ 58.94	N

Repair Order Date : 10/30/2006		Repair Order Number : 294629		Odometer Reading : 1144 miles					
Serviced By :	MATTHEWS-HARGREAVES CHEVROLET COMPANY PO BOX 278 ROYAL OAK, MI 48068-0278 (248) 398-8800			Selling Source : 13 - CHEVROLET					
				Site Code : 44300					
				Business Associate Code : 115097					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/03/2006	740	01	#	R0760 - RADIO, REMOVE AND REPLACE	N/A	N/A	N/A	\$ 120.91	Y

Repair Order Date : 10/30/2006		Repair Order Number : 294629		Odometer Reading : 1144 miles					
Serviced By :	SPECMO ENTERPRISES 32655 INDUSTRIAL DR MADISON HEIGHTS, MI 48071-1517			Selling Source : 45 - A/C DELCO					
				Site Code : 44835					
				Business Associate Code : 192110					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/03/2006	740	01	#	R0754 - RADIO RECEIVER-RETURN	19116491	N/A	N/A	\$ 227.09	Y

				TO AC/DELCO ESC					
--	--	--	--	-----------------	--	--	--	--	--

Repair Order Date :		09/20/2006		Repair Order Number :		293201		Odometer Reading :		5 miles	
Serviced By :	MATTHEWS-HARGREAVES CHEVROLET COMPANY PO BOX 278 ROYAL OAK, MI 48068-0278 (248) 398-8800					Selling Source :		13 - CHEVROLET			
						Site Code :		44300			
						Business Associate Code :		115097			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/26/2006	729	01	#	Y0105 - 06091 PRODUCT ENHANCEMENT - REPROGRAM POWERTRAIN CONTROL M	N/A	N/A	N/A	\$ 62.10	Y		

Repair Order Date :		08/09/2006		Repair Order Number :		291458		Odometer Reading :		5 miles	
Serviced By :	MATTHEWS-HARGREAVES CHEVROLET COMPANY PO BOX 278 ROYAL OAK, MI 48068-0278 (248) 398-8800					Selling Source :		13 - CHEVROLET			
						Site Code :		44300			
						Business Associate Code :		115097			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/15/2006	717	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 1.25	Y		

Repair Order Date :		08/02/2006		Repair Order Number :		A21925		Odometer Reading :		0 miles	
Serviced By :	MATTHEWS-HARGREAVES CHEVROLET COMPANY PO BOX 278 ROYAL OAK, MI 48068-0278 (248) 398-8800					Selling Source :		13 - CHEVROLET			
						Site Code :		44300			
						Business Associate Code :		115097			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/08/2006	715	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 100.91	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	1GNDS13S272
-----	-------------

VEHICLE BUILD

Merchandising Model :	CS15506 -2007 TRAILBLAZER LT 2WD		
Gross Vehicle Weight Rating :	2520 kg (5557 lb)	Order Number :	KGHJCM
Build Date :	08/02/2006	Build Plant :	17206

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

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AR9 - FRT BUCKET SEAT, DELUXE	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B42 - REVERSIBLE CARGO MAT
B86 - MOLDING B/S COLOR	CF5 - POWER SUNROOF
CJ2 - AUTOMATIC CLIMATE CONTROL	C4D - GVW RATING - 5550 LBS
C49 - REAR WINDOW DEFROSTER	DAY - ASSEMBLY PLANT MORAIN, OHIO
DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS	DH2 - LIGHTED LH & RH VISOR MIRRORS
DK2 - POWER HEATED OUTSIDE MIRRORS	DK7 - OVERHEAD CONSOLE
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	JF4 - POWER ADJUSTABLE PEDALS
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - ENGINE, VORTEC 4.2L SFI I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	N40 - POWER STEERING

N74 - 17" BRIGHT ALUMINUM WHEELS	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTR - WOL ON/OFF ROAD TIRES
RYJ - CARGO SHADE	R6K
R6P - SPECIAL PAINT	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STG WHL W/CONTR
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
T61 - DAYTIME RUNNING LIGHTS	T96 - FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UG1 - UNIVERSAL HOME REMOTE	UJ6 - TIRE PRESSURE MONITOR
UK6 - REAR SEAT RADIO & HVAC CONTROLS	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UY7 - TRAILER WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	X88 - CHEVROLET CONVERSION
YC5 - LT DECOR	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - SPARE, ALL-SEASON TIRE	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SD - LT PREFERRED EQUIPMENT GROUP 1	1SZ - PREFERRED EQUIPMENT SAVINGS
27H - LIGHT CASHMERE/EBONY	27I - INT TRIM CASHMERE/EBONY
41U - BLACK	6AC - SUSPENSION
7AC - SUSPENSION	8NT - SUSPENSION
9NS - SUSPENSION	

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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

March 2nd, 2009

TINA YANCEY
1422 STACY DRIVE
CANTON, MI, 48188

RE: Claimant: [REDACTED]
Our File No.: 667610
Our Client: General Motors Corporation
Date/Event: 02/21/2009
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S272 [REDACTED]

Dear MS. [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.

