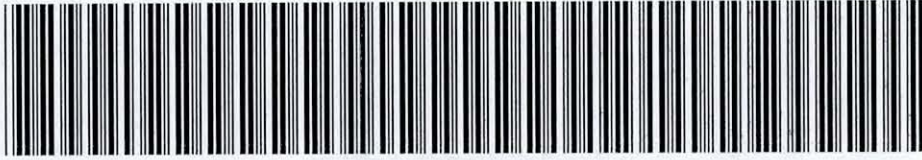


EWR D&I ANNOTATION



FAN-000001L044002DP654-1742

Artemis # : 000001L044002DP654

Record Created Date :

Printed Date : 08/23/2005

Description : SINGLE VEHICLE INCIDENT WHERE VEHICLE WAS SWEEP AWAY IN A RAIN STORM AFTER STALLING BETWEEN TWO BRIDGES. THE CURRENT LOCATION OF THE VEHICLE AND THE FINAL RESOLUTION ARE BOTH UNKNOWN. DECEDENT'S MOTHER CALLING MFR TO ADVISE OF FAILURE. NO RESTITUTION SOUGHT.

Print

Close



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

JUN 23 2005

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Ms. Gay P. Kent, Director
General Motor Corp.
Mail Code 480-111-E18
30200 Mound Road
Warren, MI 48090

NVS-217ph
DI05-063

Dear Ms. Kent,

This letter requests additional information regarding certain death incidents reported by General Motors in its light vehicle early warning report for the 4th quarter of 2004. The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) is requesting information on the following incidents:

Selected Death Incidents from the 4th Quarter of 2004
For Reporting Category: L
For the following Sequence IDs (SeqID): 10, 33, 49, 149, 185, 187, 270, 346, 348, 420, 472, 483, 512, 552, 557, 618, 654, 655

Please provide numbered responses to the following requests, repeating the applicable request verbatim before each response. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds to each pertinent information request. A separate response must be provided for each incident. Each response, document or attachment must be clearly identified with the incident Sequence ID (SeqID) number.

Unless otherwise stated in the text, the following definitions apply to these information requests:

Incident: each incident identified in the table above.

Claim and Notice: shall have the meanings stated in 49 CFR §579.4(c). Claim and notice also specifically refer to the claim(s) and notice(s) that are the predicate for the early warning report on the incident.

Manufacturer: General Motor Corporation.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Vehicle: the vehicle produced by General Motor Corporation that is identified in the claim or notice.

Defect: means any failure, malfunction, lack of durability, or other problem in performance, construction, a component, or material of a motor vehicle or piece of motor vehicle equipment.

Document: "Document(s)" is used in the broadest sense of the word and shall mean all written, typed, graphic and photographic matter whatsoever, be it in original, copy or electronic form. Any photograph originally produced in color must be provided in color. Furnish all documents whether verified by General Motor Corporation or not. If a document is not in the English language, provide both the original document and an English translation of the document. Document(s) includes all documents in General Motor Corporation's custody and/or control.

Please repeat the applicable request verbatim above each response. After General Motor Corporation's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. Provide a complete and full copy of the claim or notice document that notified General Motor Corporation of the incident, including any amendments and supplements thereto, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices or estimates; and (c) documents related to damages.
2. Provide a copy of all documents concerning the alleged defect, or alleged consequences of the alleged defect, that refer to the incident excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices and estimates; and (c) documents related to quantification of damages.
3. Provide a copy of all investigative documents, including but not limited to photographs, Police Accident Reports, cause and origin reports, forensic or other reports related to each incident.
4. Provide General Motor Corporation's assessment of the circumstances that led to the incident including General Motor Corporation's analysis of the claim and/or notice regarding allegations of a defect.

This letter is being sent to General Motor Corporation pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. General Motor Corporation's failure to respond promptly and fully to this letter could subject General Motor Corporation to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act,

codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$16,050,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 69 Fed. Reg. 57864 (Sept. 28, 2004)). This includes failing to respond to ODI information requests.

If General Motor Corporation claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, General Motor Corporation must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-110), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590.

Your response to this letter, together with a copy of any confidentiality request, must be submitted to this office by **August 11, 2005**. Please include in your response the identification codes referenced on page one of this letter. If you are unable to provide all of the information requested within the time allotted, you must request an extension from me at (202) 366-4238, no later than five business days before the response due date. If all of the information requested by the original deadline is unavailable, you must submit a partial response by the original deadline with whatever information then is available, even if an extension is granted.

If you have any technical questions concerning this matter, please contact Mr. Leo Yon at (202) 366-7028 or by fax at (202) 366-7882.

Sincerely,



Christina Morgan, Chief
Early Warning Division
Office of Defects Investigation
Enforcement, NHTSA



GENERAL MOTORS NORTH AMERICA
Structure & Safety Integration

RECEIVED
NVS-215

August 11, 2005

2005 AUG 12 A 9:22

Ms. Christina Morgan, Chief
Early Warning Division
Office of Defects Investigation
Enforcement, NHTSA
400 Seventh Street, S.W.
Washington, DC 20590

OFFICE OF
DEFECTS INVESTIGATION

GMRC016

NVS-217ph
DI05-063

Dear Ms. Morgan:

This letter is General Motors' (GM) response to your inquiry dated July 23, 2005, regarding certain death incidents reported by GM in its light vehicle early warning report for the 4th quarter of 2004.

GM's response is comprised of 19 CDs, one or more for each incident that is the subject of DI05-063, with the exception of Sequence ID 483, which will be provided under separate cover.

Attachment "A" includes instructions for navigating the CD. Each CD, on its face, is identified by the NHTSA Sequence ID number, the Manufacturer's Unique ID number and the year, make and model of the vehicle involved in the incident, e.g., 512 107175398 - 486309 2000 GMC Sierra 1500. When the CD is launched, this identification number appears again along with all of the documents (including photographs and videos) on the CD listed under "Filename." The first document listed under Filename is an index with the Request and Responses, e.g., identified as 512 107175398 - 48609_00 Request and Responses.tif. The index is numbered one through four to correspond to Inquiries no. 1 through 4 of the inquiry, which are repeated verbatim below. The index also details whether any documents responsive to each inquiry were located.

