

1. Task Number 090810CBB1947		2. Investigator's ID 2248		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 04 01	5. Date Initiated YR MO DAY 2009 08 10		
6. Synopsis of Accident or Complaint UPC The consumer, his wife and 2 children moved into a new home in December 2006. It was reported that Chinese drywall in the home has caused several health issues. Appliances have ceased to function. Blackening and discoloration of copper pipes and metal fixtures throughout the home have been observed. Corrosion within the 2 AC units is evident. Product identification on the drywall is unknown. <div style="text-align: right;"> <p>CPSC (6/01/1) CLEARED for PUBLIC</p> <p>✓ NO MFRS/PRVT LBRS OR PRODUCTS IDENTIFIED</p> <p>EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG</p> <p>✓ WITH PORTIONS REMOVED: <u>4, 262</u></p> <p style="font-size: 1.2em; margin-left: 20px;">WJC 5/19/10</p> </div>				
7. Location (Home, School, etc) 1 - HOME		8. City MIAMI		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 42	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 68 - Poisoning	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 18 / 2	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 08/19/2009	25. Reviewed By 9057		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Woodard, Dean; Blasius, Dennis			28. Source Document Number H0940124A	

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This in-depth-investigation was initiated as follow-up to a consumer complaint which reported that the consumer and his wife recently discovered that the home which they had built nearly 2 years ago was made with Chinese drywall. It was reported that several members of the family are experiencing some or all of the following symptoms associated with the drywall: sinus and respiratory problems, headaches, coughing. It was further reported that 2 of the 3 air conditioning units have already had coils replaced. The consumer reported it due to the serious health concerns.

Information contained in this investigation was obtained from the consumer and his wife during an on-site visit to the home. During this visit, the consumer signed the authorization to release name form (see Exh. 2).

The home is a 5500 square foot one-story single family home with 5 bedrooms and 3 bathrooms, made with metal studs and tiled throughout. The consumer had the home built himself and contracted area suppliers and local contractors to provide supplies and labor. The home was completed in December of 2006. The family moved in that same month, and shortly thereafter, the consumer's wife indicated that she began noticing a foul-smelling odor.

The home is occupied by the consumer (age 42), his wife (age 36) and their 2 children (6 year old girl and 2 year old boy). No modifications were made other than the addition of a gazebo in the back yard adjacent to the pool. There has been no demolition and/or additions within the home and no drywall has been replaced or repaired at any time.

Both the consumer and his wife report that they continued to smell an unidentifiable odor, and for months, attributed the odor to the result of building materials in the home since the house was new. The odor persists presently and is described by the consumer as the smell of humidity or burning (no smoke or fire have been observed in this home). According to the homeowner, the odor is more noticeable in closet spaces and was also detected during construction of the home. However, the odor was again associated with new building materials. Both the consumer and his wife stated that it was not until they moved into the home and continued smelling the odor that they realized that the drywall was the cause.

It was also reported that as early as January 2007 (not even a month after they moved into the home) they began to feel ill at different times of the day and night. There is a family pet who resides in the home as well. However, it is unknown if it has experienced any symptoms or health concerns at this time.

The following is a list of physical/health-related issues experienced by each family member:

Health Effects

Adult female (36) – chronic headaches, dizziness, scratchy throat, sleeplessness.

Adult male (42) – allergy symptoms, coughing

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***Child, female (6) – pneumonia, bronchitis, vomiting,
Child, male (2) – bronchitis, allergies, coughing***

A chronological list of the children's medical appointments (along with their respective diagnoses) was obtained from the consumer's pediatrician and is shown in Exhibit 3.

The consumer confirmed that all symptoms mentioned above are experienced while in the home and cease once they are away. As a result, the family has been evacuating the home on weekends and taking their children to sleep at a relative's home for the last few months.

The consumer reports that several appliances have been damaged. The following is a list of appliances effected and their current conditions:

Appliances Effected

Air conditioner – 2 AC units in the home, both coils replaced due to rotting, (both ac's currently functioning)

2 Laptop screens – ceased to function and were replaced.

1 Computer tower – began smoking and burned, was replaced.

Sink pipes - discolored

According to the consumer, there has been no fire or smoke in the home other than the burning of the computer tower. No flickering lights or faulty outlets were either reported or observed. The smoke alarms are in working condition.

This investigator took photographs of observed corrosion within the air conditioning unit (see Exh. 7, pgs. 6-10). Evidence of tarnishing was observed on jewelry as well (see Exh. 7, pgs. 21-21).

Contact with Insurance Company

The consumer reported that he contacted his home owner's insurance company and filed a claim. Neither a denial letter nor payment of the claim has been made. As a result, the consumer retained the services of an attorney in order to address the insurance company's failure in responding to this claim (see Exh. 5, 6).

The consumer also reported that he contracted a toxicologist who conducted an air quality sampling study on July 20, 2009. The results of this test are not yet completed. A copy of the testing results was requested. Should this information be obtained, it will be added as an addendum to this report along with contact information on the toxicologist.

The family still resides in the home. They continued to express concerns over current and long term health risks and the financial burden this has caused. The consumer expressed his desire in obtaining accurate information and recommendations as his main goal at this time is to fix and/or rebuild his home.

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During this visit, a friend of the consumer requested information on current drywall issues and explained that, he too, owned a home possibly built with Chinese drywall. This investigator provided him with appropriate contact information for the CPSC and urged him to report his concerns accordingly.

An internet search of the residence county property information was conducted and results are shown in Exhibit 4.

Investigator Observations

During this visit this investigator detected an odor which appeared to smell like burning metal. This visit was primarily conducted inside the home. The odor was present in the back and front patio as well. Approximately 20 minutes into the interview, this investigator began to feel itchy/watery eyes and a scratchy throat accompanied by a sudden unexplained headache and slight dizziness. This persisted throughout the interview and did not cease until several hours after leaving the residence.

PRODUCT INFORMATION

The product is suspected to be Chinese drywall.

ATTACHMENTS

<u>EXHIBIT 1</u>	Contact Sheet
<u>EXHIBIT 2</u>	Authorization to Release Name Form
<u>EXHIBIT 3</u>	History of Medical Visits (children)
<u>EXHIBIT 4</u>	Property Information
<u>EXHIBIT 5</u>	Insurance Declaration Page
<u>EXHIBIT 6</u>	Letter from Consumer's Attorney to Insurance Co.
<u>EXHIBIT 7</u>	Photographs
<u>EXHIBIT 8</u>	Drywall In-Home Release Form
<u>EXHIBIT 9</u>	Final Release & Waiver of Liability Form

CONTACT SHEET

RESPONDENTS

1) **Consumer/Complainant**



*Interviewed during on site home visit, 8/10/09

2) **Consumer's wife**



*Interviewed during on site home visit, 8/10/09

U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



I request that you do not release my name. My identity is to remain confidential.



You may release my name to the manufacturer but I request that you do not release it to the general public.



You may release my name to the manufacturer and to the public.

 (b) (6)

8-10-09

(Signature)

(Date)

Harry Aguero, M.D.

6035 SW 40TH STREET
SUITE 202
MIAMI, FLORIDA 33155
TELEPHONE (305) 669-8311



DOB- 11-2-02

2006, 2007, 2008, 2009 Visits

01-03-06- Clinical Pneumonia
01-09-06- Bronchitis
01-23-06- Viral Syndrome fever
04-11-06- Viral Syndrome (UTI)
04-25-06- Abdominal pain
05-02-06- Viral syndrome
05-23-06- Allergic Conjunctivitis
10-06-06- LOM/ URI
01-11-07- Viral Syndrome
02-23-07- Pharyngitis/ Bronchitis
05-10-07- Pharyngitis/ Vomitting
07-30-07- Pharyngitis/URI
10-25-07- Bronchitis
12-11-07- Bronchitis/ Asthma
12-20-07- Fever/ Bronchitis, Pharyngitis
03-14-08- Bronchitis, URI
04-28-08- Pharyngitis
09-08-08- Fever, Pharyngitis
09-12-08- Pharyngitis
10-27-08- UTI
11-20-08- UTI
12-04-08- Bronchitis
12-15-08- Bronchitis
02-06-09- Croup
04-01-09- Bronchitis
12-04-08- Bronchitis/ URI
12-16-08- Bronchitis
02-06-09- Croup
04-01-09- Bronchitis/ URI
04-17-09- Bronchitis
04-27-09- R/O Sinusitis
05-28-09- URI
06-08-09- UTI
06-10-09- Sinusitis/ Headache
06-26-09- Left Otitis
07-06-09- Left Otitis
07-14-09- ROM

Harry Aguero, M.D.

6035 SW 40TH STREET
SUITE 202
MIAMI, FLORIDA 33155
TELEPHONE (305) 669-8311

(b) (3) Exempt

DOB 1-23-07

Visits 2007, 2008, 2009

05-18-07 BOM/ impacted cerumen
09-06-07 ROM
09-21-07 URI
10-19-07 Bronchitis/ Cough
10-25-07 Bronchitis
11-29-07 Bronchitis/ URI
12-18-07 Bronchitis/ Fever
02-21-08 Roseola/ LOM/ URI
07-18-08 URI/ Cong
10-23-08 BOM/ Bronchitis/ Ur/ Fever
10-27-08 BOM/ URI/ Cong
11-07-08 URI/ Cong
02-06-09 Enteritis
02-13-09 LOM/ URI/ Cong
04-01-09 LOM/ URI
04-13-09 URI/ Cong/ Conjunctivitis
04-27-09 ALLERGIC Conjunctivitis
05-13-09 Pharyngitis/ Fever/ ROM
05-28-09 URI/ Cong
06-08-09 ROM/ URI/ Cong
06-15-09 BOM/ URI/ Pharyngitis
06-25-09 ROM/ URI/ Cong
07-09-09 Serous Otitis

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Exh. 4 Page 1 of 1

My Home

miamidade.gov

ACTIVE TOOL: SELECT



Show Me:

Property Information

Search By:

Select Item

Text only

Property Appraiser Tax Estimator

Portability S.O.H. Calculator

Summary Details:

Folio No.:	
Property:	
Mailing Address:	

Property Information:

Primary Zone:	2300 ESTATE RESIDENTIAL
CLUC:	0001 RESIDENTIAL-SINGLE FAMILY
Beds/Baths:	5/5
Floors:	1
Living Units:	1
Adj Sq Footage:	5,750
Lot Size:	42,853 SQ FT
Year Built:	2006

Legal Description:	
--------------------	--

Sale Information:

Sale O/R:	
Sale Date:	6/2003
Sale Amount:	\$245,000

Assessment Information:

Year:	2008	2007
Land Value:	\$390,819	\$371,964
Building Value:	\$830,864	\$584,010
Market Value:	\$1,221,683	\$955,974
Assessed Value:	\$984,653	\$955,974

Exemption Information:

Year:	2008	2007
Homestead:	\$25,000	\$25,000
2nd Homestead:	YES	NO

Taxable Value Information:

Year:	2008	2007
Taxing Authority:	Applied Exemption/ Taxable Value:	Applied Exemption/ Taxable Value:
Regional:	\$50,000/ \$934,653	\$25,000/ \$930,974
County:	\$50,000/ \$934,653	\$25,000/ \$930,974
School Board:	\$25,000/ \$959,653	\$25,000/ \$930,974

Additional Information:

[Click here to see more information for this](#)



Digital Orthophotography - 2007

0 — 131 ft

Legend

- Property Boundary
- Selected Property
- Street
- Highway
- Miami-Dade County
- Water



[My Home](#) | [Property Information](#) | [Property Taxes](#)
| [My Neighborhood](#) | [Property Appraiser](#)

[Home](#) | [Using Our Site](#) | [About](#) | [Phone Directory](#) | [Privacy](#) | [Disclaimer](#)

If you experience technical difficulties with the Property Information application, or wish to send us your comments, questions or suggestions please email us at [Webmaster](#).

Web Site
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All rights reserved.

UNITED PROPERTY & CASUALTY INS CO
 P.O. Box 51149
 Sarasota, FL 34232-0330

HOMEOWNERS DECLARATION

POLICY NUMBER	POLICY PERIOD	
	From	To
[REDACTED]	07/14/2009	07/14/2010
12:01 a.m. at the residence premises		

RENEWAL DECLARATION Effective: 07/14/2009 Date Issued: 05/20/2009

INSURED: [REDACTED] **AGENT:** 1003308

[REDACTED] PAP FINANCIAL GROUP INC
 4300 N UNIVERSITY DR STE A107
 SUNRISE FL 33351

Telephone: -- Telephone: 954-726-5040

The residence premises covered by this policy is located at the address listed below.
 [REDACTED]

IF PAYMENT IS NOT RECEIVED ON OR BEFORE THE POLICY RENEWAL EFFECTIVE DATE, THIS POLICY WILL NOT BE IN FORCE.
 Coverage is provided where premium and limit of liability is shown.
 Flood coverage is not provided and is not a part of this policy.

SECTION I COVERAGE	LIMIT OF LIABILITY	PREMIUMS
A. DWELLING	\$640,000.00	\$2,892.00
B. OTHER STRUCTURES	\$64,000.00	INCLUDED
C. PERSONAL PROPERTY	\$320,000.00	INCLUDED
D. LOSS OF USE	\$128,000.00	INCLUDED
SECTION II COVERAGE		
E. PERSONAL LIABILITY	\$300,000.00	\$18.00
F. MEDICAL PAYMENTS	\$1,000.00	INCLUDED
OPTIONAL COVERAGES		

Premium charge for Hurricane Exposure: \$1,688.00

The above coverages are subject to a \$2,500 Non-Hurricane Deductible per non-hurricane loss.

The above coverages are subject to a 2% / \$12,800 Hurricane Deductible per hurricane loss.

TOTAL POLICY PREMIUM INCLUDING ASSESSMENTS AND ALL SURCHARGES: \$3,023.00
 The amount of premium increase due to approved rate increase is \$0.00
 The amount of premium increase due to coverage increase is \$97.00

COVERAGES HAVE BEEN INCREASED TO HELP KEEP PACE WITH RISING REPLACEMENT COSTS.
 PLEASE CONTACT YOUR AGENT IF THERE ARE ANY QUESTIONS PERTAINING TO YOUR POLICY.

FORMS AND ENDORSEMENTS		COUNTERSIGNED DATE 05/20/2009 BY <i>Julie Lowery</i>
*FLRNL (01/08)	*HO 0003 (04/91)	
*HO 0334 (05/03)	*HO 0350 (06/97)	
*HO 0355 (05/05)	*HO 0416 (04/91)	
*HO 0448 (04/91)	*HO 0490 (04/91)	
Continued on Forms Schedule		
ADDITIONAL INTERESTS		
MORTGAGEE 0531130010		CLAIM#
BANKUNITED, FSB ISAOA PO BOX 028559 MIAMI FL 33102		UP 91123

ROBERTS & DURKEE, P.A.

ATTORNEYS AT LAW

H CLAY ROBERTS
ROBERTS@RDLAWNET.COMC DAVID DURKEE
DURKEE@RDLAWNET.COM

MORRIS C PROENZA (1940-1095)

ALHAMBRA TOWERS
PENTHOUSE 1 - SUITE 1603
121 ALHAMBRA PLAZA
CORAL GABLES, FLORIDA 33134(305) 442-1700 TELEPHONE
(305) 442-2599 FACSIMILE
www.rdlawnet.com

July 15, 2009

Sent via Certified Mail Return Receipt RequestedJoann Gigen
United Property and Casualty Ins. Co.
P.O. Box 30385
Tampa, Florida 33630-3385Re: 

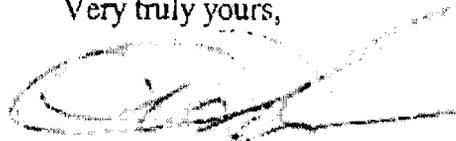
Dear Ms. Gigen:

As you know, on June 24, 2009, our office sent a letter to your insurance company demanding a written response to the claim filed by your insured, Mr. and Mrs.  . As you also know, this claim was pending for several months before I wrote to you and demanded a written response. As of today, this claim remains unpaid and/or denied.

Please be advised that if we do not receive a written explanation of United Property and Casualty's position with this claim by July 24, 2009, then we will have no alternative but to file a "Declaratory" action and seek to have the Court compel your company to either pay this claim or provide Mr.  with a written denial as is required by Florida law. If we seek Court intervention, then our firm will also seek fees and costs associated with this action.

Please proceed accordingly.

Very truly yours,

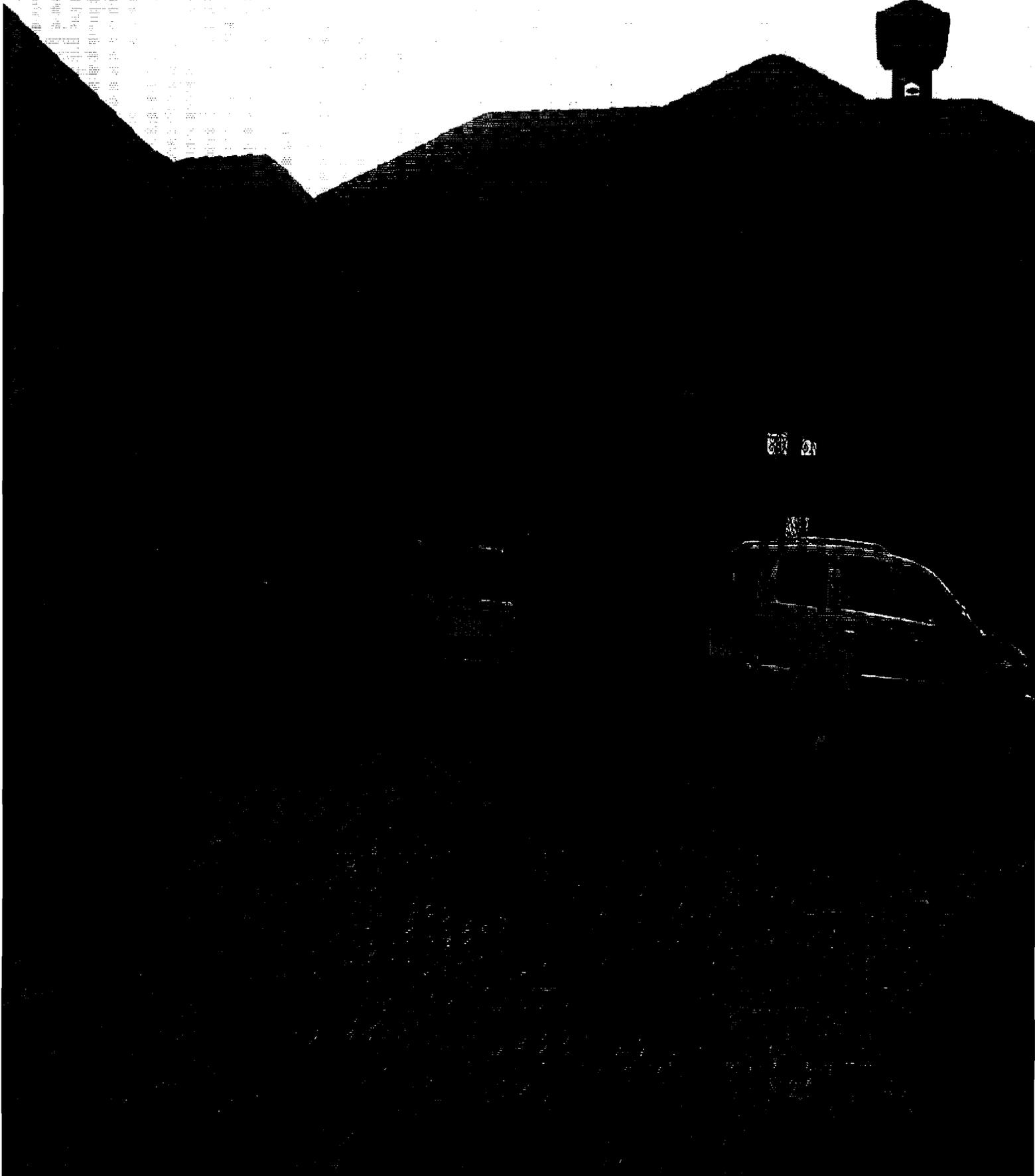


C. DAVID DURKEE

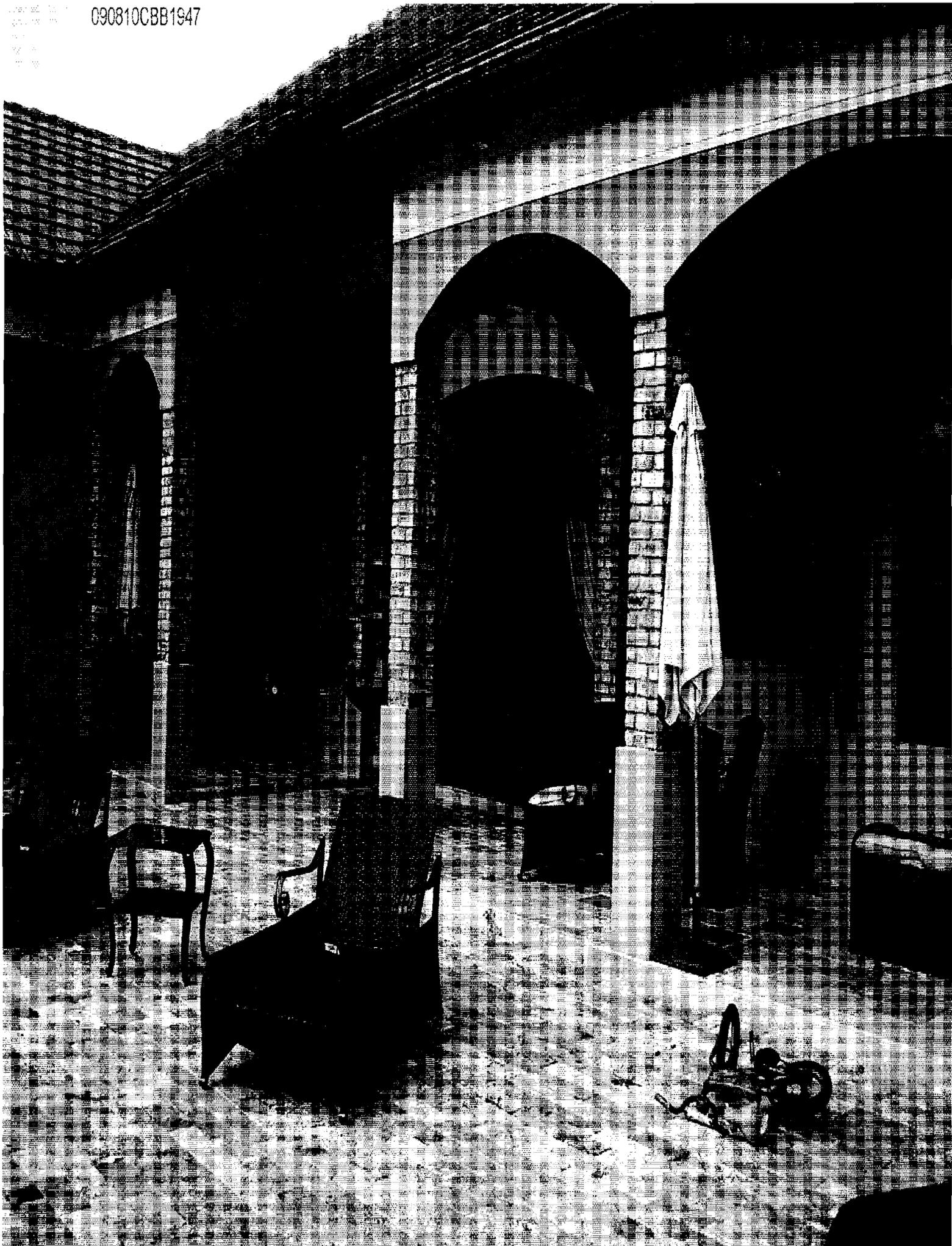
CDD;prl

cc: Mr. and Mrs.  ✓

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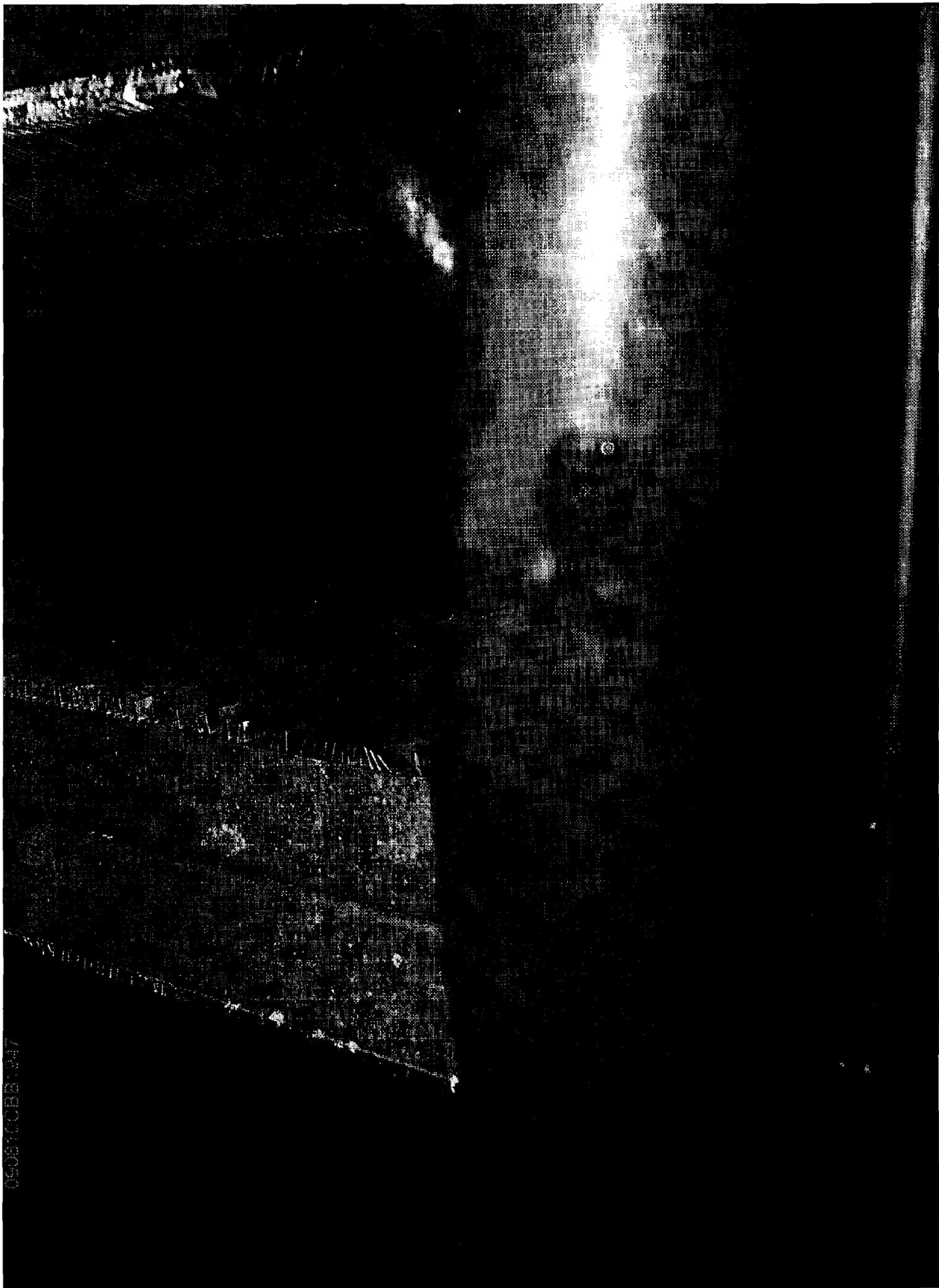
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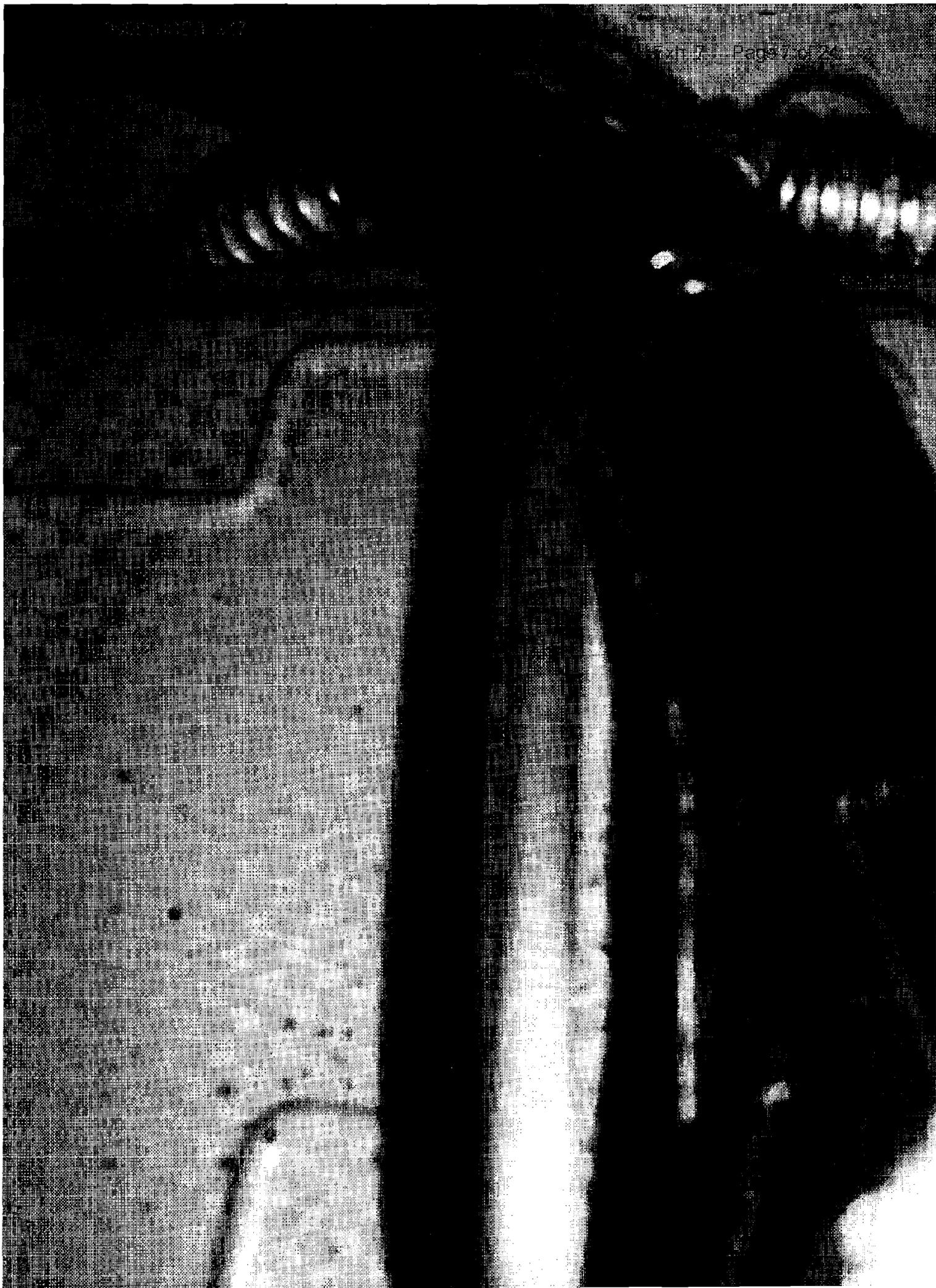






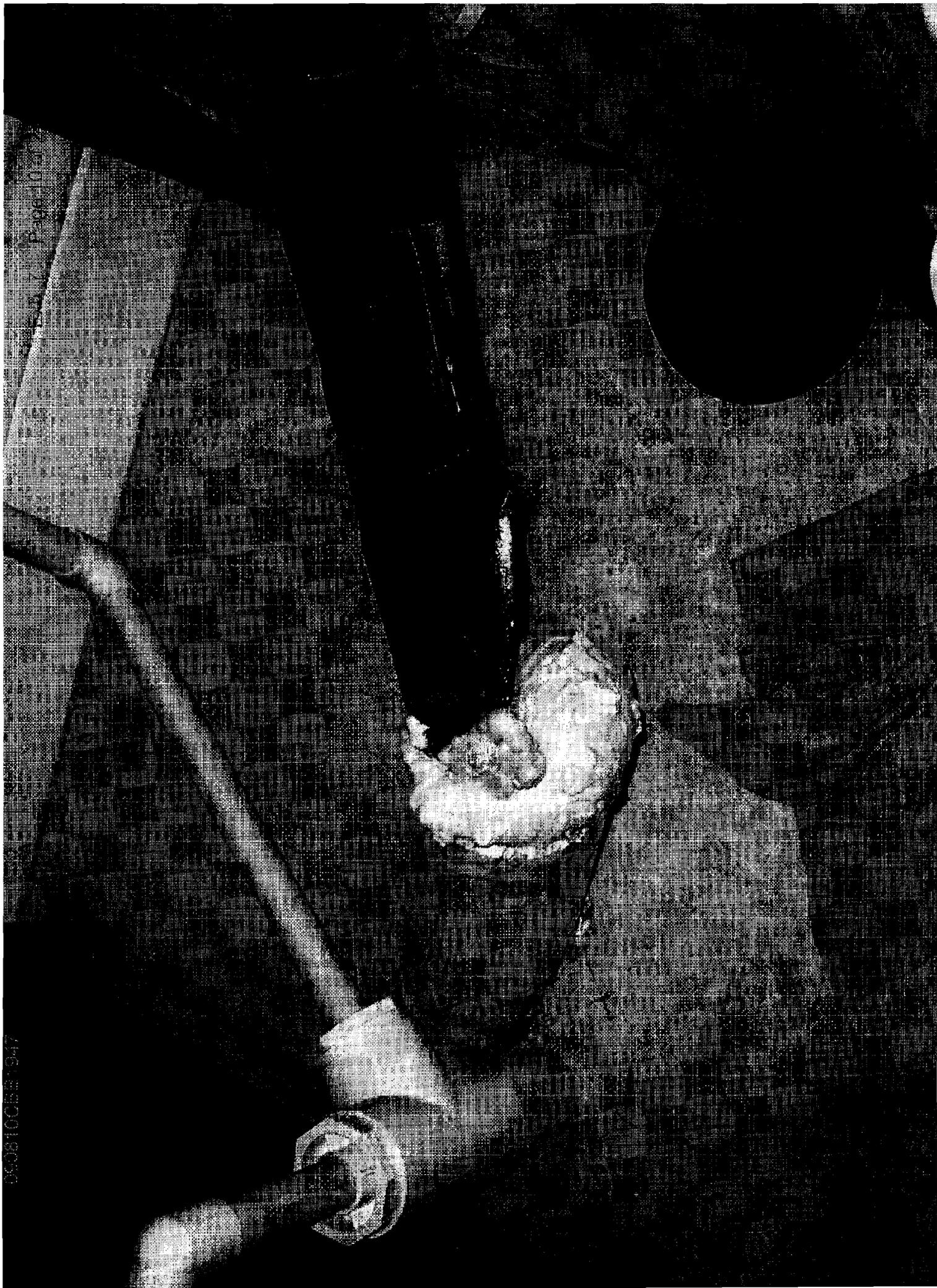


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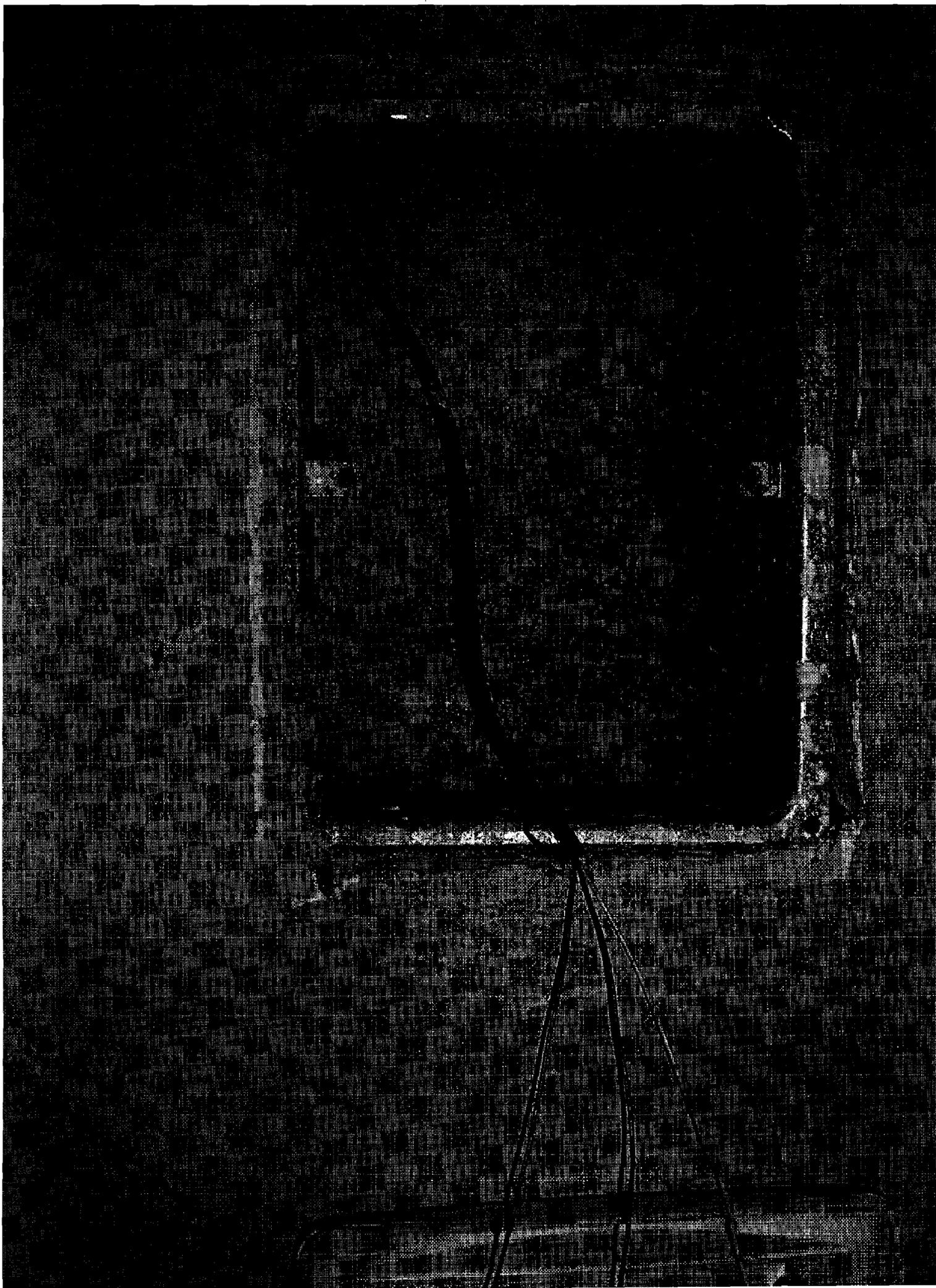


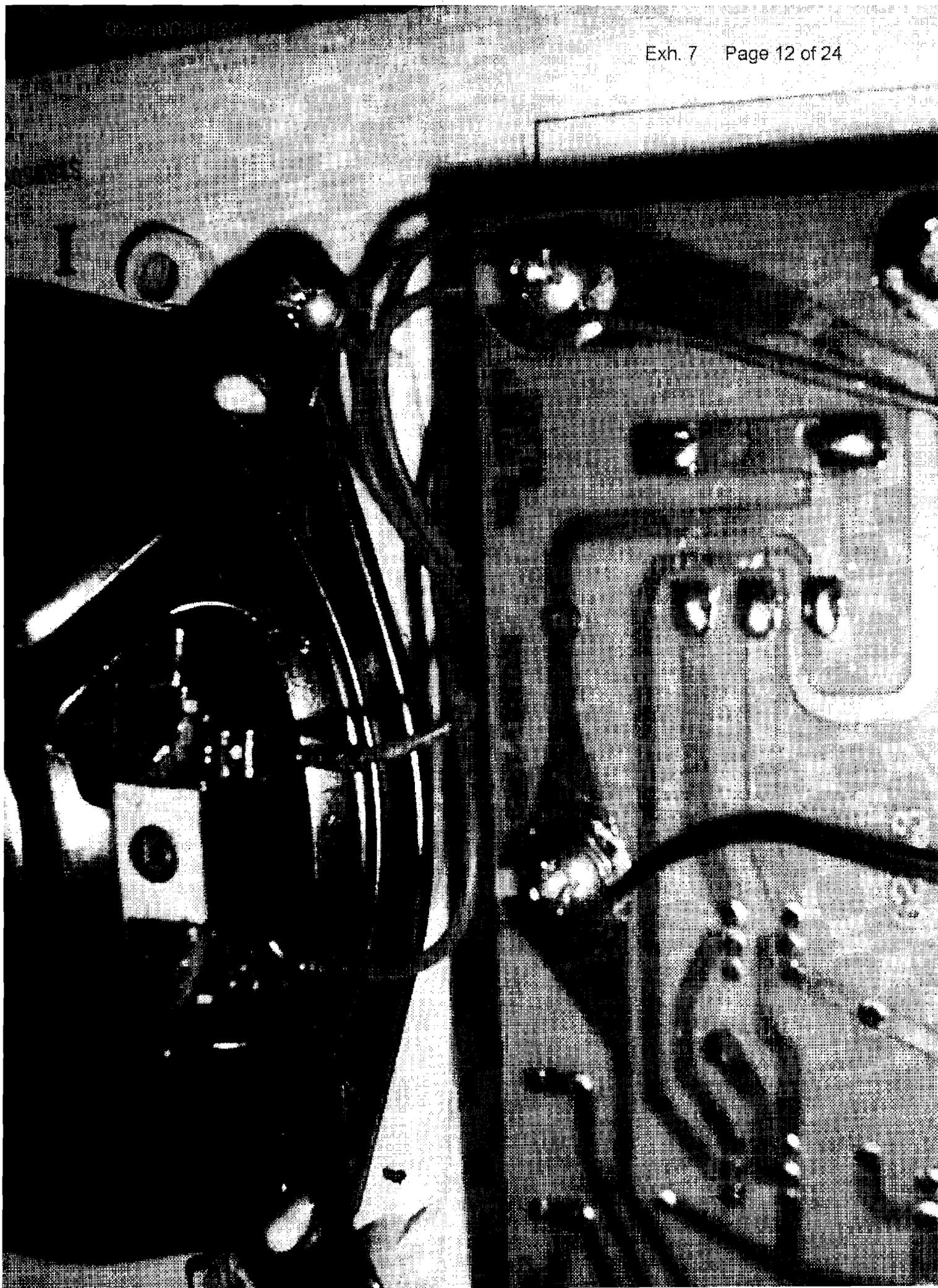


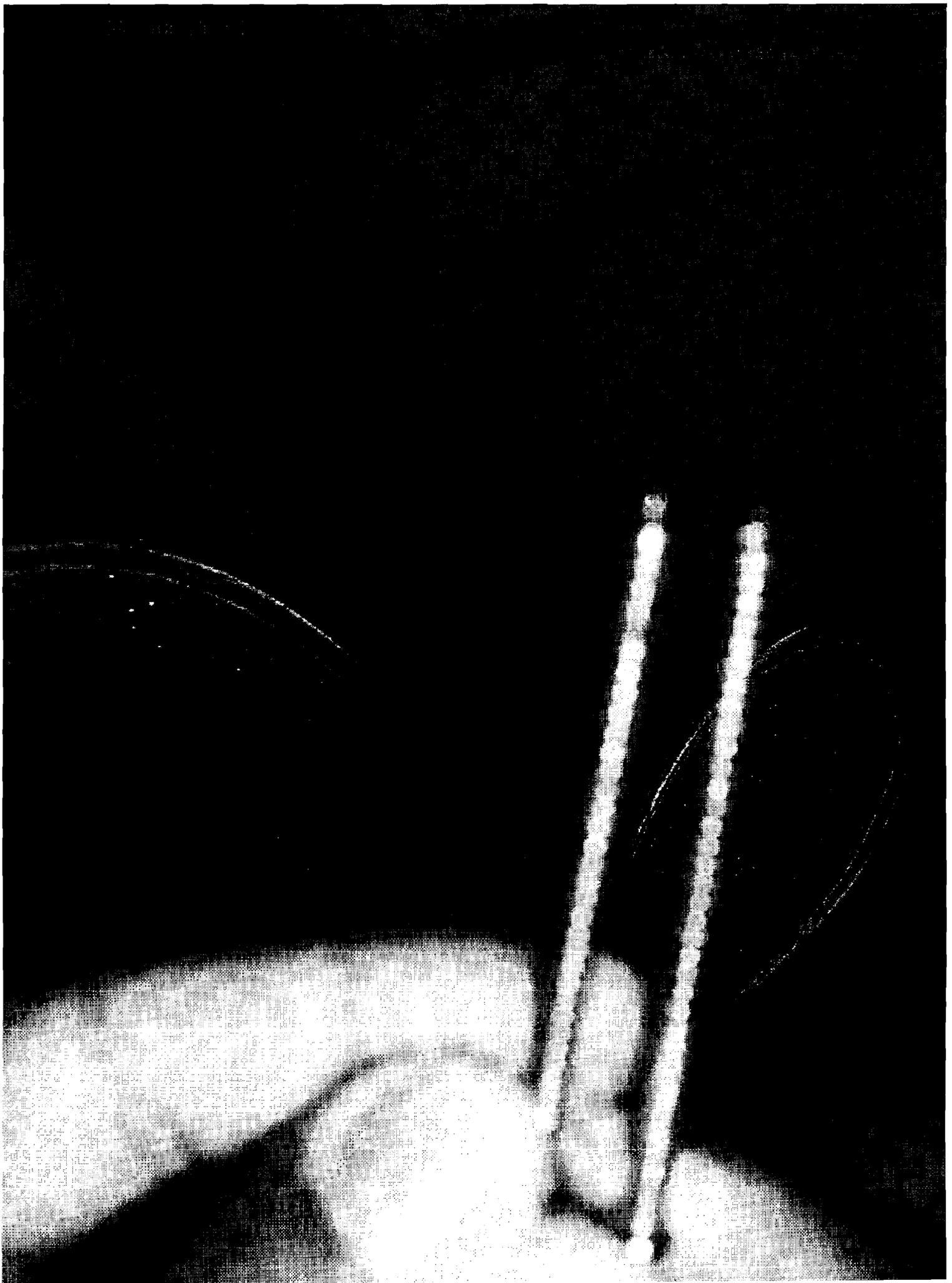


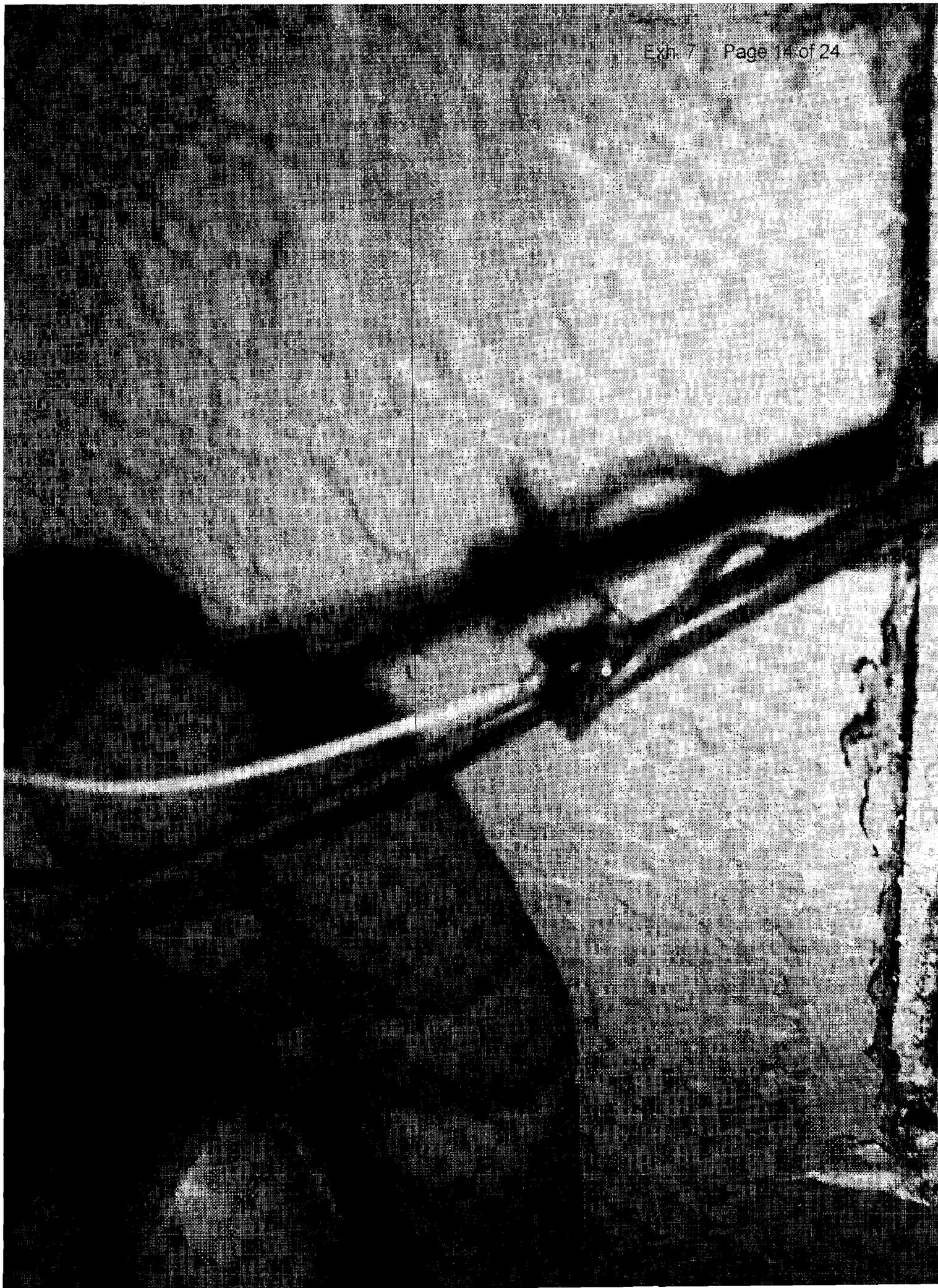


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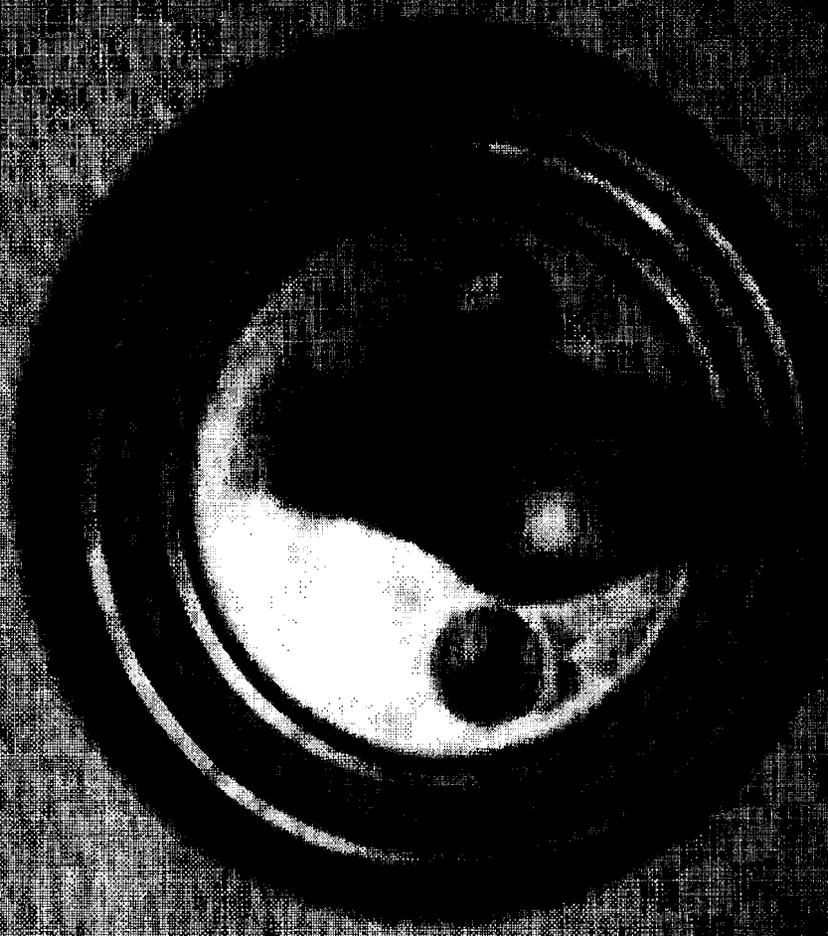


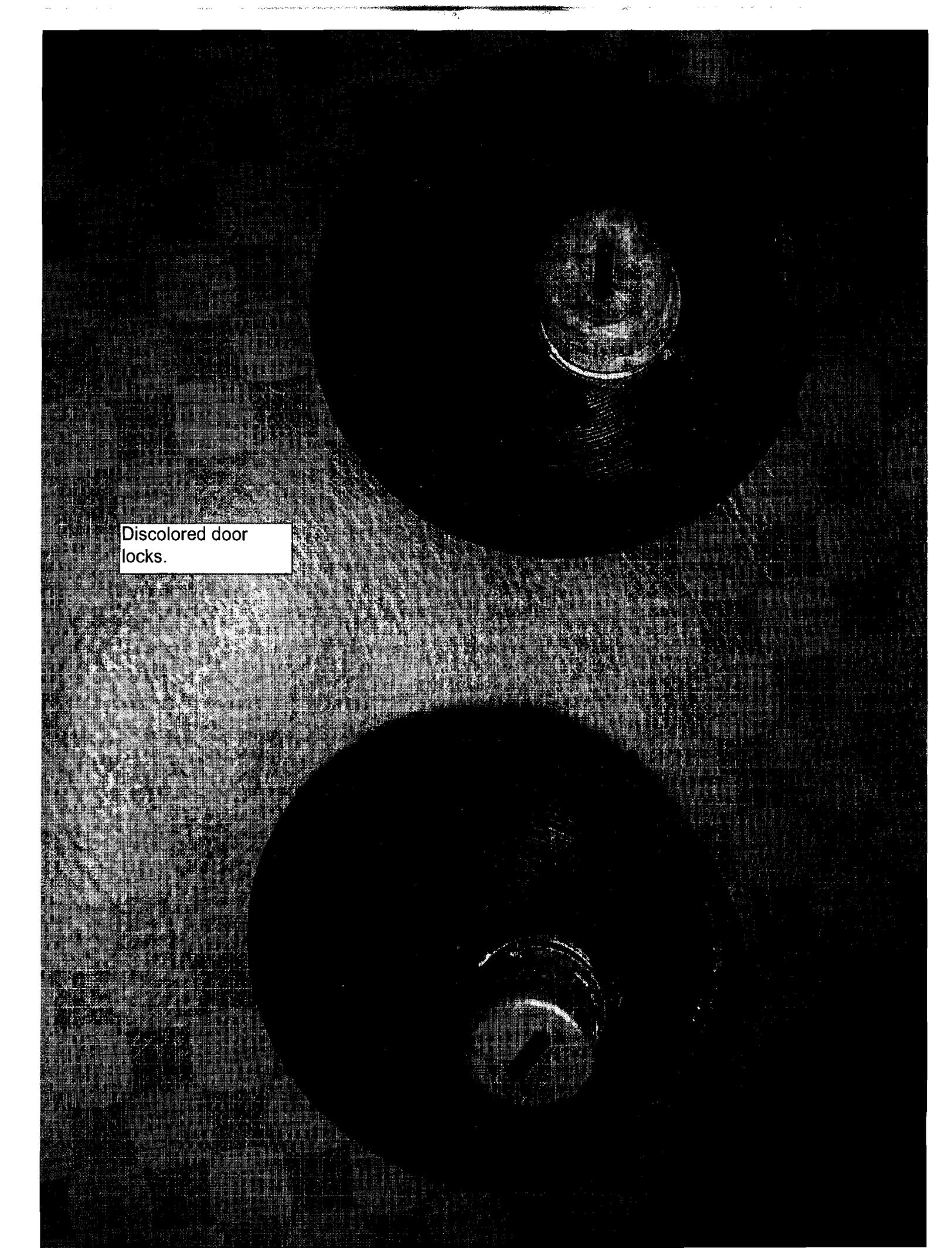






Discolored door
lock.