5

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,

Bethany Tillman
Claims Administrator

A FDID 06204 * State MI Incident Date 02/22/2009 Station 1 Incident Number 09-0000922 Exposure 000 Delete Change No Activity NFIRS -1 Basic

B Location* Check this box to indicate that the address for this incident is provided on the Wildland Fire Notice to Dispatch "Discretion Location Specifications". Use only for Wildland Cases. CAUSAL FACT 23

Street address Intersection In front of Rear of Adjacent to Directions

Word [REDACTED] Street Type [REDACTED] Suffix [REDACTED]

Apr./Mile/Block Canton City State MI ZIP Code [REDACTED]

Cross street or directions, as applicable

C Incident Type * 131 Passenger vehicle fire
D Aid Given or Received*
 1 Mutual aid received
 2 Automatic aid recv.
 3 Mutual aid given
 4 Automatic aid given
 5 Other aid given
 N None

E1 Date & Times Midnight is 0000
 Check boxes if dates are the same as Alarm ALARM always required
 Date: Alarm * 02/22/2009 01:25:00
 ARRIVAL received, unless canceled or did not arrive
 Arrival * 02/22/2009 01:38:00
 CONTROLLED Optional, except for wildland fires
 Controlled 02/22/2009 01:38:00
 LAST UNIT CLEARED, required except for wildland fires
 Cleared 02/22/2009 01:52:00

E2 Shift & Alarms Local Option
1 Shift or District CAN Alarms District

E3 Special Studies Local Option
 Special Study ID Special Study Value

F Actions Taken *
06 Investigate
 Primary Action Taken (1)
 Additional Action Taken (2)
 Additional Action Taken (3)

G1 Resources *
 Check this box and strip this section if an Apparatus or Personnel form is used.
 Apparatus Personnel
 Suppression 0001 0002
 EMS
 Other
 Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values
 LOSSES: Required for all fires if known. Optional for non fires. None
 Property \$ [REDACTED], 002, 000
 Contents \$ [REDACTED], 000, 000
 PRE-INCIDENT VALUE: Optional
 Property \$ [REDACTED], 016, 000
 Contents \$ [REDACTED], 000, 000

Completed Modules
 Fire-2
 Structure-3
 Civil Fire Cas.-4
 Fire Serv. Cas.-5
 EMS-6
 HazMat-7
 Wildland Fire-8
 Apparatus-9
 Personnel-10
 Arson-11

H1 Casualties None
 Deaths Injuries
 Fire Service [REDACTED] [REDACTED]
 Civilian [REDACTED] [REDACTED]

H2 Detector
 Required for Confined Fires.
 Detector alerted occupants
 Detector did not alert them
 Unknown

H3 Hazardous Materials Release
 None
 1 Natural Gas: slow leak, no correction or special actions
 2 Propane gas: < 1 lb. total (e.g. 12 lb. tank 200 grill)
 3 Gasoline: vehicle fuel tank or portable container
 4 Kerosene: fuel burning equipment or portable storage
 5 Diesel fuel/fuel oil: vehicle fuel tank or portable
 6 Household solvents: non-office spill, cleanup only
 7 Motor oil: from engine or portable container
 8 Paint: from paint cans totaling < 25 gallons
 9 Other: Special HazMat actions required or spill > 10gal.. Please complete the HazMat Form

I Mixed Use Property
 Not Mixed
 10 Assembly use
 20 Education use
 33 Medical use
 40 Residential use
 51 Row of stores
 53 Enclosed mall
 58 Bus. & Residential
 59 Office use
 60 Industrial use
 63 Military use
 65 Farm use
 00 Other mixed use