For example, the first two Request and Responses in the index for one of the CDs are as follows:

DI05-063
512 107175398 - 486309
2000 GMC SIERRA 1500

Request for Information:

1. Provide a complete and full copy of the claim or notice document that notified General Motors Corporation of the incident, including any amendments and supplements thereto, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices or estimates; and (c) documents related to damages.

Response: See Attached Documents

2. Provide a copy of all documents concerning the alleged defect, or alleged consequences of the alleged defect, that refer to the incident excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices and estimates; and (c) documents related to quantification of damages.

Response: None.

The remaining documents listed under Filename, reference the Manufacturer's Unique ID number along with the responsive Inquiry number. For example:

- 512 107175398 - 486309_01_001 - is the first document responsive to Inquiry no. 1.
- 512 107175398 - 486309_03_001 - is the first document responsive to Inquiry no. 3.
- 512 107175398 - 486309_03_002 - is the second document responsive to Inquiry no. 3.

Product Investigations

Mail Code: 480-111-E18 • 30200 Mound Road • Warren, MI 48090-9010
GMRC016 DI05-063 Response



Your inquiries and our corresponding replies are as follows:

1. Provide a complete and full copy of the claim or notice document that notified General Motors Corporation of the incident, including any amendments and supplements thereto, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices or estimates; and (c) documents related to damages.

The table below lists the incidents that are the subject of DI05-063, by Reporting Category, Sequence ID, VIN and type of notice received by GM (as "notice" is commonly used, not as it is defined by 49 C.F.R. § 579.4(c)). Incidents reported on GM's Early Warning Report Death and Injury worksheet fall into four categories: Lawsuit, Claim, Product Allegation Resolution (PAR) or Rumor. Lawsuit and Claim case types generally meet the § 579.4(c) definition of "claim." PAR cases, in this context, refer to customer contacts in which an injury or fatality is alleged to have occurred as a result of a product defect, and are accompanied by a writing that may or may not meet the §579.4(c) definition of "claim" or "notice." Rumor incidents do *not* involve a written or verbal, implied or express allegation of a defect by a customer. Rather, rumor cases generally refer to incidents that GM learned of through the media, which were subsequently investigated further. As such, the document included in response to Inquiry 1 that can be found on the enclosed CD for the PAR and Rumor case listed in the table may not be a claim or notice of the type generally defined as such by § 579.4(c).

SELECTED DEATH INCIDENTS FROM THE 4TH QUARTER OF 2004		
REPORTING CATEGORY L		
(18 VEHICLES FROM TEMPLATE)		
SEQUENCE ID	VEHICLE IDENTIFICATION NUMBER (VIN)	TYPE
10	1G4HP54K51U [REDACTED]	LAWSUIT
33	3G5DA03E44S [REDACTED]	CLAIM
49	1G6DM577540 [REDACTED]	PAR
149	1G1JF524027 [REDACTED]	RUMOR
185	2G1WH52K649 [REDACTED]	PAR
187	2G1WF52E249 [REDACTED]	RUMOR
270	1GNCS13W42K [REDACTED]	LAWSUIT
346	2GCEC19T331 [REDACTED]	PAR
348	1GCEK19T24E [REDACTED]	LAWSUIT
420	1GNEK13Z94R [REDACTED]	RUMOR
472	1GNDX03E14D [REDACTED]	LAWSUIT
483	Will Be Provided Under Separate Cover	
512	1GTEC14V6YZ [REDACTED]	CLAIM
552	1GKFK66U02J [REDACTED]	LAWSUIT
557	5GRGN23UX4H [REDACTED]	RUMOR
618	2G2WP522541 [REDACTED]	PAR
654	1G8AL52F53Z [REDACTED]	PAR
655	1G8AJ52F14Z [REDACTED]	CLAIM

2. Provide a copy of all documents concerning the alleged defect, or alleged consequences of the alleged defect, that refer to the incident excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property

damage invoices and estimates; and (c) documents related to quantification of damages.

See attached document.

- 3. Provide a copy of all investigative documents, including but not limited to photographs, Police Accident Reports, cause and origin reports, forensic or other reports related to each incident.**

See attached documents and photographs.

- 4. Provide General Motors Corporation's assessment of the circumstances that led to the incident including General Motors Corporation's analysis of the claim and/or notice regarding allegations of a defect.**


To date, GM's investigation of the alleged defect has not included an assessment of the cause(s) of each incident responsive to this request. Some incident reports may not contain sufficient reliable information to accurately assess cause. Assessments of other incidents (from lawsuits and claims) may be attorney work product and/or privileged. Therefore, information and documents provided in this response, if any, consist only of non-attorney work product and/or non-privileged material for incidents that have been investigated and assessed.

GM claims that certain information, in documents that are part of rumor, claim and lawsuit files maintained by the GM Legal Staff and its outside counsel, is attorney work product and/or privileged. That information includes notes, memos, reports, photographs, and evaluations by attorneys (and by consultants, claims analysts, investigators, and engineers working at the request of attorneys). GM is producing responsive documents from its rumor, claim and lawsuit files that are neither attorney work product nor privileged and withholding those that are attorney work product and/or privileged.

This response was compiled and prepared by this office upon review of documents retrieved by GM and does not include documents generated or received subsequent to the searches.

Please contact me at if you require further information.