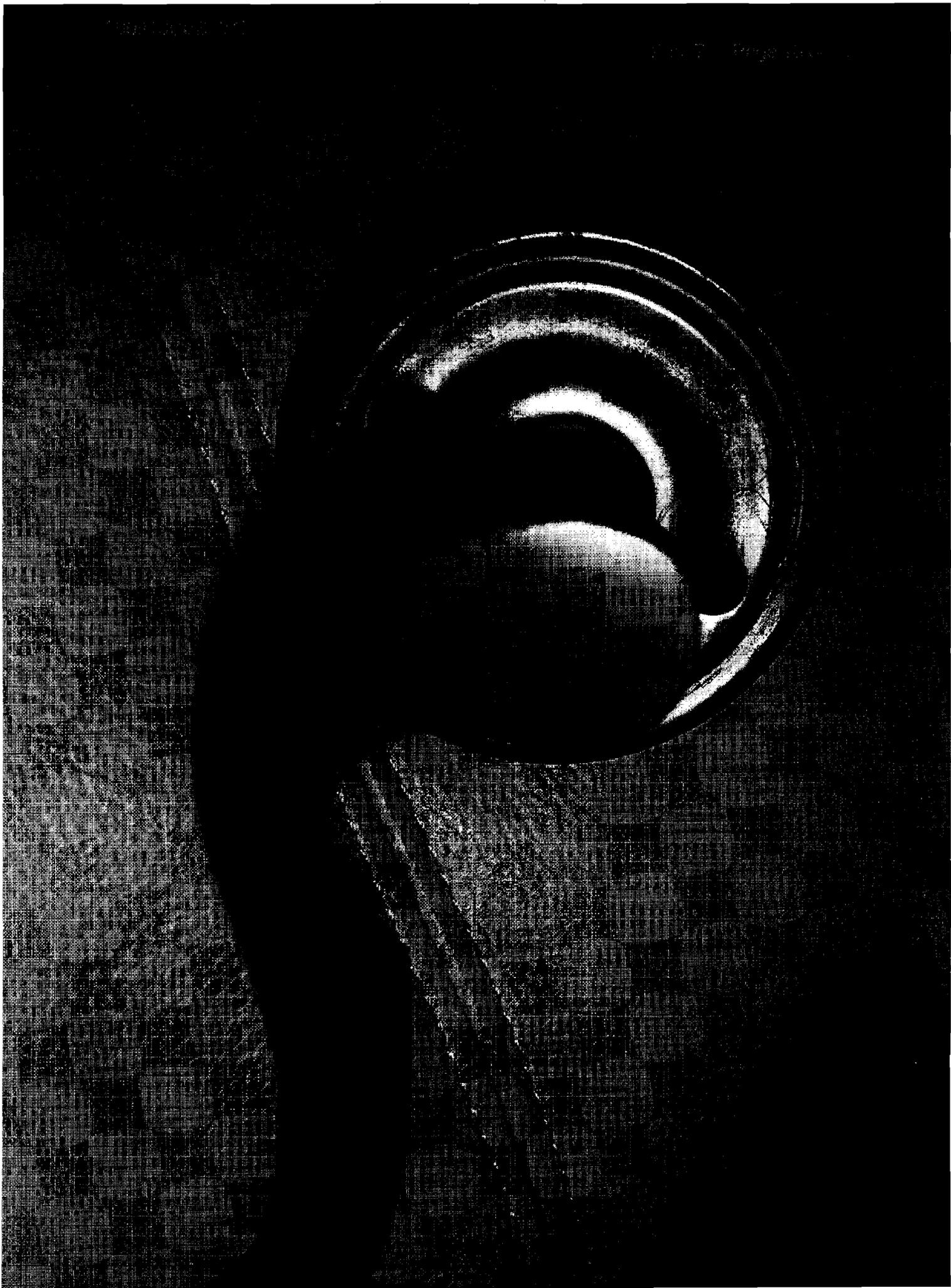


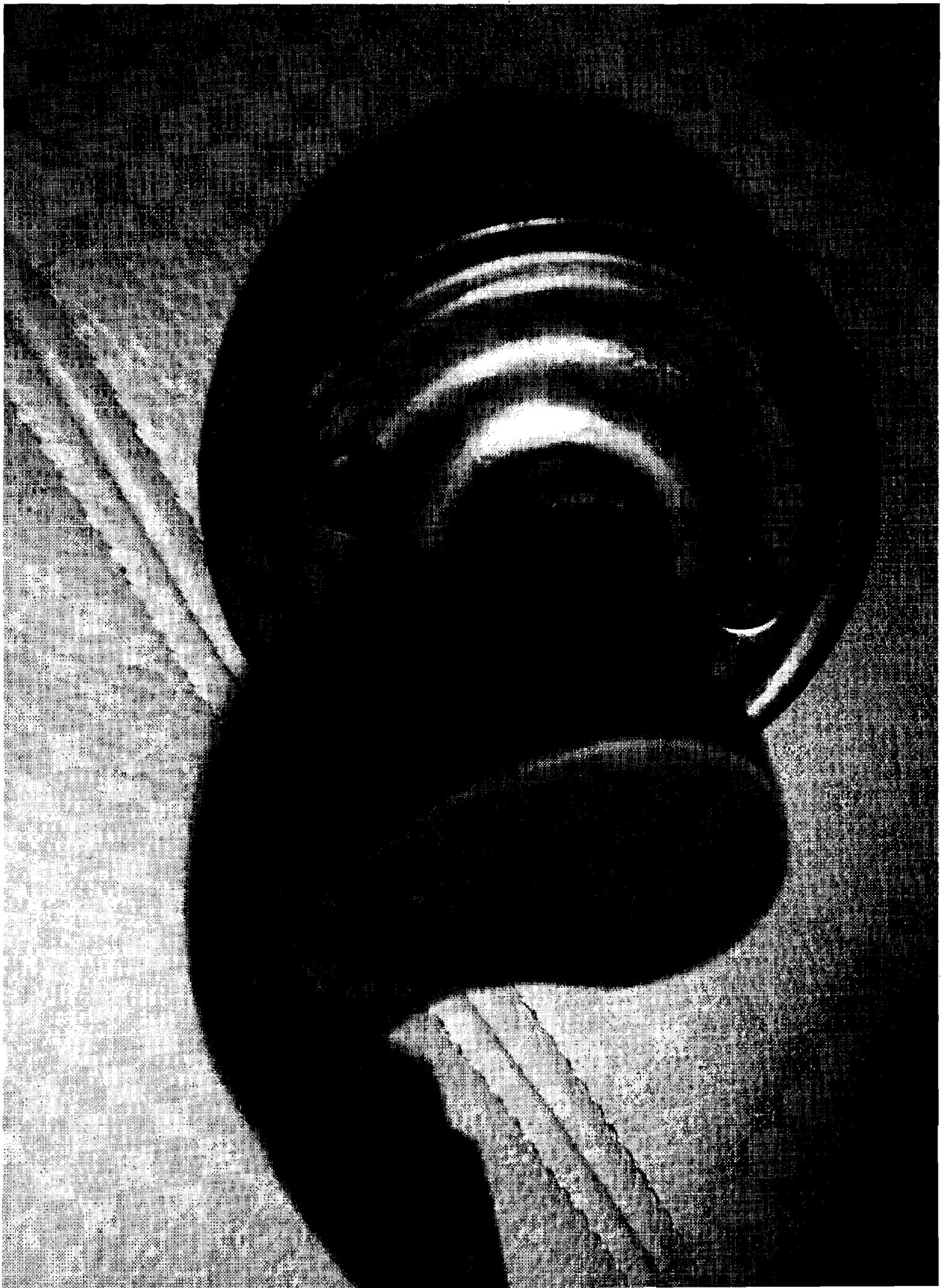
A high-contrast, black and white photograph of a door with two circular door locks. The locks are heavily discolored and appear dark and worn. The door surface is also dark and textured. A white rectangular box with black text is positioned to the left of the upper lock.

Discolored door
locks.

Discolored door knob.



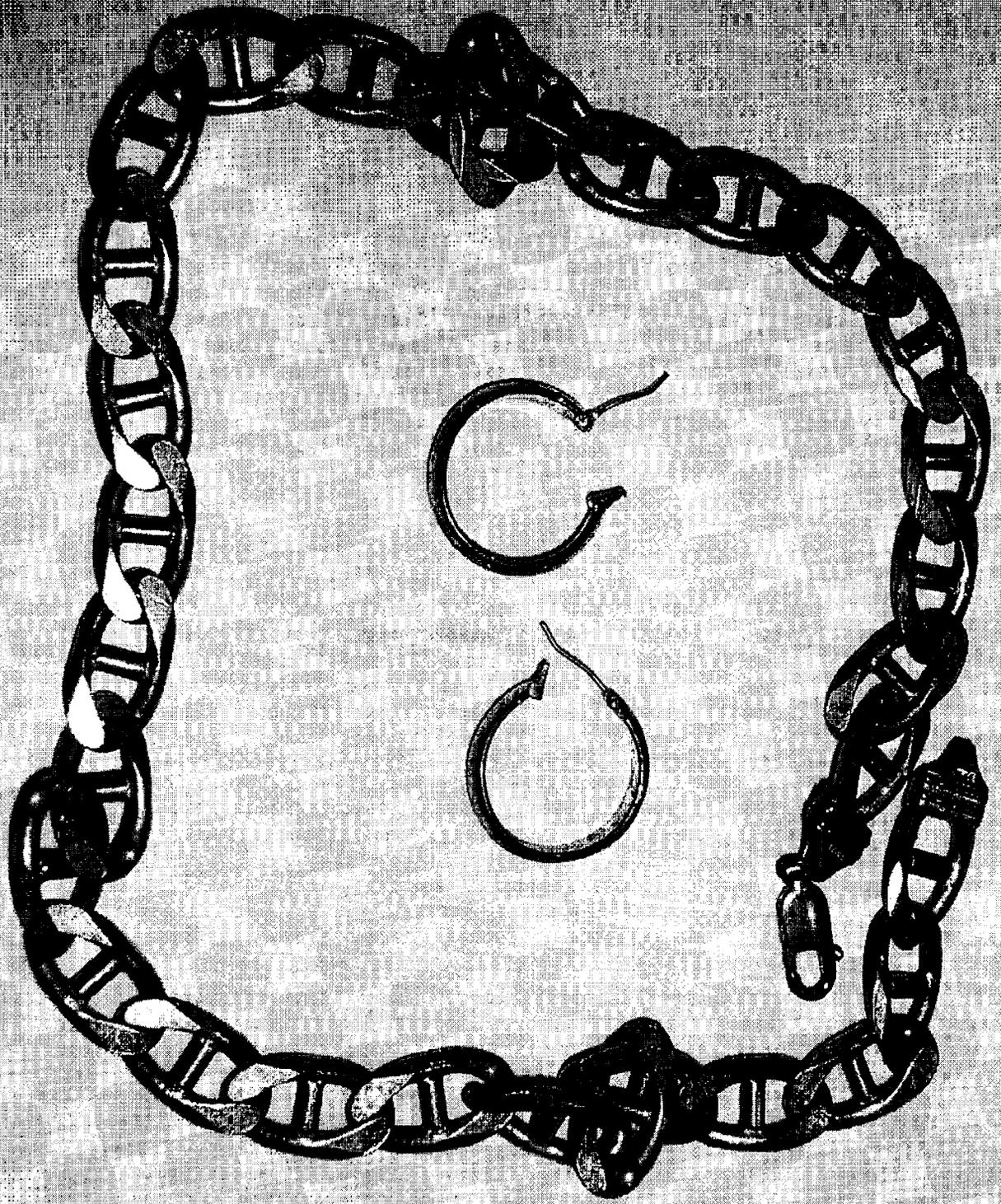














Page 2
RP090324

RELEASE & WAIVER OF LIABILITY FORM

Establish a toll-free telephone 1-877-CPSC or other information to consumers about the recall program and to facilitate consumer registration for the recall; negotiate language of a joint press release announcing the recall which will be Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at [redacted] How; and

for an indoor air-quality monitoring and testing study. This work is being undertaken as part of an exploratory study to assess potential associations between the substances that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health and safety matters based on which the results might be in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for ^{Page 2} damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurred to



7-30-07

Signature

Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

TO BE SIGNED UPON COMPLETION OF IN-HOME AIR-QUALITY MONITORING AND TESTING STUDY

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at [REDACTED] for a preliminary pilot indoor air-quality monitoring and testing study on 8-10, 2009.

On today's date, I have completed a walk-through inspection of my residence with Renzo Morelli-Linow, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

I acknowledge that CPSC offered reimbursement for the _____ but I have declined CPSC's offer. I acknowledge that I have not requested that the _____ be repaired or replaced by CPSC.

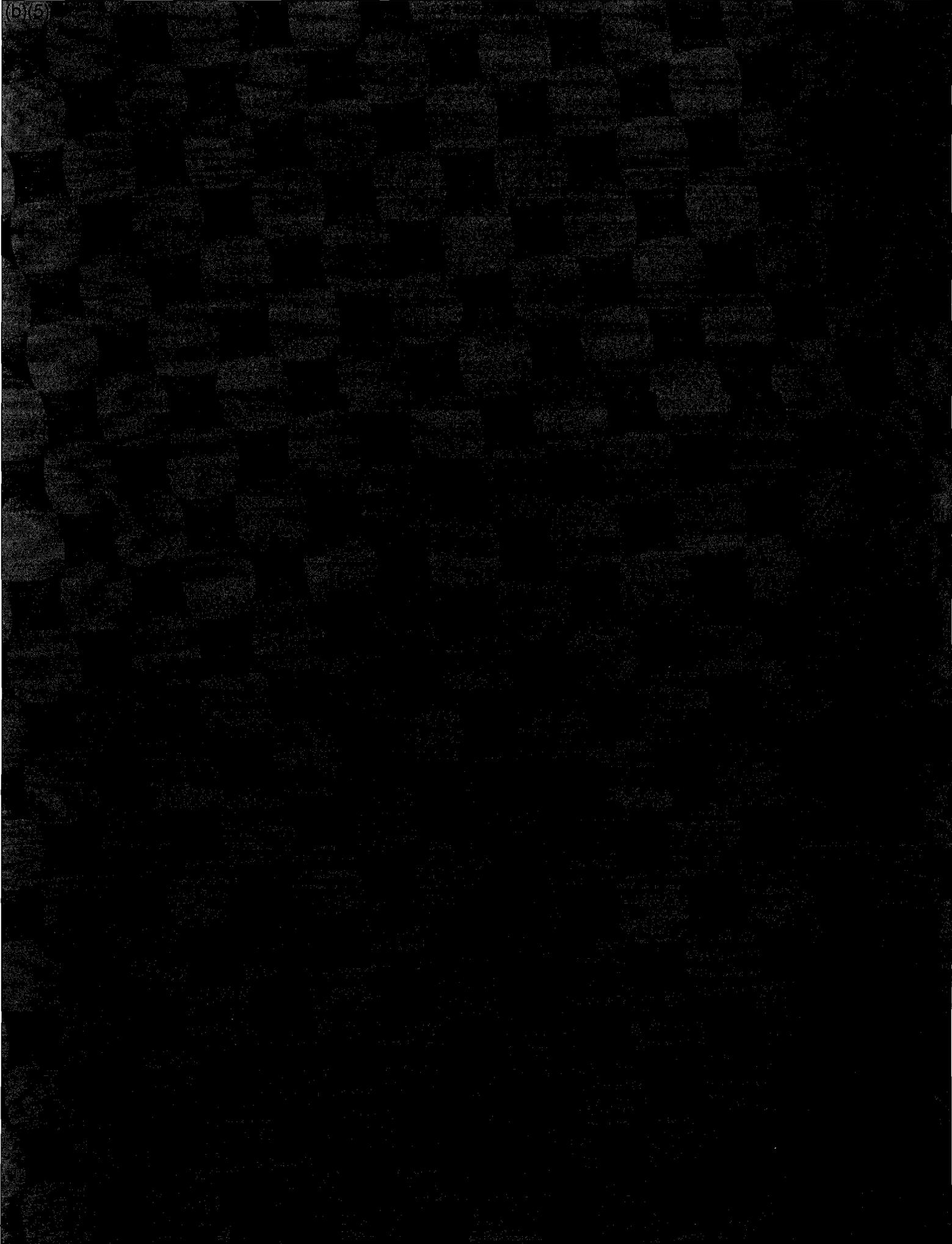
[REDACTED SIGNATURE]

8/10/09

Signature of Resident

Date

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CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT [REDACTED]		2. PHONE NO. (HOME) (WORK) [REDACTED]	
3. STREET ADDRESS [REDACTED]		4. CITY ST ZIPCODE [REDACTED]	
4a. EMAIL ADDRESS Unknown		4b. INCIDENT CITY ST ZIPCODE [REDACTED]	

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer stated that he replaced the A/C evaporator coil twice in the last 6 month. Wife noticed an odor emitting from the bedroom.
 - cont -

6. DATE OF INCIDENT(S) 04/06/2009	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 42 Y/M AND DESCRIBE INJURY Alergies	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME None RELATIONSHIP None
--------------------------------------	--	--

9. DESCRIPTION OF PRODUCT chinese drywall	10. BRAND NAME Knauf
--	-------------------------

11. MPR/DISTRIBUTOR NAME, ADDR. & PHONE Unknown Unknown Franklin Supply Co. 7115 NW 20 St. Miami, FL 33122	12. MODEL, SERIAL #'s, DATE OF MFR Mod# Unknown
	13. DEALER'S NAME, ADDRESS & PHONE Unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 02/15/2006 AGE 2 Y
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: None

17. HAVE YOU CONTACTED THE MANUFACTURER? NO IF NOT, DO YOU PLAN TO CONTACT THEM?	18. IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES
---	--	--

FOR ADMINISTRATION USE

20. DATE RECEIVED 04/10/2009	21. RECEIVED BY (NAME & OFFICE) jik/HL	22. DOCUMENT NO. H0940124A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 9999
25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE jik 04/10/2009	

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT [REDACTED]	2. PHONE NO. (HOME) (WORK) Unknown
-------------------------------------	---------------------------------------

3. STREET ADDRESS [REDACTED]	4. CITY ST ZIPCODE [REDACTED]
---------------------------------	----------------------------------

4a. EMAIL ADDRESS Unknown	4b. INCIDENT CITY ST ZIPCODE [REDACTED]
------------------------------	--

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer stated that he replaced the A/C evaporator coil twice in the last 6 month. Wife noticed an odor emitting from the bedroom.
 - cont -

6. DATE OF INCIDENT (S) 04/06/2009	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 42 Y/M AND DESCRIBE INJURY Allergies	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME RELATIONSHIP None
---------------------------------------	---	---

9. DESCRIPTION OF PRODUCT chinese drywall	10. BRAND NAME Knauf
--	-------------------------

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Unknown Unknown	12. MODEL, SERIAL #'s, DATE OF MFR Mod# Unknown	13. DEALER'S NAME, ADDRESS & PHONE Unknown
---	--	---

ISSUE 29
04/13/2009

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 02/15/2006 AGE 2 Y	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: None
---	--	---

17. HAVE YOU CONTACTED THE MANUFACTURER? NO IF NOT, DO YOU PLAN TO CONTACT THEM?	18. IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES
---	---	---

FOR ADMINISTRATION USE

20. DATE RECEIVED 04/10/2009	21. RECEIVED BY (NAME & OFFICE) jik/HL	22. DOCUMENT NO. H0940124A
---------------------------------	---	-------------------------------

23. FOLLOW-UP ACTION	24. PRODUCT CODE(S) 9999
----------------------	-----------------------------

25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE jik 04/10/2009
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CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0940124A

Narrative Continued

Consumer noticed all copper wires were corroded. Consumer also had to replace the computer. Consumer feel very concerned with this problem, because his 2 children are always sick and they had developed bronchitis.

No further information.

Vict #	Sex	Age	Name	Relationship
2	M	2 Y	Not Given	Son
3	F	6 Y	Not Given	Daughter
4	F	36 Y	Not Given	Wife

Vict #	Victim Injury Description
2	Brochitis
3	Bronchitis
4	Cough and headaches.

Distributor Phone #:

CPSC Source: BOOKS

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.



4-17-09

Signature

Date

- I request that you do not release my name.
- You may release my name to the manufacturer but I request that you not release it to the general public.
- You may release my name to the manufacturer and to the public.

Information contained within this report was obtained from an on-site visit with the homeowners at their house. During this visit, photographs were taken and are attached as Attachment 1.

The homeowners consist of a 67-year-old female and a 62-year-old male. No one else has lived with them in the home. The homeowners had this house built as their dream home. They added many "top of the line" extras when the house was built.

The builder began construction of the house on February 14, 2006. The homeowners moved into the house on February 16, 2007. The house was built by Bender Construction and Development Company, Inc, 3775 7th Avenue N.W., Naples, FL 34120. The homeowners have lived in this house full time since then, except for an occasional short time vacation.

The house is a two-story Florida house. It has 4,900 square feet that includes a three to four car garage area on the back of the house. There is a screened-in porch on the back of the house that runs the length of the back of the house. On the front of the house, there are two screened-in patios on the first floor and two screened-in porches on the second floor. The house has five bedrooms, four bathrooms, a kitchen, a dining room, a family room, a laundry room and a large foyer. The bedrooms and the stairs are carpeted. The family room has hardwood floors and the kitchen, the laundry room and the bathrooms have tile floors.



The house is constructed of concrete block stucco on the first floor and a combination of wood frame and stucco on the second floor. The house has a metal roof. The homeowner related that the house has wood studs. All of the appliances were new Kitchen Aid appliances when the homeowners moved into the house. The house is equipped with all electric appliances. There is no natural gas or propane gas connected to

this house. The homeowners had an osmosis water filtering system and a Hepa air filtering system installed when the house was built.

The walls in the house were painted before the homeowners moved into their home. Since they have moved into the home, they have put up window treatments and pictures but have not done any other major changes to the house.

The homeowner related that when the house was in the middle of construction, the builder told him that they were having a problem obtaining drywall because of a shortage of drywall at the time. The builder eventually found drywall for sale at a lumber store and purchased the drywall used in this house from this lumber store. The male homeowner remembered when the drywall was delivered to the property because the delivery people left the drywall outside and he carried the drywall inside the house so it would not get wet. At the time, he noticed that the drywall had "CHINA" printed on the back of the drywall. The builder hired a crew to install the drywall.

The female homeowner began having nose bleeds occasionally after they moved into this house. She had never had nose bleeds before they lived in this house. Also, she has had allergies in the past but they have gotten progressively worse since they have lived in this house. Also, the female homeowner had been in good health prior to living in this house but in December of 2008, she had to go to the local emergency room because of high blood pressure. She was diagnosed with a blockage in her interior arteries and had to have two stents inserted in her arteries. The male homeowner was concerned that his wife's medical problems may have been because of the Chinese drywall that was installed in their home.

The male homeowner has had respiratory congestion which has gotten progressively worse since living in this house. He added that when he and his wife are on vacation, there is a noticeable difference because he does not have the respiratory congestion problems and his wife's allergies disappear.

The male homeowner related that he never noticed an exact time when these symptoms started but stated that since they have lived in this house, the symptoms have gotten progressively worse.

The homeowners have five mixed breed dogs. All of their dogs are healthy and do not appear to have any medical problems. The male homeowner stated that the dogs rarely come inside the house. They stay in the yard or on the porches.

The homeowners noticed a slight odor when they first moved into the house. They attributed the odor to a "new house" odor. Also, they have lived in Florida for many years and are used to a slight sulfur odor, so they were not concerned about it.

This house has two air conditioning systems. One is a three ton Carrier unit that is for the upstairs part of the house and the other one is a two ton Carrier unit that is for the downstairs part of the house. In February 2008, the three-ton air conditioner stopped working. The air conditioning technician who came to determine the problem with the air conditioner said the evaporator coils had to be replaced because they had corroded. The homeowners had the evaporator coils replaced. In June 2009, the homeowners began to have problems with this same air conditioning unit. The technician came out again and said the coils had to be replaced again because they were corroded. The coils were replaced in July 2009 (Attachment 1, Photos 2-5).

The smaller air conditioning unit for the downstairs is not used as frequently as the larger unit that is for the upstairs part of the house. However, the coils in the smaller air conditioning unit had to be replaced in March 2008 because the coils had corroded and the air conditioning unit would not work (Attachment 1, Photo 6). Both of the air conditioning units are top of the line Carrier units.

In the summer of 2007, the new electric Kitchen Air range stopped working altogether. The technician who came out to repair it said that the computer chip in the range stopped working and had to be replaced. The new refrigerator that they purchased for the house when they had the house built also stopped working. The technician who came out to repair the refrigerator said that the relay inside the refrigerator failed and it needed a new one. The female homeowner related that the motherboard inside her sewing machine stopped working and she had to have it replaced. Also, since they have lived in this home, she has two IPODS stop working. She has returned them each time to the store to receive a new one. The homeowners' stereo equipment has a scratching sound on it when they try to use it. They believe the drywall is emitting sulfur gases that affect the electronics in their appliances and air conditioning units.

The female homeowner had several antique pieces of silver that had been passed down to her from her grandmother. Since they have lived in this house, the silver has turned black. She stated she had these pieces for many years and they have never turned black until they moved into this house (Attachment 1, Photos 10 – 12).

The male homeowner pointed out the copper pipes behind the washing machine (Attachment 1, Photo 9). These pipes are copper and have turned black. Also, he pointed out the copper pipe that runs outside of the air conditioning units. The pipe has turned completely black. The homeowner took several of the outlets apart and each one showed black corrosion on the ground wires (Attachment 1, Photos 7 – 8).

The male homeowner is an experienced electrician and believes this is a major safety issue because of the wires within the house. He stated that the appliances and light fixtures and many other electrical units are always plugged into the outlets whether they are operating or not. When the wires are corroded, it may cause a fire.

The homeowner first learned of Chinese drywall problems when his air conditioning unit coils had to be replaced the second time. He had heard of problems with outside units that could be affected by a sprinkler system that would be hitting the unit everyday because the water may have some sulfur content. But he could not understand how the coils in the units that are located in a closet inside their home would corrode because they would never have been exposed to any type of sulfur. The homeowner researched this problem on the computer and heard about the Chinese drywall problems in the news. He remembered the shipment of drywall that was delivered to his home site when they were building the house and remembered that it was from China. The homeowner pointed out where the drywall in the attic had printing on it that reads "KNAUF CHINA TIANJAN" (Attachment 1, Photo 13). After he learned about the problems with the Chinese drywall on the news, he realized he and his wife were having the same problems with their drywall which came from China.

The homeowners contacted an attorney and registered with him to represent them in a class action suit for the people affected by the Chinese drywall. Their attorney contacted their builder, Bender Construction who sent out an inspector. Their inspector examined the entire house. He told the homeowners that he could detect a sulfur odor in the house. The builder's attorney contacted the supplier of the Chinese drywall, the Lumber Company. The Lumber Company also sent out an inspector to examine their house. He was also able to detect the sulfur odor in the house. He examined the entire house and saw the printing on the drywall in the attic. So far, the homeowners have not received any of the reports from the two inspectors.

The homeowners are concerned about the effects the Chinese drywall is having on their health. This is their dream home and do not want to move out. They hope there is some remediation from either the builder or the supplier so they can continue to live in their home.

The male homeowner added that his neighbors (his son-in-law and step-daughter) had their home built at the same time by the same builder. They also have the Chinese drywall in their home. Their home was built in 2006 and they moved into their new home in approximately November 2006. They have two young sons, a 9-year-old and a 5-year-old. Both of their sons have developed nose bleeds since they have lived in that house. They never had any nose bleeds before living in the house. Also, their allergies have intensified since living there. The homeowner was not sure if they have had any major problems with their air conditioning units but did recall that they had to have their dishwasher repaired since they have lived in the house.

PRODUCT IDENTIFICATION:

The manufacturer of the drywall in the house was shown as KNAUF CHINA TIANJAN. According to the homeowner, the drywall was purchased from a store called 84 Lumber.

090825CBB1979

-5-

ATTACHMENTS:

Attachment 1 – Photos 1 - 13

Attachment 2 – Authorization for Release of Name

Attachment 3 – Identification of Contacts

090825CBB1979

ATTACHMENT 1

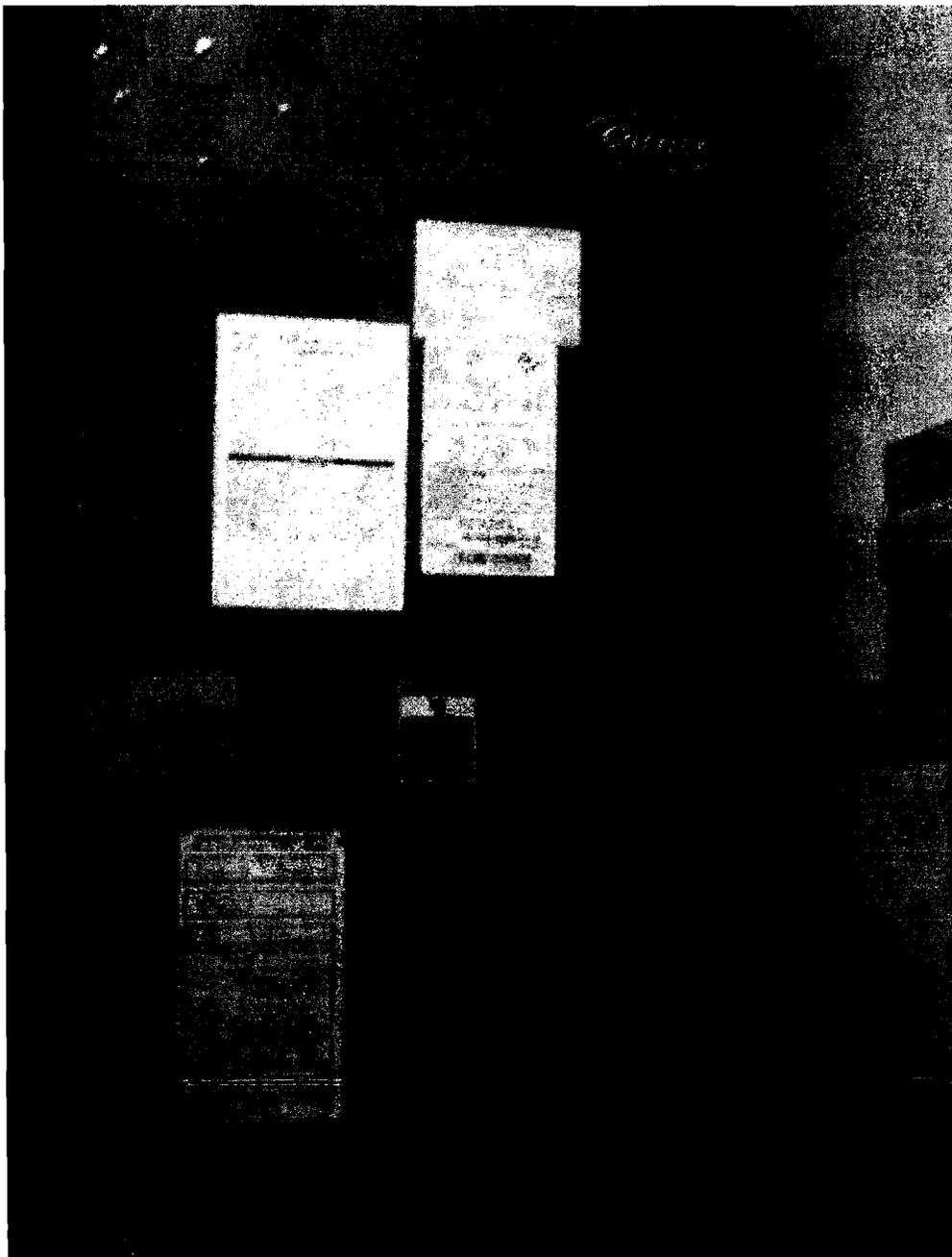
PHOTO 1 – View of the homeowner's home



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ATTACHMENT 1

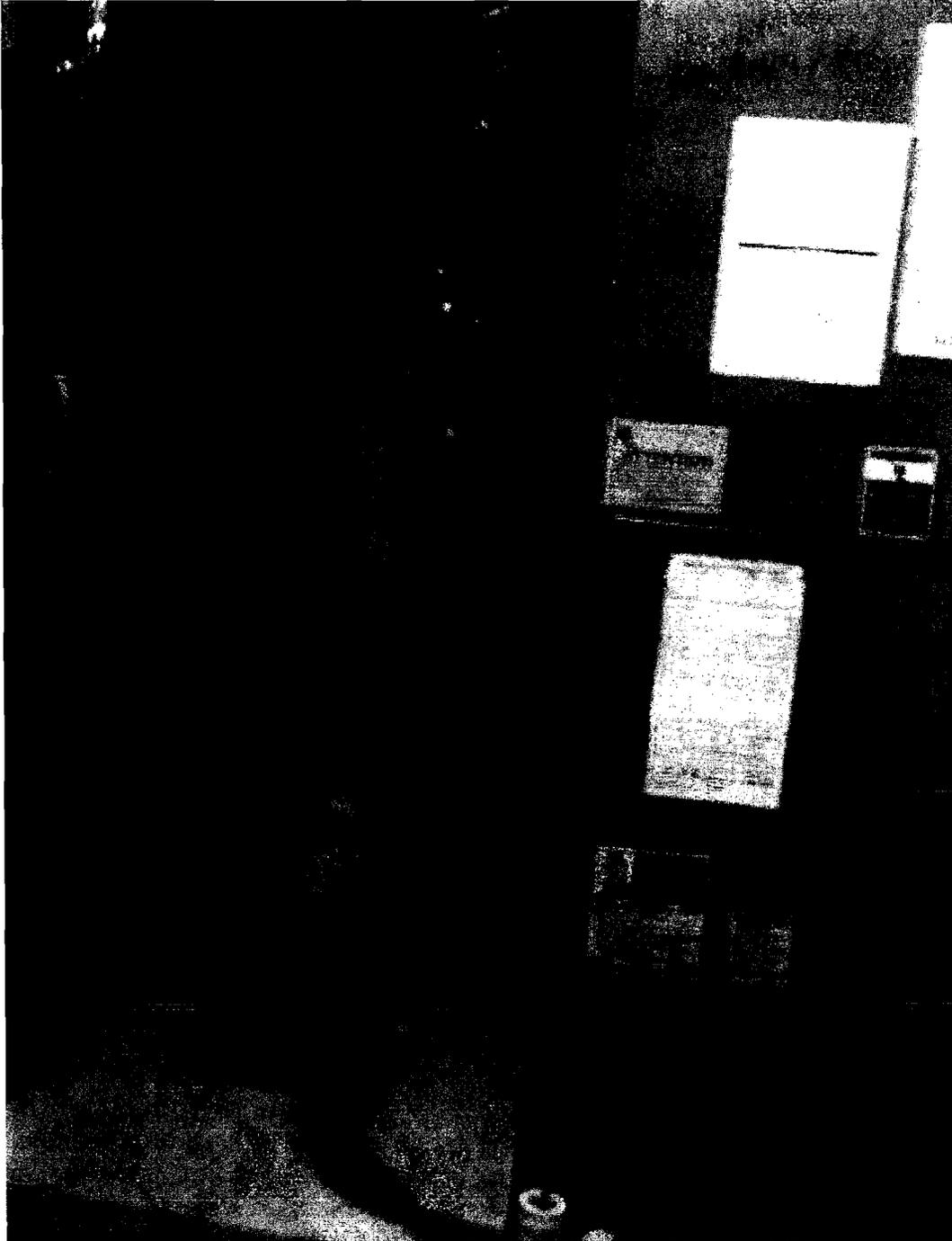
PHOTO 2 – View of the three-ton air conditioning unit that is used for the upstairs of the house



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ATTACHMENT 1

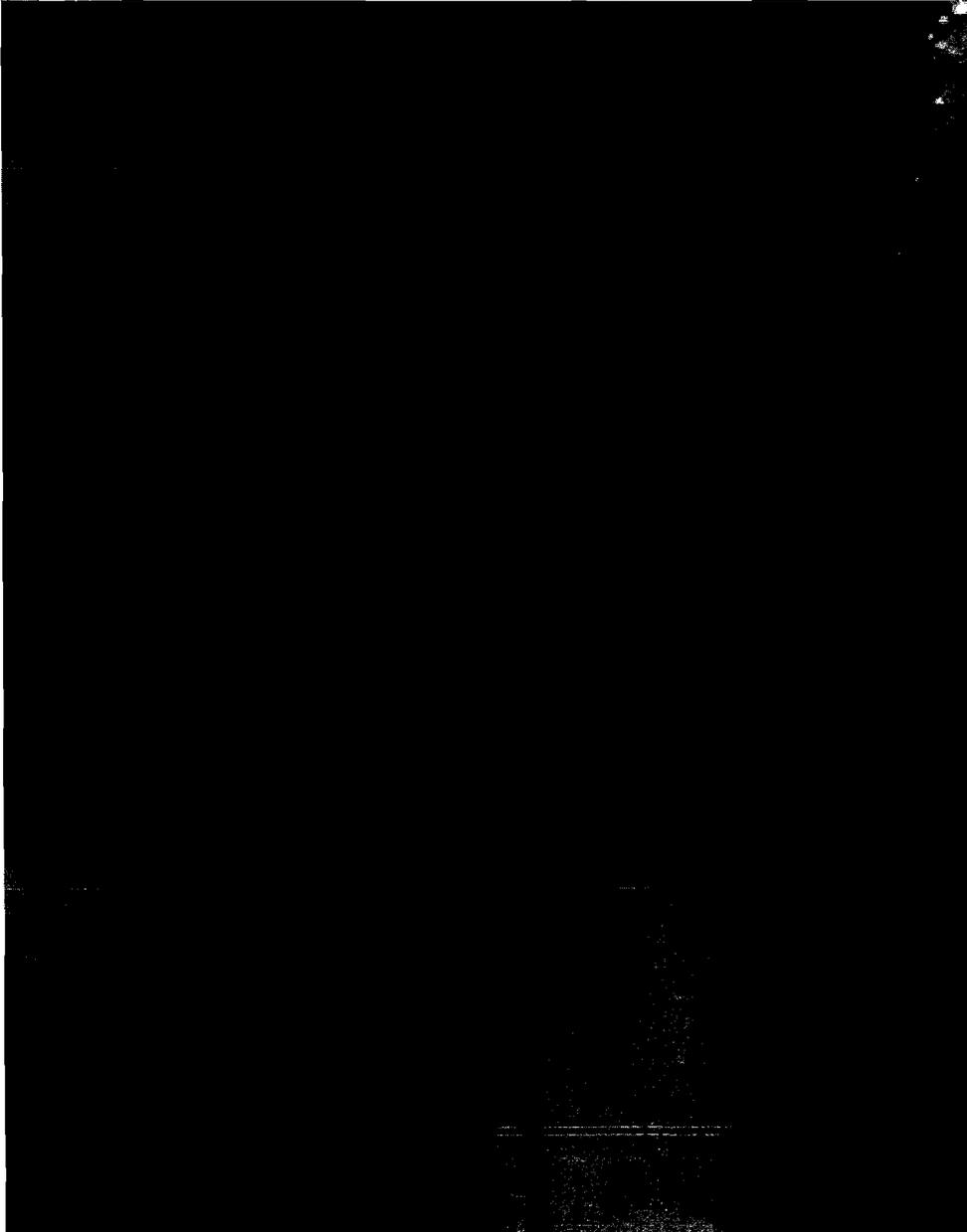
PHOTO 3 – View of the copper wire that runs alongside the air conditioning unit that has turned black



090825CBB1979

ATTACHMENT 1

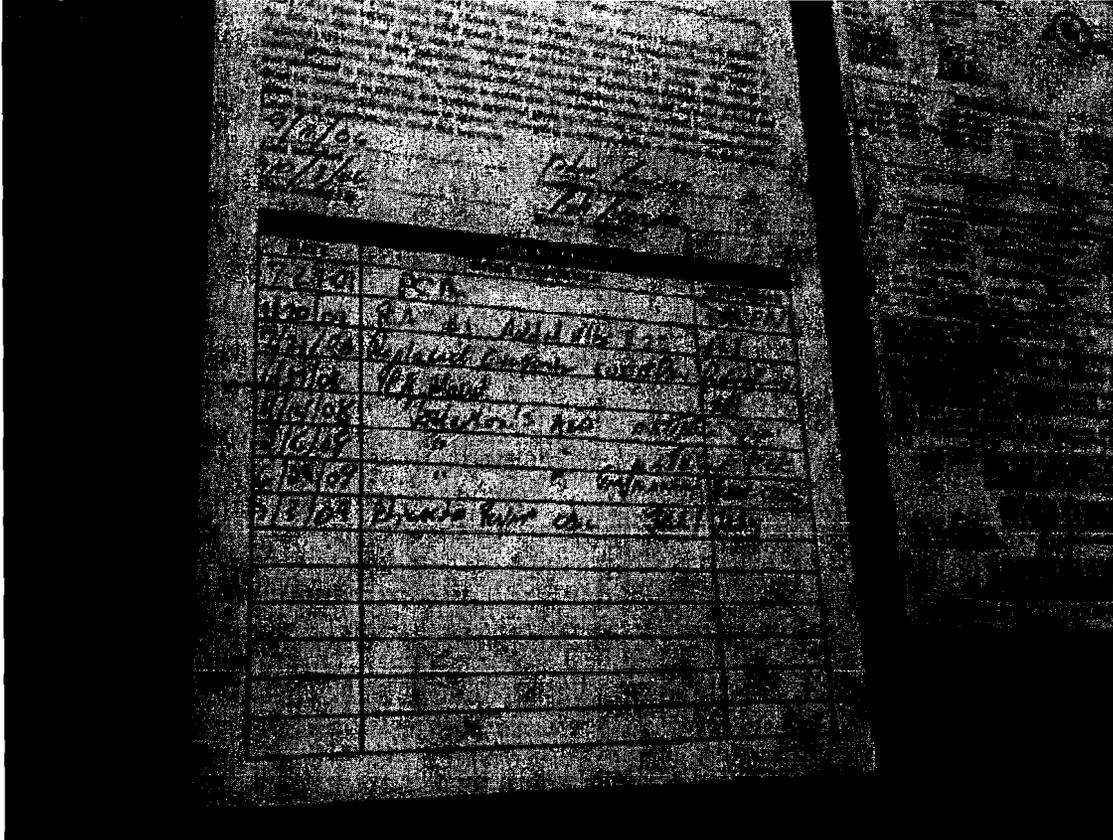
PHOTO 4 – Close up view of the copper wire that runs alongside the air conditioning unit where it has turned black



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ATTACHMENT 1

PHOTO 5 – Close up view of the maintenance record attached to the larger air conditioning unit showing the air conditioning coils have been replaced on February 27, 2008 and again on July 3, 2009



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ATTACHMENT 1

PHOTO 6 – Close up view of the maintenance record attached to the smaller air conditioning unit showing the coils had to be replaced on March 3, 2008



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ATTACHMENT 1

PHOTO 7 – View of the ground wire that corroded and turned black in one of the outlets

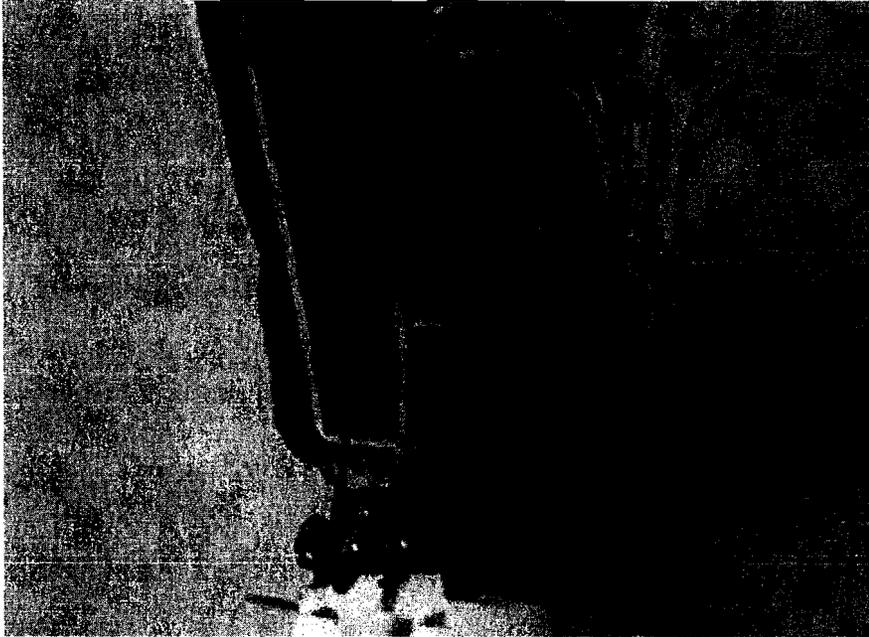
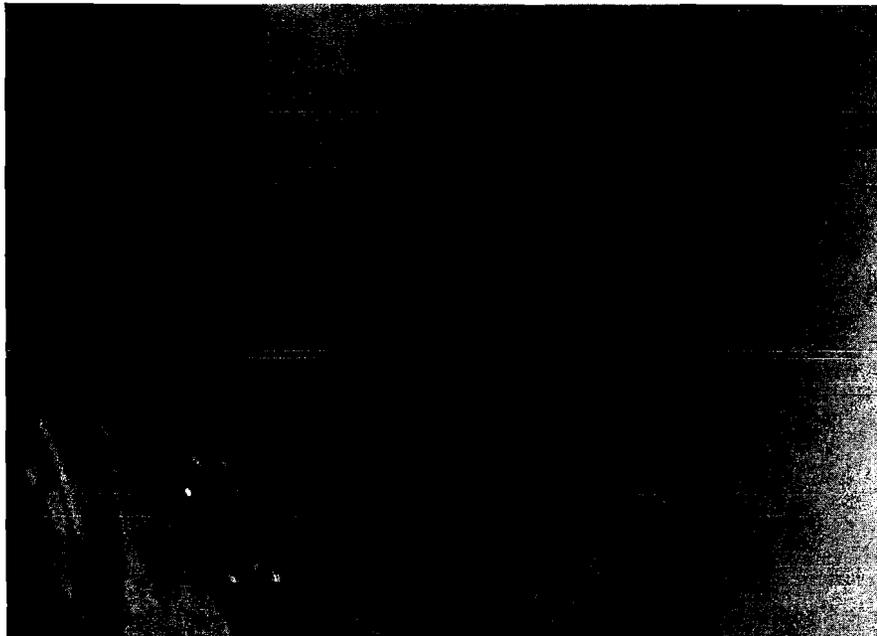


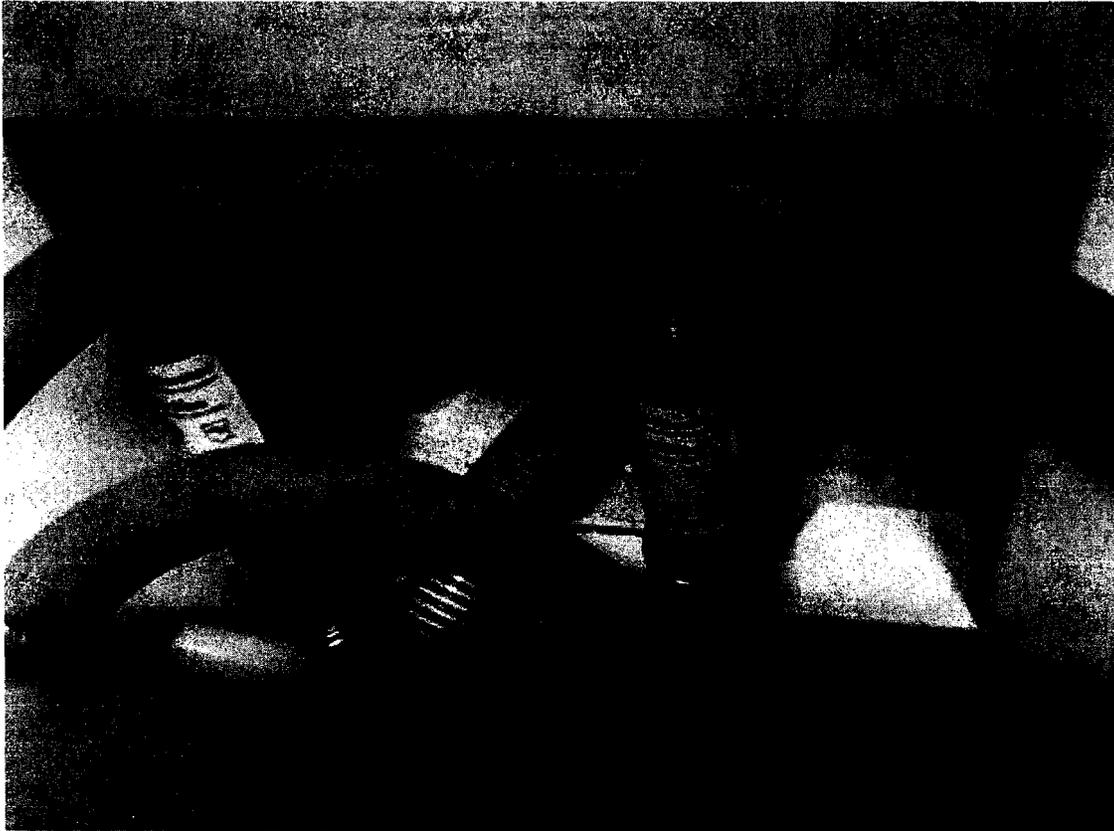
PHOTO 8 – View of another outlet where the ground wire has corroded and turned black



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ATTACHMENT 1

PHOTO 9 – View of copper pipes behind the washing machine in the laundry that have corroded and turned black



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ATTACHMENT 1

PHOTO 10 – View of some antique silver that has signs of blackening and pitting marks

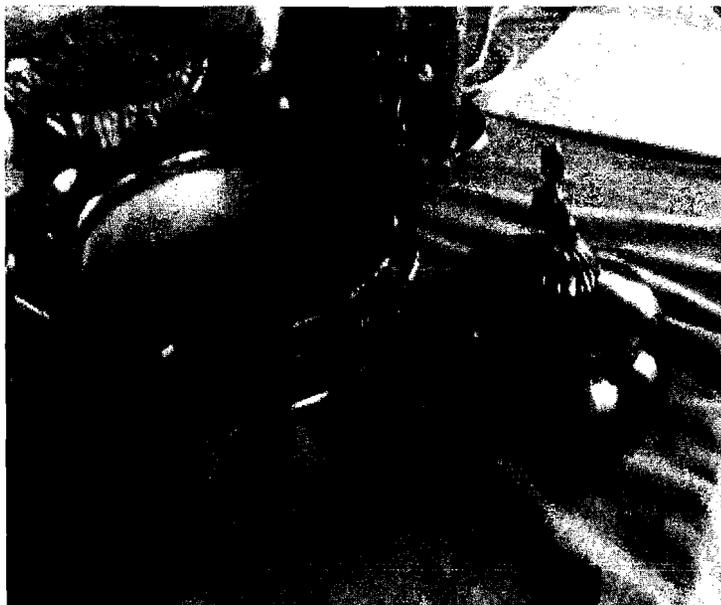


PHOTO 11 – View of an antique gravy bowl that has signs of blackening and pitting marks



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ATTACHMENT 1

PHOTO 12 – View of a silver plated serving spool that has signs of blackening and pitting marks



PHOTO 13 – View of drywall in the attic where the drywall had printing that reads “KNAUF CHINA TIANJAN”



U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

I request that you do not release my name. My identity is to remain confidential.