J Property Use* Structures

131 <input type="checkbox"/> Church, place of worship	341 <input type="checkbox"/> Clinic, clinic type infirmary	539 <input type="checkbox"/> Household goods, sales, repairs
161 <input type="checkbox"/> Restaurant or cafeteria	342 <input type="checkbox"/> Doctor/dentist office	579 <input type="checkbox"/> Motor vehicle/boat sales/repair
162 <input type="checkbox"/> Bar/Tavern or nightclub	361 <input type="checkbox"/> Prison or jail, not juvenile	571 <input type="checkbox"/> Gas or service station
213 <input type="checkbox"/> Elementary school or kindergarten	419 <input type="checkbox"/> 1-or 2-family dwelling	599 <input type="checkbox"/> Business office
215 <input type="checkbox"/> High school or junior high	429 <input type="checkbox"/> Multi-family dwelling	615 <input type="checkbox"/> Electric generating plant
241 <input type="checkbox"/> College, adult education	439 <input type="checkbox"/> Rooming/boarding house	629 <input type="checkbox"/> Laboratory/science lab
311 <input type="checkbox"/> Care facility for the aged	449 <input type="checkbox"/> Commercial hotel or motel	700 <input type="checkbox"/> Manufacturing plant
331 <input type="checkbox"/> Hospital	459 <input type="checkbox"/> Residential, board and care	819 <input type="checkbox"/> Livestock/poultry storage (barn)
	464 <input type="checkbox"/> Dormitory/barracks	882 <input type="checkbox"/> Non-residential parking garage
	519 <input type="checkbox"/> Food and beverage sales	891 <input type="checkbox"/> Warehouse
	936 <input type="checkbox"/> Vacant lot	981 <input type="checkbox"/> Construction site
124 <input type="checkbox"/> Playground or park	938 <input type="checkbox"/> Graded/care for plot of land	984 <input type="checkbox"/> Industrial plant yard
659 <input type="checkbox"/> Crops or orchard	946 <input type="checkbox"/> Lake, river, stream	
669 <input type="checkbox"/> Forest (timberland)	951 <input type="checkbox"/> Railroad right of way	Lookup and enter a Property Use code only if you have NOT checked a Property Use box:
807 <input type="checkbox"/> Outdoor storage area	960 <input type="checkbox"/> Other street	Property Use <u>965</u>
919 <input type="checkbox"/> Dump or sanitary landfill	961 <input type="checkbox"/> Highway/divided highway	Vehicle parking area
931 <input type="checkbox"/> Open land or field	962 <input type="checkbox"/> Residential street/driveway	

NFIRS-1 Revision 03/11/99

K1 Person/Entity Involved
Local Option _____ Business name (if applicable) _____ Area Code _____ Phone Number _____

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr./Ms./Mrs. First Name _____ MI _____ Last Name _____ Suffix _____
 Number _____ Prefix _____ Street or Highway _____ Street Type _____ Suffix _____
 Post Office Box _____ Apt./Suite/Room _____ City _____
 State _____ Zip Code _____

More people involved? Check this box and attach Supplemental Forms (MPFRS-1S) as necessary

K2 Owner Same as person involved. Then check this box and skip the rest of this section. Local Option _____ Business name (if applicable) _____ Area Code 131 Phone Number 701 - 9207

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr./Ms./Mrs. First Name Tina MI _____ Last Name Yancey Suffix _____
 Number 1422 Prefix _____ Street or Highway Stacy Street Type _____ Suffix _____
 Post Office Box _____ Apt./Suite/Room _____ City Canton
 State MI Zip Code 48188

L Remarks
Local Option _____

CFD requested to check vehicle with interior door was melted. On arrival spoke with owner who stated that she parked her vehicle at approx 1700hrs in front of her residence. Owner returned to vehicle to leave when she noticed that the drivers side door panel was melted in the area of the window switch. Vehicle battery was disconnected by CFD personal. Owner stated that there was no trouble with vehicle thru out the day prior to parking it. It appeared that there was some sort of electrical short in door panel unknown cause. Vehicle was left with owner who stated that she have vehicle towed to dealer. CFD cleared.

02/22/2009 02:47:25 Capt Pavloff

I Authorization

879 Pavloff, Paul CAP _____ 02 22 2009
 Officer in charge ID Signature Position or rank Assignment Month Day Year

Check box if 879 Pavloff, Paul CAP _____ 02 22 2009
 same as Officer Member making report ID Signature Position or rank Assignment Month Day Year

0820s

FDIS *

MI

State *

MM

2

DD

22

YYYY

2009

1

Station

09-0000822

Incident Number *

000

Exposure *

Complete
Narrative

Narrative:

CFD requested to check vehicle with interior door was melted. On arrival spoke with owner who stated that she parked her vehicle at approx 1700hrs in front of her residence. Owner returned to vehicle to leave when she noticed that the drivers side door panel was melted in the area of the window switch. Vehicle battery was disconnected by CFD personal. Owner stated that there was no trouble with vehicle thru out the day prior to parking it. It appeared that there was some sort of electrical short in door panel unknown cause. Vehicle was left with owner who stated that she have vehicle towed to dealer. CFD cleared.

02/22/2009 02:47:25 Capt Favloff

CHEVROLET Matthews Hargreaves

(248) 398-8800 www.mhchevy.com
 2000 E. 12 Mile Road, P.O. Box 278, Royal Oak, MI 48068
 FAX No. (248) 398-0887

We want you to be Completely satisfied

Completely Satisfied



We Appreciate Your Business



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
-----------	-----------------------	-------	-------	-----------	-----------------------	-------	-------

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/30/06	294629	1144	418	4051	W	29CTZ	RADIO & SOUND
09/20/06	293201	5	460	4004	W	59CTZ	CAMPAIGN
08/09/06	291458	5	418	445	I	98CTZ	PRE-DELIVERY INSPECT
				445	W	51CTZADD	FLUID ADD
				445	I	89CTZPNST	PINSTRIPING

SALESPERSON NO. 1206 DERRICK DWAYNE MUNSOS E R V I C E STATE REG# F-104510

ALL PARTS WILL BE RETURNED UNLESS OTHERWISE INDICATED

VEHICLE NO. 1GNDS13S272 YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/TRAI