Sincerely,

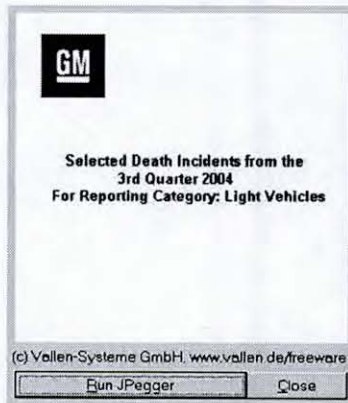


Gay P. Kent
Director
Product Investigations

Enclosures:
19 CDs
Attachment A

Attachment A Instructions for using CD Viewer

1. Insert the CD into the CD ROM drive; the CD will open automatically.
2. Click the "Run JPegger" button on the pop up window.



3. The program will launch in the browsing mode, which is shown in the image below.
4. You can use the down arrow key on your keyboard to browse through the images.

Step 5 Select Page Icon

Step 5 Previous Page Icon (Ctrl +PgUp)

Step 5 Next Page Icon (Ctrl +PgDn)

Step 8 Scale Image Icons (F6, F7, & F8)

Step 4 Image List

1997 CHEVROLET VENTURE
335 62588861-466779

Request for Information:

1. Provide a copy of the claim or notice that notified General Motors of the incident, including any amendments and supplements thereto, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices or estimates; and (c) documents related to damages.
Response: See Attached Documents
2. Provide a copy of all documents received from the claimant(s) or the claimant's representative that identify and/or support or purport to support any allegation of a defect in the vehicle, regardless of whether the General Motors disputes the assertions therein.
Response: See Attached Documents
3. Provide a copy of all investigative documents prepared by any local, state or Federal governmental agency or personnel related to the incident, including but not limited to police accident report(s).
Response: See Attached Documents
4. Provide a copy of all diagrams and drawings that relate to the incident, including post-incident reconstruction.
Response: See #3
5. Provide a copy of all documents, photographs or videos that relate to the incident, or the vehicles involved in the incident, excluding materials related to the progression, cure, or rehabilitation of any injury.
Response: See Attached Photographs and Attached Documents

Product Investigations

Mail Code: 480-111-E18 • 30200 Mound Road • Warren, MI 48090-9010
GMRC016 DI05-063 Response



- Each image file may contain multiple pages. In the browsing mode use **Next Page Icon (Ctrl +PgDn)**, **Select Page Icon** or **Previous Page Icon (Ctrl +PgUp)** to browse through all of the pages within an image file. (Note: Some image files may contain up to 80 pages)
- By double-clicking on an image from the file list, a slide show will initiate, however, it will not automatically advance through the pages. Use **Ctrl +PgDn** or **Ctrl +PgUp** to browse through all of the pages within an image file. Left-clicking on an image, while in the slide show mode, will advance to the first page of the next image file.
- Right click on the image to see the image properties, as shown below. Image properties can also be used to view each page within the documents (Next page), or to view the next document within the file list (Next Image).
- If the image is difficult to view, the scale may be changed. Use **F5, F6, F7, and F8** to alternate between scales that fit the screen, or are 50%, 100%, and 200% of the image's original size.

The screenshot shows a legal case cover sheet titled 'CARLONA V. CHEVROLET'. The cover sheet includes sections for 'CIVIL CASE COVER SHEET', '1. Check one box below for the case type that best describes this case', and '2. This case is or is not complex under rule 1800 of the California Rules'. A context menu is overlaid on the right side of the cover sheet, with arrows pointing to specific options: 'Step 7 Next File (Image)' points to 'Next Image', 'Step 7 Next page' points to 'Next page', 'Step 8 Scale Image' points to 'Scale 200%', and 'Step 7 Image Properties' points to 'EXIF Image Information...'.

DI05-063
654 107176571 – 489718
2003 SATURN ION

Request for Information:

1. Provide a complete and full copy of the claim or notice document that notified General Motors of the incident, including any amendments and supplements thereto, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices or estimates; and (c) documents related to damages.

Response: See Attached Documents

2. Provide a copy of all documents concerning the alleged defect, or alleged consequences of the alleged defect, that refer to the incident, excluding: (a) medical documents and bills, except those showing the cause of death or injury; (b) property damage invoices and estimates; and (c) documents related to quantification of damages.

Response: None

3. Provide a copy of all investigative documents, including but not limited to photographs, Police Accident reports, cause and origin reports, forensic or other reports related to each incident.

Response: See Attached Document

4. Provide General Motors Corporation's assessment of the circumstances that led to the incident including General Motors Corporation's analysis of the claim and/or notice regarding allegations of a defect.

Response: To date, GM's investigation of the alleged defect has not included an assessment of the cause(s) of each incident responsive to this request. Some incident reports may not contain sufficient reliable information to accurately assess cause. Assessments of other incidents (from lawsuits and claims) may be attorney work product and/or privileged. Therefore, information and documents provided in this response, if any, consist only of non-attorney work product and/or non-privileged material for incidents that have been investigated and assessed.

CAC Case Information

CAMIS Case Number (b) (6)

Owner:

[Redacted] - [Redacted]
York PA [Redacted]

Home Phone:

[Redacted]

Work Phone:

Source:

Owner

Contact:

Service Request

Issue Comments:

MOTHER PA
*
Owner's mother, [Redacted] states her daughters car stalled between two bridges in York County, MD causing her car to be swept away by flood waters. Her daughter and granddaughter both lost their lives in the accident [Redacted] states her daughter had taken the car in several times for her car stalling and she feels this is why her daughter lost h

Vehicle:

1G8AL52F53Z [Redacted] 2003

Mileage:

19640

Delivery:

5/5/2003

In Warranty:

Yes

Retailer:

10766

Problems:

0 ngine Stalling 223 - Saturn En-

Resolution Comments:

er life. [Redacted] wants Saturn to take the ION off the market. She knows this will not bring her daughter back. She stated the vehicle was totaled by the insurance company. I thanked her for her call and apologized for no one getting back to her right away and I'm sorry for her loss. I gave the SR# and the callback expectations. ***Mileage Approxima

Memo:

No

Corporate File:

Yes

Legal:

No

Letter:

No

Close:

Yes

End of CAC Case Information

CAC Legal Information

CAMIS Case Number (b) (6)