You may release my name to the manufacturer but I request that you do not release it to the general public.

You may release my name to the manufacturer and to the public.


(Signature)

2/2/09
(Date)

090825CBB1979

ATTACHMENT 3

IDENTIFICATION OF CONTACTS:

1. Larry and Barbara Brennan, homeowners 875 30th Avenue N.W., Naples, FL 34120 – (239)450-4742 – contacted on site at their home.

CONTACTS MADE BY HOMEOWNERS:

1. Jordan Chaikin, attorney, Parker Waichmann Alonso LLP, 27399 Riverview Center Blvd, Bonita Springs, FL 34134.

Doc No: I0980567A

Issue: 46

08/14/2009

08/12/2009 16:21:17

Name = Larry Brennan and Barbara Brennan
Address = 875 39th Avenue N.W.
City = Naples
State = Florida
Zip = 34120
Email = larrybrennan@yahoo.com
Telephone = 239-450-4742
Name of Victim = Larry Brennan and Barbara Brennan
Victim's Address = 875 39th Avenue N.W.
Victim's City = Naples
Victim's State = Florida
Victim's Zip = 34120
Victim's Telephone = 239-450-4742

Incident Description = The air-conditioning evaporator coils and coil pad have been replaced due to corrosion on numerous occasions; valve has been replaced due to gas leaking; the range has stopped working and there is darkening of the electrical wiring. Jewelry is noticeably tarnished and metals are corroded. My wife has excessive congestion. The children are suffering from respiratory symptoms as well as nosebleeds. Damage to personal property also.

Victim's age at time of incident =
Victim's sex = male
Date of incident = 2006
Product involved = Chinese Drywall
Product brand name/manufacturer = Knauf
Manufacturer street address =
Place where manufactured (City and State or Country) = China
Product model and serial number, manufacture date =
Product damaged, repaired or modified = no
If yes, before or after the incident =
Description of damage, repair or modification = Air-conditioning system; range; wiring; personal property; health problems.
Date product purchased = 2006
Product involved still available = yes
Have you contacted the manufacturer = no
If not, do you plan to contact them = yes
Name Release = Do not release name

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

THANK YOU!

IS THERE ANY REBELL IN 'SITE'?

PLEASE ADVISE -

John F. Bennett

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

John F. Bennett
Signature

8/20/09
Date

I request that you do not release my name.

You may release my name to the manufacturer but I request that you not release it to the general public.

You may release my name to the manufacturer and to the public.



090826CBB2871

This investigation was initiated during an indoor air sampling study conducted by CPSC and Environmental Health and Engineering (EH&E). The consumer, a 60 year old male, submitted a Consumer Incident Report via the internet regarding imported drywall from China. Information for this report was gathered during an on-site interview with the consumer. During this interview employees from EH&E conducted in-door air sampling tests to include in the on-going study.

The house was built in August 2006 and the consumer and his family moved in shortly after the construction was completed. This is not a seasonal house as the consumer and his family continue to reside in the house. The single story house was built using wood studs and contains three bedrooms, two bathrooms, and 2,870 square feet of living space. The three bedrooms are carpeted. There is hardwood flooring in the living room, dining room, and foyer. The kitchen, bathroom, and breakfast room all have ceramic tile flooring.



All appliances throughout the house are electric, with the exception of the fireplace that is serviced with natural gas. However, the fire place has not been used since installation.

There have not been any changes in the house since the consumer and his family moved in. There has not been any drywall added or replaced since the house was built.

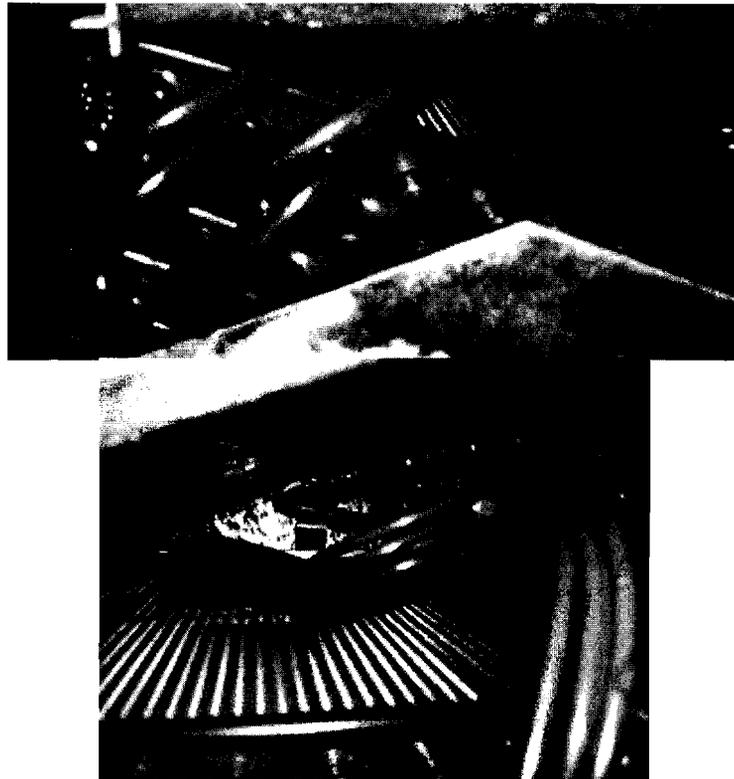
Approximately one year after moving into the house, the consumer and his family began to experience unexplainable health issues. The consumer reported that he often wakes up with headaches, has developed sinus issues, fatigue, and watery eyes. He has been treated by a physician and prescribed a nasal spray. He has been treated for an aggravated sinus condition, but stated that he has not developed sinus infections. The consumer's 51 year old wife has also experienced fatigue, an aggravated sinus condition, vision issues, and asthma flare-ups. She uses a nebulizer, nasal sprays, and allergy medication for her condition. The consumer's 19 year old daughter has also experienced asthma flare-ups and fatigue since moving into the house and uses the same medications as the consumer's wife. The symptoms lessen when any of the family members leave the house for an extended amount of time, but the symptoms return within a day of being in the house again. I was not able to obtain the family's medical records as they are not

090826CBB2871

kept in the house, but could be provided if necessary. The family owns one cat that is kept both indoor and outdoor, but they have not noticed any changes in the cat's habits.

The consumer noticed the first problem in the house, when the air conditioning unit stopped working within the first year of moving in. The family noticed a "sulfuric acid/chemical" odor after moving into the house. The consumer believed the odor was due to new paint. Their awareness of the odor has changed, and they only notice it when they return home after being out for a few hours. The consumer believes the odor is the strongest in the front guest bedroom and in his daughter's room, and is the strongest in the summer.

The consumer has experienced electrical appliances not working properly in the house. He has noticed that the dryer is not working properly; it takes longer to dry a normal load of clothing. The television shows a distorted image on the screen and after several minutes the image is corrected. The air conditioning unit has been recharged due to leaking refrigerant on numerous occasions. The consumer was able to provide the work invoices (Exhibit 2) from the air conditioning company. The evaporator coils have been replaced on three occasions. The consumer received a "coated" air conditioning coil during the last installation. He was informed that the "coated" coils would solve the issues that he has been experiencing. The air conditioning was not working at the time of the on-site interview and a fourth evaporator coil was expected for installation a week after the interview. The photographs below show the current "coated" air conditioning coils that are not working.



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On a consistent basis the consumer does not experience the following indications of a possible electrical problem: flickering lights, arcs or sparks, or sizzling/buzzing. He has noticed circuit breakers tripping for no apparent reason, an unusual odor near the receptacles, switches, and light fixtures in the foyer, and light switches that are warm/hot to the touch.

The consumer has noticed signs of blackening, corrosion, and/or pitting near visible metal parts. He believes that the corroded ground wiring found behind light switches, and receptacles are a possible fire hazard. The following photographs show the discoloration of cooper and other metal surfaces in the house.



Photo shows blackened pipe behind toilet.



Photo shows tarnished metal handle on dresser.



Photo shows blackened pipes on the water heater.



Photo shows tarnished gold chain.

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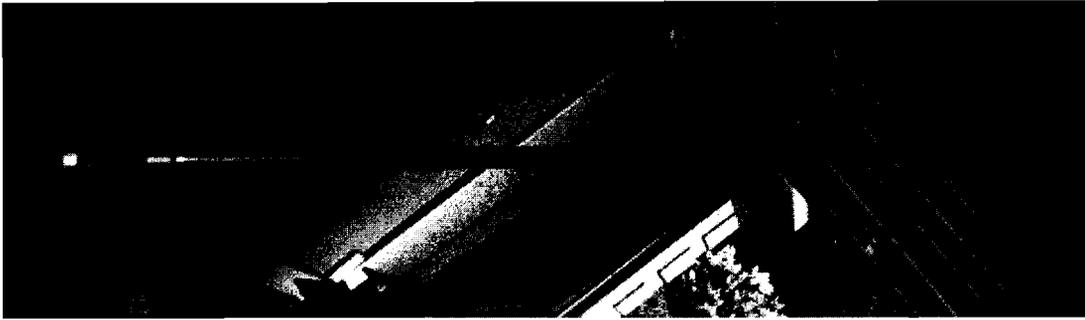


Photo shows blackened spray nozzle.



Photo shows blackened copper pipes behind refrigerator.



Photo shows blackened ground wire.

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The consumer has been in contact with the builder. The builder's response to the issues he is experiencing was an apology and an offer to help replace the drywall. The consumer contacted a remodeling company and was quoted \$171,800 to replace the existing drywall. A consulting firm visited the house to examine the drywall and removed pieces of drywall from the guest bedroom for evaluation. The consumer was informed that he would not be receiving a report of their finding. The consulting firm was working on behalf of the drywall manufacturer.

The consumer has contacted several government officials to inform them of the issue and has not received responses. He is also working closely with the homeowners association in his community to inform the community about the issue. The consumer has sought legal representation and is waiting for the legal action and a resolution to the problem. The consumer added at the conclusion of the interview that he would like help to resolve this problem.

Product Identification

The product involved appears to be imported drywall from China. While conducting the on-site interview this investigator saw visible signs of corrosion and blackening on copper pipes and wires. Metal surfaces throughout the home also show visible signs of pitting and tarnishing. There is a noticeable sulfur odor in the guest bedroom. These symptoms have been associated with the presence of imported drywall from China. Photographs below show labeling found on the back of the drywall located above the garage and accessed through the attic space.

The consumer has received information through his attorney indicating the company that sold the imported drywall to the consumer's builder, Interior/Exterior Building Supply, 3461 Halls Mills Rd. Mobile, AL 36693 (251) 666-5464 and PO Box 4002 New Orleans, LA 70178.



Labeling reads: "-11-02" "23"

090826CBB2871



Labeling reads: "HINA-AS"



Labeling reads: "M C36"

Exhibits

- Exhibit 1 Contact Information
- Exhibit 2 Air Conditioning Service Invoices
- Exhibit 3 Authorization for Release of Name
- Exhibit 4 Final Release & Waiver of Liability Form

Contact Information

Jack Godwin, Consumer
11120 Niblick Loop
Fairhope, AL 39532
Tel. 251-928-8138
July 15, 2009

Consumer contacted the following:

Vince Keith, Builder
Methodical Builders
13139 Underwood Rd.
Summerdale, AL 36580
Tel. 251-942-3344

Brian Tinney, Consultant
Strategy, LLC
Construction and Environmental Claims Consultants
5200 Blue Lagoon Dr.
Suite 710
Miami, FL 33126
Tel: 305-261-2650
www.strategyclaims.com

Mike Matthews
Integrity Remodeling & Construction
521 Spanish Main
Spanish Fort, Alabama 36527
Tel: 251-510-4277
www.buildwithintegrity.net

Russ Coleman, Attorney
18410 Pennsylvania Street
Robertsdale, AL 36567
Tel: 251-947-4757

Robertsdale Air Conditioning & Heating, Inc.
P.O. Box 2020
Robertsdale, AL 36567
Tel: 251-947-5972

090826CBB2871 Exhibit 2 Page 1 of 24

ESTABLISHED 1968

**Robertsdale Air Conditioning
& Heating, Inc.**

Invoice

**P.O. Box 2020
Robertsdale, AL 36567
(251) 947-5972
(251) 991-1100**

Date	Invoice #
7/16/2007	12710

Bill To
JACK GODWIN 11120 NIBLICK LOOP FAIRHOPE, AL 36532

Ship To
QUAIL CREEK, LOT#243 (CHECK A/C) (REPLACED EVAPORATOR COIL - WARRANTY - 1ST YEAR)

P.O. No.	Terms	Account #
WO#53617, 53783		

Serviced	Description	Qty.	Price/Unit	Amount
6/29/2007	SERVICE CHARGES R22 PER LB (1st LB) R22 PER LB (ADDL LBS) M#TWE060P130B0 S#5075SU82V, 06/19/06 I FOUND THAT SYSTEM WAS FROZEN UP DUE TO BEING LOW ON HCFC 22, DUE TO LEAK @ EVAPORATOR COIL. ALSO, COMPRESSOR IS MAKING LOUD WHISTLING NOISE.	1 1 1	0.00 0.00	0.00 0.00 0.00
7/12/2007	REPLACE EVAPORATOR COIL - WARRANTY M#COL7641 S#72253MY5V, 7/12/07 R22 PER LB (ADDL LBS) TORCH USE VACUUM PUMP USAGE RYAN & I CHANGE OUT EVAPORATOR COIL. EVACUATED SYSTEM, CHARGED UP, CLEARED DRAIN & STARTED SYSTEM.	1 2 1	0.00	0.00 0.00 0.00

THANK YOU FOR YOUR BUSINESS	Total	\$0.00
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This transaction constitutes entire agreement between buyer and seller and signature of buyer, or his authorized agent, is acknowledgement of same received in good condition. The buyer hereby waives as to this debt all rights and exemptions under the constitution and laws of the State of Alabama or any other state as to personal property and agrees to pay all cost of collection or securing or attempting to collect this debt including a reasonable attorney's fee whether the same be collected or secured by suit or otherwise. PAST DUE BALANCES ARE SUBJECT TO 1-3/4% PER MONTH LATE CHARGE, CALCULATIONS ARE BASED ON THE "AVERAGE DAILY BALANCE" FOR THE BILLING PERIOD. 21% PER ANNUM AND A LATE PAYMENT FEE. PAYMENTS DUE BY THE 10TH OF THE MONTH. CLAIMS FOR: SHORTAGE OR BREAKAGE NOT ALLOWED UNLESS NOTED ON DELIVERY TICKET. DELIVERIES INTO YARDS, OVER WALKWAYS OR DRIVEWAYS AT OWNERS OR CONTRACTORS RISK.

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**Robertsdale Air Conditioning
& Heating, Inc.**
P.O. Box 2020
Robertsdale, AL 36567
(251) 947-5972
(251) 995-8800

Invoice

Date	Invoice #
7/7/2008	15643

Bill To	Ship To
JACK GODWIN 11120 NIBLICK LOOP FAIRHOPE, AL 36532	QUAIL CREEK, LOT#243 (WKEND CALL)

P.O. No.	Terms	Account #
WO#12000		

Serviced	Description	Qty.	Price/Unit	Amount
7/5/2008	SERVICE CHARGES	0	70.00	0.00
	R22 PER LB (1st LB)	0	59.76	0.00
	R22 PER LB (ADDL LBS)	0	22.50	0.00
	MISC MINOR REPAIR * LEVEL 2	0	110.71	0.00
	REFUNDED PAYMENT. CAP WAS LEFT OFF AND AND REFRIGERANT LEAKED OUT.			
	FOUND THE UNIT WAS FROZEN UP BAD. HAD	0		0.00
	TO THAW IT OUT. WHEN IT THAWED OUT I	0		0.00
	ADDED 3 LBS OF FREON. GOT THE PRESSURES	0		0.00
	UP TO THE REQUIRED POINT. TRIED TO FIND	0		0.00
	A LEAK, BUT THE LEAK DETECTOR WAS NOT	0		0.00
	WORKING. WILL HAVE TO COME BACK TO	0		0.00
	FIND A LEAK.	0		0.00

			Total	\$0.00
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This transaction constitutes entire agreement between buyer and seller and signature of buyer, or his authorized agent, is acknowledgement of same received in good condition. The buyer hereby waives as to this debt all rights and exemptions under the constitution and laws of the State of Alabama or any other state as to personal property and agrees to pay all cost of collection or securing or attempting to collect this debt including a reasonable attorney's fee whether the same be collected or secured by suit or otherwise. PAST DUE BALANCES ARE SUBJECT TO 1-3/4% PER MONTH LATE CHARGE, CALCULATIONS ARE BASED ON THE "AVERAGE DAILY BALANCE" FOR THE BILLING PERIOD. 21% PER ANNUM AND A LATE PAYMENT FEE. PAYMENTS DUE BY THE 10TH OF THE MONTH. CLAIMS FOR: SHORTAGE OR BREAKAGE NOT ALLOWED UNLESS NOTED ON DELIVERY TICKET. DELIVERIES INTO YARDS, OVER WALKWAYS OR DRIVEWAYS AT OWNERS OR CONTRACTORS RISK.

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Work Order: 070629-015

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/29/2007	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	6/29/2007	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#53617	PO #	
Est Hours	0:00	Problem	NO COOLING	Called In By	
Work Order Type	SERVIC				

Extended Problem Description

NO COOL CALL. INDOOR NOT RUNNING.

Site Instructions

FOUND SYS FROZEN UP - LOW ON R-22 - LEAK @ EVAP COIL. COMP IS MAKING LOUD WHISTLING NOISE.
ORDERED COIL 7/02/07, M&A - DENISE WARRANTY
M#TWE060P130B0, S#5075SU82V, 7/27/06

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX08V		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 8022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Inv Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 070705-011

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	7/12/2007	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	7/5/2007	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#53783	PO #	
Est Hours	0:00	Problem	CHANGE OUT	Called In By	
Work Order Type	REPL				

Extended Problem Description

NEEDS A COIL. 5 TON COIL CHANGE OUT. SCHED FOR MORN, THURSDAY.

Site Instructions

CHOUT EVAP COIL, EVACUATED SYS, CHARGED UP, CLEARED DRAIN & STARTED SYS.
NEW COIL: M#COL7641, S#72253MY5V, 7/12/07

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080708-025

Service LOT#243 **Phone** **Home** (251) 928-8138
Location GODWIN, JACK (251) 979-7594
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date 7/5/2008	Primary Tech KYLE	Eqpt Type
Promise Time	Call Taken 7/8/2008	Invoice Type Flat
Priority ID Reg	Job ID WO#12000 WKEND	PO #
Est Hours 0:00	Problem	Called In By
Work Order Type SERVIC		

Site Instructions

FOUND UNIT WAS FROZE UP BAD. HAD TO THAW IT OUT. WHEN THAWED I ADDED 3 LBS R-22 . GOT PRESSURES UP TO THE REQUIRED POINT. TRIED TO FIND A LEAK, BUT THE LEAK DETECTOR WAS NOT WORKING. WILL HAVE TO COME BACK TO FIND THE LEAK.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080707-013

Service Location	LOT#243 GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532	Phone	Home	(251) 928-8138 (251) 979-7594
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Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Multiple Technician Names
NICK GUTHAS

Work Order Details

Scheduled Date	7/7/2008	Primary Tech	KYLE	Eqpt Type	
Promise Time		Call Taken	7/7/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#12431	PO #	
Est Hours	0:00	Problem	CHECK FREON LEAK	Called In By	
Work Order Type	NOCHRG				

Extended Problem Description

LEAK SEARCH

Site Instructions

FOUND A LEAK WHERE THE COPPER SUCTION LINE WAS. SOMEONE LEFT THE CAP OFF THE UNIT & IT LEAKED' OUT. PUT CAP BACK ON & PUT LEAK LOCK ON IT.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAG 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080728-024

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	7/28/2008	Primary Tech	KYLE	Eqpt Type	
Promise Time		Call Taken	7/28/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#12923	PO #	
Est Hours	0:00	Problem	CHECK AIR CONDITIONING	Called In By	
Work Order Type	CALLBK				

Extended Problem Description

TSTAT IS CLIMBING

Site Instructions

WHEN I GOT HERE THE COIL WAS FROZE UP. HAD TO THAW IT OUT. I ADDED FREON TO THE SYS. 1 LB. DID LEAK SEARCH ON THE SYS. PULLED THE COVERS OFF AND CKED THE COIL & OUTDOOR UNIT. COULDN'T FIND A LEAK. WHEN I GOT THERE & CKED THE PRESSURES, IT WAS 60 & 210. WHEN I LEFT, IT WAS 76 & 225.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3080A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080815-011

Service **LOT#243** Phone Home (251) 928-8138
 Location **GODWIN, JACK** (251) 979-7594
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Pay Terms
 Sales Tax
 Contacts

Bill To Customer ID: **LOT#243**
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
 Price / Disc ID:
 Home: (251) 928-8138

Work Order Details

Scheduled Date	8/15/2008	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	8/15/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#13128	PO #	
Est Hours	0:00	Problem	CHECK AIR	Called In By	
Work Order Type	WARR		CONDITIONING		

Extended Problem Description

TSTAT CLIMBING NOT COOLING

Site Instructions

ADDED 3 LBS R-22 TO SYS. PERFORMED LEAK SEARCH. KEPT PICKING UP LEAK @ WALL. WE NEED TO COME BACK WITH NITROGEN & 2 PEOPLE, IF POSSIBLE. I AT LEAST WANT TO GET SECOND OPINION ON LOCATION OF LEAK.
 NEED NITROGEN & 2- PEOPLE IF POSSIBLE TO COME BACK

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080818-012

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/19/2008	Primary Tech	MICHAEL H.	Eqpt Type	
Promise Time		Call Taken	8/18/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#12871	PO #	
Est Hours	0:00	Problem	CHECK FREON LEAK	Called In By	
Work Order Type	WARR				

Extended Problem Description

CHECK FOR LEAK WITH NITROGEN

Site Instructions

FOUND LEAK IN CONDENSOR.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 080930-008

Service Location	LOT#243 GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532	Phone	Home	(251) 928-8138 (251) 979-7594
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Pay Terms	Bill To Customer ID: LOT#243
Sales Tax	GODWIN, JACK
Contacts	11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532 Price / Disc ID: Home: (251) 928-8138

Work Order Details

Scheduled Date	9/20/2008	Primary Tech	SCOTT	Eqpt Type	
Promise Time		Call Taken	9/30/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#13454 WKEND	PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	WARR				

Site Instructions

M#TWE060P130B0, S#5075SU82V. CKED UNIT OUT - FOUND LOW ON R-22, ADDED & CKED FOR LEAK.
FOUND LEAK
IN INDOOR COIL. ***NEED INDOOR COIL***

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 8022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 081001-012

Service LOT#243 **Phone** **Home** (251) 928-8138
Location GODWIN, JACK (251) 979-7594
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	10/1/2008	Primary Tech	MICHAEL H.	Eqpt Type	
Promise Time		Call Taken	10/1/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#13379	PO #	
Est Hours	0:00	Problem	CHECK AIR	Called In By	
Work Order Type	WARR		CONDITIONING		

Extended Problem Description

unit not working froze up, waiting on coated a coil form American Standard

Site Instructions

RECHARGED HVAC SYSTEM. 6 LBS OF R-22. ***LEAK IN EVAP COIL***

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A8B3060A1000AA 8022LB12F		7/27/2008	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 081010-011

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	10/10/2008	Primary Tech	MICHAEL H.	Eqpt Type	
Promise Time		Call Taken	10/10/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#13797	PO #	
Est Hours	0:30	Problem		Called In By	
Work Order Type	NOCHRG				

Extended Problem Description

GO BY & PUT FREON IN TO GET HIM BY
TIL COIL GETS BACK FROM FACTORY.

Site Instructions

RECHARGED HVAC SYSTEM.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PLMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 081027-036

Service Location	LOT#243 GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532	Phone	Home	(251) 928-8138 (251) 979-7594
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Pay Terms	Bill To Customer ID: LOT#243
Sales Tax	GODWIN, JACK
Contacts	11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532 Price / Disc ID: Home: (251) 928-8138

Multiple Technician Names
CHAD EUBANKS

Work Order Details

Scheduled Date	10/29/2008	Primary Tech	RICKY	Eqpt Type	
Promise Time		Call Taken	10/27/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#13929	PO #	
Est Hours	0:00	Problem	TEST AND BALANCE SYSTEM AIRFLOW	Called in By	
Work Order Type	NOCHRG				

Extended Problem Description
TEST AND BALANCE SYSTEM

Site Instructions
TEST & BAL AIR FLOW, EXCEPT MASTER BEDROOM & BATHROOM AREA. MRS. GODWIN WAS SLEEPING FROM WORKING NITES. ADDED FREON.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAG 5112TX0BV 5 TON HT. PUMP		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	2A6B3060A1000AA 8022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 081016-003

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	11/7/2008	Primary Tech	KYLE	Eqpt Type	
Promise Time		Call Taken	10/16/2008	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem	REPLACE EVAP.	Called In By	
Work Order Type	REPL		COIL		

Extended Problem Description

waiting on coated coil

Site Instructions

PULLED OLD COIL OUT, WAITED FOR NICK TO COME HELP ME GET OLD COIL DOWN & THE NEW ONE IN. BRAZED NEW COIL IN & RE-PIPED THE DRAINS. PULLED VAC & CHARGED UNIT UP.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2008	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 081205-003

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	12/8/2008	Primary Tech	RICKY	Eqpt Type	
Promise Time		Call Taken	12/5/2008	Invoice Type	Flat
Priority ID	Reg	Job ID	WO#14244	PO #	
Est Hours	0:00	Problem	CHECK HEAT PUMP	Called In By	
Work Order Type	NOCHRG				

Extended Problem Description

HEAT IS RUNNING ALL THE TIME

Site Instructions

CKED FREON PRESSURES IN HEAT MODE. SUCTION- 55 PSI, LIQUID- 240 PSI, SUCTION TEMP- 166D, SA TEMP WITH HEAT PUMP & STRIP HEAT WAS 144.8D. RA TEMP WAS 80.6D, T'STAT WAS SET @ 75D & ROOM TEMP WAS 73D. CKED T'STAT CALIBRATION & IT WAS 3 D OFF. REPL ROBERSHAW WITH A.S. ACONT 402 T'STAT, THEN I REPL HEAT STRIP CONTACTOR THAT WAS BUZZING. JAY @ M&A HELP WITH CREDITS ON ALL OF THIS - PER NICK G.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2008	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090311-001

Service LOT#243 **Phone** **Home** (251) 928-8138
Location GODWIN, JACK (251) 979-7594
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
 Price / Disc ID:
 Home: (251) 928-8138

Work Order Details

Scheduled Date	3/11/2009	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	3/11/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

NO AIR COMING OUT OF THE VENTS

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090311-005

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	3/11/2009	Primary Tech	KYLE	Eqpt Type	
Promise Time		Call Taken	3/11/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:30	Problem		Called In By	
Work Order Type	CALLBK				

Extended Problem Description

NICK WENT OUT, NOW KLYE NEEDS TO GO BACK & RECOVER FREON.

Site Instructions

HAD TO TAKE THE FREON OUT OF THE SYSTEM AND PUT IN A RECLAIM JUG. TOOK 3.5 LBS OUT OF SYSTEM.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TXDBV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090311-006

Service Location	LOT#243 GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532	Phone	Home	(251) 928-8138 (251) 979-7594
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Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	3/13/2009	Primary Tech	KYLE	Eqpt Type	
Promise Time		Call Taken	3/11/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

NEED TO REPLACE THE INDOOR THERMOSTATIC EXPANSION VALVE AND THE FILTER DRIER @ THE OUTDOOR UNIT.

Site Instructions

HAD TO RECOVER ALL THE FREON OUT OF THE SYSTEM. I CHANGED THE LIQUID LINE FILTER DRIER AND THE TXV. I HAD TROUBLE GETTING THE TXV OUT. HAD TO GET COPPER AND REDO IT TO MAKE IT WORK. HAD TO PUT 9 LBS OF FREON BACK INTO THE SYSTEM. WARRANTY

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2008 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2008	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090624-053

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	6/25/2009	Primary Tech	RICKY	Eqpt Type	
Promise Time		Call Taken	6/24/2009	Invoice Type	Flat
Priority ID	Reg	Job ID	WO 16191	PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

AC RUNNING CONSTANTLY.

Site Instructions

CKD EVAP COIL FOR ANY ICING. CKD FREON PRESSURES. ADDED ALMOST A LB OF R-22 AND GOT SUPERHEAT DOWN. SUCTION TEMP STARTED 72.5 AND NOW IS 58D. MAY HAVE BEEN A LITTLE UNDER CHARGED WHEN WE REPLACED TXV.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A8B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090806-014

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms		Bill To Customer ID: LOT#243
Sales Tax		GODWIN, JACK
Contacts		11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532
		Price / Disc ID:
		Home: (251) 928-8138

Work Order Details

Scheduled Date	8/6/2009	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	8/6/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

AC NOT COOLING

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 8022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Inv Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090807-012

Service	LOT#243	Phone	Home	(251) 928-8138
Location	GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532			(251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/11/2009	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	8/7/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

NEED TO PERFORM LEAK SEARCH take nitrogen

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A8B3080A1000AA 8022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD

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Work Order: 090819-003

Service LOT#243
Location GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Phone **Home** (251) 928-8138
 (251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/18/2009	Primary Tech	CHAD	Eqpt Type	
Promise Time		Call Taken	8/18/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:30	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

UNIT ICED UP. FREON GONE ?? WANTS N.G. TO CALL HIM. WANTS TO DISCUSS WHAT CAN BE DONE TO GET HIM BY UNTIL ALUMINUM A-COIL COMES OUT. 797-7594 C.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1415BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/19/2009	090819-019		\$0.00	NICK
8/11/2009	090807-012		\$0.00	NICK

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Work Order: 090819-019

Service Location LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532

Phone **Home** (251) 928-8138
 (251) 979-7594

Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
 GODWIN, JACK
 11120 NIBLICK LOOP, LOT#243,
 QUAIL CREEK
 FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/19/2009	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	8/19/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

need to install window unit and check split system

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE080P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2008
	BAYHTR1415BRKAC 5132TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A6B3060A1000AA 6022LB12F		7/27/2006	07/27/2008

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/31/2009	090826-007		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD
8/11/2009	090807-012		\$0.00	NICK

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Work Order: 090826-007

Service Location	LOT#243 GODWIN, JACK 11120 NIBLICK LOOP, LOT#243, QUAIL CREEK FAIRHOPE, AL 36532	Phone	Home	(251) 928-8138 (251) 979-7594
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Pay Terms
Sales Tax
Contacts

Bill To Customer ID: LOT#243
GODWIN, JACK
11120 NIBLICK LOOP, LOT#243,
QUAIL CREEK
FAIRHOPE, AL 36532
Price / Disc ID:
Home: (251) 928-8138

Work Order Details

Scheduled Date	8/31/2009	Primary Tech	NICK	Eqpt Type	
Promise Time		Call Taken	8/26/2009	Invoice Type	Flat
Priority ID	Reg	Job ID		PO #	
Est Hours	0:00	Problem		Called In By	
Work Order Type	SERVIC				

Extended Problem Description

REPLACE COIL. WE SHOULD GET COIL IN BEGINNING OF NEXT WEEK 8/31.

Installed Equipment:

Unit ID	Description Model Number Serial Number	Condition	Install date Warr Exp Date Ext Exp Date	Last Service Date Last Service By Site Location
	TWE060P130B0 5075SU82V		7/27/2006 3/7/07 03/07/2011	07/27/2006
	BAYHTR1#15BRKAC 5112TX0BV		7/27/2007 3/7/07 03/07/2011	07/27/2007
AM. STD.	5 TON HT. PUMP 2A8B3060A1000AA 6022LB12F		7/27/2006	07/27/2006

Service History (Last 3 Work Orders)

Date	WO ID	Problem ID	Invc Total	Tech ID
8/19/2009	090819-019		\$0.00	NICK
8/18/2009	090818-003		\$0.00	CHAD
8/11/2009	090807-012		\$0.00	NICK

U.S. Consumer Product Safety Commission

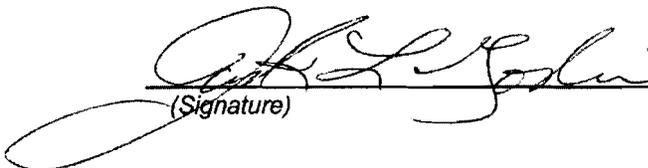
AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

- I request that you do not release my name. My identity is to remain confidential.
- You may release my name to the manufacturer but I request that you do not release it to the general public.
- You may release my name to the manufacturer and to the public.


(Signature)

8-26-09
(Date)

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, Sack L Golwin, do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at 11120 Niblick Loop Fairhope, AL 36532 for a preliminary pilot indoor air-quality monitoring and testing study on August 210, 2009.

On today's date, I have completed a walk-through inspection of my residence with Karina Salgado-Rivera, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

No missing, damaged, destroyed in residence.

I acknowledge that CPSC offered reimbursement for the N/A, but I have declined CPSC's offer. I acknowledge that I have not requested that the N/A be repaired or replaced by CPSC.

Sack L Golwin
Signature of Resident

8-26-09
Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

Doc No: I0960173A

Issue: 37

06/08/2009

06/04/2009 18:08:21

Name = jack godwin
Address = 11120 niblick
City = fairhope
State = Alabama
Zip = 36532
Email = godwin58@bellsouth.net
Telephone = 251-928-8138
Name of Victim =
Victim's Address =
Victim's City =
Victim's State =
Victim's Zip =
Victim's Telephone =

Incident Description = Hazzerdus drywall from China was installed in my home in 2006.This drywall is and has destroyed 3 a-coils.It also is expanding and contracting and causing the nails to come out of the wall.Also the wires are turning black from the chemicals that comes from the drywall.I would this product recalled as soon as possible.Between the four neighbors we have hadeighteen aircondition coils and due four more once the airconditioner manufactur perfects a aluminum one.Their are others in the subdivision.Which i am not aware of of the problems they are experincing.

Victim's age at time of incident =
Victim's sex =
Date of incident = 1/08/06
Product involved = China Drywall
Product brand name/manufacturer = Knauf Tinigian China/ Knauf Gernamy
Manufacturer street address = Gernamy/China
Place where manufactured (City and State or Country) = Tiniagin
Product model and serial number, manufacture date = 1 or 11/11/02
Product damaged, repaired or modified = yes
If yes, before or after the incident = before
Description of damage, repair or modification = As stated above
Date product purchased = 2006
Product involved still available = yes
Have you contacted the manufacturer = yes
If not, do you plan to contact them =
Name Release = Release name to the manufacturer and public

1. Task Number 090520CBB2629		2. Investigator's ID 9094		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2008 10 10	5. Date Initiated YR MO DAY 2009 06 03		
6. Synopsis of Accident or Complaint UPC An adult male noticed black residue on the vents of the air conditioning system in his home, which he thinks might be caused by the drywall in his house. He has also experienced problems with coughing a lot since he moved into the house in 2007. No Authorization for Release of Name form was obtained because the complainant canceled the on-site visit and did not wish to reschedule.				
7. Location (Home, School, etc) 1 - HOME		8. City GULFPORT		9. State MS
10A. First Product 1884 - Ceilings And Walls (interior)		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 463 - Candles, Candlesticks And Oth		11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address NONE				
12. Age of Victim 0	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 71 - Other	
16. Body Part(s) Involved 84 - 25 - 50% BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 2 - Telephone	19. Time Spent (Operational / Travel) 3 / 0	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 06/19/2009	25. Reviewed By 8631		26. Regional Office Director Frank J. Nava	
27. Distribution Rose, Blake; Woodard, Dean			28. Source Document Number H0930215A	

~~CPSA 60101 CLEARED for PUBLIC~~

~~NO MFRS/PRVT LABELS IDENTIFIED~~

~~EXCEPTED BY: PETITION
RULEMAKING ADMIN. PRCDG~~

~~WITH PORTIONS REMOVED~~

This investigation was initiated from a consumer complainant.

The information contained in this abbreviated narrative was obtained from the complainant during a brief telephone interview on June 3, 2009. During the telephone call, which was placed to schedule an on-site visit, the complainant provided very limited background information regarding the incident that he reported to CPSC.

An on-site visit was set for June 4, 2009. However, the complainant called June 4, 2009, to cancel the on-site visit. He said that he was unable to reschedule at the time. I asked the complainant to call me when he was able to reschedule the visit.

I called the complainant again on June 17, 2009. However, there was no answer. I left a message on the complainant's answering machine, which he did not return.

Since no on-site visit was conducted, I was unable to obtain signed copies of the Authorization for Release of Name Form or the Medical Release Form.

The incident occurred at the complainant's residence. The complainant stated that his house was constructed in 2007.

The primary product involved in this incident is drywall, which the complainant suspects to have been imported from China. This drywall was installed when the complainant's home was built in 2007.

During our telephone conversation, the complainant stated that he had reported the incident to CPSC because he was curious to see whether the problems that he was experiencing were related to the drywall.

The complainant stated that he began having coughing problems when he moved into the house in 2007. He said that he has not noticed an odor inside the house, however.

The complainant said that, after reporting the incident to CPSC, he called another company to report the problem with black residue in his venting system and furnace filters. (He did not provide any identifying information about the company during the telephone conversation.)

The complainant stated that a representative of the company he called told him the reported black residue sometimes happens in a house with central air conditioning when the homeowner lights a candle and leaves it on.

The complainant stated during the limited telephone interview with CPSC that he had used an aroma candle in the house and that he now thought this might have caused the black residue that he had noticed.

During the telephone conversation on June 3, 2009, the complainant agreed to an on-site visit because he was "curious to see if there was anything related to the drywall." However, he canceled the on-site visit on June 4, 2009.

CONTACT WITH RETAILER AND MANUFACTURER:

The complainant stated in his initial complaint to CPSC that he had not attempted to contact the manufacturer of the drywall installed in his home. It is unknown whether he has attempted to contact the manufacturer or retailer of the drywall since that time.

PRODUCT IDENTIFICATION:

In the initial report, the complainant stated that he believed the drywall in his house might be responsible for the residue he noticed and the coughing he had experienced. However, during the brief initial telephone interview, he said that the product might be an aroma candle. Since no on-site visit was conducted, I was unable to determine the product involved in the incident.

Since the reported problem involved drywall and black residue in the ventilation system of the complainant's home, I am reporting the primary product as **drywall, manufacturer unknown**, and the secondary product as **air conditioner, manufacturer unknown**.

In his initial complaint to CPSC, the complainant provided the following contact information for the dealer that installed the drywall in his house:

The Home Team
Gulfport, MS
Telephone: 228-539-1151

I was unable to obtain any identifying information for the secondary product involved in this incident.

SAMPLE:

Per assignment instructions, no sample was collected.

ATTACHMENTS:

Attachment 1 – Contact Sheet
Attachment 2 – Missing Documents Form

List of Contacts

Name: [REDACTED]

Title: Complainant

Address: [REDACTED]

Phone: [REDACTED]

Interviewed: June 3, 2009 – very brief initial telephone interview
On-site visit was set for June 4, 2009
Complainant called June 4 to cancel on-site visit.
Complainant did not wish to reschedule visit.
Investigator asked complainant to call if he decided to reschedule visit.
Called complainant June 17, 2009 – no answer – left message on machine
No response from complainant to message left on June 17, 2009.

Information from initial telephone interview included in limited narrative.

Task No. 090520CBB2629

Date: 06-19-2009

STATUS OF MISSING DOCUMENT (S)

The official records were requested for this investigation report but could not be obtained.

1. Authorization for Release of Name - comp canceled appt

2. Medical records - comp canceled appt - no release forms

3. Photographs - unable to photograph product - comp canceled appt

4. _____

5. _____

Date: 06-19-2009 **Investigator No:** 9094

Regional office: CFIW **Supervisor No:** 8631

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT		2. PHONE NO. (HOME)		(WORK)
[REDACTED]		[REDACTED]		unknown
3. STREET ADDRESS		4. CITY		ST ZIPCODE
[REDACTED]		[REDACTED]		[REDACTED]
4a. EMAIL ADDRESS		4b. INCIDENT CITY		ST ZIPCODE
[REDACTED]		[REDACTED]		[REDACTED]

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer believes the drywall poses a health and safety hazard.

- cont -

6. DATE OF INCIDENT (S) 10/10/2008	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 0 Y/M AND DESCRIBE INJURY respiratory problems and coughing	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
---------------------------------------	--	--

9. DESCRIPTION OF PRODUCT drywall	10. BRAND NAME unknown
--------------------------------------	---------------------------

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE unknown unknown	12. MODEL, SERIAL #'S, DATE OF MFR unknown
	13. DEALER'S NAME, ADDRESS & PHONE The Home Team unknown Gulfport, MS 228-539-1151

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 12/10/2007 AGE 2 Y
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? NO IF NOT, DO YOU PLAN TO CONTACT THEM?	18. IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES
---	---	---

FOR ADMINISTRATION USE

20. DATE RECEIVED 03/24/2009	21. RECEIVED BY (NAME & OFFICE) jft/HL	22. DOCUMENT NO. H0930215A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 1876
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE jft 03/24/2009

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0930215A

Narrative Continued

Consumer says a black residue is coming through venting system in the home and the furnace filters collect a dark black residue which is not dust. Consumer also complains that he has experienced respiratory problems recently. Consumer is suspicious the the drywall maybe from China.

No further information available.

Distributor Phone #:

CPSC Source: NEWS



WY 3/18/10

INCIDENT INVESTIGATION TERMINATION REPORT			
1. TASK NO. 090723CBB3794		2. TIME EXPENDED 4 (A) 1.5 (T)	3. DATE INITIATED 7/27/09
4. HOSPITAL NO.		5. RECORD NO.	6. AGE 29
			7. SEX 2
8. DATE OF TREATMENT	9. INJURY 0	10. BODY PART 0	11. DISPOSITION 0
12. PRODUCT House Stuct.	13. PRODUCT CODE 1876	14. ORGANIZATION CODE 8450	15. INVESTIGATOR ID 9069
16. CATID NO. SECTBR2009		17. SPECIAL STUDY NO.	18. TERMINATION CODE
19. RECORD OF ATTEMPTS TO CONTACT			
DATE	TIME	METHOD	RESPONSE
7/27/09	10:00 am	Tel. Consumer	Left message, no response.
7/28/09	3:30 pm	Tel. Consumer	Left message, no response.
7/28/09	11:00 am	Mailed letter	No response.
7/29/09	10:30 am	On-site visit	Left business card, no response. Attempts to contact neighbors were unsuccessful.
7/30/09	6:00 pm	Tel. Consumer	Left message, no response.
7/31/09	3:00 pm	Tel. Consumer	Left message, no response.
20. REASON FOR TERMINATION: Several attempts were made to contact the consumer (Complainant) without any success. This investigator was unable to obtain any additional information beyond the original source document (H0950176A).			
21 REVIEWED BY: ID NO. 9035		MO DAY YR 8/3/09	

CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

1. NAME OF RESPONDENT	2. PHONE NO. (HOME) (WORK)

3. STREET ADDRESS	4. CITY	ST	ZIPCODE

4a. EMAIL ADDRESS	4b. INCIDENT CITY	ST	ZIPCODE
Unknown			

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer said she noticed a horrible odor coming from the walls.
 Consumer said that she had to replace the parts from her A/C
 - cont -

6. DATE OF INCIDENT(S) 05/19/2009	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 29 Y/F AND DESCRIBE INJURY See Narrative.,	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME None RELATIONSHIP None
--------------------------------------	---	--

9. DESCRIPTION OF PRODUCT chinese drywall	10. BRAND NAME Chinese drywall
--	-----------------------------------

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Unknown Unknown	12. MODEL, SERIAL #'S, DATE OF MFR Mod# Unknown
	13. DEALER'S NAME, ADDRESS & PHONE Centex Homes Unknown Unknown 1866-414-4141

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 06/15/2006 AGE 2 Y
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: None

17. HAVE YOU CONTACTED THE MANUFACTURER? NO IF NOT, DO YOU PLAN TO CONTACT THEM?	18. IS THE PRODUCT STILL AVAILABLE? YES IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? NO
---	---	--

FOR ADMINISTRATION USE

20. DATE RECEIVED 05/20/2009	21. RECEIVED BY (NAME & OFFICE) jik/HL	22. DOCUMENT NO. H0950176A
---------------------------------	---	-------------------------------

23. FOLLOW-UP ACTION	24. PRODUCT CODE(S) 9999
----------------------	-----------------------------

25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE jik 05/21/2009
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CONSUMER PRODUCT INCIDENT REPORT

Region: WESTERN

H0950176A

Narrative Continued

unit. Consumer said that she does not know exactly which parts were replaced, but she will ask her husband. Consumer said that since she moved into her new home she has been replacing light bulbs on numerous occasions. Consumer said it has been so many that she can not remember how many she has replaced. Consumer said the light bulbs started flickering and then stopped working. Consumer said her 10 year old daughter had developed allergies and a skin rash. Consumers Husband and her 5 year old son, after moving into the house has been getting asthma. Consumer said that she only has been getting stomach aches.

Consumer contacted the builder company and spoke to a rep., (name unknown) who told consumer her house was not made with Chinese drywall. Rep., also told consumer her house is out of warranty, so that there is nothing they could do for consumer. No further information

Distributor Phone #:

CPSC Source: BOOKS

1. Task Number 090507CBB3568		2. Investigator's ID 9094		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2007 01 01	5. Date Initiated YR MO DAY 2009 05 11		
6. Synopsis of Accident or Complaint UPC A 54-year-old female complainant, whose house was rebuilt in 2007, has been suffering from watery eyes and sinus symptoms since she began spending time daily in the house. When her house was rebuilt, new drywall was installed. The complainant also reports blackening and corrosion on new copper pipes in her home. The complainant sought medical treatment for sinus problems related to this. She did not sign an Authorization for Release of Name form during the on-site visit. Nor did she return the signed form to the investigator later. That is why NO is indicated for Permission for Release of Name on the 182.				
CPS 4.60(d) CLEARED for PUBLIC NO MFRS PRVT LBRS OR PRODUCTS IDENTIFIED 2/17/09 EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG WITH PORTIONS REMOVED B222				
7. Location (Home, School, etc) 1 - HOME		8. City NEW ORLEANS		9. State LA
10A. First Product 1884 - Ceilings And Walls (interior)	10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN	
10D. Manufacturer Name and Address Made in China				
11A. Second Product 374 - Pipes (excluding Smoking Pipe)	11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN	
11D. Manufacturer Name and Address NONE				
12. Age of Victim 54	13. Sex 2 - Female	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 71 - Other	
16. Body Part(s) Involved 75 - HEAD	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 15 / 2	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 06/10/2009	25. Reviewed By 8631		26. Regional Office Director Frank J Nava	
27. Distribution Rose, Blake; Woodard, Dean			28. Source Document Number 10940826A	

This investigation was initiated from a consumer complainant.

Much of the information contained in this report was obtained during an on-site interview conducted with the complainant on May 13, 2009. While at the complainant's home, I photographed evidence of corrosion reportedly caused by the incident product. In addition, I photographed labeling found on the incident product. These photographs are included as Attachment 2.

I provided the complainant with copies of the CPSC Authorization for Release of Name Form and Medical Release Form. The complainant stated that she wished to review these items before signing them. On May 18, 2009, I requested signed copies of the above-mentioned forms from the complainant (Attachment 3, Page 1) I made a second request for the signed forms via telephone on June 2, 2009. However, these items were not received.

During the on-site visit, the complainant stated that she had called her local Better Business Bureau, the district attorney, and the state government regarding this issue. She said that she has not received any help from any of these groups and that no local or state agency had sent anyone to her residence to examine the issue. The complainant stated that she had contacted a private attorney to explore her options regarding the issue. She did not provide any additional information about her contact with the private attorney.

The complainant in this incident is a 54-year-old female.

The incident occurred at the complainant's residence, a detached two-story single-family dwelling. The complainant stated that the size of the house is approximately 2900 square feet. No rooms in the house were carpeted at the time of the on-site visit.

The primary product involved in this incident is drywall imported from China. This drywall was installed in the complainant's home in 2007 when the home was rebuilt following area-wide flooding that occurred in August and September 2005.

The complainant stated that she did not know whether wood or metal studs were used in the construction of her house.

The incident location is equipped with natural gas service. The complainant stated that she has a gas stove, but that it has not been installed in the house yet, due to problems with the drywall.

As stated above, the complainant had to rebuild the entire house following extensive flooding in the area in 2005. The complainant stated that she did not have contact information for the contractor who installed the drywall when the house was remodeled.

The complainant stated that she did not know where the contractor had purchased the drywall installed in her house when it was rebuilt.

The complainant stated that she moved into the house in March or April of 2009, although the rebuilding was not yet completed. However, she said that she had been inside the house for several hours almost every day since May or June of 2007.

When the complainant first began spending time in the house on a daily basis (2007), she noticed an unpleasant odor but was not able to identify it. She said that she thought the odor was coming from a nearby sewer line initially.

The complainant stated that, after some time, she realized that the odor was emanating from inside her house. She said that she notices a gassy smell when entering the house each time, like someone is lighting a match. The odor is strongest in the utility room, according to the complainant, although she said that she notices it throughout the house.

The complainant said that the odor seems to be getting stronger now than it has been in the past. She attributes some of the increased odor to increasing temperatures outside.

When the complainant began visiting her house on a daily basis in May or June of 2007, she noticed that her eyes "teared up" every time she entered the house. She said that she also began having sinus problems at this time.

The complainant stated that her 20-year-old son, who is away at college in another state, has experienced sinus problems whenever he comes home for the weekend and spends time inside her house.

The complainant said that, at first, she noticed an improvement in her symptoms when she left the house to go to work. She said that she no longer sees any improvement in her symptoms when she leaves the house to go to work.

The complainant stated that she sought medical treatment for the symptoms she was experiencing. She said that she reported these problems to her healthcare providers as "sinus problems." I requested that CPSC be allowed to obtain a copy of the medical records pertaining to the treatment received by the complainant. However, the completed Medical Release Form was not returned to CPSC.

The complainant said that she has noticed several instances of corrosion that she believes to be caused by fumes emanating from the drywall inside her house. She said that the new copper pipes in her kitchen and utility room are already turning black (Attachment 2, Photographs 1-2). She said that these pipes were installed in her house about a year prior to the on-site visit.

The complainant said that she has not replaced the central air conditioning unit in her house following the flooding in 2005. She said that she doesn't want to replace the central air unit until the drywall problem is resolved.

The complainant stated that she has not noticed flickering lights, arcs or sparking, sizzling, or buzzing in her electrical system. She has not noticed any circuit breakers tripping abnormally often or for no apparent reason. She said that she has not noticed any unusual odors in the vicinity of light receptacles, light switches, or fixtures. Nor has she noticed any light switches or outlets that are warm or hot to the touch.

CONTACT WITH RETAILER AND MANUFACTURER:

At the time of the on-site visit, the complainant had not contacted the manufacturer or installer of the drywall involved in the incident. She said she had been unsuccessful in her attempts to track down the installer of the drywall. In addition, she is not certain of the identity of the manufacturer/importer of the drywall. Although labeling observable on the drywall in her home indicates that it is manufactured in China, no specific information regarding the manufacturer of the drywall could be located (Attachment 2, Photographs 3-6).

PRODUCT IDENTIFICATION:

The primary product involved is **drywall, manufactured in China**. During the on-site visit, I was unable to locate or photograph a portion of the drywall on which the manufacturer's name was visible. However, I photographed a portion of the drywall bearing information that it was manufactured in China (Attachment 2, Photographs 3-6).

Labeling observed on the drywall installed in the complainant's house reads in part as follows: "**** MADE IN CHINA *** MEET OR EXCEEDS ASTM 1396 *** 04 STANDARD ****" (Attachment 2, Photographs 4-6).

SAMPLE:

Per assignment instructions, no sample was collected.

ATTACHMENTS:

Attachment 1 – Contact Sheet
Attachment 2 – Photographs (1 - 6)
Attachment 3 – Memo to Complainant
Attachment 4 – Missing Documents Form

List of Contacts

Name:
Title:
Address:



Phone:

Interviewed: On-site visit conducted May 13, 2009

Information from interview is included in narrative.