PRODUCTION DATE STOCK NO. LICENSE NO. R.O. NO. 10/20/06 72121 295152

CUSTOMER NO. 75091 SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R.O. DATE 10/20/06 483 M-H CHEV 11/10/06

DISCARD CANTON, MI COLOR BLK/LT CASHMERE P CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 8065

TURBO MAC AIR COND. P.S. TRANS MILEAGE ADVISOR NO. ADVISOR CTZZ Y Y A 2,453 418 JOHN P RANKIN

CUST. INTL. YES NO

DATE RECEIVED 11:10am DATE TIME PROMISED 11/10/06 06:00pm PRIORITY

APPOINTMENT YES NO LABOR RATE

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	DIAGNOSIS	AUTHORIZED ADDITIONS	DATE	TIME
-----	-----------------------------	-------	-------	-------	-----------	----------------------	------	------

X _____

COMMENTS : A.S.A.P.

1. W 41CTZ TRANSMISSION AUTO
 SHIFT LEVER IN PARK, BUT ACTED AS IF IN NEUTRAL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereunder and 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. A hazardous waste disposal charge will be added to all service department invoices. STORAGE CHARGE - \$25.00 PER DAY AFTER 5 DAYS UNCLAIMED.

X

CUSTOMER SIGNATURE _____ AUTHORIZATION _____

SHOP SUPPLIES: 15% OF THE TOTAL LABOR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.

INS. CO. _____ AUTH. NO. _____ AUTH. DATE _____ AUTH. AMT. _____

Goodwrench Service

- Lifetime Service Guarantee
- Competitive Up-Front Pricing
- Courtesy Transportation



SERVICE & PARTS DEPT. HOURS
 7:00 A.M. to 6:00 P.M.
 CLOSED SATURDAY & SUNDAY

FORM #5002-C REV. 206 GENMTR FORMS & SYSTEMS, INC. • (734) 397-9030 167477

FACILITY REGISTRATION NO. F-104510

GM Goodwrench Service Plus
The Plus means better.

CHEVROLET Matthews Hargreaves

2000 E. 12 Mile Road, P.O. Box 278, Royal Oak, MI 48068
Phone (248) 398-8800 FAX No. (248) 398-0867
FACILITY REGISTRATION NO. F-104510
www.mhchevy.com



CUSTOMER NO. 75091	ADVISOR JOHN P RANKIN	TAG NO. 418	INVOICE DATE 10/30/06	INVOICE NO. CTCS294629
	LABOR RATE	LICENSE NO.	MAILEAGE 1,144	COLOR BLK/LT CASH
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	VEHICLE I.D. NO. 1 G N D S 1 3 S 2 7 2	DELIVERY DATE	STOCK NO. 72121
CANTON, MI	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES
BUSINESS PHONE	COMMENTS	R.P. DATE 10/30/06	PRODUCTION DATE	

LABOR & PARTS
J# 1 29CTZ
RADIO & SOUND UNITS: 1.10 TECH(S):4051
CD PLAYER NOT WORKING AND WILL NOT EJECT DISC
HAS 6 IN PLAYER
R0760-1.1
DIAG R/R PLAYER FOR EXCHANGE AND SET UP

WARRANTY	TECHNICIAN
1	
2	
3	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS	OUR GOAL AT "MATTHEWS HARGREAVES CHEVROLET" IS TO MAKE EVERY CUSTOMER "COMPLETELY SATISFIED"	TOTAL LABOR...	0.00
	PLEASE CONTACT OUR SERVICE DEPARTMENT MANAGER "KEL ROZANSKI" AT 248-336-1420 IF YOU ARE NOT "COMPLETELY SATISFIED" FOR ANY REASON	TOTAL PARTS...	0.00
	* INDICATES A GOODWRENCH SERVICE PLUS LIFE TIME WARRANTY ON PARTS AND LABOR	TOTAL SUBLET...	0.00
	THANK YOU FOR CHOOSING "MATTHEWS HARGREAVES CHEVROLET"	TOTAL G.O.G...	0.00
		TOTAL HISC CHG...	0.00
		TOTAL HISC DISC...	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

PARTS ARE NEW UNLESS SPECIFIED
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

DIAGNOSIS	AUTHORIZED ADDITIONS	DATE	TIME
<small>SHOP SUPPLIES 5% OF THE TOTAL LABOR COST IS INCLUDED. MAXIMUM \$5.00 FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, FINE AEROSOL, BELLAC, LUBRICANTS, RAGS, WAX, POLY CLEANER, TOWELS, SOLDER, CAR BURNER, CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.</small>			
<small>A HAZARDOUS WASTE DISPOSAL CHARGE IS ADDED TO ALL REPAIR ORDERS.</small>		INS. CO.	
		AUTH. NO.	
REPAIRS PROPERLY COMPLETED & CHECKED BY:		PARTS STATUS	
AUTHORIZED REPRESENTATIVE		<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD	