Legal Information I

Case Type: Product Liabili

PL Basic Info: Product Liabili

Reason:

-

Representation: No

Request: -

Vehicle Disposition: -

Legal Information II

Outcome: -

Legal Correspondence: No

PL Basic Information I

Allegation: Owner's mother, (b) (6) states her daughters car stalled bet

Driver at time of incident: (b) (6)

Vehicle Damage: Yes Description: Totaled

Property Damage: No Description: -

Date and Time of the incident: 5/9/2004 10:00:00

PL Basic Information II

Injuries: Yes Description: Owner lost her life along with her daugh

Additional Vehicle Involved? No Description: -

Police Report Filed? Yes Where? Maryland State Police

Where is the vehicle now? Owner's mother doesn't know location of the c

Contact # for vehicle location: 71784853660000

Claimant's Permission for Investigation? No

End of CAC Legal Information

Return CAC Information
** Saturn Confidential **
Case # (b) (6)

Print Date
12/6/2004

CAC Memopad Information

CAMIS Case Number (b) (6)

Date: 12/3/2004 User: BJORGENS Approve

Type: Approve - Contact Name: Brenda Jorgensen1241

Date: 11/12/2004 User: SADMIN Email - Inbound

Type: Email - Inbound - Contact Name: Neva Ferguson DATE: 11/12/2004 TIME: 10:31:39
FIRST NAME: LAST NAME: EMAIL ADDRESS:

com ZIP CODE: CONTACT METHOD: email PHONE: *CND*
CURRENT SATURN: SATURN VIN: CURRENT ODOMETER: SUBJECT: Saturn Corporation
MESSAGE: On May 9, 2004, my daughter and granddaughter lost their lives in her 2003 Saturn Ion. She had been having problems with the car and had taken it to the service center several times. That night she called me from her cell phone and told me that the car had stalled again and she was between two bridges and the water was coming quickly. The firemen told her to stay in the car and minutes later the car was washed down stream. I am asking you to recall these cars and make sure they are fixed properly before someone else is hurt or killed. I know and you know that there is a problem with the 2003 Ion. Please do the right thing and recall them. Would you want your daughter or granddaughter to ride in a car that was unsafe? I know nothing will bring them back, but I would like to know that other people will be safe. Please forward this message to the correct person. I hope you find it in your heart to do the right thing. Thank you. EMAIL PROMOTION: no

Date: 12/1/2004 User: SADMIN Email - Inbound

Type: Email - Inbound - Contact Name: John Anderlie I called your customer service and they did not ask me any questions, but did tell me that someone would call me back within 24 hours. I have not heard anything. I would like someone to investigate the problem and get back to me. I received a recall on a turn signal light, which she had fixed before the recall. What about the problem with the stalling? My daughter and granddaughter are gone because the car had stalled between the two bridges and the water got high and washed them away. Is there anything you can do?

Date: 11/12/2004 User: SADMIN Email - Outbound

Type: Email - Outbound - Contact Name: Neva Ferguson Dear Thank you for writing Saturn. I am so sorry to hear of the tragic loss of your daughter and granddaughter. I have documented the situation in our system here at Saturn Corporation. Your reference number is 1-14148791. At your earliest convenience, please call the Saturn Customer Assistance Center at 1-800-553-6000, prompt 3. The assistance center is open from Monday through Friday from 7 AM to 7 PM CST.

Return CAC Information

** Saturn Confidential **

Case # [REDACTED] (b) (6)

Print Date

12/6/2004

To get a better understanding of what has happened, we would like to speak with you directly. A customer care consultant will ask you a series of questions that should take about 10 minutes. Please provide your reference number to the customer care consultant who answers the phone and they will be able to assist you from that point. Sincerely, Neva Ferguson Saturn Customer Assistance Center SR: 1-14148791 SIV-21-8F9A2

Date: 12/3/2004 User: POAKLEY Forward

Type: Forward - Contact Name: Brenda Jorgensen

Date: 11/19/2004 User: MDUGGER Inbound Callback

Type: Inbound Callback - Contact Name: Melissa Dugger Owner stated: -Her daughter said that she was having problems with her car and then she couldn't get out. -she wants to make sure that this never happens again. -she wants a manager to call her and let her know what they can do to make sure this never happens again. I advised the owner I would have a manager call. I asked the owner what she was seeking and she only said that she didn't want it to happen again. She just wants to be reassured from a manager that everything would be o.k. She doesn't believe this was at the fault of Saturn.

Date: 11/12/2004 User: NFURGU01 Internal Contact

Type: Internal Contact - Contact Name: Neva Ferguson I contacted Jeff Kropp, Saturn Team leader. Jeff stated to advised the owner if she felt the accident was caused by a defect in the vehicle to contact the SCAC.

Date: 12/2/2004 User: JANDER01 Internal Contact

Type: Internal Contact - Contact Name: John Anderlie I brought the case to Donna's attention as callback expectations were set but the case left closed. Donna stated she would have someone call the customer per a 1241.

Date: 12/3/2004 User: POAKLEY Outbound Call

Type: Outbound Call - Contact Name: Patrice Oakley Owner's mother [REDACTED] states her daughter lost there livetraveling between two bridges, when her car stalled in rushing water washed her car down stream [REDACTED] states her daughter had taken the car in several times for her car stalling ,she feels this is why her daughter lost her life [REDACTED] wants Saturn to take the ION off the market .She knows this will not bring her daughter back.I thanked her for her call and apologized for no one getting back to her right away, and I'm sorry for her lose .I gave theSR# and the callback expectations .The gave me insurance information and was very upset about her daughter .She didnt know some of the information so I didnt continue .