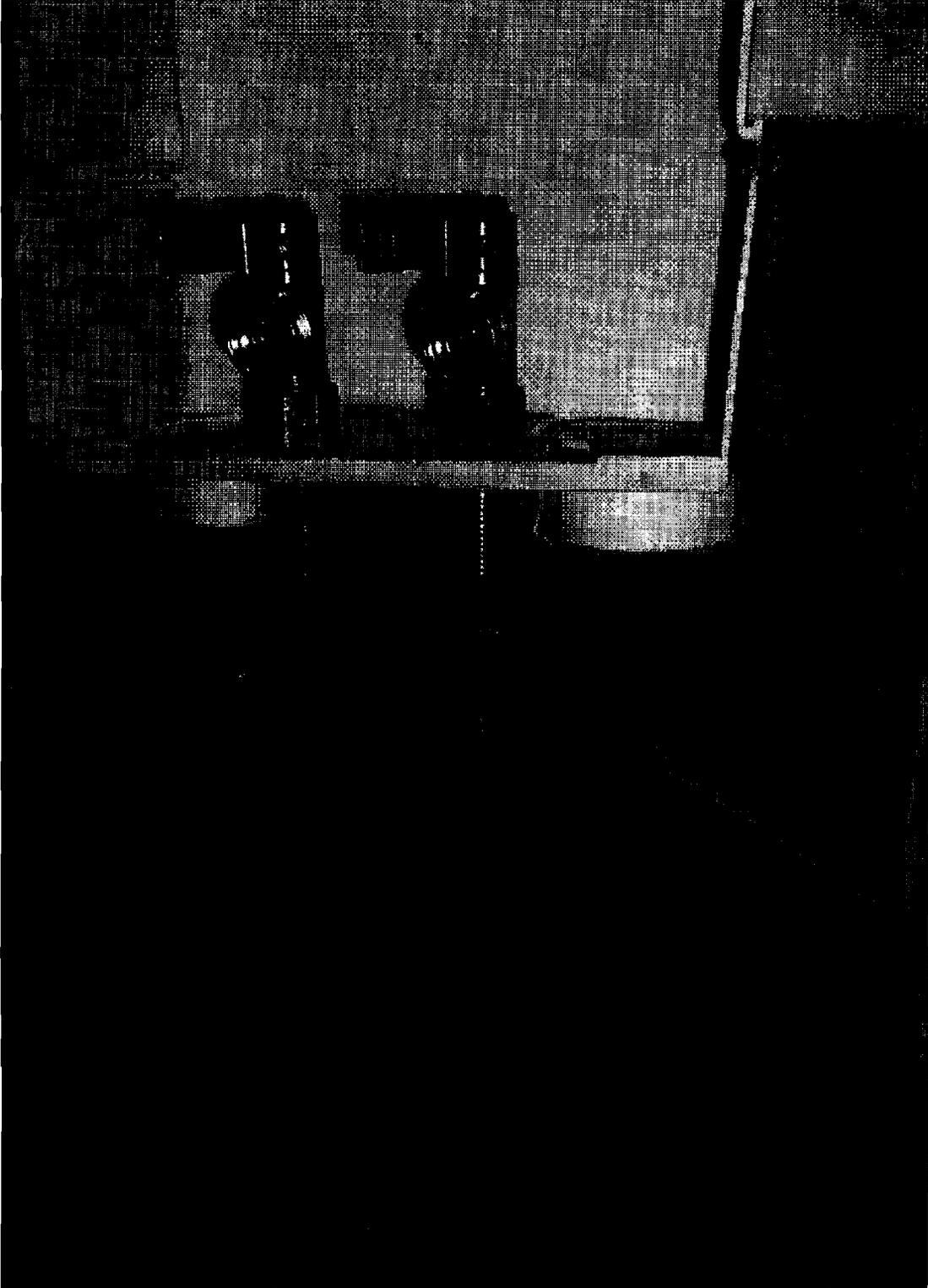
Photographs made during on-side visit.

Complainant wanted to review Authorization and Medical Release forms before signing.

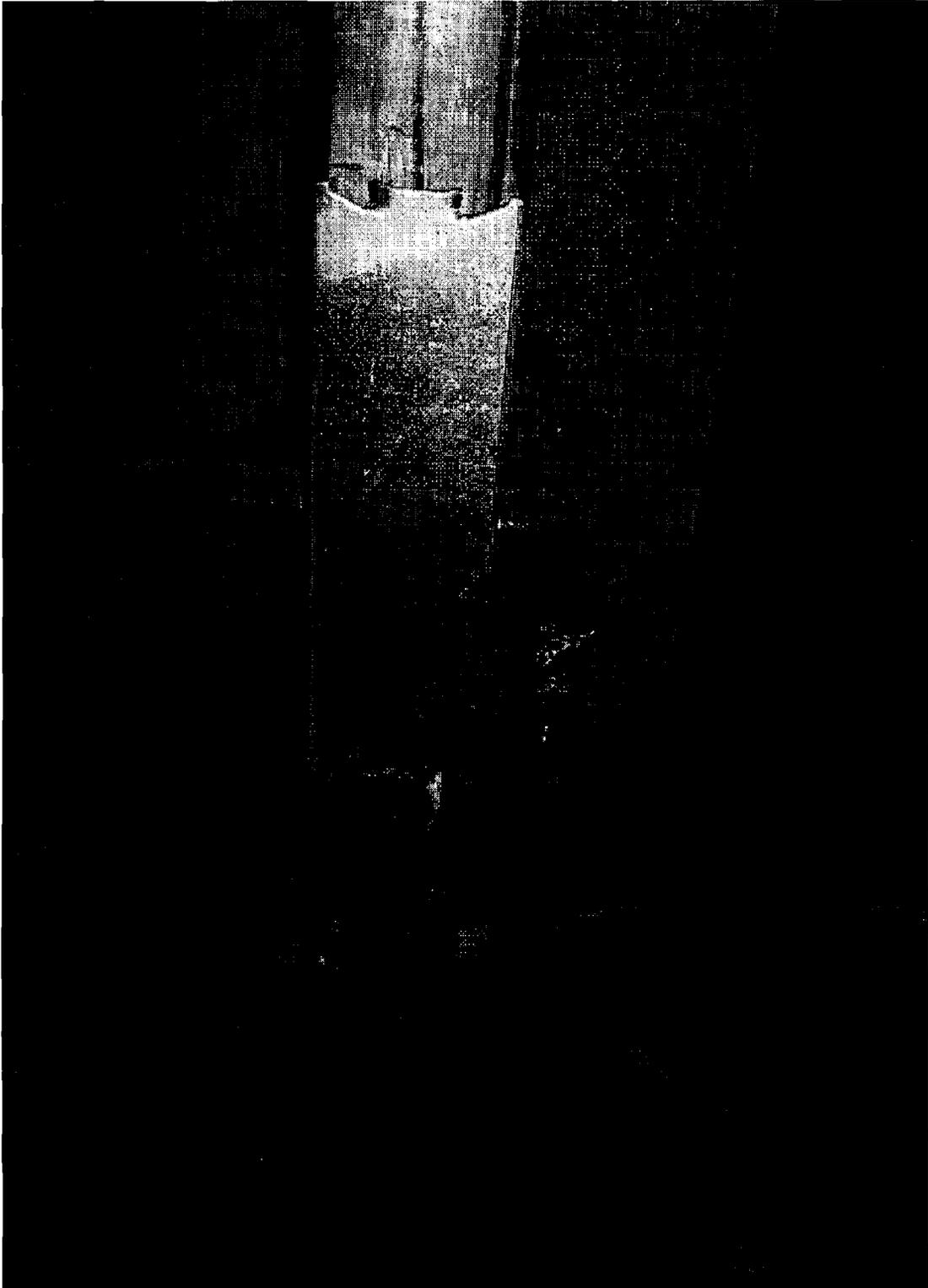
Additional information sent to complainant via e-mail and mail on May 18, 2009.

Called complainant June 2, 2009, to follow up on signed forms.

Signed forms were not received.



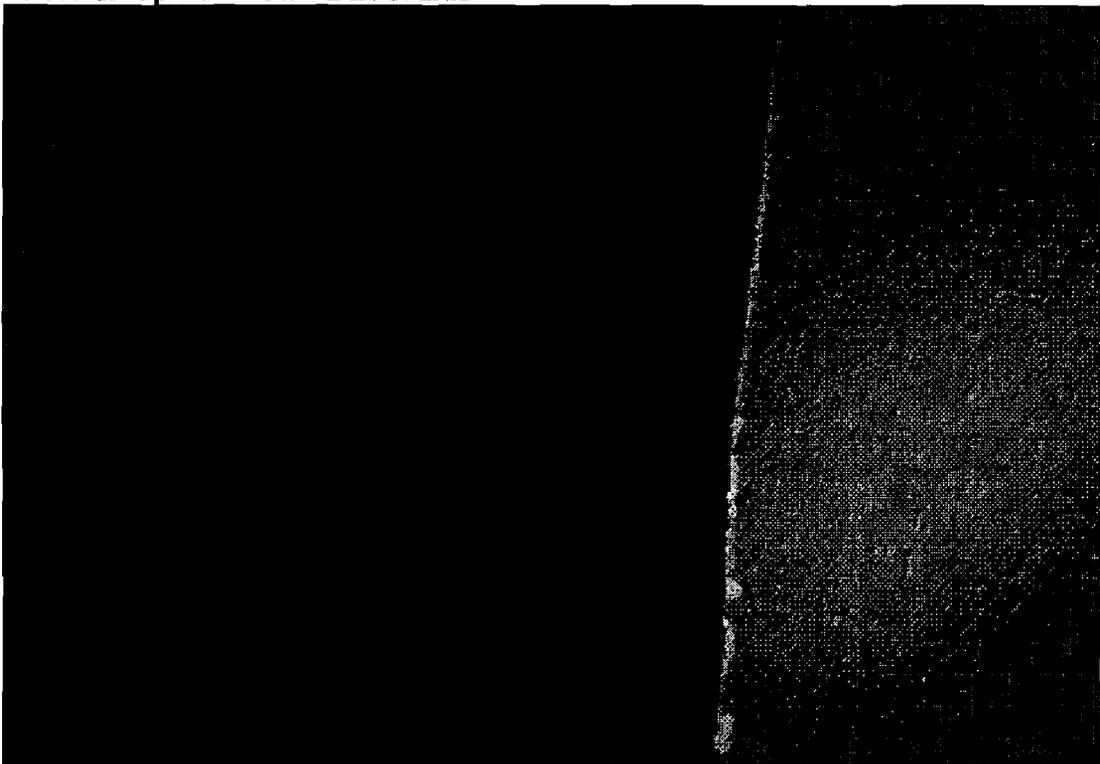
Photograph 1: Corrosion and blackening of copper pipes in kitchen of incident location



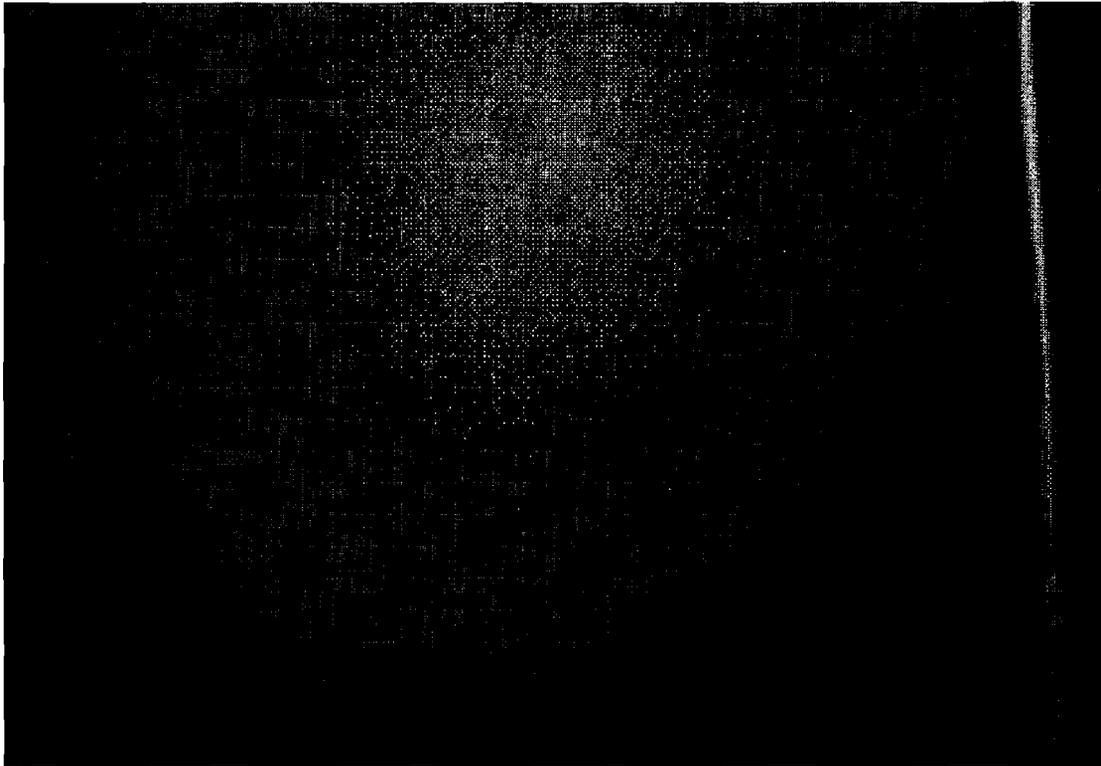
Photograph 2: More corrosion and blackening of copper pipes in utility room of incident location



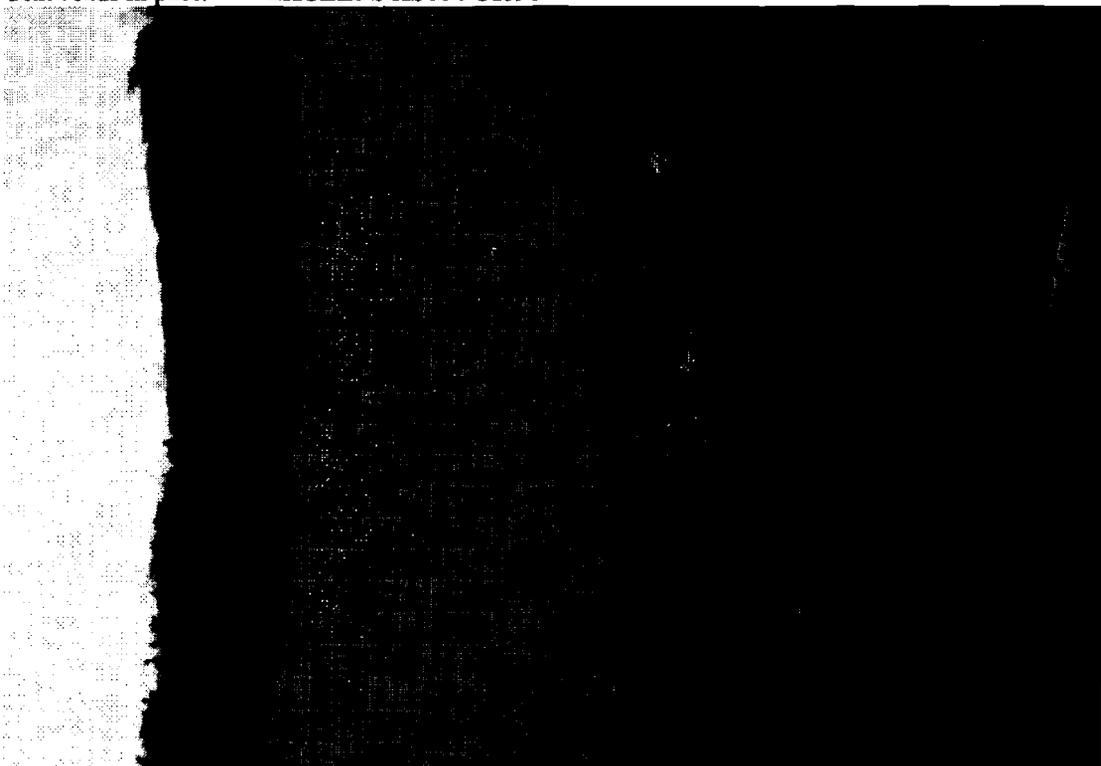
Photograph 3: First portion of labeling visible on drywall in utility room of incident location
Text reads in part: “*MADE IN CHINA ***”**



Photograph 4: Second portion of labeling on drywall on second story of incident location
Text reads in part: “*CHINA MEET OR ***”**



**Photograph 5: Third portion of labeling on drywall in utility room
Text reads in part: “***EXCEEDS ASTM C1396 ***”**



**Photograph 6: Fourth portion of labeling on drywall on second story of incident location
Text reads in part: “***96 04 STANDARD ***”**

Pigott, Mary

From: Pigott, Mary
Sent: Monday, May 18, 2009 1:38 PM
To: [REDACTED]
Subject: Complaint to CPSC regarding Chinese drywall
Attachments: foia08.pdf; AuthorizationForm.doc; HIPAA - Medical Release Form.doc; drywall.pdf

Ms [REDACTED]

Thank you for taking the time to meet with me last week regarding your complaint about the Chinese drywall. As we discussed, I am forwarding you information about making a request through the Freedom of Information Act (FOIA). Your case number is 090507CBB3568. However, you might also like to request information regarding all incidents related to Chinese drywall.

I am attaching copies of the Authorization for Release of Name form and the Medical Release form, also per our conversation on 5/13/09. Please complete the Authorization for Release of Name form and return it to me at the address listed below:

Kim Pigott
US CPSC
P.O. Box 167
Clinton, MS 39060

If you will allow CPSC to request your medical records pertaining to treatment received for symptoms relating to the exposure to the Chinese drywall, please complete the Medical Release form and return it to me with the Authorization for Release of Name form.

In addition, I am attaching information regarding the ongoing CPSC investigation into complaints about Chinese drywall. Hopefully, this document will address most of your questions.

For your convenience, I am also mailing hard copies of the attached documents.

I am still researching the issue of determining a manufacturer from the information we were able to locate on the drywall in your home. I will contact you later this week via telephone to update you on that issue.

Mary Kim Pigott
Product Safety Investigator - Jackson, MS
US Consumer Product Safety Commission
601-924-8370

Task No. 090507CBB3568

Date: 06-10-2009

STATUS OF MISSING DOCUMENT (S)

The official records were requested for this investigation report but could not be obtained.

1. Authorization for Release of Name - complainant did not return signed form

2. Medical release form - unable to request medical records because signed release form was not received from complainant

3. _____

4. _____

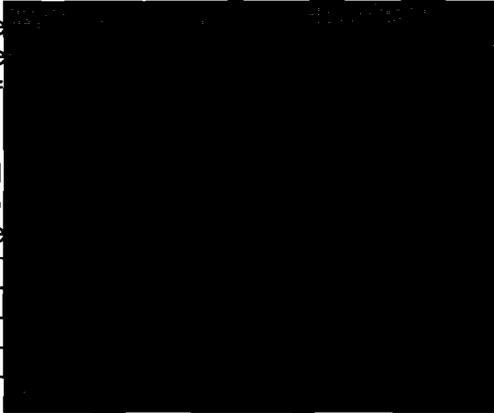
5. _____

Date: 06-10-2009 **Investigator No:** 9094

Regional office: CFIW **Supervisor No:** 8631

04/28/2009 16:22:11

Name
Address
City =
State
Zip =
Email
Telephone
Name
Victim
Victim
Victim
Victim
Victim



Incident Description = Constructor installed chinese drywall in my entire house summer 07. Toxic fumes Ordors through out the entire house. This has caused dizziness, burning of the eyes. shortness in breath.

Victim's age at time of incident = 52
Victim's sex = female
Date of incident = 2007
Product involved = Drywall (Chinese
Product brand name/manufacturer =
Manufacturer street address =
Place where manufactured (City and State or Country) = New Orleans, LA. by Constructor
Product model and serial number, manufacture date =
Product damaged, repaired or modified =
If yes, before or after the incident =
Description of damage, repair or modification =
Date product purchased = summer 07
Product involved still available = yes
Have you contacted the manufacturer =
If not, do you plan to contact them =
Name Release = Release name to the manufacturer and public



090619CNE4522

The information in this report was obtained during an on-site visit at a townhouse community in Chesapeake, VA on June 2, 2009. This assignment was initiated from an engineer on May 21, 2009.

There were eight people who participated in this visit. The commission sent two engineers (electrical and fire), one field investigator, and a public affairs representative. There were two employees from the builder's office; the Chief Operating Officer and Vice President of Operations. There were two state representatives who attended; an environmentalist from the Chesapeake Health Department, and a toxicologist from the Virginia Department of Health. The information in this report stemmed from all the parties involved.

There are approximately 174 townhouses in this community. The two story units were built on a concrete slab foundation, contain a wooden structural frame, and have vinyl siding. They are roughly four years old, and approximately 1,500 square feet.

In June 2007, several homeowners were experiencing problems with their air conditioning units. They contacted the heating and air conditioning (HVACs) company to have them fixed. The company determined that the copper tube coils showed signs of corrosion; which resulted in the failure of the unit. They replaced the coils.

During the summer of 2008, the builder was notified that several homeowners were having problems with their air conditioners. They contacted the air conditioning manufacturer to discuss the problem. The firm admitted that the coil failures could have been caused by the changes that they made to their assembly line in one of their plants. The manufacturer implemented an extended warranty plan for all the units in this community.

In January 2009, the builder became aware of the connection between the coil failures and imported drywall. That is when they found out that there was imported drywall in this community. According to their records, the installation date for the imported drywall was between March 8, 2006 and November 19, 2007.

In February 2009, each townhouse was inspected to determine which ones contained the imported drywall. Through invoices and shipping records, they were able to conclude that 67 of the 174 units were affected. All 67 townhomes had both domestic and imported drywall in them. This investigator requested a copy of the invoice/shipping records, but it has not been forthcoming and will be added to the missing document form. (Exhibit #3)

Later that month, the builder provided a remediation package to all 67 homeowners. This plan offered to replace all the drywall (imported and domestic), all the carpets, smoke detectors, paint affected rooms, and other items. They would restore all affected components, inspected the mechanical, electrical, and the plumbing systems to ensure that they were working properly. During this process, the builder offered to pay for the homeowner's temporary housing; which included all rent, packing and moving expenses.

090619CNE4522

In March 2009, the remediation work started at this community. Approximately 60 out of the 67 home owners agreed to participate. Some of the homeowners will be moving back into their home this month.

The builder did not want their remediation package to be released in this report. However, they provided a copy of their scope of work. (Exhibit #7)

The drywall subcontractor for this community purchased all the imported drywall from the supplier. Neither the drywall subcontractor nor the supplier has offered any assistance in the remedial work.

The cost of remediating a single townhome is approximately \$54,000. (\$35,000/remediation cost and \$19,000/relocation expense). The cost for the total project exceeds \$3,100,000.00. These estimations do not include overhead costs or other expenses.

During my visit, this investigator and two CPSC engineers inspected three townhouses that were in different stages of remediation. The first townhouse had not been through the remediation process. Upon entry of the unit, the CPSC team tested the electrical outlets, circuit breaker, smoke detectors and the air conditioning unit. There were signs of corrosion on several of the electrical outlets, and visible signs of rust on the air conditioning coils. The details of our findings are highlighted in Exhibit #4. The engineers will be conducting further examination and testing of all the samples that were collected in the field.

The builder permitted us to collect four electrical outlets, two smoke detectors, and two pieces of drywall for this investigation. The samples can be identified under CPSC sample number: 09-810-7731, Sub 01-04 (electrical outlets), 09-810-7734, Sub 01, 02 (smoke detectors) and 09-810-7732, Sub 01-02 (drywall). A receipt for sample form was issued and signed by the Vice President of Operations. In addition, we took photographs of the air conditioning coils that were located in the attic on the second floor. The samples were photographed and entered into the sample tracking system upon return to the field office. (Exhibit #2, #4, #5)

We briefly inspected the second and third townhouse, because they were in the final stages of remediation and everything had been removed. We collected some corroded pieces of copper pipe from the third home. The samples can be found under CPSC sample number: 09-810-7733, Sub 01-04. (Exhibit #4) A receipt for sample form was issued and signed by the Vice President of Operations, and is attached to this document. (Exhibit #5)

090619CNE4522

SUPPLIER

Venture Supply Inc
1140 Azalea Garden Road
Norfolk, VA 23502-5612
Tel: (757) 855-5433
Email: [Http://www.venturesupply.com](http://www.venturesupply.com)

DRYWALL SUBCONTRACTOR

Porter-Blaine Corporation
1140 Azalea Garden Road
Norfolk, VA 23502-5612
Tel: (757) 857-0282

AIR CONDITIONING MANUFACTURER

Goodman Air Conditioning and Heating
2550 Noth Loop West, Suite 400
Houston, TX 77092
Tel: (713) 861-2500
Fax: (713) 861-2500
Website: [Http://www.goodmanmfg.com](http://www.goodmanmfg.com)

EXHIBITS

- #1: Contact Sheet
- #2: Sixteen pages of photographs
- #3: Missing Document Form
- #4: Sample Collection Reports
- #5: Receipt of sample forms
- #6: A copy of the Cromwell Park at Salem Community
- #7: Remediation package (scope of work)

090619CNE4522

The Chief Operating Officer did not verbally authorize his name to be released to the general public or to the manufacturer. It has been properly marked on the 182 form. At the time of my visit, he did not want to be interviewed because they are being sued by their insurance company. He answered some brief questions but did not provide any documentation for this report.

The builder stated that they had imported drywall in another community. The six homes have been remediated. (Exhibit #6)

This investigator referenced the drywall guidelines to assist in this investigation.

PRODUCT IDENTIFICATION

There were four products involved in this visit. They were smoke detectors, drywall, electrical outlets and copper pipes.

First Product

Product name..... Smoke Detectors

Brand name..... Firex

Model name..... 120-1182B

Manufacturing Date..... 11/02/2006

Second Product

Product name..... Imported Drywall

Suppliers name..... Venture Supply Inc. (address listed below)

We were not able to find the name of the manufacturer on the back of the imported drywall.

Third Product

Product name..... Electrical outlets

Fourth Product

Product name..... Copper pipe

There was no product information available on them.

Fifth Product

Product name..... Air Conditioner

There was no product information available.

BUILDER

The Dragas Companies

4538 Bonney Road

Virginia Beach, VA 23462

Tel: (757) 490-0161

Fax: (757) 490-0040

Email: [Http://www.dragas.com](http://www.dragas.com)

BUILDER

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CHESPEAKE HEALTH DEPARTMENT

Bob Smith, Environmental Health
City of Chesapeake
748 Battlefield Blvd., N
Chesapeake, VA 23320
Tel: (757) 382-8713
Fax: (757) 382-8600

VIRGINIA DEPARTMENT OF HEALTH

Dwight Flammia, Ph.D.

Public Health Toxicologist

Division of Environmental Epidemiology

109 Governor Street

Richmond, VA 23219

Phone: (804) 864-8182

Fax: (804) 864-8131

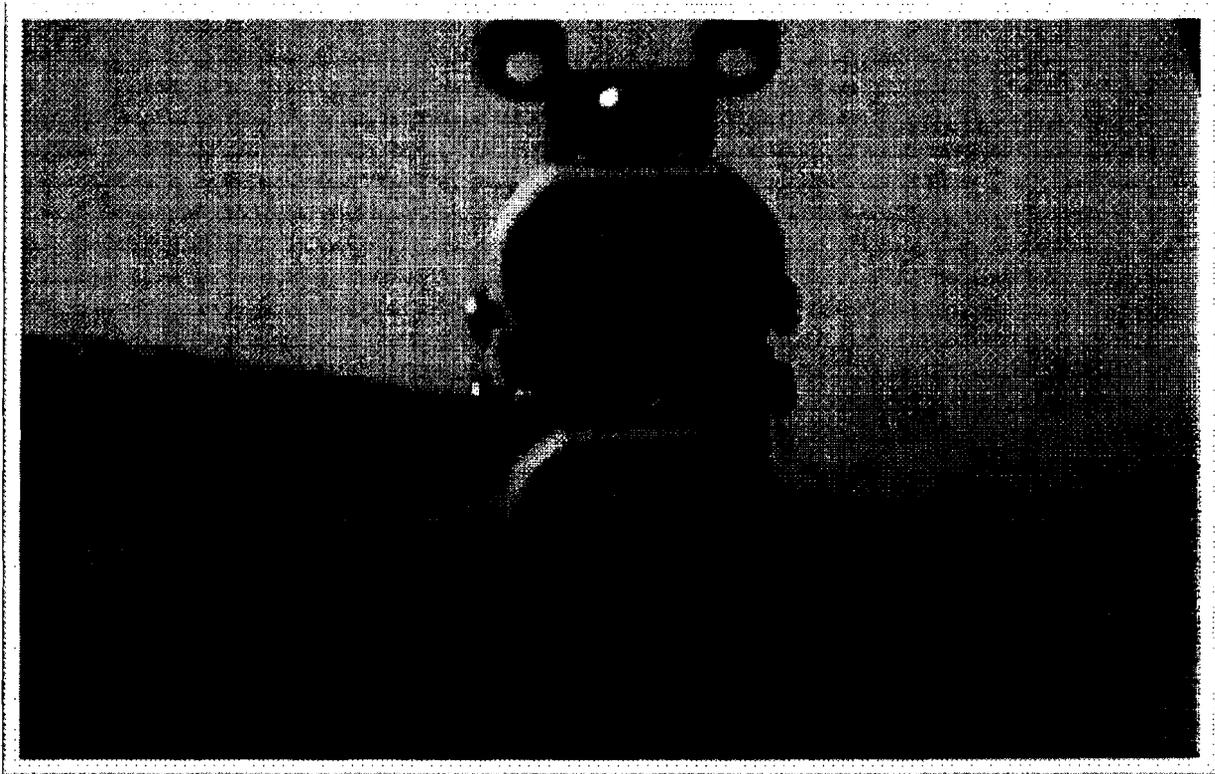


Figure #1: A front view of the electrical outlet that was collected from the back bedroom on the first floor. The outlet came from the exterior wall. CPSC sample number: 09-810-7731, Sub 01.

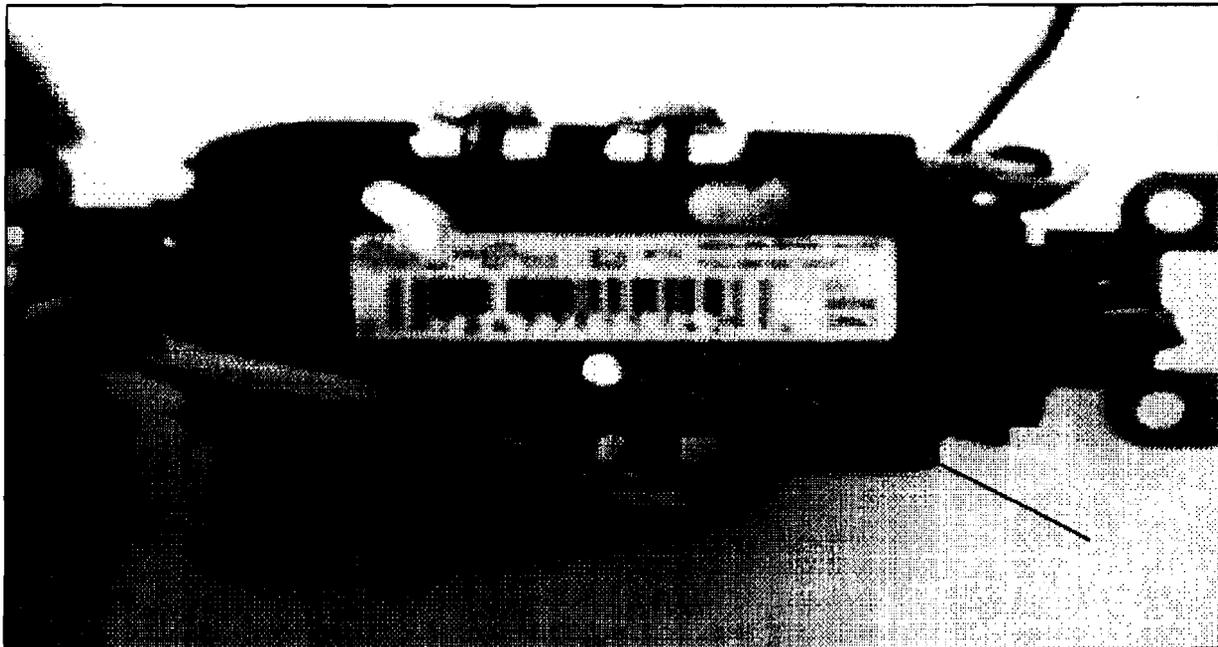


Figure #2: A view of the back of the electrical outlet. The arrow is pointing to the UPC number: 7847715142



Figure #3: The arrow is pointing to the black areas on the copper wire.

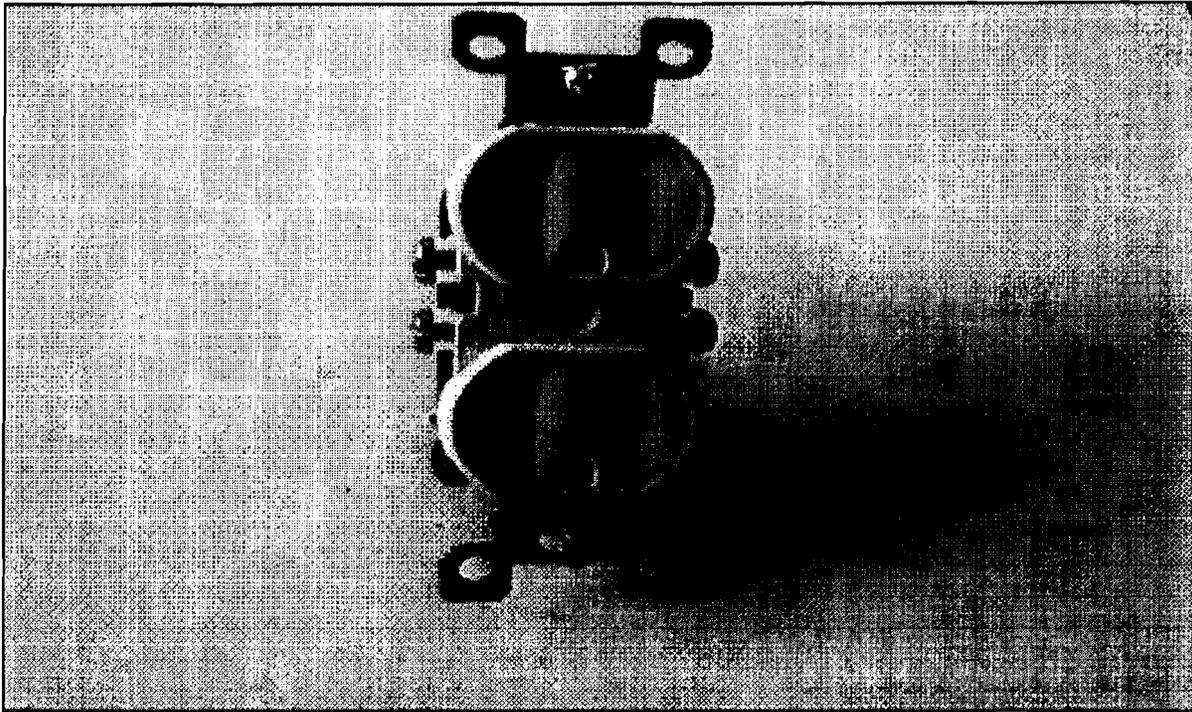


Figure #4: A front view of the electrical outlet that was collected from the back bedroom on the first floor. The outlet came from the interior wall. CPSC sample number: 09-810-7731, Sub 02.

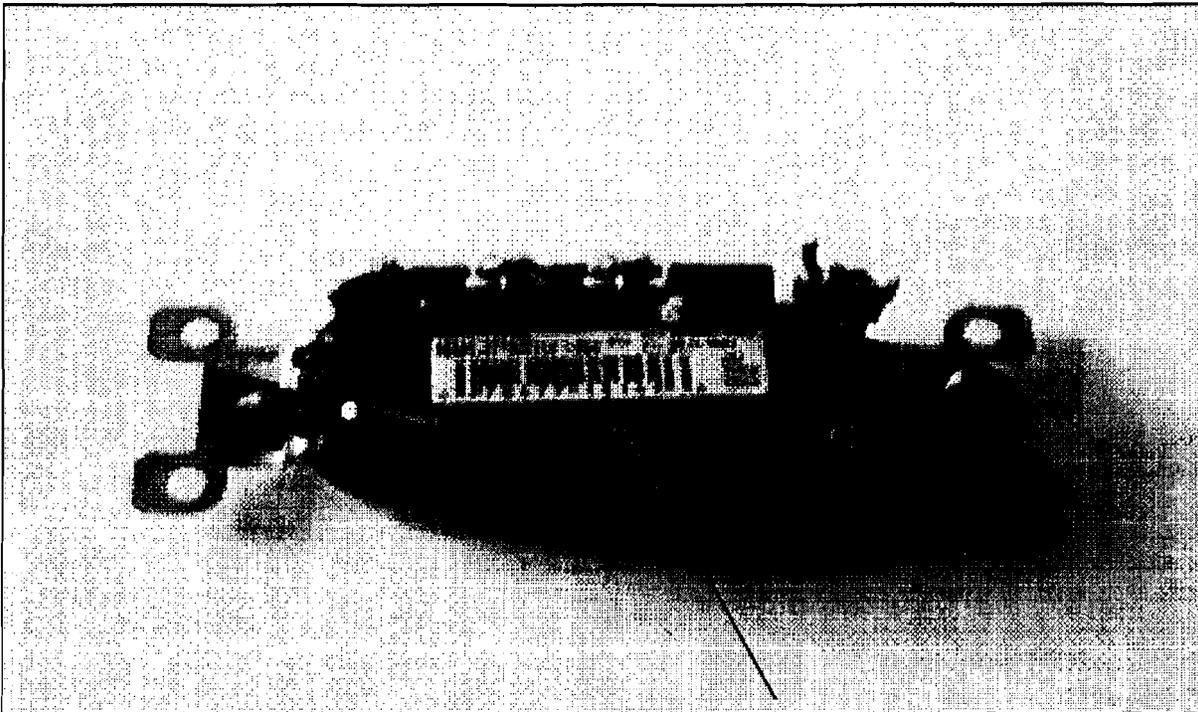


Figure #5: A view of the back of the electrical outlet. The arrow is pointing to the UPC number: 7847715142. (It has the same number as Sub 01)

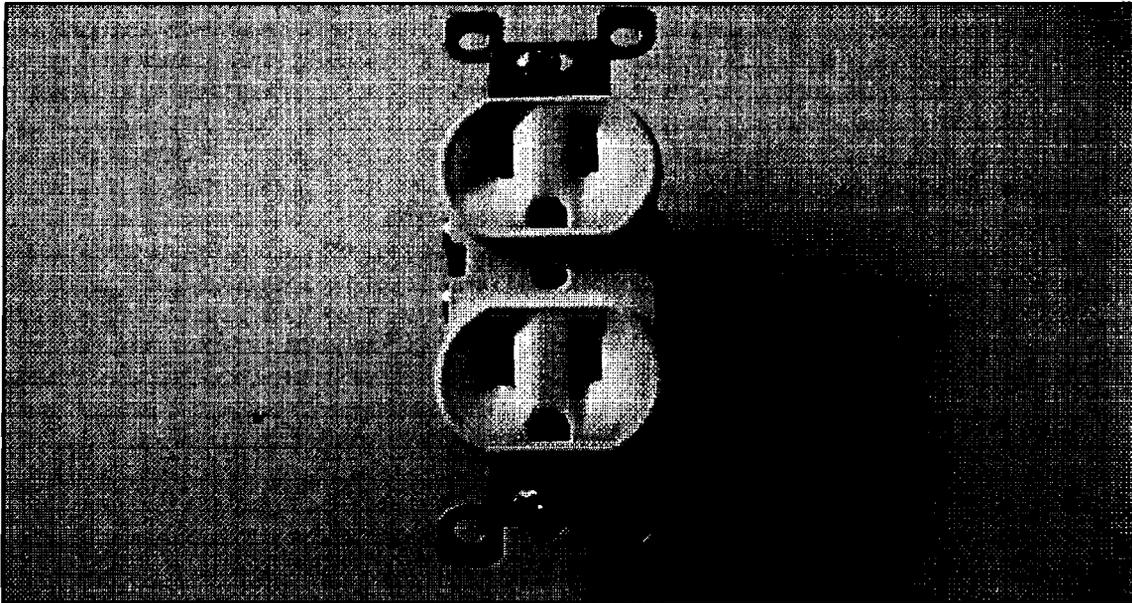


Figure #6: A front view of the electrical outlet that was collected from the main bathroom on the second floor. CPSC sample number: 09-810-7731, Sub 03.

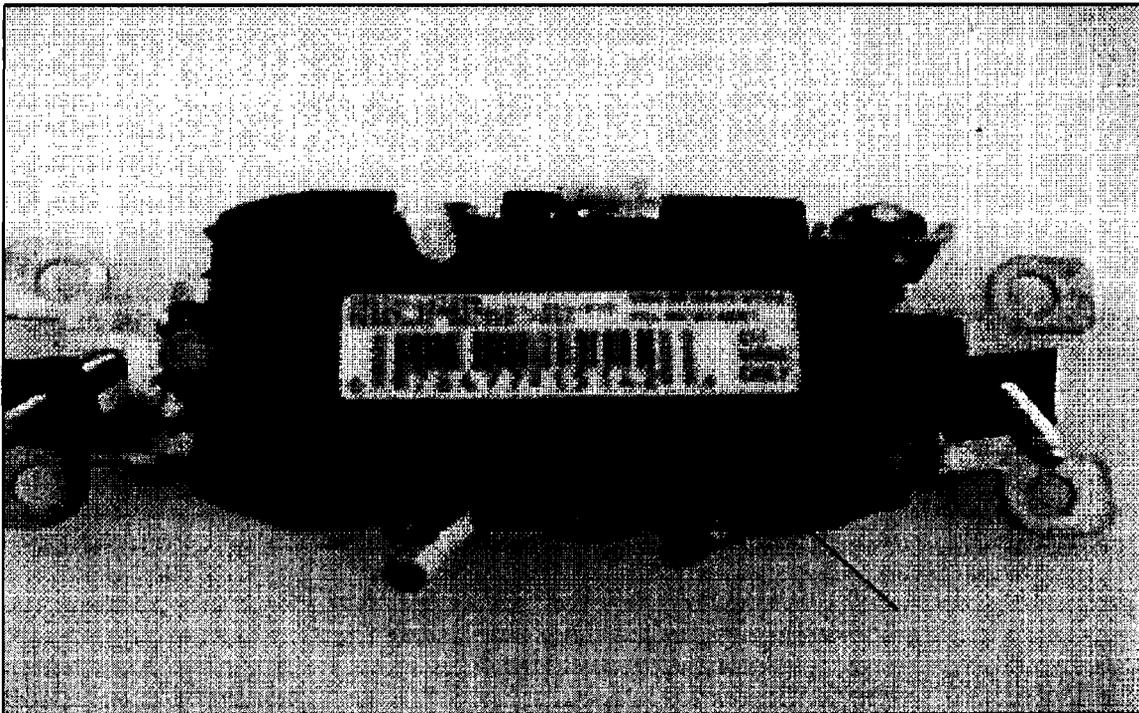


Figure #7: A view of the back of the electrical outlet. The arrow is pointing to the UPC number: 7847715142. (It has the same number as Sub 01, 02)

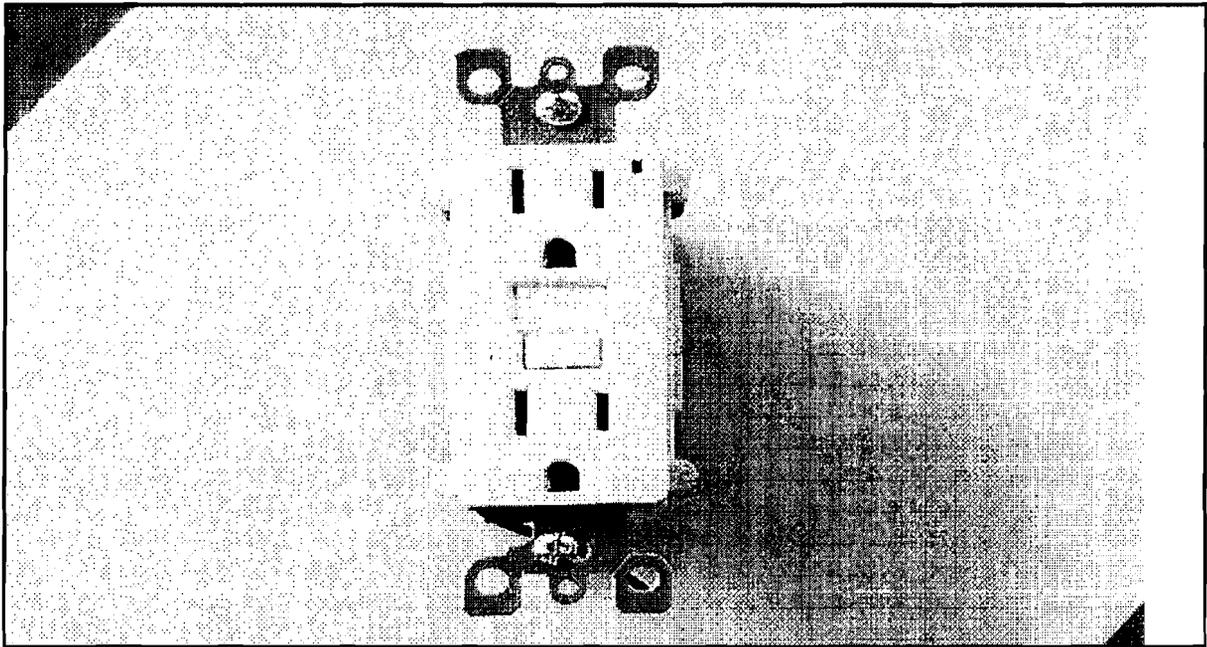


Figure #8: Front view of the Ground Fault Circuit Interrupter, GCFI.

CPSC sample number: 09-810-771, Sub 04

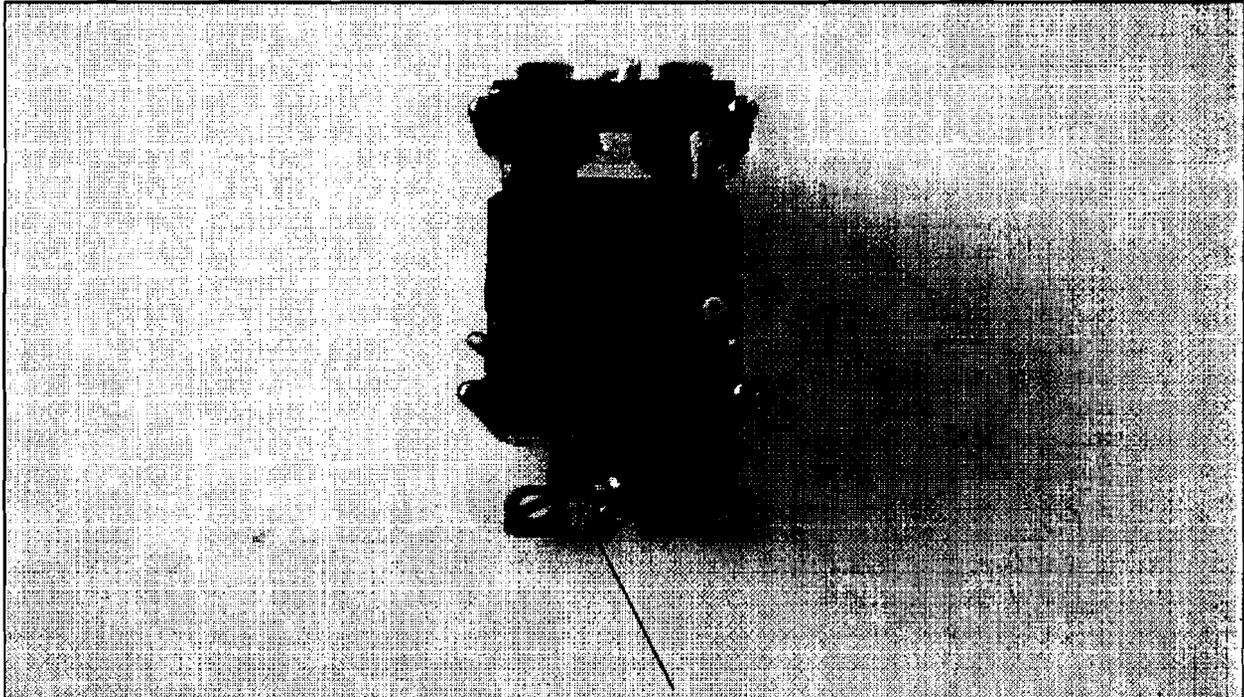


Figure #9: A view of the back of the GCFI.

The arrow is pointing to signs of corrosion on the copper wire.

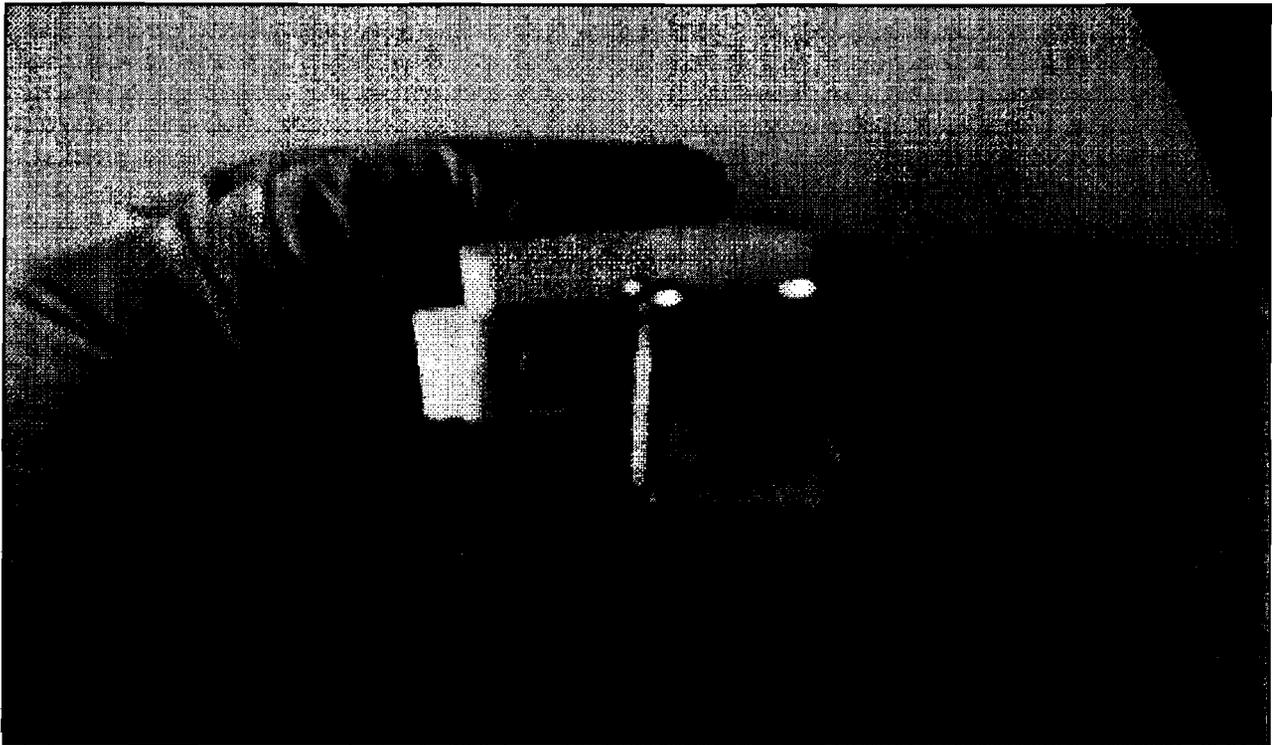


Figure #10: A close up view of the copper wire coming out of the GCFI outlet. The arrow is pointing to where the copper wire turned black.

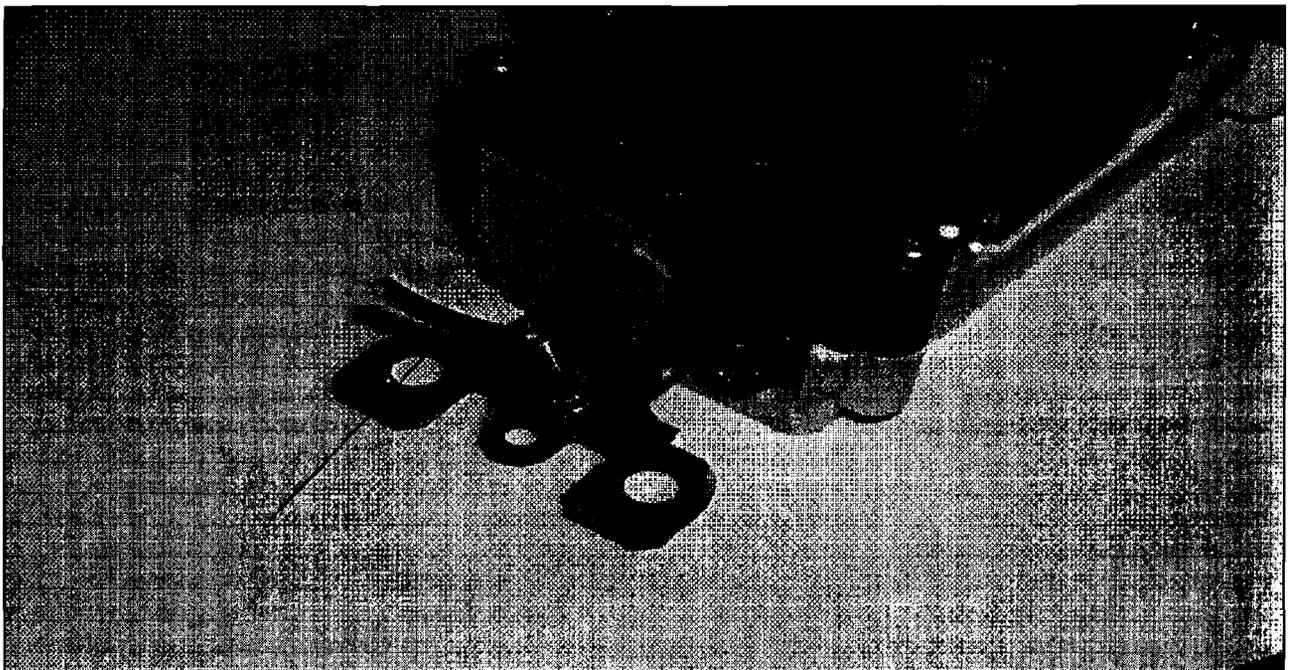


Figure #11: Another view of the copper wire coming out of the GCFI outlet. The arrow is pointing to where the copper wire has turned black.