IMPORTANT
You may receive a Customer Satisfaction survey from Matthews Hargreaves Chevrolet in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact us immediately.
Thank you,
Kel Rozanski,
Service Manager
248-336-1420

Copyright © 1998 The Reynolds and Reynolds Company ERM/MS/14/2 C220828 02/00

Matthews Hargreaves



1 E. 12 Mile Road, P.O. Box 278, Royal Oak, MI 48068
Phone (248) 398-8800 FAX No. (248) 398-0867
FACILITY REGISTRATION NO. F-104810
www.mhchevy.com

REPRINT

MATTHEWS HARGREAVES
FACILITY

0008 F 12 FILE OF
00001 NOV 11 00067
248.398.8800

DATE: 11/12/06
TIME: 12:55:00
4008: 01/00/012 0708: 0000 1000: 0001
0.14 0.0 0.0 0.0 0.0 0.0

REF: 0010
BATCH: 358
CD TYPE: 0TH
TR TYPE: 00

ADVISOR JOHN P RANKIN	TAG NO. 418	INVOICE DATE 11/13/06	INVOICE NO. CTCS295152
LABOR RATE	LICENSE NO.	MILEAGE 2,453	COLOR BLK/LT CASH
YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	DELIVERY DATE 10/20/06	STOCK NO. 72121	DELIVERY MILES 483
VEHICLE I.D. NO. 1 G N D S 1 3 S 2 7 2	SELLING DEALER NO. M-H CHEV	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 11/10/06	

2.50 TECH(S):4051 IN NEUTRAL AGED	215.00	1	TECHNICIANS
		2	
		3	
PARTS ARE NEW UNLESS SPECIFIED			
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.			
TON-----UNIT PRICE-			
147	63.51	63.51	
4.047	6.77	6.77	
.047	12.14	12.14	
SHIPPING	8.47	8.47	
JOB # 1 TOTAL PARTS		90.89	
JOB # 1 TOTAL LABOR & PARTS		305.89	

DIAGNOSIS	AUTHORIZED ADDITIONS	DATE	FILE
		11/10/06	
SHOP PARTS 15% OF THE TOTAL LABOR COST IS RECALCULATED BASED ON THE TOTAL LABOR COST. SUPPLIES USED ON YOUR VEHICLE APPLICABLE TO THE REPAIR ORDER. BATTERY CLEANER, TONERS, SOLDER CAN, BATTERY CLEANER, WAX/MOLDS WASTE DISPOSAL, ETC.			
A HAZARDOUS WASTE DISPOSAL CHARGE IS ADDED TO ALL REPAIR ORDERS		INS. CO.	AUTH. NO.
REPAIRS PROPERLY COMPLETED & CHECKED BY:		PARTS STATUS	
AUTHORIZED REPRESENTATIVE		<input type="checkbox"/> NEW <input type="checkbox"/> RECALC	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$312.00 (+TAX) ON 11/10/06 AT 12:16pm
BY TINA RENE YANCEY COMMENTS
312.00 OK PER TINA 11-10-06 1216PM

TOTALS-----

OUR GOAL AT "MATTHEWS HARGREAVES CHEVROLET" IS TO MAKE EVERY CUSTOMER "COMPLETELY SATISFIED"

PLEASE CONTACT OUR SERVICE DEPARTMENT MANAGER "KEL ROZANSKI" AT 248-336-1420 IF YOU ARE NOT "COMPLETELY SATISFIED" FOR ANY REASON

* INDICATES A GOODWRENCH SERVICE PLUS LIFE TIME WARRANTY ON PARTS AND LABOR

THANK YOU FOR CHOOSING "MATTHEWS HARGREAVES CHEVROLET"

TOTAL LABOR....	215.00
TOTAL PARTS....	90.89
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.46
TOTAL INVOICE \$	311.35

CUSTOMER SIGNATURE

VISA
[Signature]

Copyright 1998 The Reynolds and Reynolds Company

Hargreaves

(248) 398-8800 www.mhchevy.com
 2000 E. 12 Mile Road, P.O. Box 278, Royal Oak, MI 48068
 FAX No. (248) 398-0867

you to be
 Completely
 satisfied

SECURED



Appreciate
 Your
 Business



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
-----------	-----------------------	-------	-------	-----------	-----------------------	-------	-------

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/20/06	293201	S	460	4004	W	59CTZ	CAMPAIGN
08/09/06	291458	S	418	445	I	98CTZ	PRE-DELIVERY INSPECT
				445	W	51CTZADD	FLUID ADD
				445	I	89CTZPNST	PINSTRIPING

SALESPERSON NO.