Saturn CAC Information
** Saturn Confidential **
Case # [REDACTED] (b) (6)

Print Date
12/6/2004

Date: 12/2/2004 User: SADMIN SR Summary

SR Summary Owner's mother, [REDACTED] states her daughters car stalled between two bridges in York County, MD causing her car to be swept away by flood waters. Her daughter and granddaughter both lost their lives in the accident. [REDACTED] states her daughter had taken the car in several times for her car stalling and she feels this is why her daughter lost her life. [REDACTED] wants Saturn to take the ION off the market. She knows this will not bring her daughter back. She stated the vehicle was totaled by the insurance company. I thanked her for her call and apologized for no one getting back to her right away and I'm sorry for her lose. I gave the SR# and the callback expectations. ***Mileage Approximate ****

Date: 12/2/2004 User: SADMIN Standard Questions

1. There were injuries as a result of the accident. 2. Injuries: Owner lost her life along with her daughter, [REDACTED] 3. There was no property damage as a result of the accident. 4. [REDACTED] was driving at the time of the incident. 5. There were 2 occupants in the vehicle. 6. The Owner's daytime phone is [REDACTED] The Owner's evening phone is [REDACTED] The Claimant's daytime phone is [REDACTED] The Claimant's evening phone is (717) [REDACTED] 7. The events leading up to the incident are as follows: Owner's mother, [REDACTED], states her daughters car stalled bet 8. The incident occurred on 05/09/2004 at 22:10. 9. Between two bridges in York County, MD 10. rainy 11. paved 12. The vehicle was traveling at 0. 13. Erie Insurance 717-244-225514: Vehicle Loc: Owner's mother doesn't know location of the cl 15. Vehicle Damage: Totaled 16. Police Report: Maryland State Police 17. There were no other vehicles involved in the incident. 18. Permission has not been granted to inspect the vehicle.

End of CAC Memopad Information

General Product Liability
Report of Preliminary Investigation

** Saturn Confidential **

Case # [REDACTED] (b) (6)

BF
G

Print Date
12/6/2004

489 718

General Information

Incident Date & Time 5/9/2004 10:00:00 AM

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

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

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

Represented by Attorney? No

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

End of General Information

RECEIVED
DEC 14 2004
ESIS-GM CLAIMS UNIT

Saturn Product Liability -
Report of Preliminary Investigation

** Saturn Confidential **

Case # (b) (6)

Print Date
12/6/2004

Vehicle Information

VIN 1G8AL52F53Z [REDACTED] Delivery Date 5/5/2003
 Year 03 Model ION New/Used/Demo USED Mileage 19640
 Transaxle AUT Engine 4 CYL ENGINE License# State
 Inspection# Station
 Expiration Date

Special Equipment/Features

Sir Equipped Yes ABS Yes Traction Control Yes

Nature and Extent of Damages

Totaled

Est. Cost of Repairs \$ 0
 Source of Estimate

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

Campaign Status	Description
03068	02 REPRD ION FUEL FILTER REPLACEMENT 2003-2004
03069	02 REPRD ION - RAP (RETAINED ACCESSORY POWER) BCM SOFTWARE 2003-2004
04095	00 OPEN 2003-2004 SATURN ION DRL/TURN SIGNAL BULB REPLACEMENT

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

End of Vehicle Information

RECEIVED
 DEC 14 2004
 ESIS-GM CLAIMS UNIT

Return Product Liability
Report of Preliminary Investigation

** Saturn Confidential **

Print Date
12/6/2004

Case # (b) (6)

Property Damage

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

Owner

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

Driver

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

Vehicle

Make/Model/Year

Estimate of Speed -

By Whom? -

Extent of Damage

Property Owner

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

Kind of Damage

Extent of Damage

Additional Comments

End of Property Information

Saturn Product Liability,
Report of Preliminary Investigation
** Saturn Confidential **
Case # [REDACTED] (b) (6)

Print Date
12/6/2004

Bodily Injuries

Bodily Injuries? Yes

Number of People: 1

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

Location Code -

Driver's Name : -

Seating Position: -

Nature of Injuries:

Owner lost her life along with her daughter, [REDACTED]

Where were Injuries Treated?

-

By Whom?

-

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

End of Bodily Injuries

Return Product Liability
Report of Preliminary Investigation
** Saturn Confidential **
Case # (b) (6)

Print Date
12/6/2004

Incident Information

Was Another Vehicle Involved? No Number of Vehicles 0

Did vehicle overturn? No

Where can vehicle be seen? Owner's mother doesn't know location of the c

Principal use of vehicle Personal

Driver Description

-

Did you speak to driver? No

If No, Give Source of Driver Desc. -

Nature of Weather -

What Component(s) are Allegedly defective: Engine Stall

Who made allegation of defect Owners Mother

Estimated Vehicle Speed 0 -

Source of Estimated Vehicle Speed -

Was Vehicle towed? No

Towing Co. Name -

Towing Co. Address -

Tow Driver Name -

End of Incident Information

saturn Product Liability
Report of Preliminary Investigation

** Saturn Confidential **

Print Date
12/6/2004

Case # (b) (6)

Location Information

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

Officer

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

Witness

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

Location of Incident

- _____

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

Visual Obstructions

- _____

Additional Comments

- _____

End of Location Information

Saturn Product Liability
 Report of Preliminary Investigation
 ** Saturn Confidential **

Print Date
12/6/2004

Case # **(b) (6)**

Retailer / Parts Detail Information

Were Photos Taken? No Number? 0

By Whom?

Title - _____ First Name - _____ Middle - _____ Last Name - _____

Street 100 Saturn Pkwy

City Spring Hill State TN Zip 37174 Country USA Age 0

Home Phone _____ Work Ph. _____

Vehicle Inspected No Inspector(s) Name - _____

CIGNA Rep. at Investigation

Selling Retailer SATURN OF YORK

City YORK State PA

Servicing Retailer SATURN OF YORK

City YORK State PA

Did Search of the National Service History Produce Customer Service Orders? Yes
How Many Line Items? 25

How & When was matter left with claimant?

I expressed our condolences to the owners mother. I advised her I would forward
this information along to the appropriate people in Saturn Corporation and close
the case.