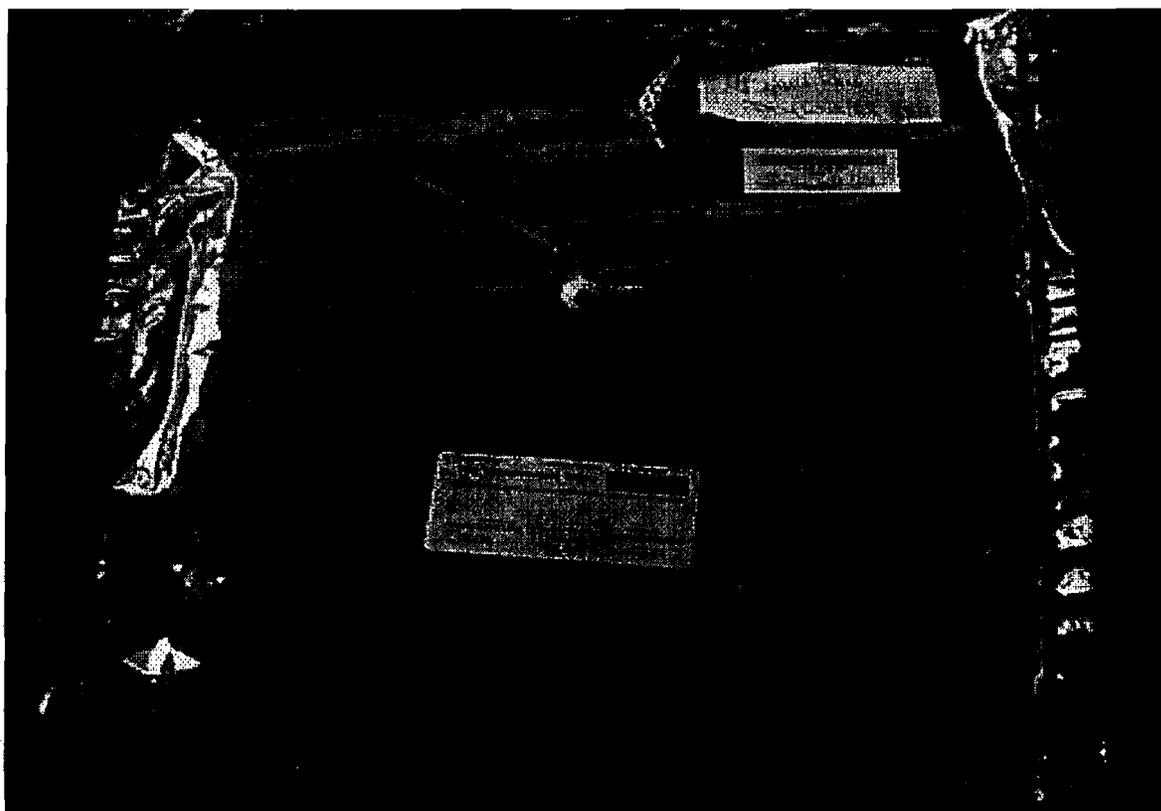


Figure #12: Front view of the drywall. CPSC sample number: 08-810-7732, Sub 01.

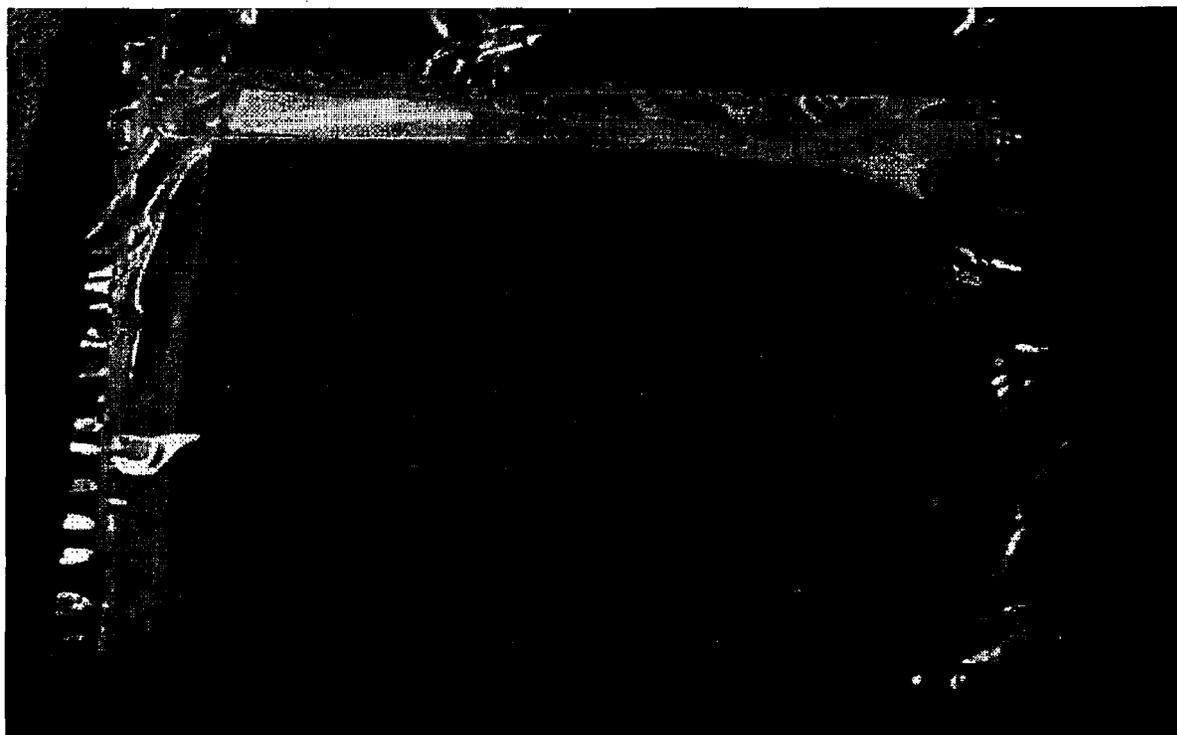


Figure #13: View of the back of the drywall. It measures 12 x 12 ½.

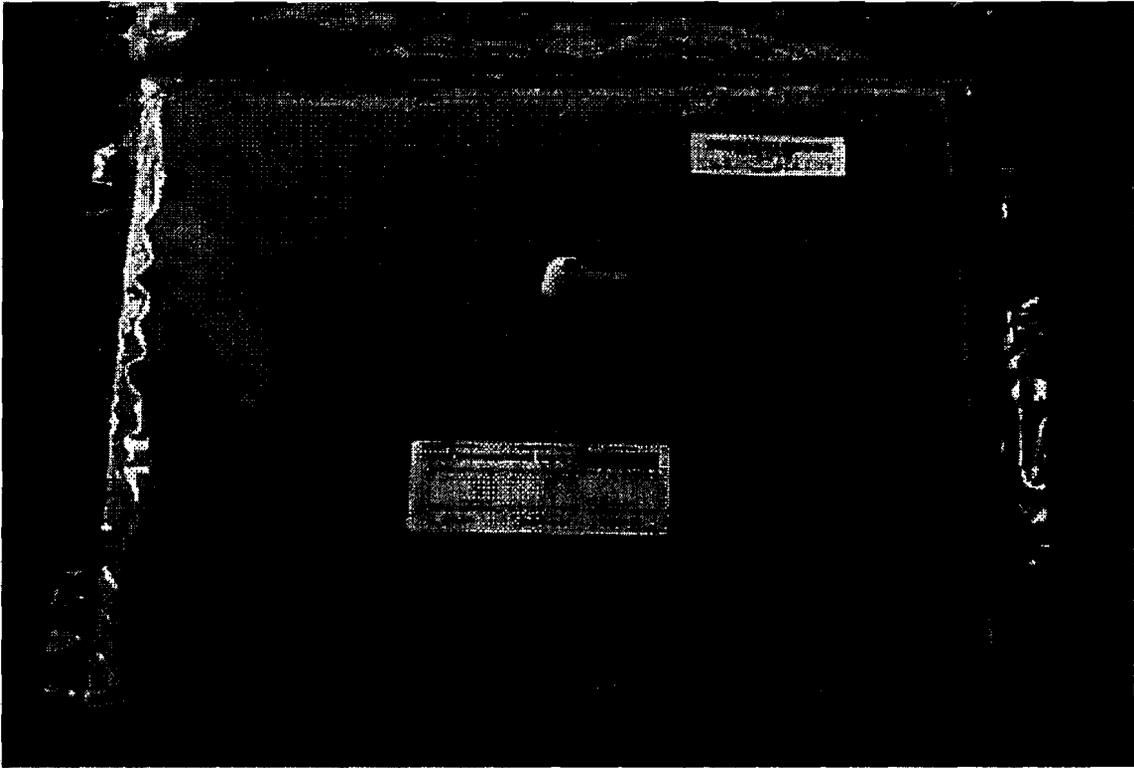


Figure #14: View of the front of the drywall. CPSC sample number: 09-810-7732, Sub 02.



Figure #15: View of the back of the drywall. It measured 13 1/2 x 14 1/4 x 1/2.

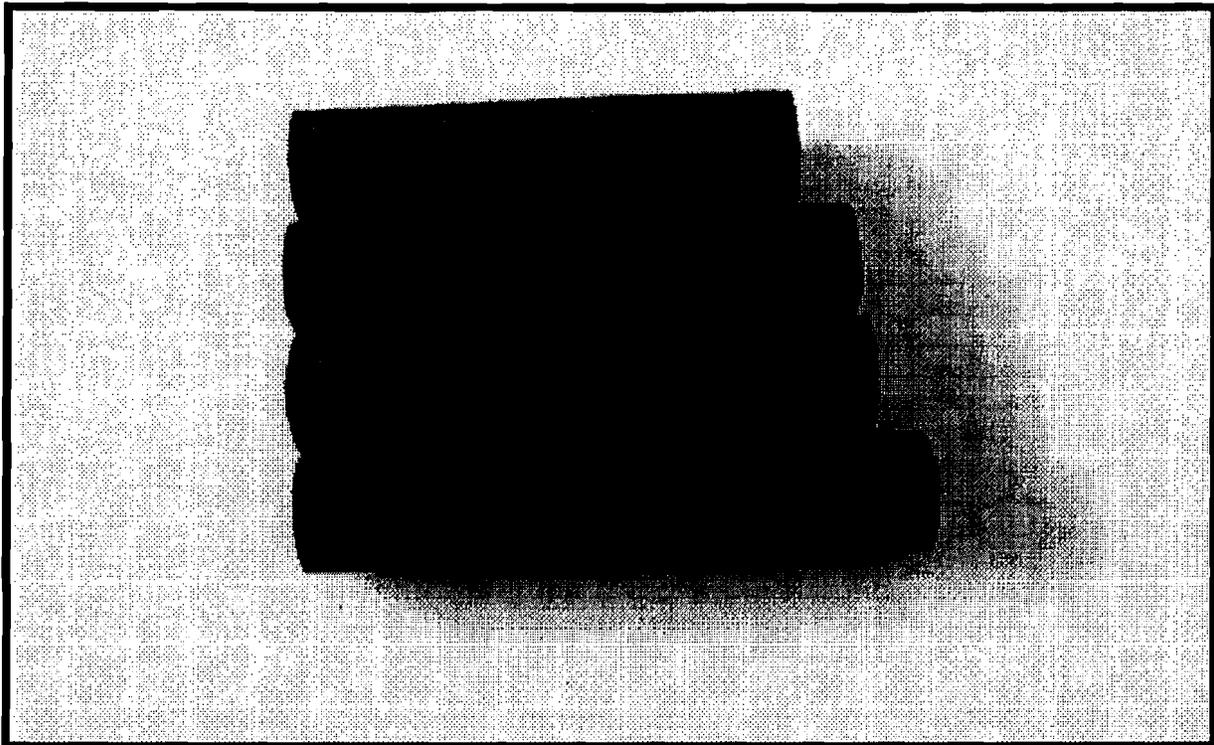


Figure #16: View of the four pieces of copper pipe samples, 09-810-7733, Sub 01-04, that were collected from Hampshire at Greenbriar townhome. The pipes ranged from 2 ¼" to 2 ¾" in length.



Figure #17: View of the opening of the copper pipe. It measures approximately ½ " in.

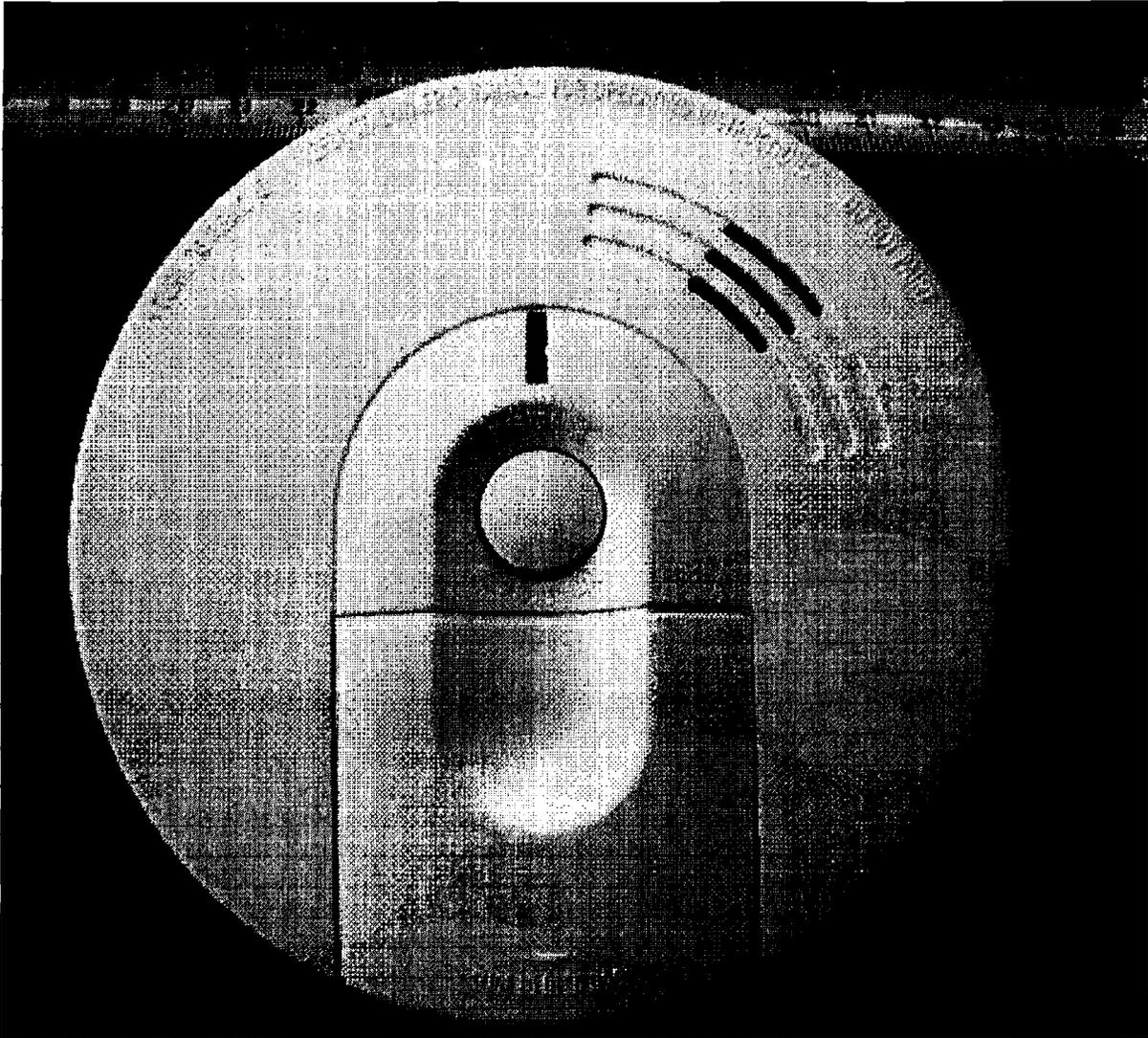


Figure #18: A front view of the smoke detector, sample number 09-810-7734, Sub 01.

The sample was collected from the bedroom on the second floor.

The measurements are approximately 5" H x 6" L x 1 ½ " D.



Figure #19: View of the battery inside the smoke detector.

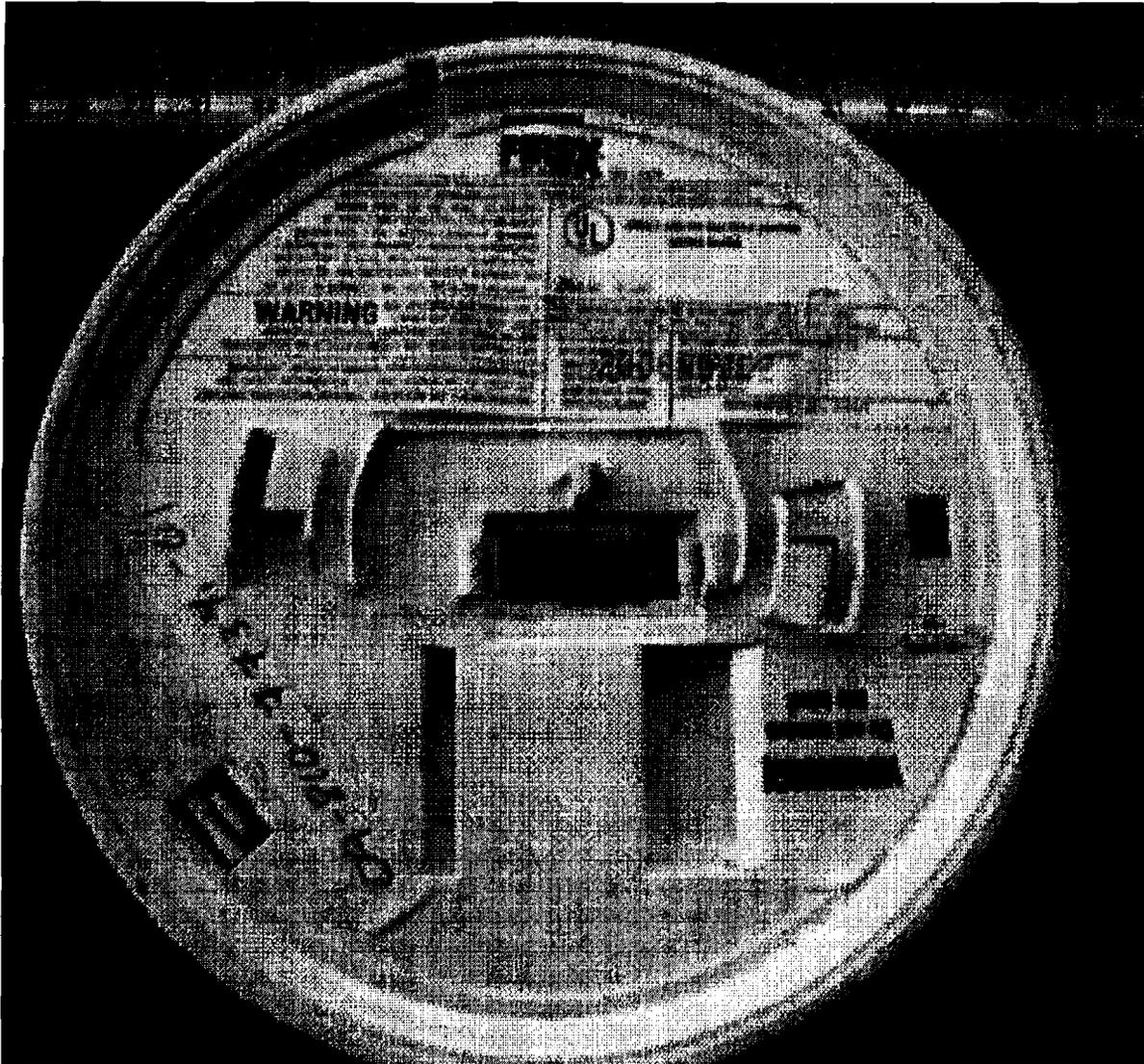


Figure #20: A view of the back of the smoke detector. The manufacturing date is November 02, 2006.

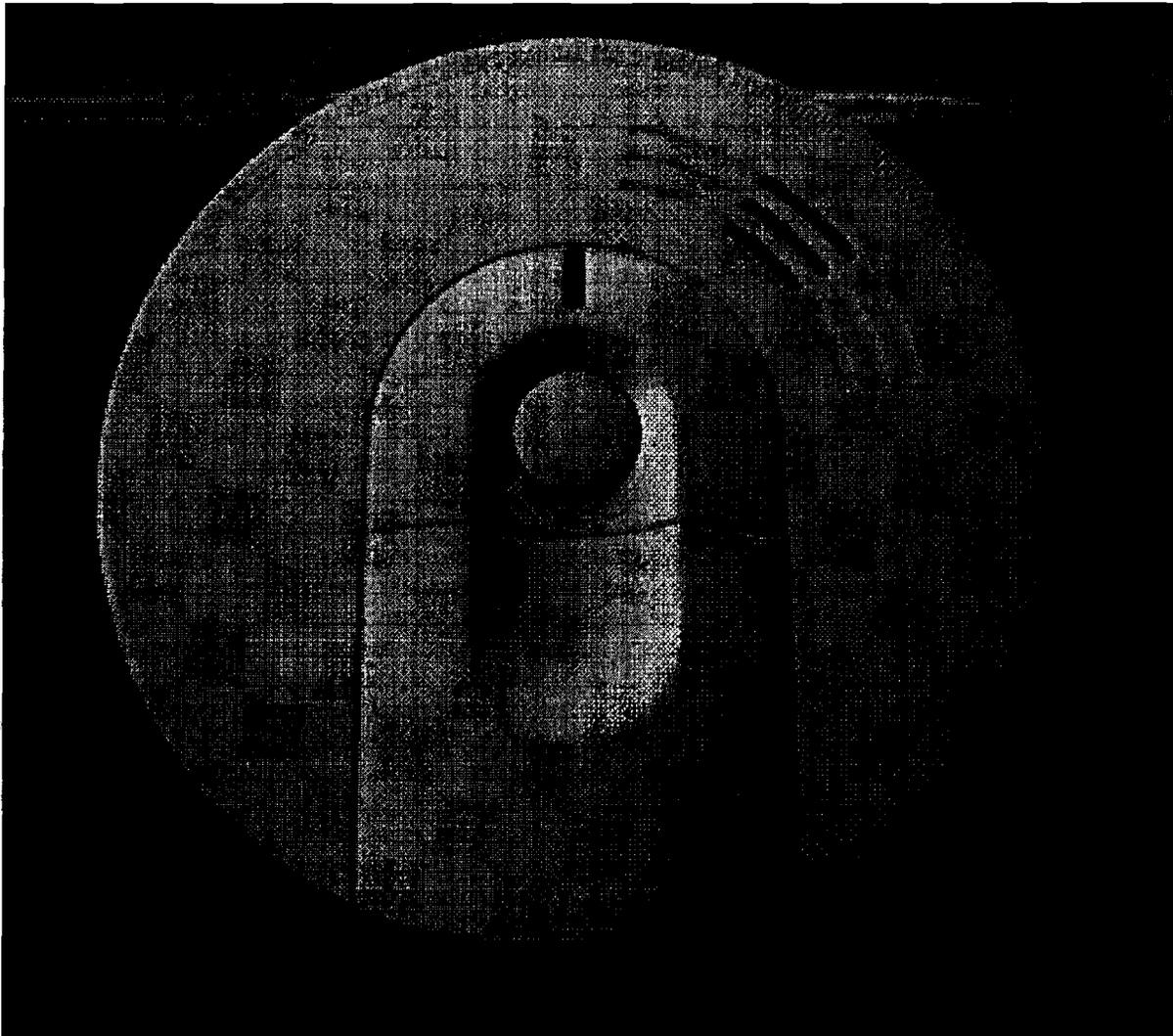


Figure #21: Front view of the smoke detector, sample number 09-810-7734, Sub 02.

This sample was collected from the bedroom ceiling on the first floor located in the back of the house.

The measurements are approximately 5" H x 6" L x 1 ½" D.



Figure #22: A View of the battery inside of the smoke detector.

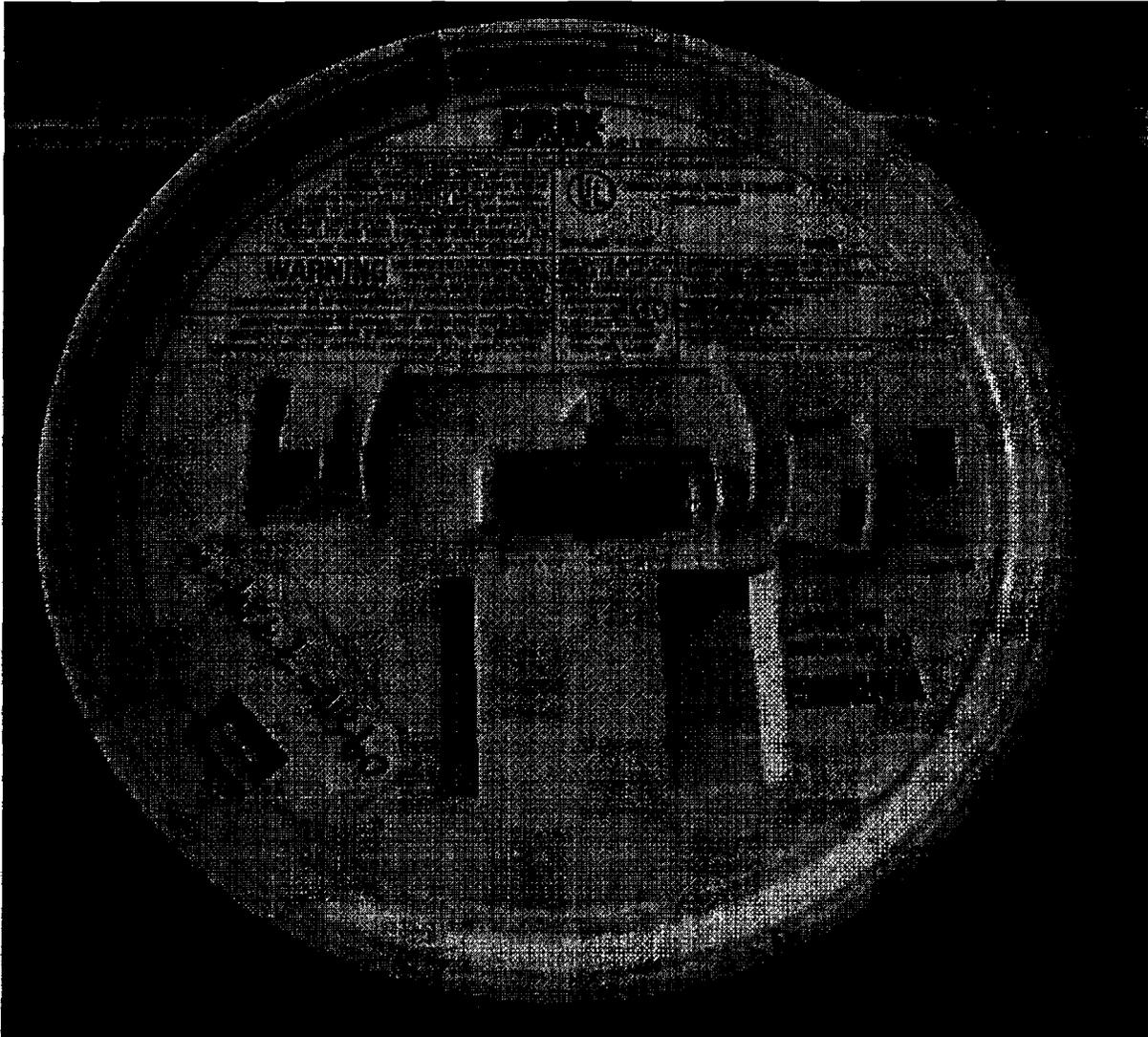


Figure #23: A view of the back of the smoke detector. The manufacturing date is November 02, 2006.

TASK NUMBER: 090610ERC7496

STATUS OF MISSING DOCUMENT (S)

The official records were requested for this investigation report could not be obtained.

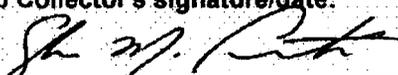
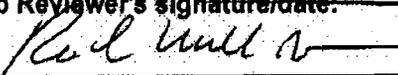
- 1. Shipping records and invoices**
- 2.**
- 3.**
- 4.**
- 5.**

Date: 06/16/2009

Investigator No: 2118

Regional office: CFIEB Supervisor No: 9084

**U.S. Consumer Product Safety Commission
SAMPLE COLLECTION REPORT**

1. Sample Flag CHESAPEAKE DRYWALL INVESTIGATION		2. Date Collected 6/2/09	3. Sample Type and Number: 09-810-7731 <input checked="" type="radio"/> Physical <input type="radio"/> Documentary	
4a. Product Name ELECTRICAL OUTLET (S)		4b Model UNK	4c NEISS 4061	5. Assignment Number
6. Complete for Import Samples Port of Entry: _____ Country of Origin: _____ Entry No. and Date: _____ Customs Contact: _____			7. MIS 33712	8. Hours Activity <u>4</u> Travel <u>2</u>
10. Sample Cost \$0.00		11. Invoice Value of Lot \$0.00		12. Size of Lot Units 4 unt
13. Manufacturer/Importer # FIR050 FIRM UNKNOWN UNKNOWN UNKNOWN		14. Shipper/Foreign Manufacturer NOT AVAILABLE		15. Dealer/Import Broker # HAMPSHIRE AT GREENBRIAR 1522 ALDER SHOP LANE CHESAPEAKE, VA 23320
16. Supporting documents attached: Invoice No. and Date: <u>NONE</u> Shipping Record and Date: <u>NONE</u> Affidavit Signer's name, title and date: <u>NONE</u>				
17. Product Identification: The standard electrical outlets have a white exterior with two receptacles. On the back of them is a UPC 7847715142. The GCFI also has a white exterior with two receptacles. There is a reset button				
18. Reason for collection/analysis needed: FHSA <input checked="" type="radio"/> CPSA FFA PPPA RSA Evaluate corrosion on the copper wires				
19. Summary of Field Screening: The electrical outlets were visually inspected in the field. There were some signs of corrosion on the copper wires.				
20. Sample size/Method of Collection: Three electrical outlets (Sub 01,02,03) and one GCFI outlet (Sub 04) were collected from this townhouse. (Sub 01,02) were collected from the back bedroom on the first floor. Sub 01 was collected from the				
21. Identification on sample: " 09-810-7731 SUB 01-04 SMC 6/2/09 "			22. Identification on seal and date: " 09-810-7731 Shawn M. Cerruti 6/2/09 "	
23a. Sample delivered to: FEDEX 20171			23b Date 6/6/09	24. Report/Record Sent to: CFIE
25. Laboratory/Office: LSE <input checked="" type="checkbox"/> LSM ___ CRC ___ SIU ___ Other ANDREW TROTTA LSC ___ LS ___ CLD ___ SSF ___				
26. Remarks: Photographs and the receipt of sample are attached to this scr.				
27. Related Samples: NONE				
28a Collector's name/title: Shawn M. Cerruti Product Safety Investigator			28b Collector's signature/date:  6/5/09	
29a Reviewer's name/title: Robert L. Hull Supervisor			29b Reviewer's signature/date:  6/19/09	

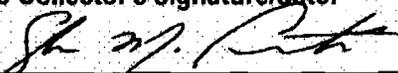
PRODUCT IDENTIFICATION

located between the receptacles. There is a sticker on the side that states: UL listed, GROUND FAULT CIRCUIT INTERRUPTER, CLASS A, 2 pole unit, 20A, 120V, 60HZ, Issue No. B-450824. Leviton Mfgt. Co. There is a sticker on the other side that states: Leviton insp. 0H46I 05199-08 35.

METHOD OF COLLECTION

exterior wall and Sub 02 was removed from the interior wall. Sub 03 was removed from the bathroom in the hallway on the second floor. Sub 04 was removed from the bathroom connected to the bedroom on the first floor. The samples were placed inside separate plastic bags and sealed. An scr label was placed on them and then put into a Fedex box. They were transported in a GOV vehicle to the local field office. They were photographed and shipped to HQ.

**U.S. Consumer Product Safety Commission
SAMPLE COLLECTION REPORT**

1. Sample Flag CHESAPEAKE DRYWALL INVESTIGATION		2. Date Collected 6/2/09	3. Sample Type and Number: 09-810-7732 <input checked="" type="radio"/> Physical <input type="radio"/> Documentary	
4a. Product Name DRYWALL		4b Model UNK.	4c NEISS 1884	5. Assignment Number
6. Complete for Import Samples Port of Entry: _____ Country of Origin: _____ Entry No. and Date: _____ Customs Contact: _____		7. MIS 33712	8. Hours Activity <u> 2 </u> Travel <u> 2 </u>	
10. Sample Cost \$0.00		11. Invoice Value of Lot \$0.00		12. Size of Lot Units 2 unt
13. Manufacturer/Importer # FIR050 FIRM UNKNOWN UNKNOWN UNKNOWN,		14. Shipper/Foreign Manufacturer UNKNOWN		15. Dealer/Import Broker # HAMPSHIRE AT GREENBRIAR 1522 ALDER SHOP LANE CHESAPEAKE, VA 23320
16. Supporting documents attached: Invoice No. and Date: <u> N/A </u> Shipping Record and Date: <u> N/A </u> Affidavit Signer's name, title and date: <u> NONE </u>				
17. Product Identification: Two pieces of drywall were collected from this residence. The drywall was painted a tan color. The measurement of the original piece was not known. It was 1/4 in D. There was no product information available.				
18. Reason for collection/analysis needed: <input type="checkbox"/> FHSA <input checked="" type="checkbox"/> CPSA <input type="checkbox"/> FFA <input type="checkbox"/> PPPA <input type="checkbox"/> RSA To assess the drywall per project requirements.				
19. Summary of Field Screening: The drywall was visually inspected in the field. There was no visible damage to it.				
20. Sample size/Method of Collection: Two pieces of drywall were removed from the wall in the hallway located on the second floor of the townhouse. The CPSC ES and the V.P. of Production from the firm used a drywall saw and cut two				
21. Identification on sample: " 09-810-7732 SUB 01-02 SMC 6/2/09 "			22. Identification on seal and date: " 09-810-7732 Shawn M. Cerruti 6/2/09 "	
23a. Sample delivered to: FEDEX 20171			23b Date 6/6/09	24. Report/Record Sent to: CFIE
25. Laboratory/Office: LSE <u> X </u> LSM <u> ___ </u> CRC <u> ___ </u> SIU <u> ___ </u> Other <u> RIKKI KHANNA </u> LSC <u> ___ </u> LS <u> ___ </u> CLD <u> ___ </u> SSF <u> ___ </u>				
26. Remarks: Photographs and receipt of sample are attached to this scr.				
27. Related Samples: None				
28a Collector's name/title: Shawn M. Cerruti Product Safety Investigator			28b Collector's signature/date:  6/5/09	
29a Reviewer's name/title: Robert L. Hull Supervisor			29b Reviewer's signature/date:  6/19/09	

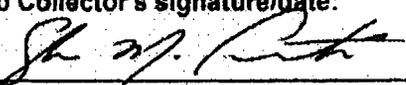
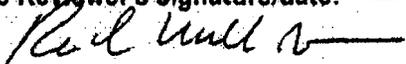
PRODUCT IDENTIFICATION

on this drywall.

METHOD OF COLLECTION

pieces from the middle of the wall. The first piece, Sub 01, was 12 x 12 1/2. The second piece measured 13 1/2 x 14 1/4. They both were 1/2 in D. The pieces were placed inside separate plastic bags. An scr label was placed on each bag. They were then placed inside a green hefty bag and sealed. They were transported in a GOV vehicle to the local field office. They were photographed and then placed inside a box and sealed. It was taken to Fedex, and shipped to HQ.

**U.S. Consumer Product Safety Commission
SAMPLE COLLECTION REPORT**

1. Sample Flag CHESAPEAKE DRYWALL INVESTIGATION		2. Date Collected 6/2/09	3. Sample Type and Number: 09-810-7733 <input checked="" type="radio"/> Physical <input type="radio"/> Documentary	
4a. Product Name COPPER PIPES	4b Model UNK	4c NEISS 0374	5. Assignment Number	
6. Complete for Import Samples Port of Entry: _____ Country of Origin: _____ Entry No. and Date: _____ Customs Contact: _____		7. MIS 33712	8. Hours Activity <u>4</u> Travel <u>0</u>	
		9a Home RO CFIE	9b Collecting RO CFIE	
10. Sample Cost \$0.00	11. Invoice Value of Lot \$0.00		12. Size of Lot 4	Units unt
13. Manufacturer/Importer # FIR050 FIRM UNKNOWN UNKNOWN UNKNOWN,		14. Shipper/Foreign Manufacturer UNKNOWN		15. Dealer/Import Broker # HAMPSHIRE AT GREENBRIAR 1506 PENTON MEWS CHESAPEAKE, VA 23320
16. Supporting documents attached: Invoice No. and Date: <u>NONE</u> Shipping Record and Date: <u>NONE</u> Affidavit Signer's name, title and date: <u>NONE</u>				
17. Product Identification: There were four pieces of copper pipe collected from a town house in this community. The piece of pipe came from the master bathroom attached to the master bedroom on the second floor. The four pieces				
18. Reason for collection/analysis needed: <input type="checkbox"/> FHSA <input checked="" type="checkbox"/> CPSA <input type="checkbox"/> FFA <input type="checkbox"/> PPPA <input type="checkbox"/> RSA Possible corrosion on copper pipes				
19. Summary of Field Screening: The copper pipes were visually inspected in the field. The outside of the pipes were a black. One of the firm's employee was in the process of cutting the pipe into pieces when we arrived in the				
20. Sample size/Method of Collection: Four pieces of a copper pipe were collected from townhouse. (Sub 01-04) The pieces were placed inside ziploc bags and properly labeled. They were placed inside a box and transported				
21. Identification on sample: " 09-810-7733 SUB 01-04 SMC 6/2/09 "		22. Identification on seal and date: " 09-810-7733 Shawn M. Cerruti 6/2/09 "		
23a. Sample delivered to: FEDEX 20171		23b Date 6/4/09	24. Report/Record Sent to: CFIE	
25. Laboratory/Office: LSE <input checked="" type="checkbox"/> LSM <input type="checkbox"/> CRC <input type="checkbox"/> SIU <input type="checkbox"/> LSC <input type="checkbox"/> LS <input type="checkbox"/> CLD <input type="checkbox"/> SSF <input type="checkbox"/> Other RIKKI KHANNA				
26. Remarks: Photographs and receipt of sample are attached to collection report.				
27. Related Samples: None				
28a Collector's name/title: Shawn M. Cerruti Product Safety Investigator		28b Collector's signature/date:  6/4/09		
29a Reviewer's name/title: Robert L. Hull Supervisor		29b Reviewer's signature/date:  6/19/09		

PRODUCT IDENTIFICATION

ranged in sizes from 2 1/4" L to 2 3/4" L. They were all 1/2" in diameter. There was no further product information available.

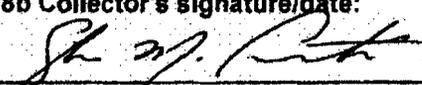
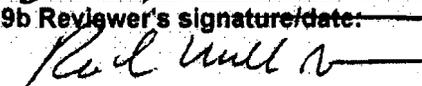
FIELD SUMMARY

town home.

METHOD OF COLLECTION

in the GOV vehicle to the local field office. They were photographed and sealed. Then placed back inside the box and taken to Fed Ex. They were shipped to HQ.

**U.S. Consumer Product Safety Commission
SAMPLE COLLECTION REPORT**

1. Sample Flag CHESAPEAKE DRYWALL INVESTIGATION		2. Date Collected 6/2/09	3. Sample Type and Number: 09-810-7734 <input checked="" type="radio"/> Physical <input type="radio"/> Documentary	
4a. Product Name FIREX SMOKE ALARM		4b Model 120-1182B	4c NEISS 0702	5. Assignment Number
6. Complete for Import Samples Port of Entry: _____ Country of Origin: _____ Entry No. and Date: _____ Customs Contact: _____		7. MIS 33712	8. Hours Activity <u>4</u> Travel <u>2</u>	
10. Sample Cost \$0.00		11. Invoice Value of Lot \$0.00		12. Size of Lot 2
13. Manufacturer/Importer # FIR050 FIRM UNKNOWN UNKNOWN UNKNOWN.		14. Shipper/Foreign Manufacturer NOT AVAILABLE		15. Dealer/Import Broker # HAMPSHIRE AT GREENBRIAR 1522 ALDER SHOP LANE CHESAPEAKE, VA 23320
16. Supporting documents attached: Invoice No. and Date: <u>NONE</u> Shipping Record and Date: <u>NONE</u> Affidavit Signer's name, title and date: <u>NONE</u>				
17. Product Identification: The smoke alarms that were collected had a white exterior. The battery is stored in a compartment located on the front cover. There is a white button located directly above the battery. It is used to				
18. Reason for collection/analysis needed: FHSA <input checked="" type="radio"/> CPSC FFA PPPA RSA Check for sensitivity and fire hazard.				
19. Summary of Field Screening: The samples were inspected in the townhouse. There were no visible signs of corrosion on the exterior of the units. CPSC Fire Engineer tested the smoke detectors on-site. They did activate.				
20. Sample size/Method of Collection: Two smoke alarms were collected from a townhouse in Chesapeake, VA. The first unit was collected from the bedroom on the second floor. It was properly labeled with an SCR sample label, Sub 01, and placed				
21. Identification on sample: " 09-810-7734 SUB 01, 02 SMC 6/2/09 "		22. Identification on seal and date: " 09-810-7734 Shawn M. Cerruti 6/2/09 "		
23a. Sample delivered to: FEDEX 20171		23b Date 6/3/09	24. Report/Record Sent to: CFIE	
25. Laboratory/Office: LSE <input checked="" type="checkbox"/> LSM _____ CRC _____ SIU _____ LSC _____ LS _____ CLD _____ SSF _____ Other RIKKI KHANNA				
26. Remarks: Photographs and the receipt of sample are attached to this scr.				
27. Related Samples: None				
28a Collector's name/title: Shawn M. Cerruti Product Safety Investigator		28b Collector's signature/date:  6/5/09		
29a Reviewer's name/title: Robert L. Hull Supervisor		29b Reviewer's signature/date:  6/19/09		

PRODUCT IDENTIFICATION

test the unit weekly or to hush the alarm if it has been activated. There is a speaker on the right side of the front cover. On the back of the alarm, is the product information: It states: FIREX smoke alarm, 120-1182B. The manufacturing date is November 02, 2006. The warning label was photographed and attached to this document.

METHOD OF COLLECTION

inside a ziploc bag. The second alarm was collected from a bedroom on the first floor. An scr label was placed on it. The smoke alarms were photographed and placed back inside two separate ziploc bags then sealed. They were placed inside a box and transported in a GOV vehicle to the local field office. They were taken to Fed Ex to be shipped to HQ on 6/3/09.

09061901-4520

U.S. CONSUMER PRODUCT SAFETY COMMISSION

EXHIBIT # 1
U.S. Consumer Product Safety Commission
Hamdon Field Office
Attn: Shawn M. Cerruti
2465 Centreville Rd., #J17-753
Hamdon, VA 20171

2. NAME OF INDIVIDUAL: *John Buckley* 3. TITLE OF INDIVIDUAL: 4. DATE: *6/2/09*

5. FIRM NAME: *Draygas Associate* 6. SAMPLE NUMBER: *1131*

7. NUMBER AND STREET: *Hampshire at Greenbriar* 8. CITY AND STATE (Include Zip Code): *Chesapeake, VA 23320*

9. SAMPLES COLLECTED (Describe fully. List lot, serial, model numbers and other positive identification)

The following samples were collected by the Consumer Product Safety Commission pursuant to Section 27(f) of the Consumer Product Safety Act (15 U.S.C. 2076(f) and/or Section 11(b) of the Federal Hazardous Substances Act (15 U.S.C. 1270(b) and/or Sections 5(c) and (d) of the Flammable Fabrics Act (15 U.S.C. 1194(c) and (d) and/or Section 704(c) of the Federal Food Drug and Cosmetic Act (21 U.S.C. 374(c)) [Authority for sample collections made in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 et seq.)], and receipt for said samples is hereby acknowledged. Sections cited are quoted on the reverse side of this form.

This investigation conducted a sample of mattresses in the bedroom of a 12 year old child. The samples were collected from the top and bottom of the mattress. The samples collected were 3 in x 6 in (standard) and one 6 x 7 in.

10. SAMPLES
a. AMOUNT RECEIVED FOR SAMPLE
b. SIGNATURE (Person from whom sample received)

11. SAMPLES WERE
 PURCHASED
 BORROWED (To be returned)

12. COLLECTOR
a. NAME (Print or type)
b. SIGNATURE

U.S. CONSUMER PRODUCT SAFETY COMMISSION

EXHIBIT #

Hemdon Field Office
Attn: Shawn M. Cerruti
2465 Centreville Rd., #J17-753
Hemdon, VA 20171

2. NAME OF INDIVIDUAL: John Buckley
3. TITLE OF INDIVIDUAL:
4. DATE: 6/2/09

5. FIRM NAME: Dragan Associates
6. SAMPLE NUMBER: 17520

7. NUMBER AND STREET: Hampshire at Greenbriar
8. CITY AND STATE (Include Zip Code): Chesapeake, VA 23320

9. SAMPLES COLLECTED (Describe fully. List lot, serial, model numbers and other positive identification)

The following samples were collected by the Consumer Product Safety Commission pursuant to Section 27(f) of the Consumer Product Safety Act (15 U.S.C. 2078(f)) and/or Section 11(b) of the Federal Hazardous Substances Act (15 U.S.C. 1270(b)) and/or Sections 5(c) and (d) of the Flammable Fabrics Act (15 U.S.C. 1194(c) and (d)) and/or Section 704(e) of the Federal Food Drug and Cosmetic Act (21 U.S.C. 374(e)) [Authority for sample collections made in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 et seq.)], and receipt for said samples is hereby acknowledged. Sections cited are quoted on the reverse side of this form.

This investigator collected two drywall samples from the term bases at Hampshire at Greenbriar in Chesapeake, VA.

Samples were obtained from the term bases at Hampshire at Greenbriar in Chesapeake, VA. The samples were obtained from the term bases at Hampshire at Greenbriar in Chesapeake, VA. The samples were obtained from the term bases at Hampshire at Greenbriar in Chesapeake, VA.

Three pieces of copper pipe were taken 1506.

10. SAMPLES a. AMOUNT RECEIVED FOR SAMPLE N/A	11. SAMPLES WERE <input type="checkbox"/> PURCHASED <input checked="" type="checkbox"/> BORROWED (To be returned) N/A	12. COLLECTOR a. NAME (Print or type) Shawn M. Cerruti b. SIGNATURE <i>Shawn M. Cerruti</i>
b. SIGNATURE (Person from whom sample received) <i>[Signature]</i>		

Listed at \$259,900



For more information:
Customer Service Center
myrvw@roseandwomble.com
Phone: 800.695.7356



Estimated Monthly Payment:
\$1,197

Neighborhood Of Cromwell Park At Salem

3 Bedroom
2 Full / 1 Half Bath
List#: 0852883

GREAT PRICE! NEARLY NEW HOME, WELL-MAINTAINED!

School Information

Landstown High School

Architecture

Traditional

Built In 2005

Approx. 1901 sqft.

Slab (Foundation)

Brick (Exterior)

Vinyl (Exterior)

Internal Features

Cable TV Hookup

Central Air (Cooling)

Carpet (Flooring)

Ceramic (Flooring)

Nat Gas (Heating)

Rooms

Breakfast Area

1st-Floor Bedroom

Foyer

Master Bedroom w/ Bath

Pantry

Utility Closet

External Features

Privacy (Fence)

Back Fenced (Fence)

Wood Fence (Fence)

Garage (Parking)

Attached (Parking)

1 Car (Parking)

Driveway Spc (Parking)

Oversized Garage (Parking)

Listing provided by: Wainwright Real Estate



Real Estate Information Network, Inc. provides information on this website for informational purposes only. This information is not intended to be used as a substitute for professional advice. The information is provided as is, with no warranty. The information is not intended to be used as a substitute for professional advice. The information is provided as is, with no warranty. The information is not intended to be used as a substitute for professional advice. The information is provided as is, with no warranty.

Remediation Scope of Work

- a. Collect air quality sample at house in connection with move-out, and provide homeowner with the results (the testing takes approximately 1 week but is dependent on lab availability).
- b. Photograph all rooms of house to document existing conditions.
- c. Conduct inspection of the appliances (to be completed by a third-party), and replace any appliances that fail inspection due to metal corrosion. (Any such replacements shall be completed at the time when fixtures and appliances are reinstalled below.)
- d. Install temporary construction lock on front door.
- e. Remove all personal belongings (including any art work, wall hangings, and window treatments) and free standing appliances (i.e., refrigerator, washer, dryer, range).
- f. Remove carpet and padding.
- g. Remove shower door enclosures.
- h. Remove blinds.
- i. Remove interior trim and doors.
- j. Remove light fixtures and smoke detectors.
- k. Remove toilets, kitchen sink, and water heater, if necessary.
- l. Remove attached appliances (i.e., dishwasher, range hood/microwave).
- m. Remove cabinets, countertops, and faucets.
- n. Remove HVAC grilles and registers.
- o. Remove all drywall.
- p. Remove all insulation.
- q. Remove all HVAC ductwork.
- r. Perform a whole-house dust cleanup following removal of drywall, insulation, and ductwork.
 1. During demolition of drywall, insulation, and ductwork:

Install a vane-axial air mover fan on each floor in the areas where wallboard is being removed. Vent the discharge orifice of the fans to the outside air using a window blank or other approved means of exhaust ventilation. Ensure that no visible materials (chunks of insulation, paper, etc.) are exhausted to the outside air. A HEPA filtered device is not necessary. At completion of demolition work, remove the vane-axial fans and flex ducting and window blanks and close up the unit.
 2. Immediately after demolition work is completed:

Perform a detailed clean-up using skilled labor adequately trained in detailed cleaning and particulate removal. Begin with a good broom and conventional vacuum clean and make sure all bulk debris is gone. Install HEPA filtered air scrubbers to provide a target minimum of 4 air changes per hour.

Turn on the air scrubbers so that they are completely recirculating indoor air (100% recirculation with no ducting coming off the unit). Use air scrubbers with pressure gauges to monitor filter loading and to ensure timely filter changes.

Perform Vortex Induced Sediment Aerosolization (VISA) procedure – Using an electric high volume leaf blower, walk through the unit on the first day of detailed cleaning in the morning and use the air stream to dislodge as much dust as possible from all cracks and crevices in the open web trusses, walls, etc. This should result in a fairly significant cloud of dust. A large portion of the smaller particles will be captured by the air scrubbers. Check the pressure gauges regularly on the air scrubbers and change the pre-filters as needed.

Repeat the VISA procedure three or four times, about once an hour, until a significant amount of dust can no longer be observed. Perform a ladder and flashlight and finger inspection to see if the bulk dust has in fact been removed from the framing. Repeat VISA if missed areas are found.

Following the VISA procedure, damp mop the floors and let dry and change filters in air scrubbers. To this point, this procedure may take anywhere from ½ a day to a whole day. Then, using a true HEPA vacuum work from the top of the units down and HEPA vacuum all accessible surfaces in the truss system, the walls and the floors.

Haul away and dispose of all waste materials (including but not limited to demolished drywall, ductwork, and insulation) in a lawful manner.

- s. Remove all electrical receptacles and switches.
- t. Remove all structured wiring outlets.
- u. Remove and inspect security system keypads and garage door openers, and replace, if necessary. (Any such replacements shall be completed at the time when fixtures and appliances are reinstalled below.)
- v. Remove and replace all copper gas lines.
- w. Remove and replace interior HVAC components (specifically the blower motor and evaporator coil and their respective housings, freon charge line set, thermostat wire, and all duct work excluding supply outlet housings).
- x. Cut off exposed copper wire in each receptacle, switch, lighting, and structured wire outlet box; pull existing wire farther into rough-in box; and install new receptacle, switch, or cap wires at lighting outlets for light installation to follow.
- y. Inspect plumbing fittings for evidence of corrosion, and replace corroded plumbing fittings.
- z. City electrical rough-in inspection.
- aa. Install new insulation.
- bb. Install new drywall, including drywall veneers/coatings to match pre-remediation finishes.

- cc. Re-install interior trim and doors.
- dd. Paint or wallpaper to match pre-remediation finishes.
- ee. Re-install cabinets and countertops to match pre-remediation finishes.
- ff. Re-install water heater, toilets, and kitchen sink.
- gg. Re-install or replace faucets, if necessary.
- hh. Install new electrical switches, receptacles, and smoke detectors.
- ii. Re-install or replace light fixtures, if necessary.
- jj. Install new structured wiring outlets.
- kk. Install new HVAC grilles and thermostat.
- ll. Re-install shower door enclosures.
- mm. Re-install attached appliances (i.e., dishwasher, range hood/microwave).
- nn. Re-install garage door openers and security system keypads.
- oo. Install new mirrors.
- pp. Install new carpet and padding to match pre-remediation finishes.
- qq. Re-install blinds and/or other window treatments.
- rr. Re-install free-standing appliances (i.e., refrigerator, washer, dryer, range).
- ss. Clean entire house.
- tt. Collect air quality sample prior to move-in, and provide homeowner with the results (the testing takes approximately 1 week but is dependent on lab availability).
- uu. Re-install all original locks at your house.
- vv. Re-inspect electrical systems eleven (11) months following completion of Remediation Work.
- ww. Collect air sample eleven (11) months following remediation, and provide homeowner with the results (the testing takes approximately 1 week but is dependent on lab availability).

Davidson, Verlene

From: Hull, Robert
Sent: Thursday, June 18, 2009 3:51 PM
To: Davidson, Verlene
Subject: FW: Chinese drywall

Verlene,

Please assign an IDI under the new MIS code for drywall. We had Shawn do an IDI as part of her visit.