S E R V I C E

STATE REG# F-104510

ALL PARTS WILL BE RETURNED UNLESS OTHERWISE INDICATED
 DISCARD CANTON, MI

VEHICLE NO. **TGND513S272** YEAR/MAKE/MODEL **07/CHEVROLET TRUCK/TRAILBLAZER/TRAI**
 PRODUCTION DATE **72121** STOCK NO. **72121** LICENSE NO. **294629** I.D. NO. **294629**
 CUSTOMER NO. **75091** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. **10/30/06**
 COLOR **BLK/LT CASHMERE P** CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. **B997**
 TURBO **CTZZ** A/C COND. P.S. TRANS MILEAGE **1,144** ADVISOR NO. **418** ADVISOR **JOHN P RANKIN**

CUST. INTL. **10:41am** BUSINESS PHONE **10/30/06** 05:00pm
 APPOINTMENT Yes No

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	DIAGNOSIS	AUTHORIZED ADDITIONS	DATE	TIME
X		0.00	0.00	0.00				

1 W 29CTZ RADIO & SOUND
 CD PLAYER NOT WORKING AND WILL NOT EJECT DISC
 HAS 6 IN PLAYER

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or personal 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repair invoice. A hazardous waste disposal charge will be added to all service department invoices. STORAGE CHARGE - \$25.00 PER DAY AFTER 5 DAYS UNCLAIMED.

X

SHOP SUPPLIES: 15% OF THE TOTAL LABOR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.

CUSTOMER SIGNATURE _____ AUTHORIZATION _____
 DATE _____
 DATE _____
 DATE _____
 DATE _____

Goodwrench Service

- Lifetime Service Guarantee
- Competitive Up-Front Pricing
- Courtesy Transportation



SERVICE & PARTS DEPT. HOURS
 7:00 A.M. to 6:00 P.M.
 CLOSED SATURDAY & SUNDAY

FACILITY REGISTRATION NO. F-104510

02/23/2009 at 12:31 PM
34657

Job Number:

STATE FARM,
1-800-520-3581

MATTHEWS HARGREAVES CHEV
License #: F104510
2000 . 12 MILE RD
ROYAL OAK, MI 48068
(248) 398-8800

PRELIMINARY ESTIMATE

Written By: ED Armbruster
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address:

Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2007 CHEV TRAILBLAZER 4X2 LT 6-4.2L-FI 4D UTV Int:
VIN: 1GNDS13S272 [REDACTED] Lic:

Prod Date:

Odometer:

02/23/2009 at 12:31 PM
34657

Job Number:

PRELIMINARY ESTIMATE

2007 CHEV TRAILBLAZER 4X2 LT 6-4.2L-FI 4D UTV Int:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Theft Deterrent/Alarm	Dual Air Condition	Rear Window Wiper
Message Center	Body Side Moldings	Dual Mirrors
Privacy Glass	Console/Storage	Overhead Console
Luggage/Roof Rack	Fog Lamps	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Driver Seat	Power Mirrors
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	4 Wheel Disc Brakes
Stability Control	Communications System	Cloth Seats
Bucket Seats	Trailer Package	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT DOOR				
2*	Repl	LKQ LT door assy +25%	1	<u>937.50</u>	1.3	3.4
3		Add for Clear Coat				1.4
4	Repl	LT Door trim panel Chevrolet gray	1	252.28	0.7	
5		PILLARS, ROCKER & FLOOR				
6	Repl	LT W/S pillar trim gray	1	41.86	Incl.	
7	Repl	RT W/S pillar trim gray	1	41.86	Incl.	
8	Repl	RT Lwr ctr plr trim ebony	1	27.80	0.4	
9	Repl	LT Lwr ctr plr trim ebony	1	27.80	0.4	
10	Repl	LT Uptr ctr plr trim w/head air bag	1	29.10	0.4	
11	Repl	RT Uptr ctr plr trim w/head air bag	1	29.10	0.4	
12		QUARTER PANEL				
13	Repl	RT Window molding w/short wheel base gray	1	129.22	0.3	
14	Repl	LT Window molding w/short wheel base gray	1	129.22	0.3	
15		ROOF				

02/23/2009 at 12:31 PM
34657

Job Number:

PRELIMINARY ESTIMATE
2007 CHEV TRAILBLAZER 4X2 LT 6-4.2L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
16	Repl	Headliner w/o sunroof, w/o head air bag gray	1	1169.07	4.5	
17	Repl	LT Sunshade gray	1	104.89	Incl.	
18	Repl	RT Sunshade gray	1	80.46	Incl.	
19		SEATS & TRACKS				
20	Repl	LT Cushion cover cloth pewter	1	125.21	0.6	
21	Repl	RT Cushion cover cloth pewter	1	125.21	0.6	
22	Repl	LT Seat back cover leather ebony	1	297.95	0.6	
23	Repl	RT Seat back cover leather ebony	1	349.26	0.6	
24	Repl	RT Seat back cover leather gray	1	332.59		
25	Repl	LT Seat back cover leather gray	1	351.71		
26	O Repl	RT Cushion cover leather gray	1	237.84	0.6	
27	Repl	LT Cushion cover leather gray	1	249.72	0.6	