End of Retailer Information

Saturn Product Liability,
Report of Preliminary Investigation

** Saturn Confidential **

Case # [REDACTED] (b) (6)

Print Date
12/6/2004

General Comments

12-06-04 3:30 PM [REDACTED]

I expressed our condolences to the owners mother. I advised her I would forward this information along to the appropriate people in Saturn Corporation and close the case. BLB

End of General Comments

Saturn Product Liability,
Report of Preliminary Investigation

** Saturn Confidential **

Case # (b) (6)

Print Date
12/6/2004

Notification / Investigator Detail Information

Saturn Notified on Incident?
How? Service Request When? 12/2/200
Area Assigned NE

Assignment

Investigator
First Name Brad Middle L Last Name Boone
Assignment Date 12/6/2004 Due Date 12/16/2004
Investigation Date - Received Date 12/6/2004

Info. from Further Investigation

-

CIGNA Office Code	<u>DETROIT, MI</u>	Date Sent	<u>-</u>
Area Approved By	<u>-</u>	Date	<u>-</u>
C.O. Approved By	<u>-</u>	Date	<u>-</u>

End of Notify Information

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G8AL52F53Z [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	ZAL69 -2003 ION.3 SEDAN	Warranty Start Date :	05/05/2003				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	N/A	Selling Source :	N/A				
		Site Code :	N/A				
		Business Associate Code :	N/A				
Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Open

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	03068	FUEL FILTER ASSEMBLY REPLACEMENT	N/A	Closed
RC	03069	BODY CONTROL MODULE (BCM) CALIBRATION UPGRADE FOR RETAINED ACC. POWER (RAP)	N/A	Closed
RC	04095	N/A	N/A	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/05/2003	150 miles	05/05/2006	36150 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/05/2003	150 miles	05/05/2009	100150 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/05/2003	150 miles	05/05/2011	80150 miles
36/36000 FEDERAL EMISSION	05/05/2003	150 miles	05/05/2006	36150 miles

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System

Claim History

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

[Help](#)

VIN :	1G8AL52F53Z [REDACTED]
-------	------------------------

CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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GM Vehicle Inquiry System Vehicle Build

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

[Help](#)

VIN	1G8AL52F53Z [REDACTED]
------------	------------------------

VEHICLE BUILD

Merchandising Model :	ZAL69 -2003 ION.3 SEDAN		
Gross Vehicle Weight Rating :	1723 kg (3799 lb)	Order Number :	FCT269
Build Date :	02/03/2003	Build Plant :	13ZA

OPTION CODES

AK5 - RESTRAINT SYSTEM - AIR BAG, DRIVER AND PASSENGER SIDE	AR9 - RECLINING FRONT BUCKET SEATS
BX5 - COLOUR KEYED ROOF DRIP MOULDING	C60 - AIR CONDITIONING
C74 - MAP LIGHTS	DF5 - INSIDE REARVIEW MIRROR WITH TEMPERATURE, COMPASS & AUTODIM
DG7 - EXTERIOR ELECTRIC MIRRORS	DL5
FE1 - SOFT RIDE SUSPENSION	FE9 - FEDERAL CERTIFICATION EMISSION
FH9	HCG - TRAVEL PACKAGE INCLUDES: * OUTSIDE TEMPERATURE GAUGE * COMPASS * AUTO DIMMING MIRROR * MAP LIGHTS
IJD	JM4 - ANTI-LOCK BRAKES WITH TRACTION CONTROL
K62 - 105 AMP GENERATOR	L61 - 2.2L DOHC 4 CYL ECOTEC ENGINE
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	M43 - 5 SPEED AUTOMATIC TRANSMISSION
NF7 - FEDERAL EMISSION SYSTEM	NK5
NW7 - TRACTION CONTROL	PG0 - 16" ALLOY WHEELS
QLG - P205/55R-16" ALL SEASON TIRES	RF5
UH8 - GAUGE CLUSTER	UP0 - AM/FM STEREO WITH CD/CASSETTE
US6	U79 - CO-AXIAL 4-SPEAKER SYSTEM
VK3 - LICENSE PLATE BRACKET	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
33L - LIGHT DRIFTWOOD METALLIC	33U - BEIGE METALLIC
52D - LIGHT NEUTRAL	52I - GRAY
6AA	7AA

http://gmvis/gmvis/main/VehicleBuild?languageSelected=EN&VIN=1G8AL52F53Z [REDACTED] 12/14/2004

8AH

9AH

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SATURN VEHICLE INVOICE

ORDER TYPE: T INVOICE DATE: 02/03/03 ORDER NUMBER: 3FCT269
 PRICE EFFECTIVE: 01/28/03 SHIP DATE: 02/03/03 INVOICE AMT: 16,133.30
 REFERENCE NBR: 003510306 INVOICE DUE: 02/10/03
 VEHICLE IDENTIFICATION NUMBER: 1G8 AL5 2F5 3Z [REDACTED] HP: 142SW: 2780

CHARGE TO: 10182 SATURN OF GAITHERSBURG KEY CODE: G1657
 SHIP TO: 10182 SATURN OF GAITHERSBURG
 FINANCED BY: 020 GMAC
 SOLD TO: GB

MAIL TO: SATURN OF GAITHERSBURG
 P. O. BOX 7340
 GAITHERSBURG, MD 20898-7340

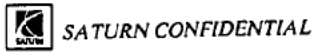
MODEL:	MSRP	INV AMT
ZAL69 2003 ION 3SEDAN AUTOMATIC	15,910.00	14,840.30
FACTORY OPTIONS:		
HCG TRAVEL PACKAGE	200.00	186.00
* MAP LIGHTS		
* AUTO-DIMMING INSIDE MIRROR		
EXTERIOR TEMPERATURE GAUGE		
DIGITAL COMPASS		
FE9 50-STATE EMISSIONS		
JM4 ANTI-LOCK BRAKES W/TRAC CTRL	400.00	372.00
33L GOLD		
33U GOLD		
52D TAN		
TOTAL MODEL AND OPTIONS	16,510.00	15,398.30
TRANSPORTATION CHARGE	485.00	485.00
MARKETING SERVICES CHARGE		250.00
TOTAL INVOICE	16,995.00	16,133.30

MEMO ITEMS: HOLDBACK 495.30

GM EMPLOYEE PURCHASE - OUT OF STOCK (GMS) PRICE \$ 15,262.75
 TRANSPORTATION CHARGE 485.00
 TOTAL GMS PRICE \$ 15,747.75

THIS INVOICE MAY NOT REFLECT THE RETAILER'S ULTIMATE VEHICLE COST
 IN VIEW OF FUTURE MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, ETC.