Thanks,
Bob

From: Cerruti, Shawn
Sent: Thursday, June 18, 2009 2:49 PM
To: Hull, Robert
Subject: FW: Chinese drywall

Bob, Here is the original email.

The purpose of our visit to Chesapeake, VA was to interview the builder and assess the imported drywall that was found inside the townhomes.

Any questions, please call me. Thanks.

Shawnmarie Cerruti, Investigator
U.S. Consumer Product Safety Commission
2465 Centreville Road, #J17-753
Herndon, VA 20171
Tel: (571) 203-9498
Fax: (866) 768-0535
Email: scerruti@cpsc.gov

From: Blasius, Dennis
Sent: Thursday, May 21, 2009 6:01 PM
To: Khanna, Rohit; Cerruti, Shawn
Cc: Hull, Robert
Subject: RE: Chinese drywall

We'll have Shawn Cerruti work with you on this. Shawn, would you telephone Rik and work out the logistic details with him? Keep me in the loop.

Dennis Blasius
Eastern Region Director,
Office of Compliance and Field Operations
Ph. # 262-650-1216
Fax # 866-686-7936

(b)(6)

From: Khanna, Rohit
Sent: Thursday, May 21, 2009 2:58 PM
To: Blasius, Dennis; Trotta, Andrew; Rose, Blake; Woodard, Dean
Cc: Saltzman, Lori; Matheson, Joanna
Subject: FW: Chinese drywall

Good afternoon,

I would like to head out to VA soon to look at this community. Dennis can you have the Field staff contact Robert Smith and work out some potential dates?

~RIK

From: Matheson, Joanna
Sent: Monday, May 11, 2009 12:32 PM
To: Khanna, Rohit
Subject: FW: Chinese drywall

Robert Smith,
(Chesapeake)
Environmental Supervisor
757-382-8661
Robert.Smith@vdh.virginia.gov

Robert Smith is someone I have spoken to in the past regarding the VA beach area affected homes. I'm pretty sure he oversees the Tidewater area. Dwight mentioned Robert's name when I spoke with him this morning so he is probably coordinating with Dwight for the homeowner meeting on the 21st. I asked Dwight and he said that the townhome builder is moving people out of their homes to replace the drywall and other components (wiring, plumbing).

From: Matheson, Joanna
Sent: Monday, May 11, 2009 12:14 PM
To: Khanna, Rohit
Subject: FW: Chinese drywall

Rik,

I just got off the phone with Dwight. He is traveling to the VA Beach area on May 21st to speak to the folks in the affected townhomes. He said he could line you up with the consumers in these townhomes so you can look at fire safety equipment.

From: Flammia, Dwight (VDH) [<mailto:Dwight.Flammia@vdh.virginia.gov>]
Sent: Friday, May 08, 2009 7:56 AM
To: Matheson, Joanna
Subject: Chinese drywall

I have a couple of questions for you but missed the conference call yesterday. Let me know when you have a minute to talk and I'll call you. Otherwise call me 804-8648127.

Dwight Flammia, Ph.D.
Public Health Toxicologist
Division of Environmental Epidemiology
Virginia Department of Health

109 Governor Street
Richmond, VA 23219
Phone: 804-864-8127
Fax: 804-864-8131



1. Task Number 090629CNE4550		2. Investigator's ID 9003		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 03 25	5. Date Initiated YR MO DAY 2009 08 10		
6. Synopsis of Accident or Complaint UPC A family of four began experiencing a variety of health problems within weeks of moving into their newly constructed home. There were also a variety of unusual mechanical and electrical problems with the air conditioning, smoke alarms and other systems in the house. The consumer suspects that these issues might be the result of chemical off-gassing from the Chinese-manufactured drywall that was installed in the home. <div style="text-align: right;"> MFR/PRVLR NOTIFIED COMMENTS: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO OVERRULED: <input type="checkbox"/> ATTACHED <input type="checkbox"/> EXCISIONS/FOIA EXS. <input checked="" type="checkbox"/> : <input type="checkbox"/> DO NOT RE-NOTIFY <input checked="" type="checkbox"/> RE-NOTIFY uuc 5/20/10 </div>				
7. Location (Home, School, etc) 1 - HOME		8. City COURTLAND		9. State VA
10A. First Product 1884 - Ceilings And Walls (interior)		10B. Trade/Brand Name VENTURE SUPPLY		10C. Model Number TAIHE
10D. Manufacturer Name and Address VENTURE SUPPLY 1140 Azalea Garden Rd Norfolk, VA 23502				
11A. Second Product 4062 - Electric Wire Or Wiring Syst		11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address NONE				
12. Age of Victim 29	13. Sex 1 - Male	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 71 - Other	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 5 / 1	
20. Attachment(s) 2 - Documents		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 08/20/2009	25. Reviewed By 9084		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Trotta, Andrew; Matheson, Joanna; Khanna, Rohit; Rose, Blake			28. Source Document Number N0960410A	

Background:

This investigation was conducted as part of CPSC’s ongoing investigation regarding consumer complaints that drywall in residences may be emitting foul odors, causing corrosion to copper and other metal items and also potentially be the cause of health effects.

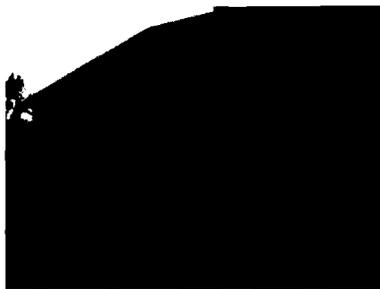
This consumer filed complaints with CPSC on 3/29/09 (Document #H0940091A) and 6/03/09 (Document #I0960130A.) In summary, the consumer (age 38) reported that her 29 year old husband and her two children, ages five and eight have all been experiencing various health problems. In addition, the home has exhibited a variety of electrical and mechanical problems since they moved in during March of 2007.

Home construction details:

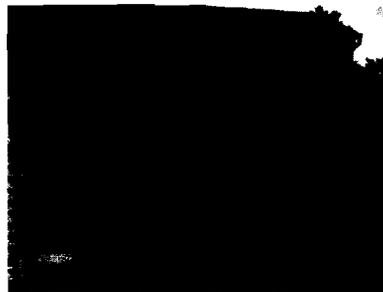
On July 6, 2009 I met with the complainant at the home in question. The home is described as a ranch style (sometimes also referred to as a “story and one half” wood-framed building with an attached two car garage. The home is brick and vinyl sided. There are three bedrooms and two full baths, all on the lower level. There is a playroom or potential fourth bedroom over the garage on the second level. The home does not have a basement. The consumer estimated the home size at 1985 square feet. It is located on a one acre lot. The front of the home faces south/southeast.



Construction began on the home in July 2006. The consumer’s husband is involved in the building trade and served as his own contractor during their home’s construction. He sub-contracted nearly all of the work on the home. The home was completed in February 2007 and the family moved there in late March 2007.



Back of home (master bedroom)



Back of home (kitchen)

The critical building subcontractors are identified in the attached contact sheet. The drywall was hung in the home in the fall of 2006. The consumer stated that the drywall sub-contractor firm is actually a subsidiary of the drywall importer. The consumers noticed nothing unusual about the drywall when it was being installed, and gave no thought to the product’s origin.

The walls are painted with "Knockdown," a spray-on texture that hides imperfections in the drywall. The consumers requested this of the drywall sub-contractor. The walls were then painted with latex house paint.

The insulation consists of both rolls placed between the wall studs and blown loose insulation sprayed into the attic.

Health Symptoms:

The consumer began noticing a strong odor as soon as they moved in to their home. The consumers described the odor as a "new house smell," or a combination of the odors they have smelled before when entering recently constructed homes. They attributed the smell to new paint, new carpeting and other products in the home.

However, after the initial couple of weeks of living in the house the consumers began to realize that the air in the home "never smelled good," and continued to have a kind of "chemical odor." They discussed this between themselves, wondering about the cause, but continued to attribute it to the typical odors they had noticed in other new homes and agreed that it would likely fade over time. They tried to mask the odors with scented candles and disinfectants such as (b)(3):Exemption 3 fo, but these products didn't seem to have any effect and the strange chemical odor remained overpowering.

The 29 year old **husband** was the first to experience unusual health problems after moving into the new house. He described his health as excellent before moving in, stating that he was active and not suffering from any previous health issues. Within eight weeks of moving in, the husband began suffering from a constant sore throat. He was also unusually tired, often falling asleep by 7PM each evening. He also frequently woke up with sinus congestion. The husband sought medical treatment. He was advised that although his symptoms suggested he was suffering from strep throat or a sinus infection, screening tests for such illnesses repeatedly came back negative. He was prescribed antibiotics, which lessened his symptoms but did not cause them to disappear.

The 38 year old **wife** stated that within a month of moving into the house she began suffering from severe headaches almost daily. She also was very tired, and had difficulty sleeping most nights. When the symptoms persisted, she thought possibly she was having vision problems and had her eyes checked. No problems were identified. She tried using sleep aids, but nothing she did lessened her symptoms. She also experienced frequent sinus congestion. She described herself as a "stay at home mom," and she spent much of her days in the residence.

Their eight year **daughter's** first symptoms became known in October 2007. The mother received a telephone call from the school nurse, advising her that her daughter was complaining of chest pain, and that an elevated heart rate was detected. The mother took her daughter to the local Children's Hospital. The elevated heart rate was confirmed and a variety of cardio exams were conducted; however, no cause for the chest pain was determined and her daughter was sent home with directions for her health

to be monitored. Her daughter also suffered from periodic bloody noses, fatigue, sinus congestion, headaches and occasional hives.

Their five year son began suffering from hives and similar skin symptoms almost immediately after they moved in. His parents initially dismissed it to the excitement of moving and adjusting to his new surroundings. When the condition persisted they sought medical treatment for him. He was prescribed cortisone crème and Benadryl, but the hives persisted, particularly on his stomach. He also suffered from fatigue, sinus congestion and bloody noses. When the boy recently wore a shirt that he had taken with him when they moved out of the residence

Each of the primary family members suffered from frequent colds that they had trouble recovering from, and each suffered from flu symptoms at one time or another while living in the home.

Other extended family members who have lived in the house for short periods also exhibited health symptoms. The **mother's brother**, age 28, lived in the home from April through July, 2008. During that period he experienced eye irritation and inflammation. He wears contact lenses, and began using eye drops frequently to ease these symptoms, to no avail. He also developed a dry cough that persisted even after he moved out of the residence.

The **paternal grandmother**, age 52, stayed in the home with them for several days in April 2008 after being hospitalized for cardio and lung problems. She was on supplemental oxygen while living in the home. Within 2-3 days of her arrival, her breathing problems worsened and she had to be re-hospitalized.

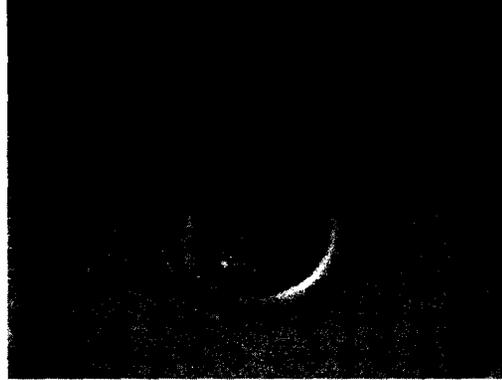
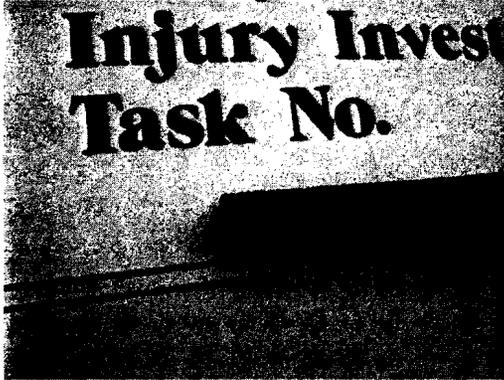
The **maternal grandmother**, age 58 suffers from Lupus. She stayed with the family periodically. After 2-3 days in the house she would complain that her Lupus was flaring up, causing her severe arthritis symptoms. She became lethargic, had constant headaches and complained that she felt like she was coming down with the flu. She also would break out with skin rashes on her hands after washing clothes in the home, which didn't happen elsewhere.

Finally, the family's two English bulldogs both experienced severe difficulty breathing. They panted constantly when inside the house as if they couldn't catch their breath. The symptoms disappeared as soon as they let outdoors. The family eventually kept the dogs in their fenced-in backyard, rarely bringing them indoors.

Mechanical/ Electrical problems in the home:

In addition to the health problems described above, the family noticed a variety of electrical problems occurring, beginning shortly after they moved into their new home. They have noticed unusual tarnishing and corroding of silver, copper and chromed items. These included a black-colored tarnishing of jewelry left out on the master bedroom dresser; similar corrosion to the water shut-off valve in the laundry room and corrosion of the decorative knobs on the ceiling light fixtures in the bedroom hallway

and kitchen. There is some blackening of the mirrors around the edges in the bathrooms. Portions of the copper door stop springs in the kitchen exposed to the air show clear signs of tarnishing.



There has been a consistent problem with the home's air conditioning unit and heat pump failing. The first failure of the air conditioning unit occurred in July 2007. The original coil had corroded and leaked the cooling fluid, causing the unit to freeze up. The coil was replaced, but failed again in the same manner six weeks later. That coil was replaced, but it failed in March 2008. Again, the cause was described as severe corrosion causing leakage. The compressor was also damaged this time and it was also replaced.



The above photos were taken by CPSC of the current air conditioning coil/ assembly on July 6, 2009.

The consumers advised that they also had continuing electrical problems with the light switches located in the family room, just inside the front door hallway. They periodically would hear a loud popping noise when they turn on the light switches. The husband suspected a short and examined the switch assembly; he found that copper wire connections to the switches were badly corroded. One of the copper wires was reportedly corroded so badly that it actually broke apart as he pulled the switch assembly out of the receptacle to examine it. The switches were replaced.

The consumer reported that the bulbs in the recessed ceiling lights above the tubs in the bathrooms failed quickly, rarely lasting more than 2-3 weeks. The also had problems with some of the smoke detectors sounding for no reason. The system is hardwired, and when one alarms sound, they all will then sound. The detectors in the foyer and in the master bedroom would go off most frequently. The foyer alarm was eventually replaced. The alarms were examined and collected by CPSC Engineering staff.

Homeowner Investigation:

In early 2009 the husband began hearing rumors from others in the building trade that some homeowners experiencing problems with drywall. At about the same time, his wife noticed news articles describing an apparent "off-gassing" of sulfurous gases issue purportedly involving Chinese-made drywall. The symptoms described in these news reports seemed to mimic what their own family was experiencing.



The husband went into the crawl space of the home above the bedrooms and pulled back some of the insulation from between the wall studs to expose the back of the living room drywall. He discovered that the drywall there was stamped "VENTURE SUPPLY, INC. MFG TAIHE CHINA." See adjoining photo taken by CPSC Investigator on 7/07/09 in the crawl space. The husband checked the attic area and walls of the playroom above the garage and did not find similar Chinese manufacturer markings.

The husband contacted the drywall contractor and explained the health problems the family had been experiencing. The drywall contractor reportedly checked the records for the home and confirmed that Chinese manufactured drywall had been installed in the home. This contractor acknowledged that he was aware of numerous complaints that this Chinese-manufactured drywall was causing problems. He suggested that the consumer contact the drywall supplier and importer of the Chinese drywall used in the consumer's home directly. The consumer did so on 3/26/09. He was advised by the drywall supplier/importer that the matter had been turned over to the firm's liability insurance company, and that there was nothing the firm could personally do to assist the consumer.

The various contractors noted are listed in Exhibit "A."

Air quality testing was done at this home during the week of July 6, 2009; that information will be reported separately.

Attachments:

Exhibit "A" - Contact Information

Exhibit "B" – Correspondence between consumer and her insurance carrier

Exhibit "C" – CPSC Release and Waiver of Liability form signed on 7/06/09

Exhibit "D" – CPSC Final release and Waiver of Liability form signed 7/09/09

Exhibit "E" – CPSC Authorization for Release of Name form signed on 8/09/09

Exhibit A

Complainants:

Lisa and Jason Dunaway

27037 Flaggy Run Road, Courtland, VA 23837

Ph. # 757-286-9255

Product Information:

Suspect drywall in the home is stamped "VENTURE SUPPLY, INC. MFG TAIHE CHINA."

Drywall Installer:

Porter/ Blaine Corporation (believed to be a subsidiary of Venture Supply, below)

Richard (Ozzie) Osbourne

Ph. #752-435-1910

Drywall Importer/ Supplier:

Venture Supply

Samuel Porter

1140 Azalea Garden Rd., Norfolk, VA 23502

Ph. #757-855-5433

Fax#757-857-0283

Electrician:

Pierce Electrical

Jeff Pierce, Ph. #757-435-8662

IDI # 090629CNE4550

2

Heating/ Air conditioning:

Fred Ingram

Ingram's Heating and Cooling 625 Shell Rd

Chesapeake, VA 23323-3207

(757) 487-3300



**CONESTOGA-ROVERS
& ASSOCIATES**

1412 Oakbrook Drive, Ste 180 Norcross, Georgia 30093
Telephone: (770) 441-0027 Facsimile: (770) 441-2050
www.CRAworld.com

April 21, 2009

Reference No. 055853

Ms. Jennifer Scarcia
Nationwide Insurance Company
Environmental Claims Unit
1431 Opus Pl. #C100
Downers Grove, Illinois 60515

Dear Ms. Scarcia:

Re: Drywall Inspection
Nationwide Claim # 53-45HO555393
Dunaway Residence, Courtland, Virginia

On April 15, 2009, Christine Mayo of Conestoga-Rovers & Associates (CRA) inspected the Dunaway residence located at 27037 Flaggy Run Road in Courtland, Virginia, for the purpose of determining the existence of reported Chinese-manufactured drywall. CRA inspected the visible interior portions of the house and accessible portions of the attic.

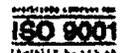
The home was a single-story building on a crawlspace foundation. Overall maintenance of the home appeared to be very good. The house was reportedly built in the latter half of 2006.

INTERVIEW

At the time of inspection, Mrs. Lisa Dunaway (homeowner) was onsite to grant access. CRA interviewed the homeowner utilizing a checklist containing indicators that Chinese-manufactured drywall may be present in the home (Attachment A). Of ten indicators, eight were answered in the affirmative:

- Home built or renovated between 2003 to 2007;
- Failures of electronic devices like televisions, computers, and appliances;
- A sulfur-like or vinegar-like odor;
- Repeated air-conditioning failures;
- Corrosion of wiring in electrical sockets or other areas;
- Corrosion of copper plumbing components;
- Blackening of metal jewelry, mirrors, and other items in the home; and,
- Drywall backing marked or stamped with "Made in China" and the like.

The homeowner reported that the home was built in the latter half of 2006, utilizing subcontractors hired by her husband.





**CONESTOGA-ROVERS
& ASSOCIATES**

April 21, 2009

Reference No. 055835

At the time that they moved into the finished home, the homeowner reported that their television was approximately 2 months old. Approximately 2 months after they moved into the home, that television set failed. The replacement television failed approximately one year later. The second replacement television is currently in use. In addition, the homeowner's satellite receiver box has failed twice; the satellite company has replaced both units. The homeowner's 2-year old washing machine failed less than a year ago, and a replacement was purchased. The homeowner currently uses an iPhone brand cellular phone. She reported that over the past year, two or three of her iPhones have failed; however, as they were under manufacturer's warranty, they have been replaced by the manufacturer. Additional electrical items that have failed and been replaced include small coffee makers, two or three hair dryers, and an iMac laptop computer.

A water softener was installed when the home was built. The homeowner reported that after showering, the master bathroom has a "rotten-egg" type of odor. To ensure the effectiveness of the water softener, the homeowner reportedly hired a person from the water department to check the water for sulfur. According to the homeowner, the representative of the water company reported that there was no sulfur in their water. Regarding unusual odors, the homeowner further reported that she gave a bag of hand-me-down clothing to her sister, and her sister reported that the clothing items had an unusual odor.

The homeowner stated that within 4 months of moving into the home the heating, ventilation and air conditioning (HVAC) unit failed and was replaced. Approximately 4 months later, the HVAC unit failed again, and an HVAC contractor was hired to assess the problem. He indicated that the copper coils were corroded, had failed, and he replaced them. Near the end of the summer of 2008, the HVAC unit failed again. A different HVAC contractor was hired to assess the problem. The second contractor reportedly indicated that the copper coils had again corroded and thus failed. Due to the unknown cause of the coil failures, the contractor suggested that there could be something wrong with the unit, and replaced the entire HVAC unit. In January of 2009, the replacement HVAC unit failed. The homeowner discovered that the coils were corroded, and hired the second contractor to replace the coils. In March of 2009, the homeowner was told that the coils had corroded again. The coils reported to be corroded in March 2009 had not been replaced at the time of CRA's inspection. The homeowner reported that they change the white, pleated air-filters monthly to promote healthy air quality in the home. Since they have moved in, the filters are consistently very dirty every month when they are replaced.

The homeowner reported that they have investigated some areas within the home, based on information they found on Chinese-manufactured drywall on the internet. They have removed electrical outlet plates to expose electrical wiring, and found that the copper lines are black.



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& ASSOCIATES**

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Jewelry items, primarily silver items, have turned black and/or tarnished. The sides of the master bathroom mirror have turned black. In the attic, the back of the drywall for the living room elevated wall was exposed by pulling back the roll-type insulation, and found to have a stamp indicating the drywall was manufactured in China.

The homeowner reported that her husband contacted the drywall contractor who was hired to install the drywall when their home was built. Upon review of the invoice, the homeowner reported that all of the drywall purchased for the walls of their home was manufactured by the TaiHe group, a Shandong Dongxin company. The contractor reported that the drywall used in the ceiling was not manufactured by the TaiHe group, as it was "too heavy" to install in a ceiling.

Further comments by the homeowner may be found in the Site Observations portion of this report.

SITE OBSERVATIONS

Exterior: The grade of the property was observed to be even across the lot. The house appeared to be in very good condition.

Interior: Upon entry into the house, a strong chemical-type odor was noted.

Living Room, Kitchen, Office: On the living room wall over the entry to the kitchen, a large, decorative metal star was hanging on the wall. The homeowner indicated an area where a smaller star had been removed; a line was observed on the wall where the edge of the metal star was touching the wall. No other areas of rust, staining, or discoloration were identified on the walls or contents in these rooms. In the kitchen, the refrigerator was pulled away from the wall, for examination of the back and any visible metal components. A copper line was identified on the refrigerator, and was observed to be black on the lower half of the copper piece. The rest of the visible copper line appeared copper colored with only slight discoloration. The homeowner also reported that some kitchen knives had slightly tarnished within the past few months.

Hallway, Laundry Room: No areas of rust, staining or discoloration were observed on the walls of these areas. Two electrical plates were removed from a light switch and an electrical outlet in the hallway to examine the wiring for discoloration. The exposed copper wire inside each electrical box appeared to be black.

Master Bedroom, Master Bathroom: No areas of rust, staining, or discoloration were observed on the walls in these rooms. In the master bathroom, the side of the silver-backed mirror was



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inspected, and found to be black in some areas. The homeowner also displayed some jewelry that was reported to previously be a "bright" polished silver, CRA observed these items had turned black.

Attic: The attic was accessed through a panel in the hallway ceiling. Upon entry into the attic, the odor observed in the living spaces in the house was observed to diminish. The attic appeared to be in very good condition, with a ridge vent, and visible eave vents present. Blown-in type insulation was present across the ceiling joists throughout the visible portions of the attic. The HVAC unit was identified and appeared to be in very good condition. The access panel was removed to expose the interior coils and electrical components. The copper coils were observed to be almost completely black with very little copper color remaining. No other rust or water damage was observed in the interior of the unit. An exposed copper line located outside the HVAC unit was a copper color, with little to no blackening. The vaulted ceiling for the living room was accessible. The roll-type insulation was pulled down, and the drywall backing was exposed. "VENTURE", "MFG TAIHE CHINA" was observed to be stamped on the backing of the drywall.

DRYWALL SAMPLING AND ANALYSIS

Two samples were collected within the house. Sample #1 was collected from the rear, exterior living room wall, at approximately four feet from the floor. Sample #2 was collected from the right wall of the laundry room, at approximately four feet from the floor. Samples were stored in individual Zip-loc® bags, and labeled as to their origin. Samples were then sent to the CRA Atlanta office via Federal Express. Control samples were obtained from a CRA employee home, known to be built in the early 1990's presumably with American-manufactured drywall.

Upon receipt of the samples in the CRA office on April 16, 2009, samples were prepared for analysis. Each sample was cut to an approximate size of 1" x 1", and placed in an individual Zip-loc® bag, clearly labeled as to its origin. The samples were then double bagged and crushed utilizing hand pressure. Sample bags were then placed in direct sunlight for 5 minutes to encourage volatilization of any potential gases within the drywall. Samples were analyzed using a Jerome X631-0002 Hydrogen Sulfide (Jerome) meter. This instrument has the capability to analyze for hydrogen sulfide, which is believed to be the chemical off-gassing from Chinese-manufactured drywall in higher concentrations than that of American-manufactured drywall. After calibration of the Jerome meter, the air within each sample bag was analyzed, and its hydrogen sulfide reading recorded. After all readings were conducted and recorded, a second reading was immediately performed on each sample.



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The results are presented in Table 1.

Sample Location	Reading 1 (ppm)	Reading 2 (ppm)
Control 1	.001	.001
Control 2	.002	.002
Dunaway Living Room	.018	.015
Dunaway Laundry Room	1.60	.730

Based on these results, the drywall from the Dunaway house appears to be off-gassing hydrogen sulfide at a higher concentration than the control samples.

CONCLUSIONS

Based on the homeowner interview, observations made during the inspection in conjunction with the drywall off-gassing analysis, it is CRA's opinion that the interior of the home was constructed using Chinese-manufactured drywall.

ASSESSMENT LIMITATIONS

A non-destructive or semi-destructive assessment of drywall origin was conducted at this site and was based upon the information made available to CRA representatives at the time of this assessment. CRA has analyzed and evaluated the information collected during this investigation using applicable scientific and industrial hygiene techniques and principles.

It is possible that additional Chinese-manufactured drywall may be present beyond the observations and activities conducted during this site assessment. Given the time requirements and the focused scope of work, CRA may not have observed all potential areas constructed with Chinese-manufactured drywall. In addition, odors and observations will vary as a result of changes to environmental conditions and may change the condition of the property as compared to the conditions observed by CRA. Additionally, this assessment did not attempt to identify chemicals associated with the potential Chinese-manufactured drywall and/or off-gassing from that drywall. This assessment is intended to reduce uncertainty regarding the presence of Chinese-manufactured drywall within the property; other types of hazards are beyond the scope of work and were not considered.

Reliance on or use of this report by any third party without explicit authorization from CRA, and its Primary Client, does not make any third party a beneficiary to CRA's contract with its



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& ASSOCIATES**

April 21, 2009

Reference No. 055835

Primary Client. Any unauthorized reliance on, or use of, this report, including its information or conclusions, will be solely at the third party's risk, no warranties or representations, expressed or implied in this report, are made to any third party.

Please feel free to contact us at your convenience if you have questions.

Yours truly,

CONESTOGA-ROVERS & ASSOCIATES

Christine Mayo, CRMI

Michael E. Lastovica, P.E.

**CM/kt/01
Encl.**

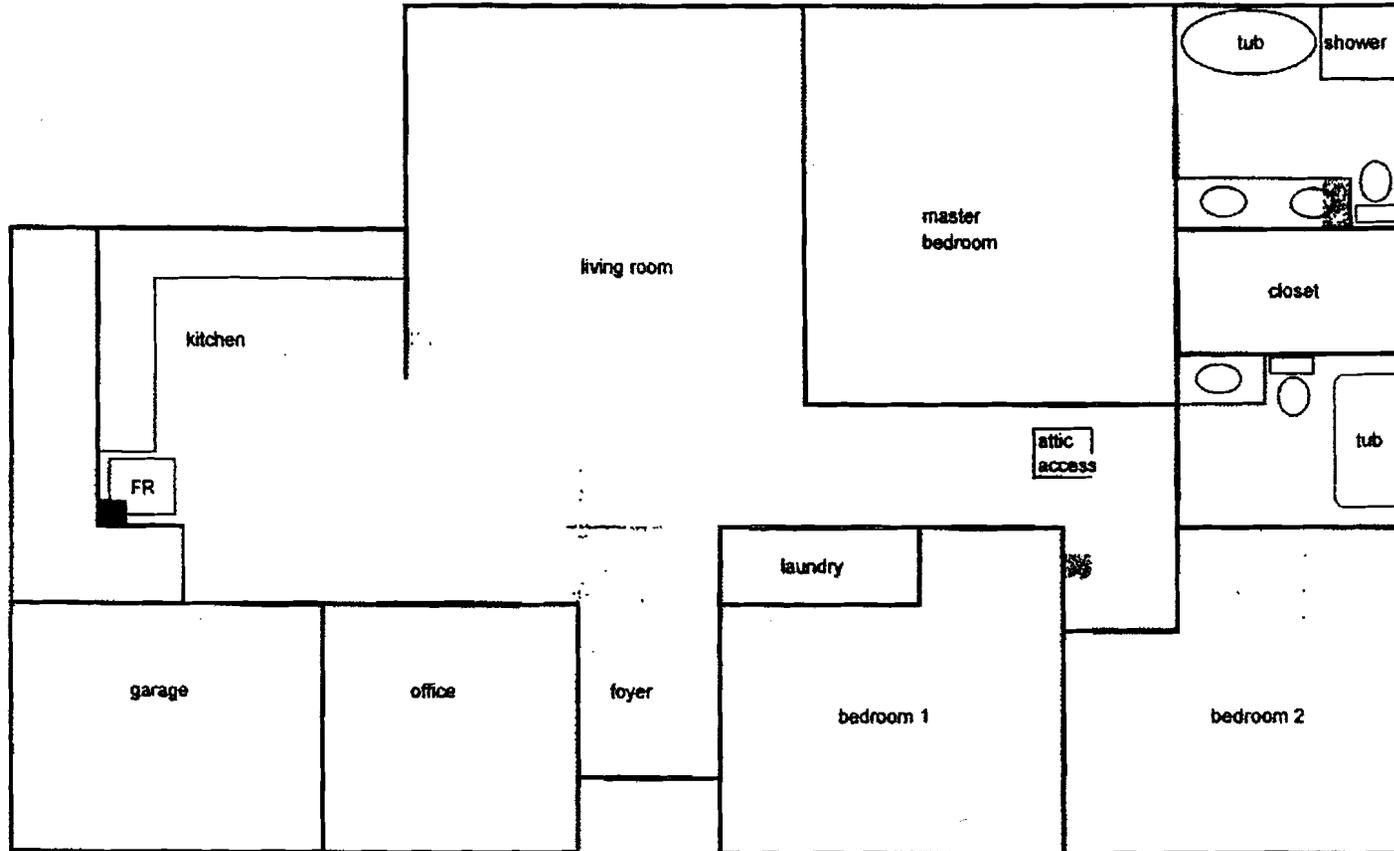
090629CNE4550
04/21/09
Michael E. Lastovica

Dunaway Residence
CRA Project 055853
Nationwide ECU Claim # 53-45 HO 555393

Observations and Sample Locations

CRA Personnel: Christine Mayo
Date of Inspection: April 15, 2009
(Diagrams not to Scale)

Main Floor



Legend:

- drywall sample location
- light switch plate removed and wires examined, copper wire was discolored, black outlet plate removed and wires examined, copper wire was discolored, black discoloration on wall, behind removed copper decorative star
- discoloration on side of mirror
- refrigerator pulled away from wall, copper pipe was discolored, partially black refrigerator

Attic

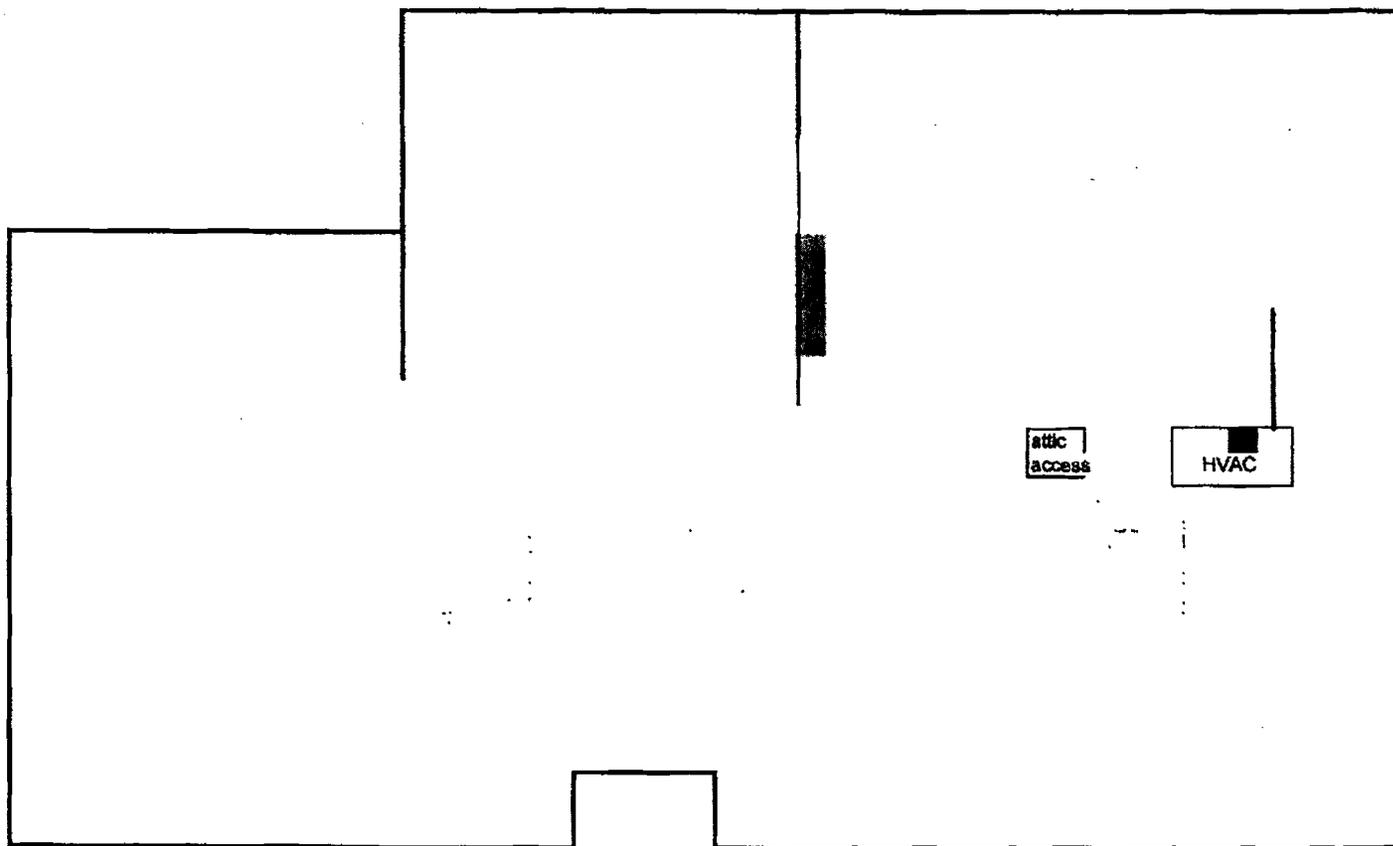
055853-SCAR-01-ATT B

090629CNE4550

Dunaway Residence
CRA Project 055853
Nationwide ECU Claim # 53-45 HO 556393

Observations and Sample Locations

CRA Personnel: Christine Mayo
Date of Inspection: April 15, 2009
(Diagrams not to Scale)



Legend:

-  Location of drywall backing stamped with "MFG TAIHE CHINA"
-  HVAC coils are discolored, black
-  Copper pipe, not discolored

090629CNE4550

Date of Inspection: 4/15/09

CRA Reference No.: 05853

PROJECT PLANNING COMPLETION AND FOLLOW-UP CHECKLIST
POTENTIAL CHINESE DRYWALL INSPECTION

HOMEOWNER QUESTIONNAIRE:

- Home built or renovated between 2003 to 2007? - 2006 end
- Corrosion of wiring in electrical sockets and other areas? (pull face plate off 4-5 outlets in the home and look to see if the wiring is black or corroded)
- Corrosion of copper plumbing components? possible all PVC plumbing.
- Blackening of metal jewelry, ornaments, mirrors and other items in the home? silver, kitchen knives
- Failures of electronic devices like televisions, computers and appliances?
- A sulfur-like or vinegar-like odor? (some affected homes have no odor)
- Rust or corrosion of galvanized metal components? (hurricane clips, framing plates)
- Respiratory, sinus problems, or nosebleeds reported by residents?
- Drywall backing marked or stamped with "Made in China" or the like?
- Repeated air-conditioning failures?

ON-SITE SAMPLING/OBSERVATION PROCEDURES:

- If home has an accessible basement/attic, inspect back of drywall for origin stamping.
- Determine sampling locations. If possible, sample unstamped drywall locations and stamped drywall locations (for comparison). Remove faceplates of various outlets, remove small quantity of drywall.
- Store samples in individual Zip-loc Bags. Label with Date, Time, Location of sample, Sample Number.
- Sampling locations, date, time and number are recorded in field notes or field book.
- Take photographs of sampling locations, as well as any stamped drywall backing.
- Take photographs of any corrosion, blackening, or rust of questionable items (see checklist above).

FOLLOW-UP ACTIVITIES:

- Confirm all samples collected.
- Pack samples in FedEx envelope and label with CRA US Airbill for overnight delivery to CRA office.
- All equipment and samples have been collected and packed in employee pack.
- Dispose of disposable equipment that cannot be taken on plane (i.e. drywall knife, pocket knife, etc.)
- Confirm all samples collected. Seal envelope.
- Deliver sample FedEx envelope to FedEx drop-off location for overnight delivery to CRA office.

Completed by: Christina Mays

Date: 4/15/09

CRA



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Allied Insurance
Nationwide Agribusiness
Titan Insurance
Victoria Insurance

2929 Sabre St Ste 500 * Virginia Beach, VA 23452-7392 **

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

April 24, 2009

Jason & Lisa Dunaway
27037 Flaggy Run Road
Courtland, VA 23837

OUR INSURED: Jason & Lisa Dunaway
OUR CLAIM NUMBER: 53 45 HO 555393 03252009 01
DATE OF LOSS: 03-25-2009
SITE: 27037 Flaggy Run Road, Courtland, VA
DATE OF REPORT: March 26, 2008

Dear Mr. and Ms. Dunaway:

Our records indicate Nationwide Property & Casualty Company issued Homeowner policies to you effective February 16, 2007 through February 16, 2010.

Based on the information received from you, you hired Porter Blane Company to install the drywall throughout your home. The drywall was purchased from Venture Supply. You were not aware of any issues with the drywall until you saw a report on television about drywall. You looked in your attic and found that the drywall was the same Chinese drywall referenced in the television program. You called Richard Osbourne, the president of Porter Blane and he confirmed you have the same drywall throughout all the walls in your home except for the garage and the main part of the room over the garage. You first noticed a problem not too long after you moved into the home. Your HVAC unit was not working properly so the HVAC contractor came out and replaced the coils. The copper to the coils were turning black and would cause the Freon to leak out. You also found that your television was not working properly as the copper wiring had corroded in the system. You advised that your computer, washer and dryer had also corroded and that your silver jewelry has tarnished. You stated that during the summer months or after a hot shower you can smell a sulfur odor in the air.

It is our understanding that a claim is being made for the drywall replacement throughout your home, the damage to the coils on your HVAC unit, as well as the damage to your various personal property items.

As you are aware, we conducted our investigation into this matter and contacted Conestoga-Rovers & Associates ("CRA") to inspect your home. In summary, CRA found that there was corrosion of wiring and copper plumbing components throughout your home. The drywall backing was exposed in the attic and CRA observed that the back of the drywall was stamped "VENTURE", "MFG TAIHE CHINA", which indicates the drywall was made in China. Drywall samples were taken from the living room and laundry room of your home and tested for hydrogen sulfide. Based on the sampling results, the drywall from your home appears to be off-gassing hydrogen sulfide at a higher concentration than the control samples (American-manufactured drywall). In conclusion, it is CRA's opinion that the interior of your home was constructed using Chinese-manufactured drywall.

A copy of CRA's report is enclosed for your records.

Virginia law requires the following: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.



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 Titan Insurance
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The drywall in your home and the HVAC unit are considered part of your dwelling. With respect to this, the property section of your policy states, in part:

SECTION I - PROPERTY COVERAGES

COVERAGE A – DWELLING

We cover:

1. the dwelling on the residence premises used mainly as your private residence, including attached structures and attached wall-to-wall carpeting.
2. materials or supplies on or adjacent to the residence premises for use in construction, alteration or repair of:
 - a) the dwelling; or
 - b) Coverage B – Other Structures

With respect to your claim for damage to your personal property items, the policies read, in part:

COVERAGE C – PERSONAL PROPERTY

We cover personal property owned or used by an insured while it is anywhere in the world.

For a claim to be covered, you must also have a covered cause of loss. With regards to this, your policies go on to say, in part:

PERILS INSURED AGAINST (Section I)

Covered Causes of Loss

COVERAGE A – DWELLING and COVERAGE B – OTHER STRUCTURES

We cover accidental direct physical loss to property described in Coverages A and B except for loss excluded under Section I – Property Exclusions.

Based on the information received, there does not appear to be any accidental direct physical loss to the drywall in your home.

With respect to the perils insured against, the policies go on to read, in part:

COVERAGE C – PERSONAL PROPERTY

We cover accidental direct physical loss to property described in Coverage C caused by the following perils except for losses excluded under Section I – Property Exclusions:

14. accidental electrical damage to electrical appliances, devices, fixtures and wiring. This peril does not include loss to transistors and tubes including picture tubes.

Virginia law requires the following: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.



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Please note the property section of the policies contain the following exclusions that apply to this matter. They read, in part:

**PROPERTY EXCLUSIONS
 (Section I)**

2. We do not cover loss to any property resulting directly from any of the following:
- b) Contamination or Pollution, meaning any interior or exterior presence or use, discharge, dispersal, release, migration, seepage, leakage, or escape of:
- (1) solid, liquid, gaseous, or thermal irritants or contaminants; except smoke arising solely from a hostile fire or the sudden and accidental discharge from a fireplace or furnace;
- (2) vapors, soot, fumes, acids, alkalis, toxic chemicals, toxic liquids, toxic gases, or waste;
- (3) any other waste materials or other irritants, contaminants or pollutants.

Hydrogen sulfide is a pollutant. As you can see, any interior or exterior presence... discharge... release... or escape of pollutants is specifically excluded under the policies. As such, due to the before-mentioned pollution exclusion, coverage for the drywall replacement throughout your home and for the damage to the coils on your HVAC unit and personal property items cannot be afforded.

In addition, the policies contain the following applicable exclusions. They state, in part:

3. We do not cover loss to any property resulting directly or indirectly from the following if another excluded peril contributes to the loss:
- a) A fault, weakness, defect or inadequacy in the:
- (2) design, workmanship, construction, materials;
- (4) development or maintenance;
- of any property on or off the residence premises, whether intended or not.

The policies also do not cover loss to any property resulting from a defect or inadequacy in the construction or materials of any property. It has been determined that the drywall in your home is drywall manufactured in China, and the drywall is off-gassing hydrogen sulfide at higher concentrations. Therefore, exclusion 3. a) also applies to this matter.

The exclusions go on to state, in part:

4. We do not cover loss to property described in Coverages A and B resulting directly from any of the following:
- f) (1) wear and tear, marring, deterioration;
- (2) inherent vice, latent defect, mechanical breakdown;
- (3) smog, rust;
- (5) release, discharge, or dispersal of contaminants or pollutants.

Virginia law requires the following: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.



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It is our understanding that at this time you have not made a claim for any potential additional living expenses due to the sulfur odor in the home. However, should you choose to make a claim for additional living expenses, please note the property section of your policies provide, in part:

COVERAGE D -- LOSS OF USE

We cover, subject to the coverage limit which is the total limit, all of the following:

- 1.) **Additional Living Expenses.** If a covered loss requires you to leave the residence premises, we will pay the required increase in living expenses you incur to maintain your normal standard of living.

In order for this expense to be covered under the property portion of the policies, it must result from a covered cause of loss. As we have already indicated, this matter is not a covered loss. Therefore, coverage for additional living expenses cannot be afforded under your policies.

Lastly, you had advised us that you have been experiencing some health problems while living in the home. Please be advised there is no medical payment coverage for you or regular residents of your household. Please see the policy's Medical Payments To Other insuring agreement mentioned below.

SECTION II -- LIABILITY COVERAGES

COVERAGE F -- MEDICAL PAYMENTS TO OTHER

We will pay the necessary medical and funeral expenses incurred within three years after an accident causing bodily injury. This coverage does not apply to you. It does not apply to regular residents of your household. It does apply to residence employees. Payment under this coverage is not an admission of our or an insured's liability.

Further, the insuring agreement of the liability portion of your policies provide, in part:

COVERAGE E -- PERSONAL LIABILITY

We will pay damages an insured is legally obligated to pay due to an occurrence. We will provide a defense at our expense by counsel of our choice. We may investigate and settle any claim or suit. Our duty to defend a claim or suit ends when the amount we pay for damages equals our limit of liability.

Please be aware that you cannot be liable to yourself. Thus, there is no potential for coverage for your claim under the liability section of the policies.

In addition, the liability section of the policies also contains the following exclusion that states, in part:

LIABILITY EXCLUSIONS (Section II)

2. Coverage E -- Personal Liability does not apply to:
 - f) bodily injury to an insured as defined in Section II -- Liability Definitions 5.a) and 5.b).

Please note the Section II -- Liability Definitions 5.a) and 5.b) of insured:

"Insured" means you and the following persons if residents of your household at the residence premises:

Virginia law requires the following: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.



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Nationwide Agribusiness
Titan Insurance
Victoria Insurance

- a) your relatives;
- b) any person under age 21 and in the care of you or your relatives.

Pursuant to the terms, conditions, provisions, and exclusions contained within the policy issued to you by Nationwide and for the above-cited reasons, Nationwide respectfully declines to indemnify you for this matter.

The above-cited reasons for our denial regarding your claim are not meant to be exhaustive. Nationwide specifically reserves its right to cite and invoke other coverage defenses should their applicability become apparent. Any action taken by Nationwide, its agents, employees or other representatives shall not be deemed to be a waiver or estoppel to these rights.

We are also required to advise that Virginia law requires the following wording: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

Thank you for bringing this claim to our attention and we regret that coverage could not be afforded for your claim. Should you have any questions, please contact the undersigned.

Nationwide Property & Casualty Insurance Company
Kari Jones
Claims Department
(888)866-9963 Ext. 6537

cc:
TPANDERSON – Agent Number: 0011325

Virginia law requires the following: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, USA Dunaway, do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at 27037 Flaggy Run Rd. Courland, VA 23837 for a preliminary pilot indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that this is a preliminary pilot study that is being undertaken solely to evaluate the value of potential screening methods and other methods for collecting a wide range of compounds in an in-home air quality assessment. This preliminary pilot study will provide the CPSC staff and its consultant with information to refine and direct the development of the procedures to be used in future studies. The data collected will be preliminary and, therefore, likely insufficient for determining a causal link between the drywall and any alleged health or corrosive effects.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this preliminary pilot study will take approximately one week of having CPSC staff and equipment in my home. I represent that neither I nor members of my household will touch the CPSC sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

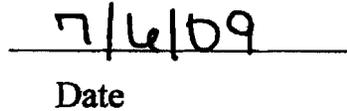
I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities ar

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring.


Signature


Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

TO BE SIGNED UPON COMPLETION OF IN-HOME AIR-QUALITY MONITORING AND TESTING STUDY

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, Jason Dunaway, do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at 27037 Flaggy Run Road for a preliminary pilot indoor air-quality monitoring and testing study on July 6, 2009.

On today's date, I have completed a walk-through inspection of my residence with Shawn Cerruti, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

Samples of Drywall from Living Room

slivers of drywall from / around

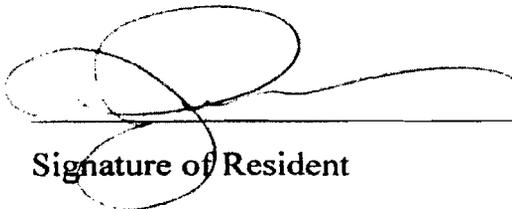
Two Smoke Detectors

electrical outlet and light switch

Pillow cases

Children's shirt

I acknowledge that CPSC offered reimbursement for the two smoke detectors, but I have declined CPSC's offer. I acknowledge that I have not requested that the drywall samples be repaired or replaced by CPSC.


Signature of Resident

7-09-09
Date

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**U. S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207**

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The U. S. Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and distributors to inform them of the involvement of their product in an incident situation. We also give the information to others requesting information about specific products or hazards. Manufacturers may need the individual's name so that they can obtain additional information on the product or incident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

YES

NO

(Signature)

(Date)

Doc No: I0940429A

Issue: 29

04/17/2009

04/15/2009 16:14:03

Name = Nancy Nelson
Address = 6635 Bobby Jones Court
City = Palmetto
State = Florida
Zip = 34221-6635
Email = nelson@nctens.com
Telephone = 941-723-9837
Name of Victim = Nancy Nelson
Victim's Address = 6635 Bobby Jones Court
Victim's City = Palmetto
Victim's State = Florida
Victim's Zip = 34221-6635
Victim's Telephone = 941-723-9837

Incident Description = Our house was new in November of 2006. Corrosive chemicals Hydrogen Sulfide, Carbon disulfide, carbonyl sulfide and dimethyl sulfide being emitted into our home. I have constant low-grade headaches, irritated eyes, congestion and cough, sneezing, nausea, sleepless nights, short term memory loss, nose bleeds. Our new electrical appliances have all failed, plasma TV display failed, electrical wiring is corroded, 2 sets of A/C coils have corroded and failed, cooper artwork and silver jewelry are black as coal, copper plumbing is black, all mirror components are internally tarnishing and breaking down, metal faucets and drains are corroding. Oder is home is terrible with the A/C off and vinegary with it on.

Victim's age at time of incident = 67
Victim's sex = female
Date of incident = current
Product involved = tainted drywall
Product brand name/manufacturer = Knauf
Manufacturer street address = unkn
Place where manufactured (City and State or Country) = china
Product model and serial number, manufacture date = Forensic Construction Consultant Michael Foreman has this info
Product damaged, repaired or modified = no
If yes, before or after the incident =
Description of damage, repair or modification =
Date product purchased = 2006 by Lennar I
Product involved still available = yes
Have you contacted the manufacturer = yes
If not, do you plan to contact them =
Name Release = Release name to the manufacturer and public

DocNo: I0940429A

04/15/2009 16:14:03

Nancy Nelson
6635 Bobby Jones Court
Palmetto FL 34221-6635

Email = nelson@nctens.com
Telephone = 941-723-9837
Name of Victim = Nancy Nelson
Victim's Address = 6635 Bobby Jones Court
Victim's City = Palmetto
Victim's State = Florida
Victim's Zip = 34221-6635
Victim's Telephone = 941-723-9837

Incident Description = Our house was new in November of 2006. Corrosive chemicals Hydrogen Sulfide, Carbon disulfide, carbonyl sulfide and dimethyl sulfide being emitted into our home. I have constant low-grade headaches, irritated eyes, congestion and cough, sneezing, nausea, sleepless nights, short term memory loss, nose bleeds. Our new electrical appliances have all failed, plasma TV display failed, electrical wiring is corroded, 2 sets of A/C coils have corroded and failed, copper artwork and silver jewelry are black as coal, copper plumbing is black, all mirror components are internally tarnishing and breaking down, metal faucets and drains are corroding. ~~Our~~ home is terrible with the A/C off and vinegary with it on. **Odors**

Victim's age at time of incident = 67
Victim's sex = female
Date of incident = current
Product involved = tainted drywall
Product brand name/manufacturer = Knauf
Manufacturer street address = unkn
Place where manufactured (City and State or Country) = china
Product model and serial number, manufacture date = Forensic Construction Consultant Michael Foreman has this info
Product damaged, repaired or modified = no
If yes, before or after the incident =
Description of damage, repair or modification =
Date product purchased = 2006 by Lennar I
Product involved still available = yes
Have you contacted the manufacturer = yes
If not, do you plan to contact them =
Name Release = Release name to the manufacturer and public

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

SINCE THE EMAIL, I HAVE LEARNED THAT THESE CHEMICALS HAVE TAINTED OUR WOOD FRAMING. WE ARE TOLD IT WILL NOT "OUTGAS." THE SAME WILL BE TRUE FOR ROOF PLYWOOD SHEATHING. GALVANIZED ROOF SUPPORTS ARE ALSO CORRODED AND FAILING. I SUSPECT OUR CINDER BLOCK EXTERIOR WALLS WILL ALSO BE TAINTED.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.



Signature

4/29/09

Date

I request that you do not release my name.

You may release my name to the manufacturer but I request that you not release it to the general public.

You may release my name to the manufacturer and to the public.

ISSUE 40

Davidson, Verlene

From: Biasius, Dennis
Sent: Monday, June 29, 2009 11:35 AM
To: Davidson, Verlene
Subject: FW: Chinese Drywall and the effects on a 5 year old

Verlene, would you create an IDI assignment under my initials.