Subtotals ==> 5069.65 12.3 4.8

Parts		5069.65
Body Labor	12.3 hrs @ \$ 44.00/hr	541.20
Paint Labor	4.8 hrs @ \$ 44.00/hr	211.20
Paint Supplies	4.8 hrs @ \$ 22.00/hr	105.60
SUBTOTAL		\$ 5927.65
Sales Tax	\$ 5175.25 @ 6.0000%	310.52
GRAND TOTAL		\$ 6238.17

ADJUSTMENTS:
Deductible

0.00

02/23/2009 at 12:31 PM
34657

Job Number:

PRELIMINARY ESTIMATE

2007 CHEV TRAILBLAZER 4X2 LT 6-4.2L-FI 4D UTV Int:

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 6238.17

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02, CCC Data Date 01/02/2009, 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 2009 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.

Service Request Detail

SR No.	71-708119924	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	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Waiser Bpg. Lic	Safety	Yes
State	MN ZipCd	Con Acct	Source	Phone	Updated	3/3/2009 10:38:58 AM
Serial #/VIN	1GNDT13S77	Model Year	2007	Priority	Modium	License #
Make	Chevrolet	Warr. Start	11/11/2006	Status	Open	Owner
Model	TrailBlazer	Mileage	45000	Sub-Status	Satisfied	Opened
Abstract	thermal event					Closed
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	2/26/2009 05:30:20 PM	N	0	0	Concrete	Dry	unknown	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
------------------	-------------------	--------	-----	--------------

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Milor	Matt	(952) 474-2590	American Family

Incident Loc	garage of owner	Incident Desc	car was parked in garage, smoke and flames were seen in the driver door
Component	power window switch	Damage Desc	smoke/ fire in door wiring.
Vehicle Loc	dir	Add'l Info	insurance company is scheduled to inspect veh
Emgcy Svc Names	n/a	Maint Loc	n/a

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	dry	Prop Owner	n/a	Property Type	n/a
Last Service Date	1/19/2009		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost	\$900.00		Spec Equip Installer	n/a	Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	smoke/ fire in door wiring				Explain Other			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 10:49:47 AM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		ESIS

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 10:49:22 AM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		assigned to ESIS

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

Comments: thermal event

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 10:49:05 AM	AMSTUTST	AMSTUTST	BRC PAR	ESIS- Thermal Event	Done	3/3/2009 10:49:20 AM	thermal event

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2009 10:36:59 AM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	3/3/2009 10:36:59 AM	Ownership Escalated to BRC

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] 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
3/2/2009 01:58:10 PM	KINZERTH	AMSTUTST	Ownership Changed		Done	3/2/2009 01:58:10 PM	Service Request Ownership has changed FROM: VILLANU TO: AMSTUTST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:57:51 PM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	3/3/2009 10:48:41 AM	Called DVM Heggarty Elizabeth 630092 8083

Comments

DVM Heggarty Elizabeth 630092 8083

CRS adv: calling concerning cust. to adv that file has been received in your area, cust concern is a thermal event, because of this we will be forwarding 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
3/2/2009 01:57:43 PM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	3/3/2009 10:30:33 AM	Called Walsar Chev @ 952 888 9800

Comments

CRS spoke with: Svc Mgr Rick Morgan

CRS adv: calling concerning veh with possible thermal event, any info? we will be forwarding this file to central claims dept for further handling, someone will be in contact with cust in 7-10 business days.

Dir adv: veh is in our shop, it was towed in, found a melted power switch, okay, thanks

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:57:35 PM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	3/3/2009 10:48:05 AM	

Comments
CRS adv: got pre-par and par info, incident desc?

cust sts: wife was in veh, rolling up passenger window on passenger side, she noticed smoke and flames from the driver door panel. thermal event, dir thinks it was started with the power window switch

CRS adv: we will need to forward this file to our central claims dept, someone from that dept will be in contact w/ht cust in 7-10 business days, if no contact in 10 business days cust can call CRS for new agent info

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:57:28 PM	KINZERTH	AMSTUTST	BRC PAR	Acknowledgement	Done	3/3/2009 10:31:53 AM	

Comments
CRS adv: Calling to inform cust that we have received your file concerning your 2007 Chev Trailblazer, Do you have a few moments to speak with me?

cust sta: yes

*Continued in initial activity

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:57:19 PM	KINZERTH	AMSTUTST	Notify CRM		Done	3/3/2009 10:48:57 AM	File Assigned

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:57:12 PM	KINZERTH	AMSTUTST	Research		Done	3/3/2009 10:05:20 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments
no open recalls
no related repairs
no other files

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 01:58:51 PM	KINZERTH	AMSTUTST	BRC PAR	Case Assigned	Done	3/3/2009 10:04:01 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
3/2/2009 01:30:32 PM	KINZERTH	VILLANJI	SR Opened		Done	3/2/2009 01:30:32 PM	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
3/2/2009 01:30:31 PM	KINZERTH	VILLANJI	SR Closed - Satisfied		Done	3/2/2009 01:30:31 PM	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
3/2/2009 10:08:58 AM	VILLANJI	KINZERTH	Escalation	Initiate PAR	Done	3/2/2009 01:30:28 PM	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

Terry Jones/CAC/T1/mia/Lv10

Received and assigned in PAR
Thaddeus Kinzert/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 10:05:29 AM	VILLANJI	VILLANJI	Outbound Call Dealer	Made Contact	Done	3/2/2009 10:08:34 AM	dr's diagnosis

Contact Last Name	Contact First Name	Account	BAC Code

Comments

crs spoke with Dave of WALSER BUICK PONTIAC GMC.