CERTAIN CHARGES CONTAINED HEREIN ARE BEING INVOICED ON BEHALF OF
 SATURN DISTRIBUTION CORPORATION.



**Saturn Product Liability
Option Report**

**** Saturn Confidential ****

Case Nbr: [REDACTED] (b) (6)

Vin: 1G8AL52F53Z [REDACTED]

OPTION CODE	OPTION DESCRIPTION
-----	-----
C60	AIR CONDITION
AR9	DELUXE FRT SEAT BKT
6AA	FRT LH STRUT
7AA	FRT RH STRUT
VK3	FRONT LICENSE PLATE
33L	GOLD
33U	GOLD
U79	4 COAXIAL SPEAKER
FE9	FEDERAL EMISSION
AK5	FRONT AIR BAGS
JM4	ABS BRAKES
NW7	TRACTION CONTROL
UP0	CD/CASSETTE RADIO
L61	4 CYL ENGINE
NK5	STD STEERING WHEEL
DG7	REMOTE PWR MIRROR
HCG	TRAVEL PACKAGE
NF7	FEDERAL EMISSION
QLG	P205/55R16 TIRES
DF5	TRVL PKG MIRROR
FH9	2.60 TRANSAXLE RATIO
52D	TAN CLOTH
C74	READING LAMPS
DL5	SERVICE DECAL
FE1	SOFT RIDE SUSPENSION
IJD	TRIM INTERIOR DESIGN
K62	105 AMP GENERATOR
MX0	AUTO TRANS PROV OPT
M43	5 SPD AUTO TRANS
PG0	16IN ALUM WHEEL
UH8	INSTRUMENT CLUSTER
US6	ANTENNA
V73	USA/CANADA STATEMENT
52I	TAN TRIM
8AH	RR LH STRUT
9AH	RR RH STRUT
RF5	MERCH PKG LEV 3 SDN
BX5	ACCENT ROOF RAIL

End Of Option Report

CSO History Information

Case # - (b) (6)
VIN - 1G8AL52F53Z

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op	
10766	0151622	19640	01	CP	4/14/2004	\$0.00	M5010	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0151622	19640	02	CP	4/14/2004	\$0.00	M5103	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0151622	19640	03	CP	4/14/2004	\$0.00	M5024	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0151622	19640	04	CP	4/14/2004	\$0.00	M5300	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0150141	15754	01	VW	3/18/2004	\$142.14	J5542	
	Complaint	-	P13	-	ROUGH IDLE			
	Conditon	-	-	-				
	Cause	-	C83	-	STICKING/STUCK			
	Failed Labor	-	-	-				
	Failed Part Nbr	-	25324713	-	IACV ASSEMBLY			
	Tech Comments	-	NOTED CONCERN-CAR DOES IDLE HIGH-WITH THAT COMPLAINT AND TALKING TO TAC PREVIOUSLY-THEY SUGGEST TO REPLACE THE IDLE AIR CONTROL MOTOR AND THE THROTTLE POSITION SENSOR-REPLACED BOTH AND THE CONCERN IS CORRECTED					
		-	~ALL PARTS NEEDED OK					

CSO History Information

Case # - (b) (6)

VIN - 1G8AL52F53Z

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op	
10766	0150141	15754	02	CP	3/18/2004	\$0.00	M6015	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0148788	15700	01	VW	2/16/2004	\$18.65	R0760	
	Complaint	-	O13	-	INOPERATIVE			
	Conditon	-	-	-				
	Cause	-	E11	-	NOT CONNECTED			
	Failed Labor	-	-	-				
	Failed Part Nbr	-	-	-				
	Tech Comments	-	NOTED CONCERN-FOUND RADIO NEEDED CODE RE-ENTERED ~NEEDED EXTRA TIME TO FIND RADIO CODE ~MILEAGE CORRECT					
10766	0148744	15523	01	VW	2/16/2004	\$369.21	N4800	
	Complaint	-	O15	-	LOCKS/LOCKING UP			
	Conditon	-	-	-				
	Cause	-	M04	-	UNKNOWN			
	Failed Labor	-	-	-				
	Failed Part Nbr	-	22729785	-	MODULE ASM-BODY CONT			
	Tech Comments	-	CHECKED DOOR LOCKS. VERIFIED LOCKS WORKING ON THERE OWN. USING TECH II COMAND THE AUTO LOCK AND UNLOCK OFF. DOORS STILL LOCK ON THERE OWN. CALLED TAC WAS TOLD TO INSTALL BCM. INSTALLED BCM HAD TO DO 30 MIN RELEARN. TESTED LOCKS NOW WORK FINE CASE #7145096.					
10766	0147956	14000	01	VW	1/28/2004	\$51.21	B1630	
	Complaint	-	O13	-	INOPERATIVE			
	Conditon	-	-	-				
	Cause	-	C07	-	BROKEN/FRACTURED			
	Failed Labor	-	-	-				
	Failed Part Nbr	-	22725598	-	CABLE ASM-HOOD PRIM LAT REL			
	Tech Comments	-	CHECKED AND VERIFIED CONCERN FOUND HOOD HANDLE BRO KEN OFF, REPLACED LATCH CABLE HANDLE.					
10766	0147956	14000	02	CP	1/28/2004	\$0.00	M5010	
	Complaint	-	-	-				
	Conditon	-	-	-				
	Cause	-	-	-				
	Failed Labor	-	-	-				
	Failed Part Nbr	-	-	-				