-----Original Message-----

From: Lisa Dunaway [mailto:dwayalways1@gmail.com]
Sent: Friday, June 26, 2009 8:31 AM
To: Colleen Nyguen Nguyen; Dunn Jeffrey; Jim Tarzy; Josh Brown; Leanne Johnson; Amy N. MacPherson; Ann_Rust@warner.senate.gov; Betsy (Warner) McIntyre; Benjamin Proto; Mike Binetti; Chris Potter; Dwight (VDH) Flammia; Rene Galvin; Frugard Roy; Germano Michelle; Will Hupman; Kristina Rohall; Levy Chris; Wolfson, Scott; Ryan.Kaldahl@mail.house.gov; Richard Serpe; trevor_dean@webb.senate.gov
Subject: Chinese Drywall and the effects on a 5 year old

Hello All,

I just wanted to get in contact with everyone (and if I missed anyone please feel free to forward accordingly) concerning an incident that occurred this week with my son Ashton.

We moved our children to my parents house in West Virginia at the end of May to get them out of the CDW home that we have been living in since March '07. I did pack all of their clothes and my mother has been washing and re-washing them to try to get the CDW smell out of them. She has stated that she is having a very hard time getting the smell out and it is taking several washings to get them out and that there are some clothes that it will not come out of at all (I am assuming those are the clothes that have a poly blend to them). On Wednesday she wanted to take them to a play in the park and as they were walking out the door she notice my son had a food stain on his shirt and she asked him to go change. Without her knowledge he got a shirt that had not been washed (other than in our CDW home) yet and put it on. They were not in the car 5 minutes when she started noticing a strange smell. She didn't know what it was, she said she had smelled it before but couldn't identify it right away. With in another 10 minutes my son was crying that his skin hurt. She immediately pulled over and got to him, he was covered in hives and she then smelled the shirt and knew right away what the odor had been. She took the shirt off and luckily she had benadryl in her purse and gave him a dose and drove home to take pictures of him. The pictures attached are about 15 minutes after Ashton had taken benadryl so they are not as bad as they were when she initially took off his shirt. Please remember that this shirt had already been out of the home for over a month and still had the capability to give my son this reaction. These hives are how my son looked on a daily basis while living in the our CDW home, he had not had

any hives since being with my parents until he came in contact with the shirt that had been washed at our CDW home.

We (my husband and I) are now staying at my brother's home in Chesapeake sleeping on his couches until we can move into the condo on July 1st. We will NOT be taking anything from the CDW home. I will not put my children at any more risk than what they have already been faced with because of this CDW. This is a HUGE financial nightmare since we are starting over BUT we will be starting over in a healthy environment for our children, which is the most important thing to us.

Warmest Regards,

Lisa Dunaway

Information contained within this report was obtained from the homeowners during an on-site visit at their home. During this visit, engineers from EH & E were conducting air quality tests. This home was considered a "control home" for the drywall study.

The homeowners consist of a 58-year-old male and a 56-year-old female. No one else lives in the home. The homeowners purchased the home in December 2007 and moved into the home in January 2008. The home was built in late 2006 and early 2007. The home was empty for about a year before the homeowners purchased the home. According to the homeowners, they have not made any changes to the home since they moved in. They live in this home full time except for an occasional short vacation a few times a year.

The home is a two story family home that is part of a duplex. It has approximately 3,200 square feet of living space. There is a two-car attached garage and two screened in decks on the sides of the house. In one screened in area, there is a swimming pool and a spa. The house has four bedroom, four full bathrooms and two half bathrooms. It also has a large kitchen area with a dining room and a family room and a laundry room. The house was built on a concrete slab and is constructed of concrete block and stucco. The house has tile throughout the house except in the bedrooms. The bedrooms are all carpeted.

The homeowners believe the house has wood studs. The house is equipped with natural gas for the stove top, water heater, clothes dryer, pool heater, fireplace, outdoor barbecue and furnace. All other appliances in the house are electric. The walls in the house were painted by the builder before the homeowners moved into the house. The walls have a knock down texture finish on them.

The homeowners stated that they have not had any type of strange or pungent odors in their home except for a slight musky smell in one of their upstairs bathrooms. They believe it was from standing water in the drain. They flushed the drain out and have not had that smell since then.

The homeowners have heard that several of their neighbors have claimed to have a strange odor that they believe is coming from the drywall in their homes. Their neighbors have complained of medical problems and copper and metal corrosion. The homeowners in this home have not experienced any of the medical problems or corrosion problems that their neighbors have had.

The electrical outlets were checked and none showed any type of corrosion. However, the light switch in the upstairs bathroom where the homeowners believe there had been stagnant water sitting in the shower drain for a while before they moved into the house had one wire that had turned black. The homeowners do not know if this is from Chinese drywall in that room or if it was from the stagnant water that had been in the shower drain for a while. The outlet on the other side of the wall from the light switch was examined. The ground wire in the outlet did not show any corrosion. (Attachment 1, Photos 6 & 7).

This home had two air conditioning units. Both were checked and the coils on both units did not show any signs of corrosion. The homeowner related that he has the air conditioning units serviced on a yearly basis and the technician who services the units has never mentioned any type of corrosion problems with the units. They have never had to have either unit recharged or repaired.

The homeowners reported that they did have a problem with their clothes dryer in the summer of 2008. It stopped working. The technician who came to repair it said there was a problem with the memory board within the clothes dryer. He told the homeowners that he had seen other clothes dryers that were having the same problem. He did not find any type of corrosion problem with the clothes dryer. Other than this appliance, the homeowners have not had any other problems with any other appliances or electrical equipment in their home.

The homeowners stated they contacted their builder, WCI of Bonita Springs, FL. The builder sent out a construction supervisor who looked at the house and removed a few of the outlets. The construction supervisor had no conclusive determination. He told the homeowners that the house needed further testing to determine if their home was built with the tainted Chinese drywall. An attorney who is representing some of the homeowners' neighbors came to examine the homeowner's house. He told the homeowners that he did not think they had a problem with Chinese drywall in their home.

The homeowners also contacted their homeowners' insurance company about the possibility of their home having the Chinese drywall. The insurance company responded by saying they have no responsibility for the Chinese drywall.

The homeowners were concerned that their house may have the Chinese drywall because they found a piece of drywall in their attic that reads "KNAUF". Their neighbor that is having problems with the Chinese drywall also found a piece of drywall in his house that reads KNAUF but also has the word Tinjang. The homeowners did not find any place where their drywall had the word Tinjang.

The homeowners first learned of the problem with Chinese drywall from the newspaper and from the news on television. After that, they talked to several of their neighbors who were having the problems of corrosion and medical problems. They do not know if their home has the Chinese drywall or not but they have not had the corrosion problems and the medical problems as some of their neighbors have had.

PRODUCT IDENTIFICATION:

Drywall installed in the new home in 2006. There was printing on the back of some of the drywall in the attic where it reads "KNAUF". No other identification was available.

090804CBB1925

-3-

ATTACHMENTS:

- Attachment 1 – Photos 1 – 7
- Attachment 2 – Commitment Form
- Attachment 3 – Final Release Form
- Attachment 4 – Authorization for Release of Name
- Attachment 5 – Identification of Contacts

090804CBB1929

ATTACHMENT 1

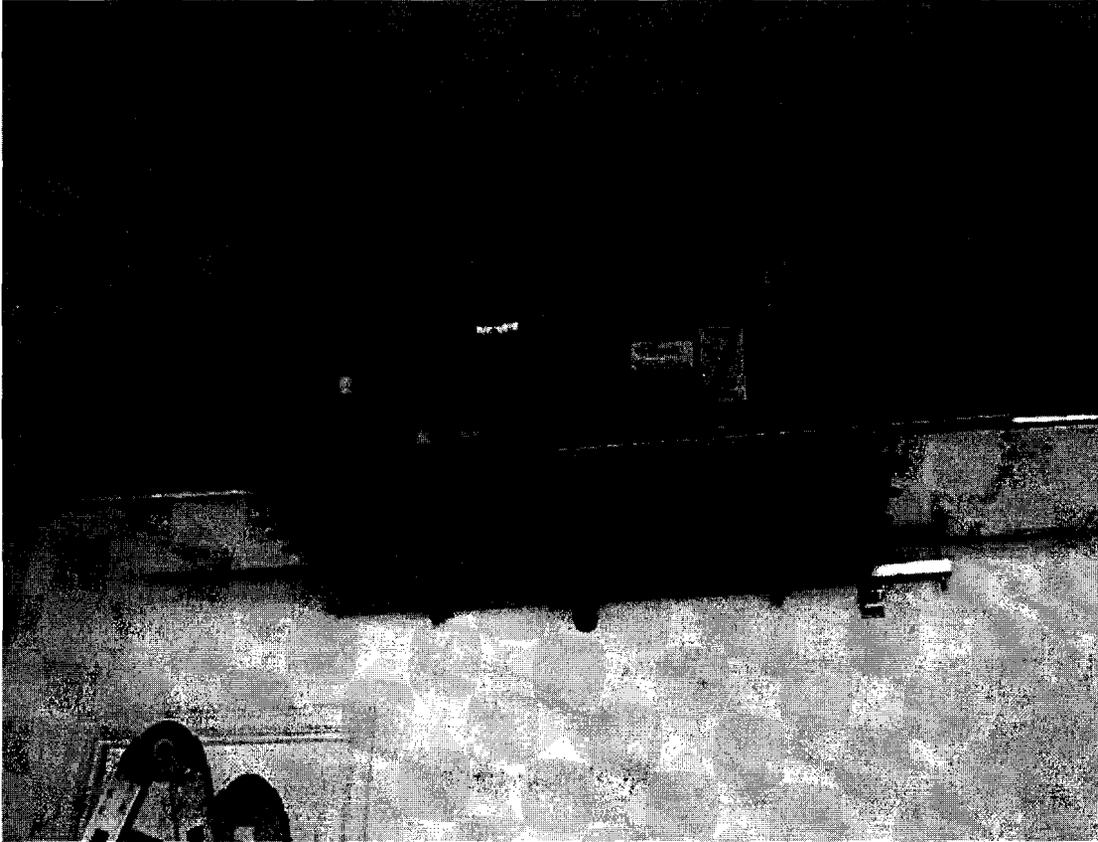
PHOTO 1 – View of homeowners' house



090804CBB1929

ATTACHMENT 1

PHOTO 2 – View of air conditioning unit in garage



090804CBB1929

ATTACHMENT 1

PHOTO 3 – View of coils in the air conditioning unit in garage



090804CBB1929

ATTACHMENT 1

PHOTO 4 – View of air conditioning unit in upstairs closet



090804CBB1929

ATTACHMENT 1

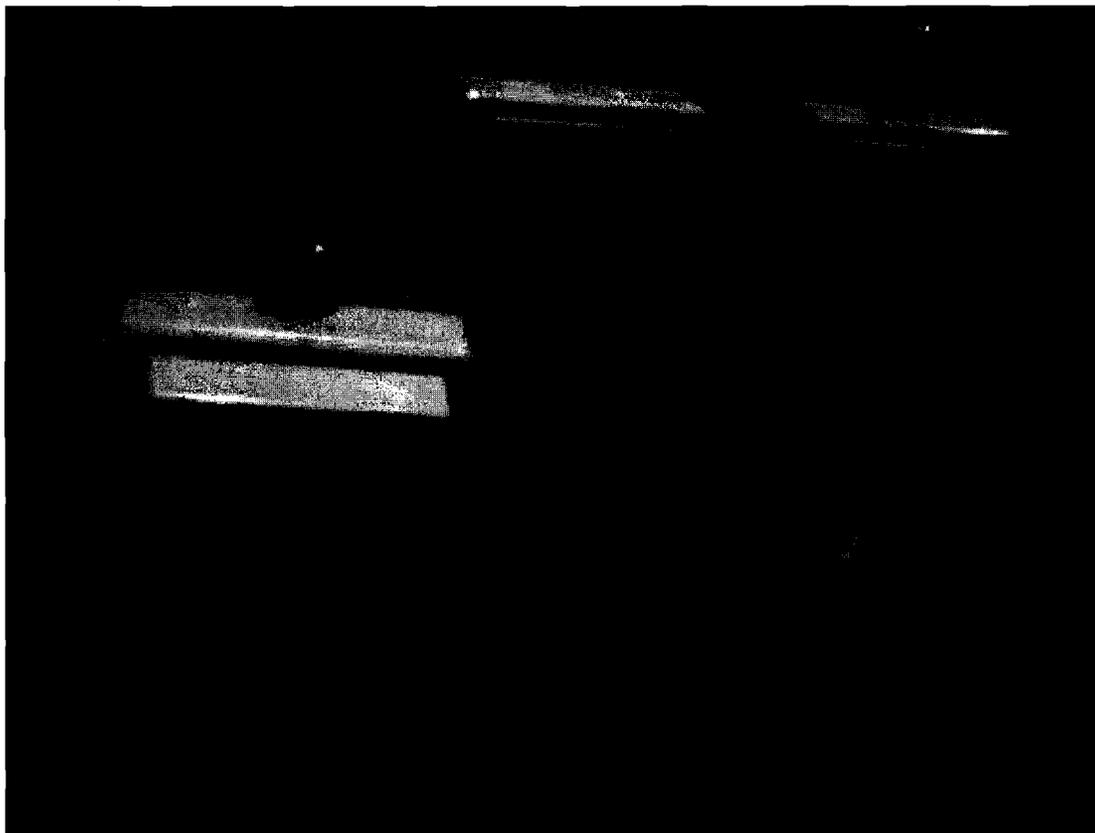
PHOTO 5 – View of coils in the air conditioning unit in the upstairs closet



090804CBB1929

ATTACHMENT 1

PHOTO 6 – View of the light switch in the upstairs shower area where the ground wire was black



090804CBB1929

ATTACHMENT 1

PHOTO 7 – View of the outlet on the other side of the wall from the light switch in photo 6. This ground wire did not show any corrosion



RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, ANTHONY + DONNA BRESCIA, do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at 1015 FISH HOOK COVE BRADENTON FL 34910 for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

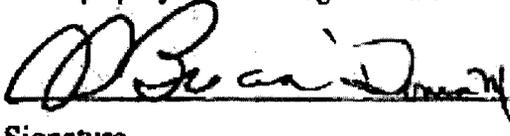
I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property. CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring.

 July 20, 2009

Signature

Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, ANTHONY BRESCIA, do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees, ("CPSC") utilized my residence located at 1015 FISH HOOK COVE BRADENTON FL for a preliminary pilot indoor air-quality monitoring and testing study on AUG 3, 2009. 34212

On today's date, I have completed a walk-through inspection of my residence with SUSAN GABRIEL, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

Missing COVER TO Repair Drywall Piece Cut For TESTING

I acknowledge that CPSC offered reimbursement for the _____, but I have declined CPSC's offer. I acknowledge that I have not requested that the _____ be repaired or replaced by CPSC.

[Signature] Aug 3, 2009
Signature of Resident Donna M. Brescia Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

I request that you do not release my name. My identity is to remain confidential.

You may release my name to the manufacturer but I request that you do not release it to the general public.

You may release my name to the manufacturer and to the public.

(Signature)


Thomas M. Bruscia

(Date)

8/3/09

090804CBB1925

ATTACHMENT 5

IDENTIFICATION OF CONTACTS:

1. Anthony & Donna Brescia, homeowners, 1015 Fish Hook Cove, Bradenton, FL 34212 – contacted at their home on August 3, 2009.

CONTACTS MADE BY HOMEOWNERS:

1. Homeowners' Insurance Company, name unknown.
2. Michael Ryan, Attorney.
3. WCI Builders of Bonita Springs, FL.

X098 0094 A

Streeter, Robin

From: Streeter, Robin
Sent: Tuesday, August 04, 2009 8:14 AM
To: Streeter, Robin
Subject: Home for Indoor Air Sampling

~~HOME~~ 45

AUG 04 2009

Potential home for indoor air sampling

1015 Fish Hook cove	Bradenton	fl	34212	Anthony & Donna Brescia
---------------------	-----------	----	-------	-------------------------

Product = 1876

DATE OF INCIDENT = 8/3/2009

Information contained within this report was obtained from an on-site visit with the homeowner at her house. During this visit, engineers from EH & E were conducting air quality tests.

The homeowners consist of a 29-year-old female and a 28-year-old male. They have a yellow lab dog that is about 2-years-old. No one else has lived with them in the home.

The house was built in 2006 and completed in January 2007. The house was built by Holiday Builders of Melbourne, FL. The house was empty until the homeowners purchased it in July 2008. The homeowners moved into the house in July 2008. They lived in the house full time from July 2008 until the end of May 2009. They moved out of the house along with all their belongings at the end of May 2009. Since then, the house has been empty and no one has lived in it.

The house is a one story family house. It has approximately 1,684 square feet of living space. There is a two-car attached garage and a screened in patio on the back of the house. There are three bedrooms, two full bathrooms, a living room, dining room, family room and kitchen. There is also a laundry room that is next to the kitchen. The house is carpeted except for the kitchen floors, the bathroom floors and the laundry room floor which are tile floors. The house was built on a concrete slab and is constructed of concrete block and stucco. The homeowner related that the house has wood studs. All of the appliances were new when the house was built in 2006. The homeowner stated the builder contracted out the job of installing drywall in the house when it was built. She learned from the builder that the subcontractor who installed the drywall in this house was a company called NuWay Drywall of Bradenton, FL.

This home is equipped with all electric appliances. There is no natural gas or propane gas connected to this house. The house has a well and all of the water is pumped into the house from this well.

The homeowner stated the walls were textured covered walls. After they moved into the house, they painted one wall in the kitchen, the walls in the family room and the walls in the master bathroom. They used latex paint on the walls. The homeowners also installed ceiling light fixtures and installed ceiling fans in all the rooms. They have not done any other major changes to the house.

The female homeowner related that she first began to experience headaches, nausea and sore throats shortly after they moved into this house. She also noticed her eyes were very dry. She used to be able to wear contact lenses for 12 to 13 hours a day but she could not wear them when she was in this house. She stated that when she had her contact lenses on during the day at work, she was fine but when she came home, she had to take them out because they would dry up in her eyes. She has never worn glasses but after they moved into this house, she had to get a pair of prescription eye glasses because she could not wear the contact lenses when she was in this house. She also noticed that she had stiff

legs after waking up in this house every morning. Since she and her husband have moved out of this house, she has not had any of these symptoms.

The male homeowner has had horrible headaches and would wake up in the middle of the night. He had sinus problems and respiratory problems when living in this house. Also, one of his silver fillings had to be replaced while they were living in this house. Since they have moved out, he has not had any of these symptoms reoccur.

The homeowner related that when her father came to visit them and stayed overnight at this house, he would be sick to his stomach and have very bad headaches. When he would leave and go back home, he would recover. After several visits, he has refused to stay overnight in this house. The homeowner's father-in-law stayed overnight with them in this house a few times. He had a knee replacement and was recuperating very well. When he came to visit the homeowners and stayed overnight in this house, he experienced problems with his knee. His knee became very stiff and he could not do his normal exercises. When he was away from this house, he no longer had those problems.

The homeowners' dog has also experienced medical problems from living in this house. The homeowner explained that their dog is a hyperactive two-year-old Labrador. When they lived in this house, the dog was very lethargic and vomited several times. Since they have moved out of this house, the dog has not been sick and has now she runs and plays all over the yard.

The homeowner stated that she noticed the strong rotten egg smell and vinegary type smell when she first moved into the house. When she complained to the builder, she was told that the odor was from her well water. She has tried to ventilate the house by leaving the windows opened and running all the ceiling fans but the odor is still there. She stated that the odor is more prevalent at night and when the weather is hot and humid. She stated the odor never goes away. This investigator could detect a pungent odor in the house.

The homeowner related that the air conditioning unit that is located in a closet in the laundry room stopped working in November 2008. The air conditioning technician recharged the unit and ordered new coils for the unit. The technician told the homeowners that the copper coils should last for at least 10 years. He was surprised that they coils had corroded and turned black.

In February 2009, the coils on the air conditioning unit were replaced. During this investigation, the coils on the air conditioning unit were examined. The coils have corroded and have turned completely black. (See Attachment 1, Photos 2 & 3).

The homeowners had a DVD player for one year when they lived in this house. It stopped working and could not be repaired, so they threw it out. They also had a Dell computer that was four year old when it stopped working. They had it repaired but it

stopped working again and they were told it could no longer be repaired. These incidents all occurred when they lived in this house.

The knobs on the washer and dryer have corroded. The faucets in the kitchen sink and in the bathrooms have corroded and shown black pitting marks. (See Attachment 1, Photos 6-9). All of the female homeowner's sterling silver jewelry has turned black. She received her wedding band in April 2008 and by December 2008, it started to turn black. She took it to a jeweler who refinished it for her. The jeweler asked her if she was working around chemicals all day because of the corrosion that was on her wedding band. She told him that she was a school teacher and was not around chemicals at all.

The homeowners opened up their outlets and light switches and found that all of the ground wires have turned black. (See Attachment 1, Photos 12-14). The copper pipes under the sinks have also all turned black. (See Attachment 1, Photos 10 & 11).

The homeowner stated that the breakers within the electric panel have tripped for no apparent reason a few times when they lived in this house. She was told that was because of the well water pump but was not given any additional explanation.

The homeowner believes this is a major safety issue because she can see ground wires that have corroded and turned black and is very much concerned about the wiring within the walls. She stated that if the wires she can see are turning black, then that makes her believe that the wires within the walls have also turned black and could cause a fire.

The homeowner first found out about Chinese drywall from a co-worker in February 2009. They were given a newspaper article about the Chinese drywall and how it was causing air conditioning coils to corrode. She researched it online and learned more about it. In March 2009, she telephoned the local health department to find out more about the issues surrounding Chinese drywall and to find out if this house had the tainted drywall. The health department would not come out to this house to inspect it, so she hired a drywall specialist. This drywall specialist inspected this house and determined that it did have the Chinese drywall. He cut out a piece of drywall that was 10 inches by 10 inches and sent that piece into a lab to have it tested for Chinese drywall. He advised the homeowners to write a certified letter to the builder putting them on notice that this house does have the Chinese drywall.

The homeowners notified their builder in March 2009 that they believed this house had the Chinese drywall problems. The builder sent a construction manager out to check the house. They took photographs of the outlets and the air conditioner. After this visit, the homeowners continued to telephone the builder to find out what, if anything, the builder was going to do about the tainted drywall. In April 2009, the construction manager came back to the homeowners' house and proceeded to take out samples of the drywall out of the garage. The homeowners insisted that they also take sample out of the house, not just the garage because the drywall in the garage was labeled made in the USA. After she

insisted, the construction manager and his crew took out samples of the drywall from inside the house.

The builder's construction manager came back to the homeowner's house in May 2009 to take more samples of the drywall. When the homeowner asked what did the first samples show that were taken in April 2009, she was told that they only visually tested the drywall and did not send it to a lab to have it tested. During their visit in May 2009, they took half of a wall in the homeowner's master bedroom and half of a wall from the living room area.

The builder told the homeowners that he was going to send the drywall samples to a reputable company to test the drywall. The homeowner related that it took several weeks but when they received a response from the builder, the response was that the house does not have Chinese drywall and there was no problem with the drywall.

The homeowners hired an attorney who sent out an inspector to test the drywall. This inspector determined that the drywall was Chinese drywall that had all the problems with out-gassing several chemicals. The homeowner provided a copy of a letter that was sent to their attorney that outlines all of their efforts to remedy this Chinese drywall issue with their builder (See Attachment 3).

The homeowners decided to move out of the house because they were concerned about effects the Chinese drywall was having on their health. Their short term plans are to stay out of the house until it can either be remediated or the builder buys this house and they can buy another house that they can be assured does not have the Chinese drywall.

PRODUCT IDENTIFICATION:

The manufacturer of the drywall in the house could not be determined. The ground wires in the outlets and light switches have turned black. Identification of the manufacturer of the outlets and the light switches were unavailable.

ATTACHMENTS:

Attachment 1 – Photos 1 - 16

Attachment 2 – Commitment Form

Attachment 3 – Copy of homeowners' letter to their attorney

Attachment 4 – Final Release Form

Attachment 5 – Authorization for Release of Name

Attachment 6 – Identification of Contacts

090804CBB1926

ATTACHMENT 1

Photo 1 – View of the homeowners' house



090804CBB1926

ATTACHMENT 1

Photo 2 – View of the air conditioner coils that have corroded and turned black



090804CBB1926

ATTACHMENT 1

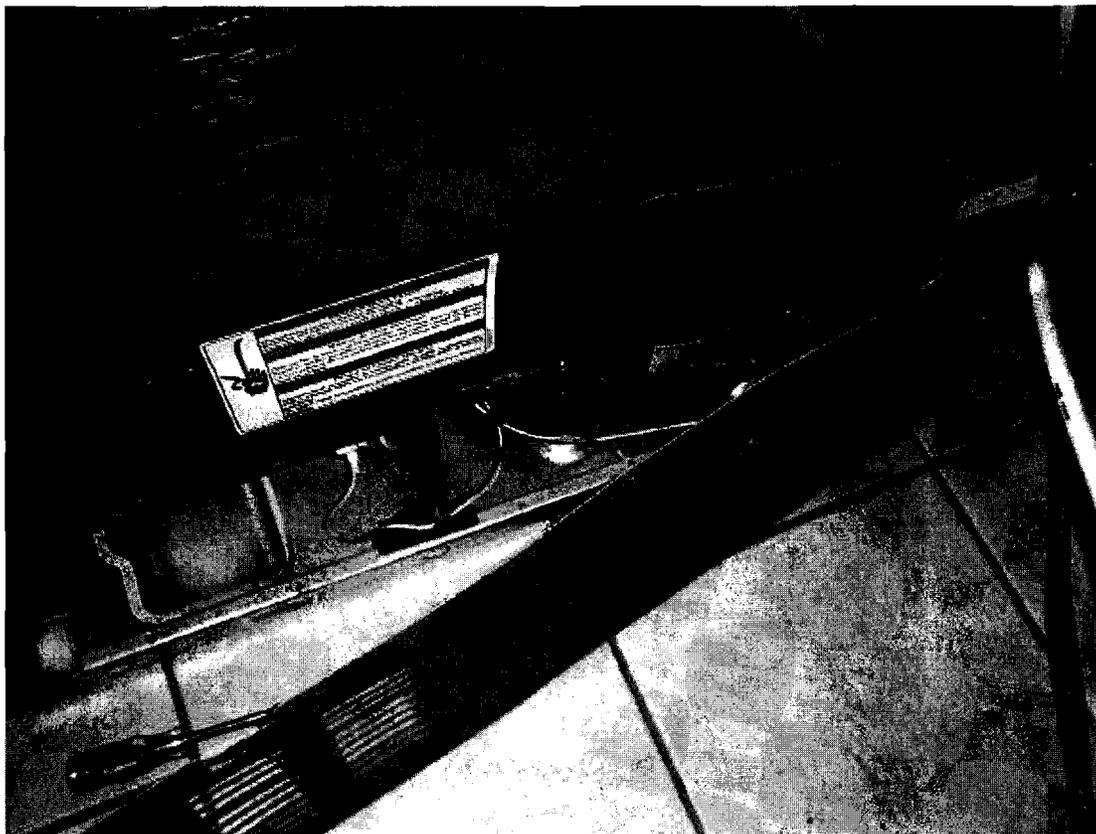
Photo 3 – Close up view of the coils in the air conditioner unit



090804CBB1926

ATTACHMENT 1

Photo 4 – View of the back of the homeowner's refrigerator



090804CBB1926

ATTACHMENT 1

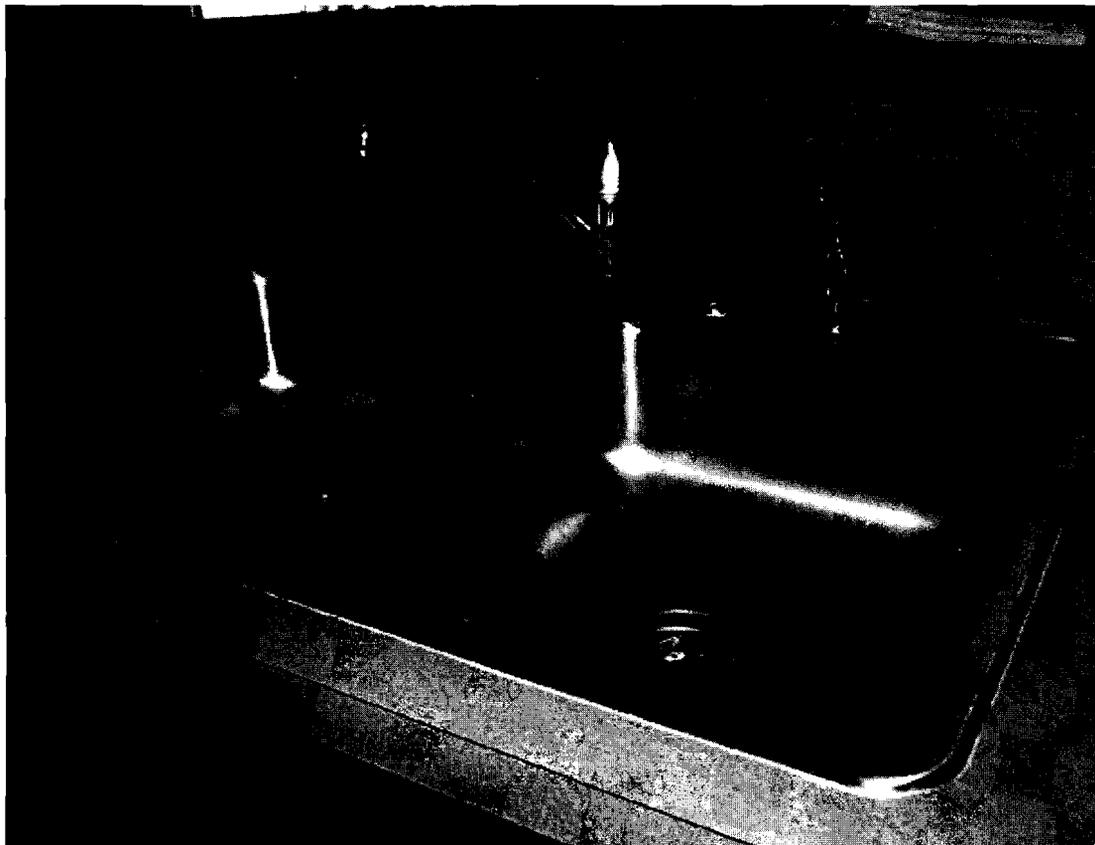
Photo 5 - Close up view of the copper wires on the back on the homeowner's refrigerator where they have corroded and started to turn black



090804CBB1926

ATTACHMENT 1

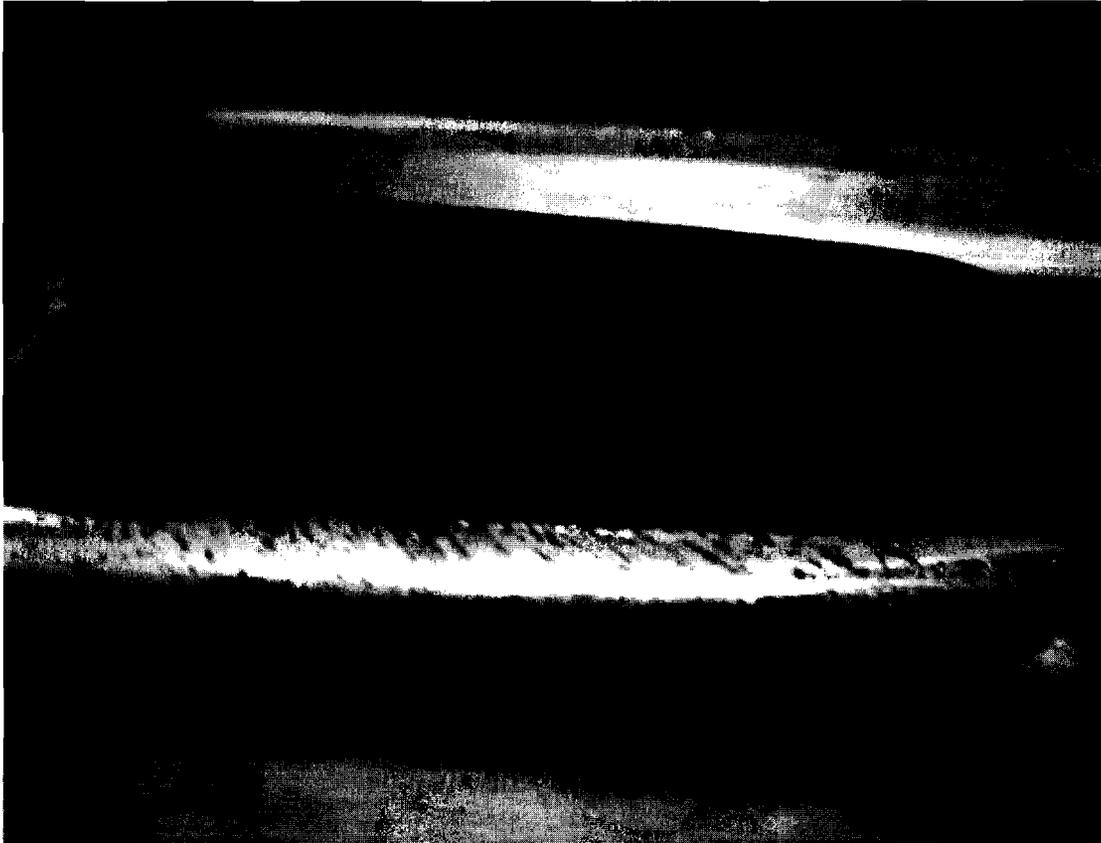
Photo 6 – View of the kitchen sink



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ATTACHMENT 1

Photo 7 – Close up view of the black pitting on the kitchen sink metal faucet



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ATTACHMENT 1

Photo 8 – View of the black pitting marks on the bathtub faucet



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ATTACHMENT 1

Photo 9 – View of the black pitting on the metal in the bathtub



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ATTACHMENT 1

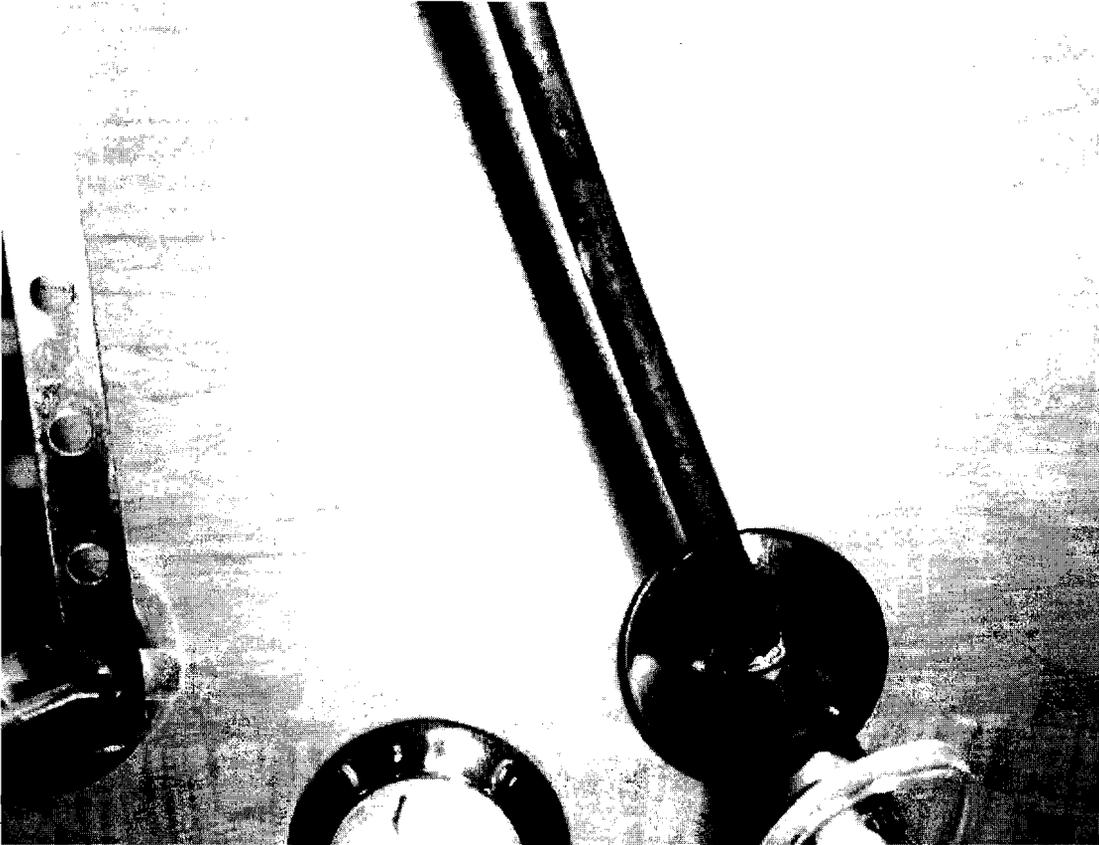
Photo 10 – View of the black corrosion on the copper pipes under the bathroom sink



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ATTACHMENT 1

Photo 11 – Close up view of the copper pipe under the sink



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ATTACHMENT 1

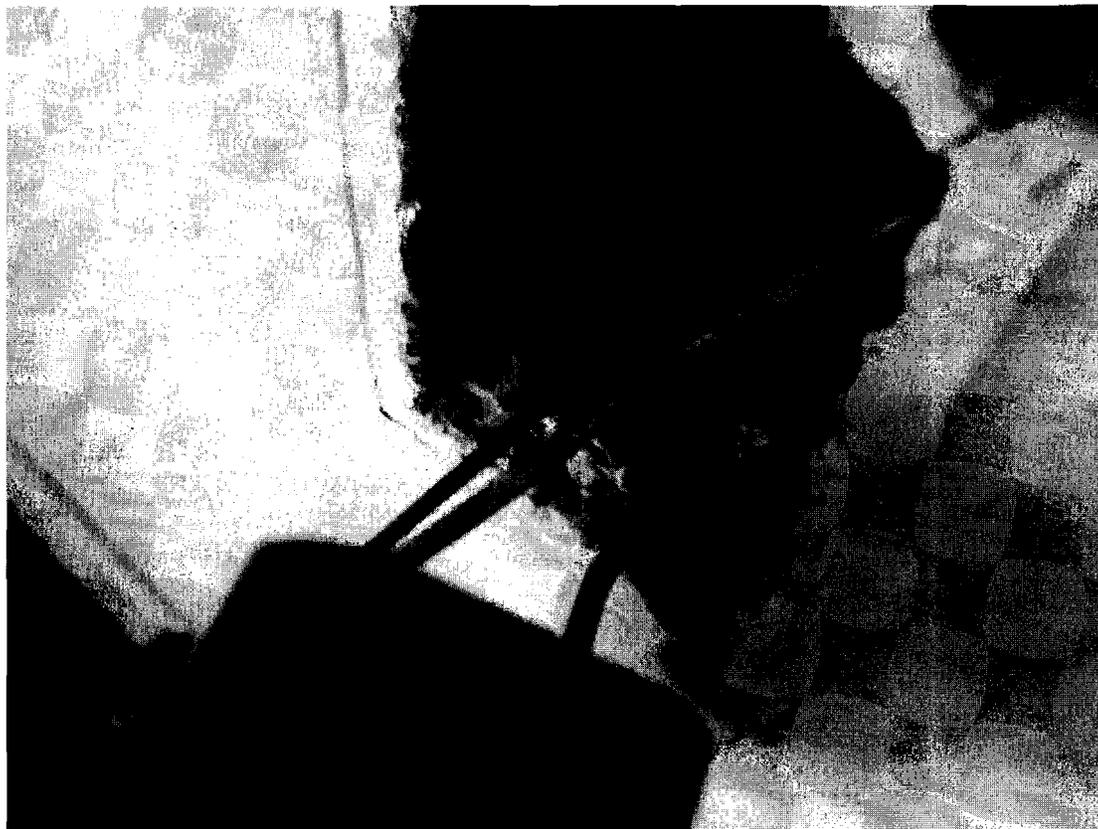
Photo 12 – View of the corrosion on the wires in an outlet



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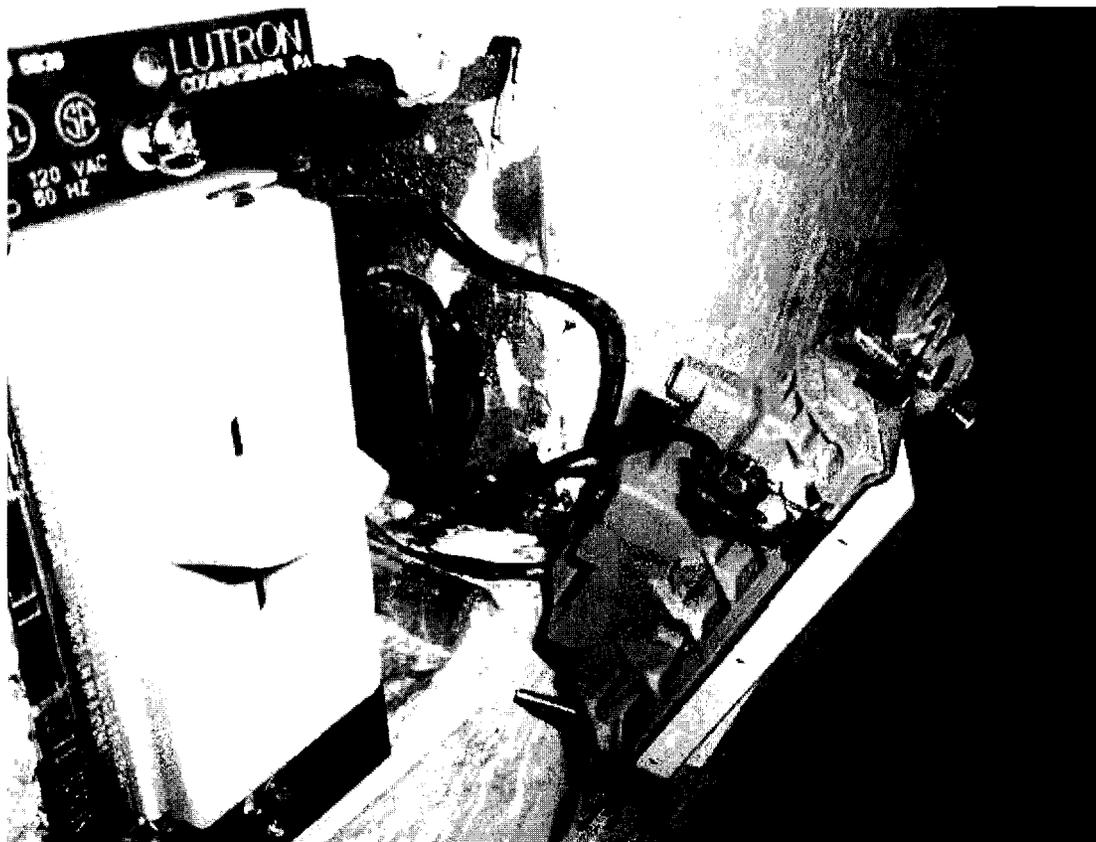
Photo 13 – Close up view of the wires that have corroded and turned black



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ATTACHMENT 1

Photo 14 – View of black corroded wires behind light switch



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ATTACHMENT 1

Photo 15 – View of drywall that has been replaced in the living room



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ATTACHMENT 1

Photo 16 – view of kitchen wall that has been painted



RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, Ann Vandygrille, do hereby give permission to the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") to utilize my residence located at 11394 Exeter Ave Northbrook, IL 60062 for an indoor air-quality monitoring and testing study. This work is being undertaken as a part of an exploratory study to assess potential associations between constituents that may be present in indoor air and constituents that may be detected in drywall imported from China.

I understand that CPSC will be testing my residence for a variety of gases and/or other substances. Additionally, I understand that while CPSC will inform me of the chemical analysis results for my own residence, CPSC will not be providing further individualized analysis or recommendations concerning possible actions regarding health, safety and/or remediation which occupants could take in light of the information provided. However, CPSC will inform me if the chemical analysis results for my residence indicate the presence of gases or other substances above established risk levels.

I understand that this testing will take one full day of active testing and up to one to two week(s) of having passive sampling equipment in my home. I understand that after one to two week(s) of passive sampling, CPSC will contact me to arrange a time for CPSC to retrieve the passive sampling equipment. I represent that neither I nor members of my household will touch the passive sampling equipment while it is present in my home. CPSC requests that homeowners refrain from using cleaning supplies containing bleach, ammonia, and acetone. There may be other limited household activities which CPSC will request the homeowner to minimize, and CPSC will explain those activities in more detail when the testing begins.

I understand that CPSC intends to take small nail-size samples (less than 1/8 inch) from multiple inconspicuous locations throughout the home, such as behind switch plates and near baseboards. Additionally, CPSC may take drywall sample(s) of an approximate size of 6 inches by 6 inches and will cover the resulting hole(s) with a blank access panel.

I understand that neither I nor other members of my household, including minor children, will be compensated for our participation in this study nor will we receive any per diem allowance or other funds.

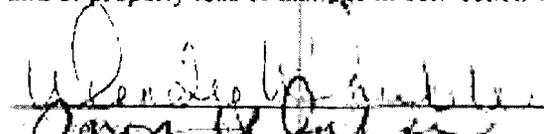
I understand that this study involves multiple residences and the final study and analysis will not be completed for a period of time, likely in the fall of 2009. I also understand that CPSC will likely not release information to the general public until the completion of the entire study. I further understand that this study may be widely disseminated to the public and that my own residence will not be identifiable by personally identifiable information such as address, name, etc. within the larger study.

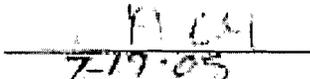
I assume the risk of any and all injury or damage to my person or property that may arise, whether directly or indirectly, as a result of my participation in this study.

I hereby release and hold harmless CPSC, its officers, employees, consultants, representatives, and other designees and the United States Government from any liability for illness, injury, property loss or damage arising from participation in this study.

This agreement is made upon the express condition that for the period of time which CPSC or any of its equipment is in my residence for the purpose of conducting this testing, I shall be free from all liabilities and

claims for damages and/or suits for or by reason of any illness, injury, or death to any CPSC officers, employees, consultants, representatives, and other designees of the CPSC or the United States Government, and that I shall be free from all liabilities and claims for damages and/or suits resulting to damage of CPSC property CPSC hereby agrees to release and hold me harmless from any liability for illness, injury, death, and/or property loss or damage in connection with the testing as outlined above, however occurring


Signature


Date

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ATTACHMENT 2
Page 2 of 2

Aaron and Wendy Wruble
1294 Exotic Avenue
North Port, FL 34288

090804CBB1926
ATTACHMENT 3
Page 1 of 6

May 11, 2009

The Law firm of Colson Hicks Eidson

RE: Chinese Drywall Case

Dear Mr. Ervin Gonzalez,

Thank you for your time in looking into our case. We had hopes that Holiday Builders would work with us in solving this matter, but things are looking dismal with the passing of each day.

We have enclosed photos of the known damages to our home and belongings. We had also started keeping a log when this all began and have enclosed that as well. I had previously sent Holiday two certified letters to put them on notice of the issue and have enclosed those with their responses. The last enclosure is a list of all the known damages to our home and belongings.

I was told by Mr. Stimson and Mr. Montoya that our intake form was on file and the copy of our contract was also on file. Please let me know if there is no copy of our contract and I will fax it to you ASAP.

We had independently hired Mike Foreman of Foreman and Associates to do an inspection in our home; if needed I can get an inspection report to you as well. We know that our appliances are already showing wear, all copper wiring is corroded, evaporator coils replaced, and we are suffering adverse health effects. We need to relocate, but are waiting on working out a deal with our Mortgage Company, Countrywide.

We appreciate all that you have done. We will wait to hear where we go from here.

Sincerely,

Mrs. Wendy Wruble

Enclosures: As stated

Chinese drywall documentation

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ATTACHMENT 3
Page 2 of 6

June 20, 2008: Met with real estate agent Cary Saffran to view multiple homes with Holiday builders. They were having a closeout sale, offering \$7500.00 towards closing costs, and a year contract. My husband met us after work and we viewed the home on Exotic Avenue.

June 24, 2008: Our realtor Cary Saffran hired Brian Sujevich with Rian construction to do the inspection. We didn't even have time to consider looking into our own inspector. She had him there and hired. He also started the inspection without us being there, we were tied up filling out loan papers. We asked that they wait, but Cary stated that she would go to the house and let him in. We found out later that they were some sort of "friends" discussing their family and events. When we got to the home, he was finishing up, and just read over the report with us. We were naïve to think he did a good job. He again stated that the rotten egg smell was from the water and to purchase a few extra filters.

June 28, 2008: we viewed the home on Exotic Ave. again with a representative from Holiday builders. His name was Robert Ludley (or Lindow?), but went by Bob. We were concerned with a "smell" within the house but were told it was the well water. We were also told that once we moved in, we would need to purchase additional filters for the well. The air condition unit also was not running properly and was noted in our inspection. Holiday was to send someone out to fix it. They had that done prior to moving in, we saw no work order. Any A/C technician that was doing the work properly would have noticed how black the wire coming from the AC unit was. We never heard from Bob again, and as far as we know he no longer works for Holiday Builders.

July 17, 2008: we purchased the home on Exotic Ave. from Holiday builders and received the keys.

September 12, 2008: Electrical fire on the outside of the house in the well pump unit. North Port Electric service fixed it, replacing the switch.

September-October 2008: Began noticing that all fixtures in the house were corroding and we couldn't clean them. They became pitted and black. The kitchen faucet and spray nozzle, the bathroom towel bars, toilet paper holder, faucets, and shower fixtures are all pitted and corroded. We even noticed that the metal around mirrors and on our washer and dryer were corroding. Please see attached pictures.

November-December 2008: Evaporator coil went out. Air Tech came out to recharge Freon and ordered new coil that was completely corroded. He stated that "those should last about a decade and that he could smell the sulfur". Please note enclosed pictures of AC unit.

January 2009: Mrs. Wruble had to get her engagement/wedding bands refinished. The ring was given at the end April of 2008 and by January the finish was tarnished. It had to be re-rodiumed.

February 5, 2009: Evaporator coil finally came in and was replaced by Air Tech.

March 2009: Began calling Health Department agencies in hopes that someone would come to our house for an inspection. We wanted to see whether we had Chinese drywall. We were showing all the symptoms and had read numerous articles in the local papers. Mrs. Wruble was noticing that jewelry was tarnishing and corroding even her wedding set that was given only 11 months prior.

March 2009: We hired Mike Foreman of Foreman and Associates to inspect our home for Chinese drywall. Mr. Foreman came to our house and inspected it and told us that it was positive for Chinese drywall. He took a 10 in. x 10 in. sample of the drywall to send off for further testing.

March 18, 2009: Mr. Wruble contacted Marvin Shoemaker of Holiday Builders to ask him about where the drywall was purchased and whether it was subcontracted. He told us that the subcontractor was NuWay drywall out of Bradenton, FL. He had no knowledge of Chinese drywall.

March 19, 2009: Mr. Wruble called Mr. Shoemaker and asked that Holiday send someone over to look at the house and all the copper that is corroded. Mr. Shoemaker stated that he would be stopping over on the 20th.

March 19, 2009: Mrs. Wruble sent two certified letters to Holiday to put on record the claim that we think there is an issue with our drywall. One was sent to the Fort Myers office and the other to the Melbourne office. See attached letters.

March 20, 2009: Mr. Marvin Shoemaker stopped by the house and took pictures of the all the copper wire in outlets, under bathroom cabinets, and the AC unit.

March 23, 2009: Mr. Wruble called Mr. Shoemaker and left a message asking about the batch number of the drywall. He did not return a call.

March 24, 2009: Mr. Wruble called Mr. Shoemaker and left a message asking again about the drywall, no return call.

March 25, 2009: Mr. Wruble talked with Mr. Shoemaker about the drywall and what was going to happen on Holidays end. Mr. Shoemaker stated that they were "looking" into reputable examining companies for drywall testing.

March 26, 2009: Mrs. Wruble sent another two certified letters to Holiday to ask for documentation such as their insurance, and to also refer to Statute 558. See attached letters.

March 27, 2009: Mr. Wruble called Alex at NuWay drywall (subcontractor for Holiday) to get records and material stubs. No luck and he never returned his call. He stated that Marvin Shoemaker had gotten the information from him two days prior and that we should get it from him.

March 30, 2009: Received one card back from the first certified letter from the Fort Myers office. Signed by Trinity Graham.

April 1, 2009: Received the card back from the Melbourne office from the first certified letter. Signed by Kim Kmiec

April 6, 2009: Went to the post office to pick up the first certified letter sent by Cherie Fay from Holiday builders. The letter was dated April 1, 2009. Please see attached.

April 6, 2009: New Moen fixtures were shipped to us and we received them.

April 7, 2009: Marvin Shoemaker called Mr. Wruble to schedule a time for a drywall inspection.

April 9, 2009: Marvin Shoemaker came over to the house with 3 men that were to "inspect" the drywall. Mrs. Wruble was the only one home. The drywall company's owner had a helper and his son with him. He was not someone who inspected the drywall he simply removed 3 pieces of drywall. They began in the garage...when I refused to sign that piece stating that they needed to be in the house, Mr. Shoemaker called his boss, who is always nameless, and then proceeded to take a sample from our dining room and back bedroom closet. I found it interesting that they were only going to take a chunk from the garage that was labeled made in the USA. They knew exactly where to look! We were told they were taking these samples to be chemically tested.

April 16, 2009: We had a meeting with Mr. Stimson. He discussed our situation with us and talked about the Colson firm. He went over paperwork with us as well.

April 18, 2009: Mr. Stimson stopped back over and picked up the paperwork and we signed on with the Colson firm.

April 18, 2009: Received second certified letter from Cherie Fay of Holiday builders. See attached.

April 22, 2009: Received the second card back from the Fort Myers office from the second certified letter. Signed by Kim Kmiec. Have not yet seen the card from the second certified letter that was sent to the Melbourne office.

April 29, 2009: Marvin Shoemaker called Mr. Wruble to schedule time for second inspection.