Dave advise: the wires on the left window switch are all melted and the breaker did not kick in to prevent the overheating.have to replace connector and switch. When we put them back together, we will see if the whole thing works. Dont know why this occur and dont know why there is a problem with the breaker.

Will cost abt \$900 for parts and labor.

Terry Jones/CAC/T1/mia/Lv10

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2009 10:00:35 AM	VILLANJI	VILLANJI	Inbound Call Customer	Complex Request	Done	3/2/2009 10:05:27 AM	thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

csr sts: car was parked in garage, then noticed smoke coming from the window switch. Dnt know why circuit breaker did not kick in. all the wires are melted and the vech smell like smoke. brought to dr WALSER BUICK PONTIAC GMC and they have ordered the parts. I am slightly out of warranty. can GM do something for me? must be a malfunction of the breaker.
>vech is maintained at WALSER BUICK PONTIAC GMC

crs sks: cost assistance form GM

crs adv: will call dr to find out extend of damage and will forward this case for further evaluation an possible cost assistance.

dr sts: there was evicence of thernal event. Wires were all melted and the breaker did not kick in to stop the overheating of the window switch. Parts have been ordered and it will cost 900\$ for parts and labor.

Terry Jones/CAC/T1/mja/Lv10

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	Inoperative	Electrical - Power Window Motor / Switch / Wiring / Regulator

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 :	IGNDT13S77[REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD	Warranty Start Date :	11/11/2006
BARS Order Type :	50 - FLEET		
Delivering Dealer :	CAR/TRUCK CITY - VANGUARD 6929 N LAKEWOOD AVE TULSA , OK 74117-1823	Selling Source :	13 - CHEVROLET
		Site Code :	04443
		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

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	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	9KQUN004	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	11/11/2006	10 miles	11/11/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/11/2006	10 miles	11/11/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/11/2006	10 miles	11/11/2014	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	11/11/2006	10 miles	11/11/2011	100010 miles

36/36000 FEDERAL EMISSION	11/11/2006	10 miles	11/11/2009	36010 miles
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CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/04/2008	514322	#	C7069 - DRIVER OR PASSENGER SEAT LUMBAR SUPPORT REPLACEMENT	36606 miles
07/30/2008	510557	#	F2022 - SEAL, PINION SHAFT OIL - FRONT DIFFERENTIAL - REPLACE	34015 miles
01/11/2007	J23731	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	6420 miles
11/10/2006	A82961	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 :	1GNDT13S772
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CLAIM HISTORY

Repair Order Date :		09/04/2008		Repair Order Number :		514322		Odometer Reading :		36606 miles	
Serviced By :	WALSER BUICK PONTIAC GMC 4401 AMERICAN BLVD BLOOMINGTON, MN 55437-1104 (952) 888-9800					Selling Source :		11 - BUICK			
						Site Code :		44445			
						Business Associate Code :		118602			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/19/2008	936	01	#	C7069 - DRIVER OR PASSENGER SEAT LUMBAR SUPPORT REPLACEMENT	89043615 - SUPPORT	A	N/A	\$ 234.87	N		

Repair Order Date :		07/30/2008		Repair Order Number :		510557		Odometer Reading :		34015 miles	
Serviced By :	WALSER BUICK PONTIAC GMC 4401 AMERICAN BLVD BLOOMINGTON, MN 55437-1104 (952) 888-9800					Selling Source :		11 - BUICK			
						Site Code :		44445			
						Business Associate Code :		118602			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/12/2008	925	01	#	F2022 - SEAL, PINION SHAFT OIL - FRONT DIFFERENTIAL - REPLACE	12471614 - SEAL	N/A	N/A	\$ 96.30	N		

Repair Order Date :		01/11/2007		Repair Order Number :		J23731		Odometer Reading :		6420 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		

01/19/2007	762	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	N/A	C	N/A	\$ 46.92	N
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Repair Order Date :	11/10/2006	Repair Order Number :	A82961	Odometer Reading :	0 miles
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Serviced By :	NATIONAL/ALAMO CAR RENTAL 6929 N LAKEWOOD AVE SUITE 100 TULSA, OK 74117-1824	Selling Source :	13 - CHEVROLET
		Site Code :	99643
		Business Associate Code :	126888

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/14/2006	743	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 74.33	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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