CSO History Information

Case # - [REDACTED] (b) (6)
VIN - 1G8AL52F53Z [REDACTED]

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op	
10766	0147956	14000	03	CP	1/28/2004	\$0.00	M5103	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
10766	0147956	14000	04	VC	1/28/2004	\$50.06	V1095	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	M02	-	CAMPAIGN			
	Failed Labor	-	-					
	Failed Part Nbr	-	22734980	-	FILTER ASM-FUEL			
	Tech Comments	-	PERFORMED OIL SERVICE, COOLANT AT (-25) DEGREES.					
10766	0147956	14000	05	VC	1/28/2004	\$18.65	V1098	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	M02	-	CAMPAIGN			
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
	Tech Comments	-	PERFORMED UPGRADE					
10766	0147956	14000	06	VC	1/28/2004	\$25.00	V1097	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					
	Tech Comments	-	ISSUED GIFT CERTIFICATE FOR REPAIR INCONVIENCE.					
10766	0147956	14000	07	CP	1/28/2004	\$0.00	M5310	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-	-					
	Failed Part Nbr	-	-					

CSO History Information

Case # - (b) (6)

VIN - 1G8AL52F53Z

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op	
10766	0147956	14000	08	VW	1/28/2004	\$123.90	D1320	
	Complaint	-	N06	-	CLICK/TICKING			
	Conditon	-	-	-				
	Cause	-	C16	-	CLEARANCE IMPROPER			
	Failed Labor	-						
	Failed Part Nbr	-	22732663	-	BLOWER KIT			
	Tech Comments	-	NOTED CONCERN-FOUND BLOWER MOTOR CAUSING CHIRPING NOISE-REPLACED BLOWER MOTOR-CONCERN CORRECTED					
10766	0147956	14000	09	VW	1/28/2004	\$22.30	E7700	
	Complaint	-	N19	-	RUBBING			
	Conditon	-	-	-				
	Cause	-	C47	-	LOW/INSUFFICIENT SEALANT			
	Failed Labor	-						
	Failed Part Nbr	-	22731003	-	LUBRICANT KIT-INTER STRG SHF			
	Tech Comments	-	CHECKED RUBBING NOISE IN STEERING, LUBRICATED SHAF T SEAL, RETESTED O.K.					
10766	0147956	14000	10	VW	1/28/2004	\$24.86	H0257	
	Complaint	-	N19	-	RUBBING			
	Conditon	-	-	-				
	Cause	-	C02	-	ALIGNMENT/ADJUSTMENT			
	Failed Labor	-						
	Failed Part Nbr	-	-					
	Tech Comments	-	CHCKED AND TEST DROVE THERE IS NOISE IN BRAKES, CL AENED AND ADJUSTED, TEST DROVE O.K.					
10766	0146231	11577	01	CP	12/16/2003	\$0.00	M5010	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-						
	Failed Part Nbr	-	-					
10766	0146231	11577	02	VW	12/16/2003	\$24.36	B1783	
	Complaint	-	N03	-	CHATTER			
	Conditon	-	-	-				
	Cause	-	C51	-	MISADJUSTED			
	Failed Labor	-						
	Failed Part Nbr	-	22715490	-	WIPER KIT-W/S			
	Tech Comments	-	VERIFIED CONCERN-WIPER BLADES ARE NOT PERPENDICULAR TO WINDSHIELD CAUSING RUBBER TO PUSH ACROSS WINDSHIELD INSTEAD OF FLIPPING AS THEY SHOULD-ADJUSTED ANGLE OF ATTACK AND REPLACED DAMAGED INSERTS					

CSO History Information

Case # - (b) (6)
VIN - 1G8AL52F53Z

Facility	CSO Nbr	Miles	Case Nbr	Case Typ	CSO Dt	Net Paid	Labor Op	
10766	0139127	3101	01	VW	7/14/2003	\$17.21	N0681	
	Complaint	-	013	-	INOPERATIVE			
	Conditon	-	-	-				
	Cause	-	E01	-	BURNED/BURNED OUT			
	Failed Labor	-						
	Failed Part Nbr	-	10319394	-	BULB-PARK & T/SIG LP			
	Tech Comments	-	LEFT FRONT TURN SIGNAL IS INOPERATIVE. BULB FILAMENT BURNED OUT. REPLACED LEFT FRONT TURN SIGNAL BULB, CONCERN CORRECTED.					
10766	0139127	3101	02	CP	7/14/2003	\$0.00	M5010	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-						
	Failed Part Nbr	-	-					
10766	0136117	530	01	CP	5/13/2003	\$0.00	M5156	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-						
	Failed Part Nbr	-	-					
10766	0134890	133	01	CP	4/15/2003	\$0.00	M6015	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-						
	Failed Part Nbr	-	-					
	Tech Comments	-	BRAKES LF 14/32B,RR 7/32B,TIRES 10/32,EXP. 3/2004 AI3 3746359					
10182	0282390	2	01	PD	2/11/2003	\$109.42	Z7000	
	Complaint	-	-					
	Conditon	-	-					
	Cause	-	-					
	Failed Labor	-						
	Failed Part Nbr	-	-					

END OF CSO HISTORY REPORT



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*

February 4, 2005

[REDACTED]
Brogue PA [REDACTED]

Re: 2003 Saturn Ion
File no. 489718

Dear [REDACTED]

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

I am in receipt of your inquiry to Saturn/General Motors regarding your daughter's vehicle. We are making an attempt to locate the vehicle to perform an investigation into this matter.

I have made several phone calls to the new owners and have received no response. I will continue these efforts and keep you posted. However, if we are unable to locate the vehicle, we will be unable to evaluate your concern. I have diaried my file for a 30 day response from the new owner. I will advise you of the status soon.

Sincerely,

Yvette Young