May 1, 2009: Marvin Shoemaker was out to take the second sample of drywall for Holidays visual inspection. He brought along the same men that took the first samples. When we asked what the first sample showed he said that they were only visually inspecting the drywall. They are looking for a label that suggests Chinese drywall. They removed the west wall of the master bedroom only to find the unmarked wallboard that gives the 12 foot by ½ inch label. The vacuum they were using broke and blew drywall dust and particle throughout my bedroom and back living room, to the extent of not being able to see through the room. It covered my furniture, bedding and clothing. They then

asked to borrow mine and ruined it. It clogged the hose, plugged the receptacle and ruined the filters. See attached pictures.

May 1, 2009: The inspector, Haviar, from the Colson firm stopped by to inspect the house. He did an outstanding job and we are confident in his report to you.

May 4, 2009: Mr. Wruble called and left a message with Cherie Fay at 9:00 am. She never returned his call, so he called back after 3:00 pm. He talked with her about what Holiday was going to do in our situation and she said that she knew nothing and couldn't tell us anything.

May 4, 2009: Mrs. Wruble contacted Cherie Fay around 2:30 pm to discuss the findings of the second inspection. She informed me that she knew nothing because she had not discussed anything with Mr. Shoemaker yet and didn't get his report. She also told me that Holiday had no intention of testing the drywall that they were only doing a visual inspection and that to their knowledge no Chinese drywall exist.

May 5, 2009: Mr. Stimson provided me a name for Countrywide Mortgage. Mrs. Wruble called and left two messages asking about deferment on the loan with no penalty to our credit.

May 5 and 6, 2009: Mr. Wruble called Marvin Shoemaker and left a message, asking about the results of the second inspection. He never returned his calls.

May 6, 2009: Mr. Wruble called Cherie Faye to discuss results of second inspection. He left a message and the call was never returned.

May 8, 2009: Mrs. Wruble received a call from Amanda Wiley from Bank of America. She knew nothing about Chinese drywall and told me that we needed to provide them with a copy of the inspection report to enter into forbearance. The Forbearance will not affect our credit, but it is required to pay all the back payments at once upon entry back into the house.

May 8, 2009: Mr. Wruble called once again to speak with Cherie Faye, he had to leave a message and there was no call back.

May 11, 2009: Cherie Faye returned a call to Mr. Wruble, just to say that they had sent a certified letter in the mail to us. Please see attached letter from Holiday. They have no intentions of doing anything.

May 19, 2009: Received a certified package from Roetzel and Andress who represent Holiday Builders. It was in response to my certified letter in which a referred to statue 558, they sent documentation that I asked for.

May 30, 2009: A second certified letter came from Roetzel and Andress which contained the permit plan for the home.

We have had no contact with Holiday since then.

Known damages to our home and belongings:

- Failed evaporator coil, replaced in Feb. 2009.
- Corroded condenser lines off of AC unit inside the home, not corroded in the attic.
- All copper wiring and metal fixtures in home are black and corroded. Such as: wire in outlets, hot and cold water lines, sink and bath faucets in bathrooms and kitchens.
- Dell computer not functioning had to be repaired.
- Wedding bands had to be refinished.
- Vacuum clogged, full of drywall, ruined filters, and left for me to clean up after Holidays visit on May 1, 2009. Doesn't work as well as it did. New in Aug. of 08.
- Corroded kitchen utensils, Kitchen Aide knife set new in Aug. of 08.
- 9 month old new kitchen appliances are showing wear.
- Metal on new washer and dryer corroded.
- Numerous holes cut into our drywall and left. Embarrassing to invite guests into our new home.
- The stench of rotten eggs.
- Bedding and clothing left covered in drywall powder by Holiday builders on May 1, 2009.
- New ceiling fans and light fixtures are corroding.
- Electrical fire on well pump unit. May not be a result of drywall, but the condition the wiring is in makes you wonder.
- Adverse health effects: headaches, dry eyes, sore throat, coughing, sinus problems, nauseated feeling, sleeplessness.
- Dog is lethargic and has been sick numerous times.
- Metal studs in house, including hurricane clips and trusses.
- Furniture, gases seeping into new furniture. Any metal within furniture. As well as wear on electronics such as our flat screen TV.

We are also losing an incredible amount of value on our investment as well as money we put into the home. We have also had to incur moving costs and the strain of fighting with the mortgage company for some sort of relief.

090804CBB1926
ATTACHMENT 4

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, _____, do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at 1294 EXOTIC AVENUE, NORTH BEACH, FL for a preliminary pilot indoor air-quality monitoring and testing study on Aug 7,, 2009.

On today's date, I have completed a walk-through inspection of my residence with SUSAN GABRIEL, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

I acknowledge that CPSC offered reimbursement for the _____, but I have declined CPSC's offer. I acknowledge that I have not requested that the _____ be repaired or replaced by CPSC.

Wendell Quintero

Signature of Resident

8-7-09

Date

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U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

I request that you do not release my name. My identity is to remain confidential.

You may release my name to the manufacturer but I request that you do not release it to the general public.

You may release my name to the manufacturer and to the public.

Wendy L. G. L.
(Signature)

8-7-89
(Date)

090804CBB1926

ATTACHMENT 6

IDENTIFICATION OF CONTACTS:

1. Wendy Wruble, homeowner, 51294 Exotic Avenue, North Port, FL 34288 – contacted on site at her home on August 7, 2009.

CONTACTS MADE BY HOMEOWNERS:

1. Michael S. Foreman, Principal, Foreman & Associates, Inc., Construction Consultants, 2511 Bee Ridge Road, Sarasota, FL 34239.
2. Countrywide Mortgage Company
3. Holiday Builders of Florida
4. Colson, Hicks & Eidson Law Firm, 255 Aragon Avenue, Coral Gables, FL 33134

Doc No: I0940049A

Issue: 28

04/06/2009

04/02/2009 17:29:46

Name = Wendy Wruble
Address = 1294 Exotic Avenue
City = North Port
State = Florida
Zip = 34288
Email = wendy_wruble@sarasota.k12.fl.us
Telephone = 989-798-4605
Name of Victim = Aaron and Wendy Wruble
Victim's Address = 1294 Exotic Avenue
Victim's City = North Port
Victim's State = Florida
Victim's Zip = 34288
Victim's Telephone = 941-240-8365

Incident Description = Our home contains defective drywall. We purchased the home through Holiday Builders in July of 2008. It is still under the year warranty. It has had a failed AC coil, all copper wire is black, all fixtures are corroded, it has an awful smell. We had an outside inspection done and they confirmed that we do have the drywall. As of April 3, 2009 the builders has yet to contact us back about what they are going to do.

Victim's age at time of incident =
Victim's sex =
Date of incident =
Product involved = Chinese drywall
Product brand name/manufacturer =
Manufacturer street address =
Place where manufactured (City and State or Country) =
Product model and serial number, manufacture date =
Product damaged, repaired or modified =
If yes, before or after the incident =
Description of damage, repair or modification =
Date product purchased =
Product involved still available =
Have you contacted the manufacturer =
If not, do you plan to contact them =
Name Release = Release name to the manufacturer and public

1. Task Number 090810CBB1944		2. Investigator's ID 2391		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2007 05 01	5. Date Initiated YR MO DAY 2009 08 10		
6. Synopsis of Accident or Complaint UPC A 52-year old female consumer has experienced dizzy spells, rapid heartbeat, vomiting, asthma flare up, and shaking after living in a home suspected to contain imported drywall from China (manufacturer unknown). Her 69-year old husband has experienced being light headed and pain in his joints also. They have also experienced blackening, pitting, and corrosion of copper and other metal surfaced inside of electrical appliances causing them to stop working properly.				
<p>CPSA 616Y(1) CLEARED for PUBLIC</p> <p><input checked="" type="checkbox"/> NO MFRS/PRVTLBLS OR PRODUCTS IDENTIFIED</p> <p><input type="checkbox"/> EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG</p> <p><input type="checkbox"/> WITH PORTIONS REMOVED: <u>4, 3, 15c</u></p>				
7. Location (Home, School, etc) 1 - HOME		8. City PORT SAINT LUCIE		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 52	13. Sex 2 - Female	14. Disposition 1 - Injured, not Hosp.	15. Injury Diagnosis 68 - Poisoning	
16. Body Part(s) Involved 85 - ALL OF BODY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site	19. Time Spent (Operational / Travel) 13 / 5	
20. Attachment(s) 9 - Multiple Attachments		21. Case Source 07 - Consumer Complaint		22. Sample Collection Number
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 09/03/2009	25. Reviewed By 3385		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake			28. Source Document Number H0950040A	

This investigation was initiated during an indoor air sampling study conducted by CPSC and Environmental Health and Engineering (EH&E). The consumer, a 52 year old female, submitted a Consumer Incident Report regarding imported drywall from China. Information for this report was gathered during an on-site interview with the consumer. During this interview employees from EH&E conducted in-door air sampling tests to include in the on-going study.

The home is occupied by the consumer and her 69 year old husband. The home was built using metal studs in November 2006. The home is approximately 2,088 square feet, single story, with three bedrooms and two bathrooms. The consumer reported that the living room and dining room were both carpeted, but in June or July 2007, the carpet was removed and replaced with tile. The entire home is currently tiled with the exception of the three bedrooms, which are carpeted. During the same time that the tile was installed the consumer also had crown molding installed through the home. She has not made any other renovations in the home. There has not been any drywall replaced and/or added to the house since being built. The home does not contain any appliances that are natural or propane gas serviced. All appliances are electric.

The consumer first occupied the home full-time in May 2007. Within two weeks of moving into the home the consumer reported that she began to experience dizzy spells, rapid heartbeat, vomiting, asthma flare up, and shaking for no apparent reason. Her symptoms worsened throughout the first few months of living in the home. She began to also experience blurred vision, and nose bleeds in addition to the symptoms she was already experiencing. The consumer worked at a local hospital and underwent repeated test to diagnose her symptoms. She could not find the cause for her symptoms. Approximately 10 years ago, the consumer was diagnosed with multiple sclerosis (MS). She was hospitalized for one week in May 2008 and was treated for all the symptoms. The consumer reported that she believes that the drywall is affecting the MS and causing more problems. She had not suffered from the additional symptoms until moving into the home. Her husband did not occupy the home full-time until November 2007. He reported that after living in the home for approximately one month, he has experienced feeling light headed and pain in his joints. Since moving into the home, he has lost approximately 35 pounds and has not been able to gain weight. He has not sought any medical attention for any of his symptoms. The consumer and her husband have noticed that when they exit the home for approximately 10 minutes or more, symptoms such as light headedness and dizziness subside, but return shortly after entering the home again. The consumer was not able to provide any medical documentation, but added that her physicians have her medical files if needed.

The consumer has two small dogs in the home. She is unsure if the drywall has affected them. She has noticed that their eating habits have changed since moving into the home. The dogs are not eating the usual amount of food. She reported that the dogs have also begun vomiting for no apparent reason. The dogs have not received medical attention.

The consumer reported that she noticed an unusual odor immediately after moving in. After living in the home for several weeks she noticed a burning gas odor throughout the house that she could not get rid of after cleaning.

She used air fresheners to mask the lingering odor. She further described the odor as a lighter fluid odor and a rotten egg odor, depending on the area of the home. During the on-site interview this investigator could not detect any unusual odors associated with imported drywall from China.

The consumer reported that the odor is noticeable at all times. But she has been told that the smell is more noticeable when entering the house for the first time. She believes that the odor is stronger in one of the guest bedrooms and in the kitchen. She does not believe the odor is affected by the time of the year or day. The odor was not affected when the carpet in the living room and dining room was removed and tile was installed.

The consumer has experienced unusual problems with electrical equipment where they have either malfunctioned or stopped working. A desktop computer that was approximately five years old completely stopped working and was replaced. The replacement computer now reboots on its own. The battery of a laptop computer that was purchased used in 2007 will not charge. An eight year old television started to have problems with the volume and the screen would freeze. The television was replaced and the new television has not had any problems. The telephone frequently drops calls and has a lot of static noise during phone calls. She has experienced problems with the microwave and refrigerator that have stopped working. She has not had to replace these appliances, but believes that she will in the future.

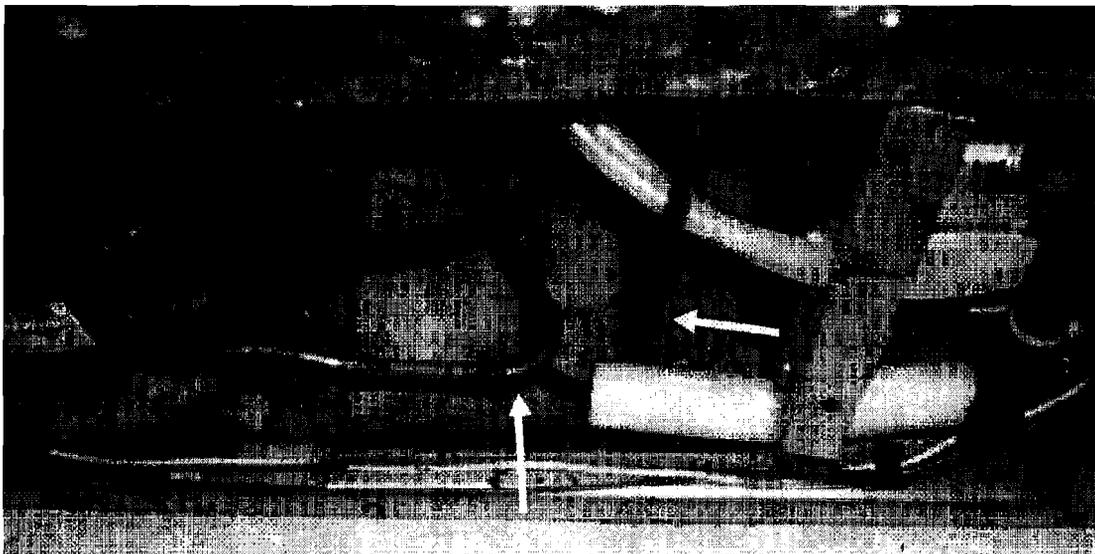


Photo shows some blackening on pipes behind the refrigerator.

The consumer has also had problems with the air conditioning unit since moving into the home. The consumer has had the air conditioning unit serviced in April 2008, May 2008, and July 2009. Each time the unit was serviced with refrigerant and/or replacement of evaporator coils. The thermostat began to stop working properly and was serviced on one occasion. The consumer provided service invoices, included as Exhibit 2. The consumer reported that she became suspicious of the problem that was occurring with the air conditioning unit because the builder agreed to pay for the service.

090810CBB1944

She was not given an explanation for the services or a reason why the unit is not working properly. The last service technician that visited the home to check the thermostat was also sent and paid for by the builder. The consumer explained that he used a probe mechanism into the drywall near the thermostat. He informed the consumer that the "wall was hot." The consumer reported that the service technician indicated that the "hot wall" was not good. She reported that the technician advised her that the evaporator coils would need to be replaced again in the future.

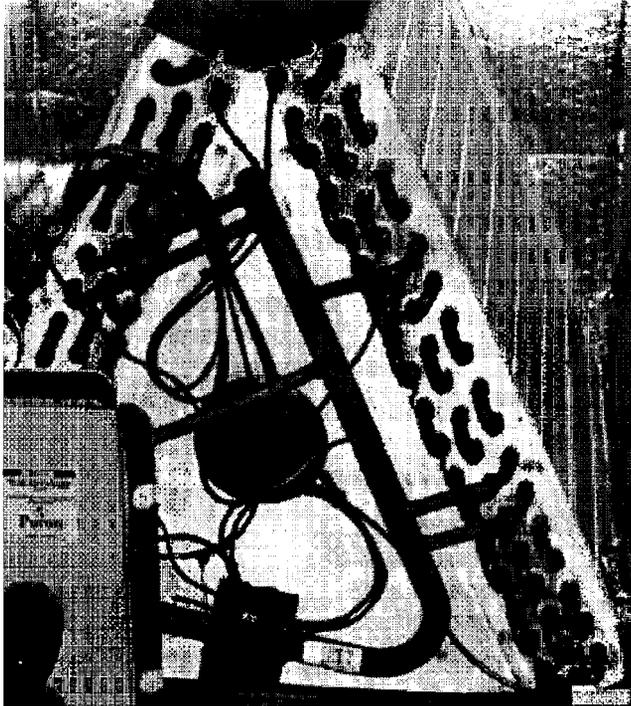


Photo shows blackened and corroded evaporator coils in the air conditioning unit.

On a consistent basis, the consumer reported experiencing the following problems: flickering lights, circuit breakers tripping for no apparent reason, arcs and sparks, sizzling and buzzing, an unusual odor in the vicinity of receptacles, switches, and light fixtures, and a light switch that is hot to the touch.

The consumer has noticed signs of blackening, corrosion, and/or pitting on metal parts. She has noticed blackening on jewelry and water pipes. She has noticed pitting on shower heads, drains, and kitchen utensils. She has noticed blackening and corrosion on mirrors and metal decorations. Copper wiring in receptacle and light switches have also become blackened and corroded. None of the copper wiring has been replaced in the home, but she is concerned that the corroded wires may pose a fire hazard. She has not noticed any issues with the smoke alarms in the home.

090810CBB1944



Photo shows blackened jewelry.



Photo shows pitting on shower head.



Photo shows pitting on a drain.



Photo shows pitting on spoons.



Photo shows blackening on mirror.

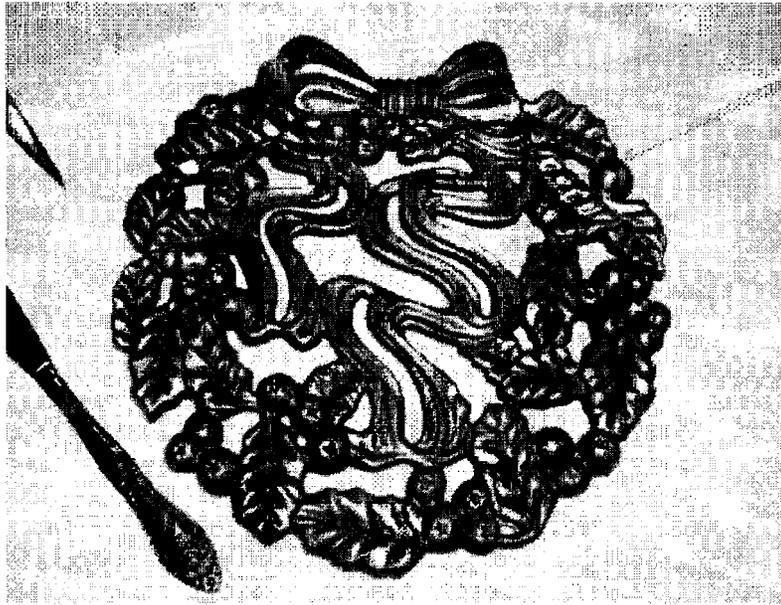


Photo shows blackening on a metal wall decoration.



Photo shows corroded and blackened ground wire.

The consumer contacted the builder in May 2007 after moving into the home and when she began to experience problems with the air conditioning unit and thermostat. On April 17, 2009 the builder sent a letter to all of the homeowners asking to perform a visual inspection of the homes. Attached to the letter was a "Chinese Drywall Questionnaire" to be completed and returned. The letter and questionnaire are included as Exhibit 3. She also had the building supervisor complete a walk-thru to visually inspect the evaporator coils in the air conditioning unit, the pipes under the sinks, and a few of the electrical receptacles. The building supervisor did not give any results or reports of his inspection. He did not confirm nor deny that the home contained imported drywall from China. After the inspection, he reported that the builder's lawyer would be in contact with the consumer. The consumer has been in contact with her state Senator's office and attorneys.

The community held a meeting to discuss the drywall issue. At the community meeting the consumer met with a drywall company and scheduled an inspection to confirm if the home contained imported drywall from China. The drywall company visited the home on May 6, 2009. The statement from the drywall company indicates that the house does contain "Chinese Drywall." The consumer is not aware of any other efforts from her community.

The consumer reported that her plan is to wait for answers from the government. She has been given many suggestions, including leaving the home, but she indicated she cannot afford to leave. She added that she really needs help with this issue, especially due to the health issues that she is currently experiencing.

Product Identification

The product involved is imported drywall. The home appears to have visible signs of corrosion on metal surfaces. The consumer has also experienced problems with electrical appliances and the air conditioning unit not working properly. During the on-site interview this investigator attempted to locate labeling on the drywall that would indicate the origin, but was unsuccessful.

Exhibits

- Exhibit 1 Contact Information
- Exhibit 2 Service Receipts
- Exhibit 3 Letter from Builder and Questionnaire
- Exhibit 4 Drywall Inspection Statement
- Exhibit 5 Authorization for Release of Name
- Exhibit 6 Final Release & Waiver of Liability Form

Contact Information



July 17, 2009

Consumer Contacted Builder, Senator's Office, and Law Firm

Centerline Homes, Builder
825 Coral Ridge Dr.
Coral Springs, FL 33071
Tel. 954-344-8040
May 2007

Michelle Oyola McGovern, Regional Director
Senator Bill Nelson's Office
500 S. Australian Ave.
Suite 125
West Palm Beach, FL 33401
Tel. 561-514-0189
April 2009

Nick Davitian, Attorney
700 SW 3rd Ave.
Fort Lauderdale, FL 33316
Tel. 954-763-8181
April 2009

Paid for by Centerline

090810CBB1944 Exhibit 2 Page 1 of 4

Gaybe

CENTRAL AIR CONTROL, INC.

CENTRAL AIR CONTROL, INC.

NAME		DATE	
ADDRESS		PHONE	
MAKE		DATE PROMISED	
MODEL NO.	SERIAL NO.	DATE OF ORIGINAL INSTALLATION	
NATURE OF SERVICE			
<input type="checkbox"/> ESTIMATE <input type="checkbox"/> CASH <input type="checkbox"/> WARRANTY <input type="checkbox"/> CHARGE <input type="checkbox"/> CONTRACT <input checked="" type="checkbox"/> C.O.D.			
QTY.	DESCRIPTION	PRICE	AMOUNT
1	Replace TXV and coil		
TECHNICIAN		TOTAL MATERIALS	
DATE COMPLETED		TECHNICAL SERVICE TIME <input type="checkbox"/> SHOP <input type="checkbox"/> HOME	
TAX		<input type="checkbox"/> PICK UP OR DELIVERY <input type="checkbox"/> SERVICE CALL CHARGE	
TOTAL			

NAME		DATE	
ADDRESS		PHONE	
MAKE		DATE PROMISED	
MODEL NO.	SERIAL NO.	DATE OF ORIGINAL INSTALLATION	
NATURE OF SERVICE			
<input type="checkbox"/> ESTIMATE <input type="checkbox"/> CASH <input type="checkbox"/> WARRANTY <input type="checkbox"/> CHARGE <input type="checkbox"/> CONTRACT <input type="checkbox"/> C.O.D.			
QTY.	DESCRIPTION	PRICE	AMOUNT
1	Cancel 4/4/08 @ 12:17 Reorder 4/9/08 call for Formal coil section to TXV to get work properly 425.00 plus parts		APPT. MAY 4/10/08
TECHNICIAN		TOTAL MATERIALS	
DATE COMPLETED		TECHNICAL SERVICE TIME <input type="checkbox"/> SHOP <input type="checkbox"/> HOME	
TAX		<input type="checkbox"/> PICK UP OR DELIVERY <input type="checkbox"/> SERVICE CALL CHARGE	
TOTAL			

3894

COPY

Thank You

63374

COPY

Thank You

1-51-18 10:19 AM
 270-441-3418
 1000 445-0487

NAME (B) (EXAMPLE) (W/DIG)		DATE	
ADDRESS		PHONE	
APARTMENT		DATE PROMISED	
MAKE	MODEL NO.	SERIAL NO.	DATE OF ORIGINAL INSTALLATION
NATURE OF SERVICE		<input type="checkbox"/> ESTIMATE <input type="checkbox"/> CASH <input checked="" type="checkbox"/> WARRANTY <input type="checkbox"/> CHARGE <input type="checkbox"/> CONTRACT <input type="checkbox"/> C.O.D.	
QTY.	DESCRIPTION	PRICE	AMOUNT
COMMENTS		TOTAL MATERIALS	
		TECHNICAL SERVICE TIME <input type="checkbox"/> SHOP <input type="checkbox"/> HOME	
		<input type="checkbox"/> PICK UP OR DELIVERY <input type="checkbox"/> SERVICE CALL CHARGE	
TECHNICIAN			
Signature below constitutes acceptance of above service performed as being satisfactory - and that the equipment		DATE COMPLETED	TAX
		TOTAL	

PRODUCT 831

COPY

60395

Thank You

Technician advised that coils need to be replaced



337 First Street
Jupiter, FL 33458
561-743-9554

Work Order 12345
Date 7/8/09
Tech Alan
P.O.# _____
License CAC #1813800

Bill To:	Job Name:
_____	_____
_____	_____
Telephone # () _____	Job Telephone # () _____

Nature of Service: Maintenance

Description of Work Completed: 1.5 hrs. maintenance. See sheet 1.81

I HEREBY AUTHORIZE THE REPAIR WORK PER ESTIMATE OF \$ _____ X

QUANTITY	ITEM CODE	REPAIR DESCRIPTION	PRICE
1	DIA001	Diagnostic / Trip Charge	86.00
1	10%	skd Club Discount	11.00
1	PMS SA	skd Preventative Maintenance Club	186.00

NAME/NUMBER	TOTAL
COND MOD #	AMT PAID
COND SER #	TERMS OF PAYMENT CASH <input type="checkbox"/> CHECK <input type="checkbox"/> # _____ VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER <input type="checkbox"/> NAME ON CARD _____ ACCOUNT NUMBER _____ EXPIRATION DATE _____
A/H MOD#	
A/H SER#	
SUCTION	
LIQUID	
R/A	
S/A	
T/D	

PARTS WARRANTY
All new parts as recorded on face of this invoice are warranted for a period of one year or in accordance with the manufacturers or other limited warranties.

LABOR GUARANTEE
Labor is guaranteed for one year and applies only as it relates to specific new parts provided and the stated service performed.

TERMS
All service work is C.O.D. Carrying charges on past due amounts over 30 days will incur a \$20.00 fee, plus 1.5% per month.

**ALL SERVICE IS DUE AND PAYABLE UPON RECEIPT
PLEASE PAY FROM THIS INVOICE**

SIGNATURE _____
DATE: 7/8/09

stephen k. denny, inc. A/C & Pool Heating

Customer Name _____ Cust # _____ Phone # _____

Technician _____ Date 7/2/09

Preventative Maintenance Service Checklist

<u>AIR HANDLER</u>	<u>Loc #1</u>	<u>Loc #2</u>	<u>Loc #3</u>	<u>Loc #4</u>	<u>Loc #5</u>
MODEL & SERIAL.....	<u>1042</u>				
R.A. temp./S.A. temp.....	<u>77.5 / 60</u>	<u>/</u>	<u>/</u>	<u>/</u>	<u>/</u>
Evaporator Coil Clean.....	<u>yes</u>	<u>/</u>	<u>/</u>	<u>/</u>	<u>/</u>
Motor Oiled.....	<u>yes</u>				
Primary /Emerg. Drain Pan Condition.....	<u>OK</u>				
Water Safety Working/ Service	<u>checked</u>				
Drain Line & Pan Cleaned Out.....	<u>checked</u>				
Cabinet Condition	<u>OK</u>				
Electrical Connections.....	<u>OK</u>				
Primary Air Filter Replaced	<u>checked</u>				
Filter Size	<u>20x20</u>	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>
Deluxe Filter Media Last Replaced.....					
Check Thermostat/Humidistat.....	<u>checked</u>				
Duct System Condition	<u>OK</u>				
Heater Operating Correctly/Amp Draw...	<u>27.7</u>				
Microbiocide Application.....	<u>checked</u>				
U.V.C. Bulb Replacement.....	<u>checked</u>				

CONDENSER

Equipment Mod. & Ser. #'s.....	<u>1042</u>				
Suction PSI/Head PSI	<u>125 / 290</u>	<u>/</u>	<u>/</u>	<u>/</u>	<u>/</u>
Start Amps/Run Amps.....	<u>7.1 / 9.8</u>	<u>/</u>	<u>/</u>	<u>/</u>	<u>/</u>
Time Delay Operation.....	<u>yes</u>				
Motor Oiled.....	<u>yes</u>				
Electrical & Contactor Condition.....	<u>OK</u>				
Condenser Coil Clean/Condition.....	<u>checked</u>				
Overall Appearance of Equip.....	<u>checked</u>				

SPECIAL CONCERNS: _____

April 17, 2009

To All Residents of Vizcaya Falls:

As you may already know, there has been a lot of media attention about the homebuilding industry concerning the possible use of imported drywall from China in the construction of homes. We would like an opportunity to perform a visual inspection of your home to determine whether there exist symptoms associated with the presence of Chinese drywall from certain manufacturers. We have been advised that not all Chinese drywall is considered problematic.

Based upon information which has been made available within the industry, the symptoms to look for include: a sulfur or "rotten-egg" smell in the home; a blackening or corrosion of the coils in the air handler of the air conditioning system; a blackening or corrosion of the copper refrigerant pipes to the air handler and water line to the refrigerator; and a blackening or corrosion of exposed copper electric wiring. If we have not already inspected your home and if you believe your home exhibits some or all of these symptoms, please fill out the enclosed questionnaire and return it to us by fax to 954-344-4176, or by email to: drywallresponse@centerlinehomes.com. In addition, please contact our Customer Care Department at 954-324-1740, so that we can schedule an appointment to inspect your home.

Please understand that we are sending similar notices to other communities. Consequently, it may take a short period of time to coordinate and schedule all necessary inspections. We appreciate your anticipated cooperation.

Sincerely,

Completed Communities II, LLC



CHINESE DRYWALL QUESTIONNAIRE

If you believe your home may be affected by the presence of Chinese drywall, please fill out and return this form by fax to 954-344-4176, or by email to: drywallresponse@centerlinehomes.com. Thank you.

1. Name of Owner(s) and address of home which is the subject of this response:

(b)(3) Exemption for 25(c)(b)(3)

2. When did you first become aware of the symptoms associated with the presence of Chinese drywall in your home (please provide a date by month and year that most approximates when the symptoms first became apparent)? _____

3. What symptoms relating to Chinese drywall do you believe exist in your home?

- a. sulfur or rotten-egg smell yes no _____
- b. blackening or corrosion of copper lines or pipes yes no _____
- c. blackening or corrosion of coils in air conditioning unit yes no _____
- d. pitting or corrosion of mirrors or plumbing fixtures yes no _____
- e. blackening or corrosion of copper electric wiring yes no _____
- f. other yes _____ no _____

if yes, please specify what other symptoms you may have: _____

4. Have you previously reported any of these symptoms to the Customer Care Department? yes no _____ If yes, on what date did you first report the symptoms and how did you communicate the problem (i.e. by telephone, letter, email, or fax)? _____

Found through Community meeting

090810CBB1944 Exhibit 4 Page 1 of 1

STATEMENT

RAY HORVATH DRYWALL, INC.
10155 N.E. 101ST STREET
OKEECHOBEE, FL 34972

DATE	5-6
NUMBER	007

1-888-893-8898



TERMS:

PLEASE DETACH HERE AND RETURN WITH YOUR REMITTANCE

\$ _____

DATE	CHARGES AND CREDITS	BALANCE
	BALANCE FORWARD	
	<p>1.00 million of Drywall and labor was determined to be due due to Raywall.</p>	
		

RAY HORVATH DRYWALL, INC.

Thank You

PAY LAST AMOUNT
IN THIS COLUMN

U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

I request that you do not release my name. My identity is to remain confidential.

You may release my name to the manufacturer but I request that you do not release it to the general public.

You may release my name to the manufacturer and to the public.

(b) (5) Exemption from FOIA
(b) (7) C

(Signature)

8/11/09.
(Date)

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, (b)(3) Exemption for 25(c) (b)(6), do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at (b)(3) Exemption for 25(c) (b)(6) for a preliminary pilot indoor air-quality monitoring and testing study on August 11, 2009. 34986

On today's date, I have completed a walk-through inspection of my residence with Marina Sabado Rivera, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

Homeowner did not find any damages to the house.

I acknowledge that CPSC offered reimbursement for the N/A, but I have declined CPSC's offer. I acknowledge that I have not requested that the N/A be repaired or replaced by CPSC.

(b)(3) Exemption for 25(c) (b)(6)

Signature of Resident

8/11/09.

Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1. NAME OF RESPONDENT (b)(3) Exemption 3 for 5(c), (b)(6)		2. PHONE NO. (HOME) (WORK) Unknown	
3. STREET ADDRESS (b)(3) Exemption 3 for 2(c), (b)(6)		4. CITY ST ZIPCODE	
4a. EMAIL ADDRESS Unknown		4b. INCIDENT CITY ST ZIPCODE (b)(3) Exemption 3 for 2(c), (b)(6)	

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer moved to her brand new home in November of 2006. Consumer became aware of the Chinese drywall by viewing a news report she
 - cont -

6. DATE OF INCIDENT(S) 05/03/2008	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX 52 Y/F AND DESCRIBE INJURY See Narrative.,	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME None RELATIONSHIP None
--------------------------------------	---	--

9. DESCRIPTION OF PRODUCT chinese drywall	10. BRAND NAME Chinese Drywall
--	-----------------------------------

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Unknown Unknown	12. MODEL, SERIAL #'s, DATE OF MFR Mod# Unknown
	13. DEALER'S NAME, ADDRESS & PHONE Centerline 825 CORAL Ridge Drive Spring Coral, FL 33071 954-324-1740

ISSUE 32
05/07/2009

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 09/15/2006 AGE 3 Y
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE:

17. HAVE YOU CONTACTED THE MANUFACTURER? IF NOT, DO YOU PLAN TO CONTACT THEM?	18. IS THE PRODUCT STILL AVAILABLE? IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES
--	--	---

FOR ADMINISTRATION USE

20. DATE RECEIVED 05/06/2009	21. RECEIVED BY (NAME & OFFICE) jik/HL	22. DOCUMENT NO. H0950040A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 9999
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE jik 05/06/2009

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0950040A

Narrative Continued

saw on TV.

Consumer stated that she had to replace her air conditioner unit twice, since she moved in the house because the electrical wires were corroded. Consumer also noticed all the copper pipe and the wires from the electrical outlet were getting black. Consumer said the refrigerator and the microwave sometimes stopped working and a brand new desk computer quit working. (reason unknown). She also can smell an odor, like when a person "farts".

Consumer said that she had developed serious health problems like headaches, dizzy, nausea, coughs, asthmas attack, and now she has epiclesis and multiples sclerosis. Husband said that sometimes he gets light headaches, feels like he is going to pass out and he is coughing a lot too.

(date unknown) - Consumer contacted the builder and they told consumer that they will send someone to her house to see if her drywall were manufacturer in China.

04/24/2009 - Builder rep., John (last name unknown) visited consumer's home and confirmed that consumer's home is affected with the Chinese drywall.

Consumer said after the builder visited her house, he did not provide any help and when she contacted the builder's office they were getting very rude with consumer. They told her that she did not need to contact their offices anymore. Builder also told consumer that she better contact their lawyer.

Husband told me that he feels very concerned of the health of his wife and that he really wants for this agency to help with this situation, so his wife could get better.

Vict #	Sex	Age	Name	Relationship
2	M	69 Y		Husband

Vict #	Victim Injury Description
2	See Narrative

Distributor Phone #:

CPSC Source: BOOKS

Refrigerator Connection

What I saw was that the evaporator coil, one of the regulating valves and the refrigerant had to be replaced three times and the thermostat froze. That all the copper pipe and wires from the electrical outlets were black. The refrigerator and microwave sometimes stopped working and a brand new computer quit working for no known reason and had to be replaced. We can also smell an odor as if wires are burning as a person has farted. An odor that is somewhat unfamiliar.

I said that since moving into this house I get vertigo, headaches, dizzy, nausea, coughs and other conditions that the doctors can not explain. I also said that I have epilepsy and Multiple Sclerosis and that I am afraid that the toxins from the Chinese Wallboard are making these conditions worse.

I called Centerline (builder) and they sent their representative. When I learned his last name is Williams to inspect on 4/24/09 he would not give us any information either way. What I found was that we called Centerline afterwards and they were rude and said that we did not have to call them that we would be hearing from their lawyer and would not confirm or deny.

Since having called your office we had an independent Contractor to inspect our home and he has confirmed that we do have Chinese Drywall (Copy enclosed)

As of this date we have not heard from Centerline or their attorney.

STATEMENT

RAY HORVATH DRYWALL, INC.
10155 N.E. 101ST STREET
OKEECHOBEE, FL 34972

DATE	5-11
NUMBER	202

1-888-893-8898



TERMS.

PLEASE DETACH HERE AND RETURN WITH YOUR REMITTANCE

\$ _____

DATE	CHARGES AND CREDITS	BALANCE
	BALANCE FORWARD	
	<p>When submitted to Drywall and cover with it Determined that this case was the correct Drywall.</p>	

RAY HORVATH DRYWALL, INC.

Thank You

PAY LAST AMOUNT
IN THIS COLUMN

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.

(b)(3) Exemption 3 for 25(c) / (b)(6)

5/11/09

Signature

Date

I request that you do not release my name.

You may release my name to the manufacturer but I request that you not release it to the general public.

You may release my name to the manufacturer and to the public.

This investigation was initiated during an indoor air sampling study conducted by CPSC and Environmental Health and Engineering (EH&E). The consumer, a 62 year old male, submitted a Consumer Incident Report via the internet regarding imported drywall from China. Information for this report was gathered during an on-site interview with the consumer. During this interview employees from EH&E conducted in-door air sampling tests to include in the on-going study.

The home was built in 2006 using wood studs. The consumer purchased the home in February 2009. The consumer purchased this home after deciding to retire. He planned to relocate his elderly parents into the home after moving. Due to the issues he has experienced with the home, he has been the only resident. He began occupying the house in April 2009. The home is two stories with 3,500 square feet of living space and four bedrooms and two and a half bathrooms. The first floor is tile and hardwood flooring. The stairs and the entire second floor are carpeted with the exception of the bathroom, which is tiled.

The stove and water heater are fueled with natural gas service. All other appliances are electric. The consumer reported that he has not had any major renovation in the home. After purchasing the home, the consumer installed carpeting and extended the hardwood flooring into other areas of the first floor. There has been no replacement of drywall or additional drywall added to the house since being built.

The consumer moved into the home on April 1, 2009 and moved out approximately one month later due to health issues. He began to experience health issues such as sinus infections, chronic headaches, ear pain/clogging, an irritated upper respiratory system, dizzy spells, muscle pain, and burning/watery eyes. He reported that he had not suffered from these health issues prior to moving into a home. These symptoms started soon after moving in and within the month of living in the home the symptoms increased. The consumer now only visits the home on weekends to keep up the maintenance. The weekends that he stays in the home, he immediately begins to feel some of the symptoms return. Approximately one to two days after leaving the home he notices that the symptoms lessen. The consumer's career is in the medical field. He has not been treated by any doctors and he has no medical documentation of the symptoms described.

Prior to moving into the home, the consumer noticed a sulfuric acid odor throughout the home. He questioned the realtor about the odor and was told that the installation of the hardwood flooring caused the odor. He then questioned the contractor that installed the flooring and was told that the glue used during the installation and the home being closed up caused the odor. During the on-site interview this investigator detected a strong odor throughout the home. The consumer reported that the odor is constant, but that it is stronger and more noticeable when the home is closed up and also on days when the weather is humid. He has noticed that the odor is also stronger in areas such as the front door, garage, and master bathroom.

090810CBB1945

The appliances were installed after the home was built and prior to the consumer moving in. He has experienced problems with the refrigerator, microwave, and oven. He has had circuit boards in the refrigerator replaced five times. The first replacement occurred in April 2009 and the last replacement occurred in August 2009. In April 2009, he also had the circuit board replaced in the microwave and electrical connections in the oven replaced after both appliances stopped working. He has experienced problems programming his remote controls since April 2009. He has also had problems with his electric toothbrush and with the smart chip in his laptop, in that both stopped working in August 2009.

The home is equipped with two air conditioning units; one unit is accessed through the garage attic space and the second unit is accessed on the second floor through the attic space in a bedroom closet. After moving into the home in April 2009, the consumer reported that he has had problems with the air conditioning unit on the second floor. He has had technicians service the second floor unit on three separate occasions after it has stopped working. The consumer reported that each time he was told that the problem was in the electrical system. He was unable to provide any documentation. He has given all of his documentation to his attorney.



Photo shows corrosion and blackening of copper coils in air condition unit located above the garage.

090810CBB1945



Photo shows corrosion and blackening on the cooper coils of the air conditioner located in the second floor attic.

The consumer had a chandelier installed inside the doorway of the home. The electrician that installed the chandelier informed the consumer that the wiring in the walls was black. The electrician also looked at wiring throughout the house and informed the consumer of blackened wiring in other places and that the problem could be related to imported drywall from China. That information prompted the consumer to investigate issues arising from drywall manufactured in China.

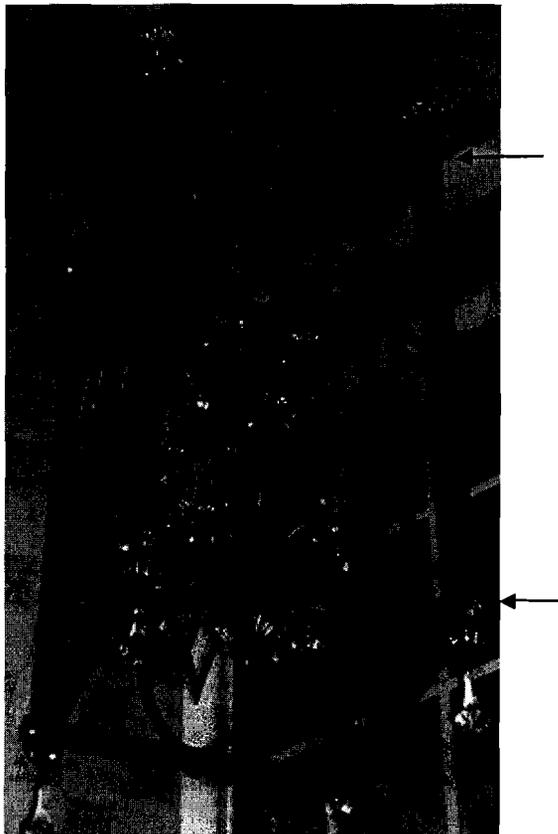
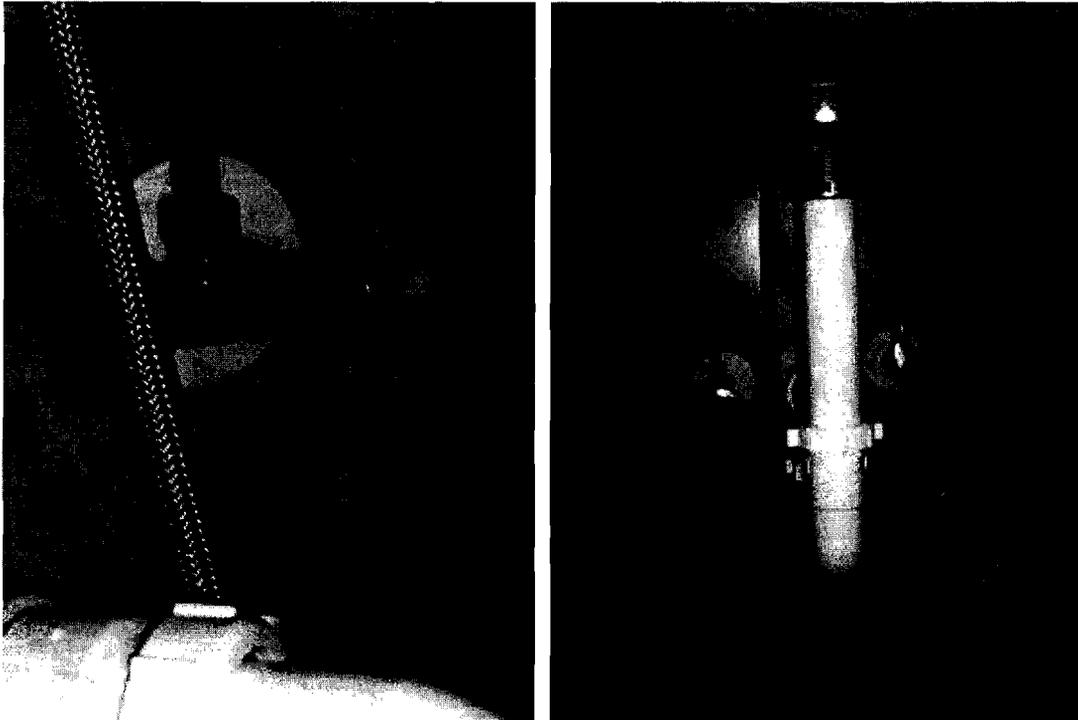


Photo shows chandelier installed after moving in and now has blackening in the corners.

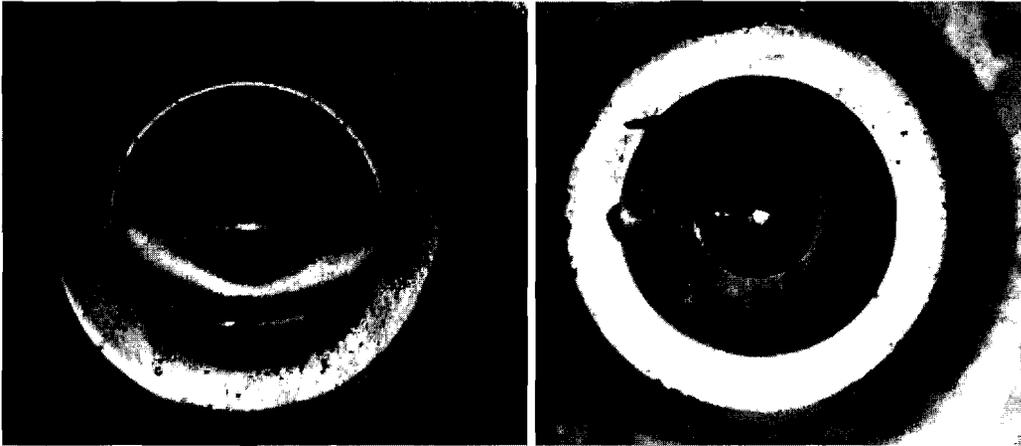
090810CBB1945

On a consistent basis, the consumer reported experiencing lights flickering, and circuit breakers for the chandelier and outside lights tripping for no apparent reason. He has not noticed arcs or sparks in the electrical system, sizzling or buzzing, unusual odors in the vicinity of receptacles, switches, or light fixtures or light switches and outlets that are warm/hot to the touch.

The consumer has noticed signs of blackening, corrosion, and pitting on metal parts and fixtures. He has noticed many of the drains in sinks and tubs are pitted. A metal tea set and soap dispenser have also pitted and tarnished. Many of the pipes under sinks have blackened. Wall mirrors in the master bedroom and in the master bathroom have visible signs of discoloration. The electrical receptacles and light switches throughout the house were visually inspected and the copper ground wires consistently showed signs of corrosion and blackening. The consumer has concerns of possible fire hazards due to the corrosion. The consumer reported that the batteries in a smoke alarm one of the bedroom have been replaced due to the alarms constant beeping. After replacing the batteries the smoke alarms beeped, but immediately stopped. He has not experienced any other problems with the smoke alarms.



Photographs show visible signs of blackened copper pipes under sinks.



Photographs show visible signs of pitting of drains.



Photo shows a tarnished metal tea set.

Photo shows a pitted metal soap dispenser.

The consumer's first indication that there was a problem occurring in the home was by the electrician that installed the chandelier. The consumer contacted the company he purchased the house from to inquire about imported drywall from China. The consumer reported that the company denied the existence of "Chinese drywall" in the home. The consumer now has an attorney and is currently in litigation with the company. His attorney has hired an environmental assessments corporation to confirm the presence of "Chinese drywall." The environmental assessments corporation requested that the report, included as Exhibit 2, remain confidential. The environmental hygienist performing the assessment concluded that there is a positive confirmation of suspected "Chinese drywall" used within the home.

The consumer has not had any other professionals in the home to examine the problems he is experiencing. He has contacted the Florida Department of Health, the county health department, and Senator Bill Nelson's office. He has only received emails acknowledging the receipt of his complaints.

The consumer is not aware of anything being done in his community related to the problem. His plan for dealing with this problem is to wait for a solution. He added that he believes he is stuck with a worthless house after years of saving.

090810CBB1945

Product Identification

The product involved appears to be imported drywall from China. The consumer has had an environmental assessment corporation examine the home and they report a positive confirmation. While conducting the on-site interview this investigator saw visible signs of corrosion and blackening on copper pipes and wires. Metal surfaces throughout the home also show visible signs of pitting and tarnishing. Throughout the home there is a sulfur odor. These symptoms have been associated with the presence of imported drywall from China. This investigator attempted to locate labeling on the drywall through the attic spaces however, no markings indicating imported drywall were found.

Exhibits

- Exhibit 1 Contact Information
- Exhibit 2 Environmental Assessments Corporation's Report
- Exhibit 3 Authorization for Release of Name
- Exhibit 4 Final Release & Waiver of Liability Form

Contact Information

 Consumer

July 15, 2009

Consumer Contacted Builder, Assesment Corporation, and Law Firm

William Gache
Woodland Enterprises
1552 Jupiter, FL 33478
Tel. 561-575-7565
April 2009

Harvey Gordon, CEH
Step By Step
Environmental Assessments Corporation
6921 NW 34th Street
Margate, FL 33063
Tel. 954-227-7001
April 25, 2009

Alex Garcia, Attorney
Torral, Garcia & Franz
4780 Davie Rd.
Suite 101
Fort Lauderdale, FL 33314
Tel. 954-703-2960

CONFIDENTIAL

Prepared By:



[Faint, illegible text within a rectangular border, likely a redacted section or a very low-resolution scan of a document.]

Environmental Indoor Air Quality and Building Sciences

PHONE: 954-227-7001

FAX: 954-575-8686

WEB: WWW.IAQHYGIENIST.COM



REPORT OF FINDINGS

Residence –

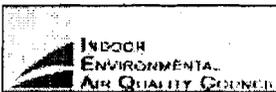
INSPECTION DATE:
04.22.2009

REPORT NUMBER:
09-R-0422TL-GATTO

PREPARED FOR:
TORAL, GARCIA, & FRANZ

HYGIENIST/ASSESSOR:
HARVEY GORDON

Funding Member Of



Member Of



Lab Service By



STEP BY STEP ENVIRONMENTAL ASSESSMENTS, CORP.

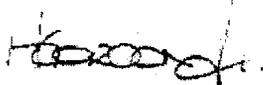
REPORT OF FINDINGS

 RESIDENCE

Prepared for:

Alex Garcia
Toral, Garcia, & Franz
4780 Davie Road
Suite 101
Fort Lauderdale, Florida 3331

Prepared by:



Harvey Gordon, CEH
Certified Hygienist

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ENVIRONMENTAL ASSESSMENTS CORP

6921 NW 34th St., Margate, FL 33063
DIRECT 954-227-7001 FAX 954-575-8686

ENVIRONMENTAL INDOOR AIR AND BUILDING SCIENCES

Alex Garcia
Toral, Garcia, & Franz
4780 Davie Road
Suite 101
Fort Lauderdale, Florida 3331

April 25, 2009

Subject: Chinese Drywall Assessment at 273 Swan Lane in Jupiter, Florida

Mr. Garcia,

At your request, Environmental Hygienist, Harvey Gordon of *Step By Step Environmental Assessments Corporation (SBS)*, conducted a **non-intrusive visual assessment with digital documentation** related to the possible presence of **“Chinese Odorous Drywall”** at the residence of [REDACTED] located at [REDACTED].

The stated purpose of the assessment was to identify and determine the possible existence of damaged building materials, electrical components, and other contents within the structure as a possible direct result of “Chinese Drywall” a/k/a “Odorous Drywall” or “Stinky Drywall” which was made in China and imported into the United States between 2004 and early 2009, and which if installed within the structure may be the contributing factor to these localized damages.

The results of this report represent conditions **only at the specific times and locations inspected**, as well as upon the information available to SBS at the time. Thus, this report should not be relied upon to represent conditions at any other location in or within the locations listed, time or date.

Although this visual analysis and investigation is a valuable tool to enhance the environmental assessment, it should not be used solely to determine health risk or occupant exposure to allergens, mycotoxins and such agents (if any). Further, it does not imply that the subject property is free of these or any other contaminants.

The report that follows was created in accordance with industry accepted procedures and scientific methods considered appropriate and used by professionals in this field.

SBS’s assessment activities were conducted to visually identify visible/evident conditions which have been attributed to the off-gassing of drywall manufactured in China and installed in buildings during 2004 – 2008 which due to certain unknown conditions has caused visible documented damages to HVAC System Components, Copper wiring and piping, as well as a mal odor consistent with that of Sulfur/Rotten Eggs, and other damages within the specific areas listed.

As part of SBS’s approved Scope of Work, Environmental Hygienist Harvey Gordon, performed the visual Indoor Assessment investigation that included the collection of temperature, and relative humidity readings within the structure at the time of the assessment.

The scope of services for this project included, but may not be limited to the following:

- Visual assessment for:
 - Presence of Chinese manufactured drywall in the home/structure
 - Impacted Copper - premature copper corrosion on Un-insulated copper wires and/or air conditioner evaporator coils, and other copper surfaces (blackening along with carbon like soot)
 - De-silvering of Mirrors
 - Pitting of Chrome
- Presence of odors consistent with Rotten Eggs/Sulfur.
- Temperature and Relative Humidity

The inspection will seek to confirm or deny the presence of the drywall in question, which was imported from China and has become a cause for concern as it is believed to emit a gas with the 'smell of sulfur', potentially exposing occupants to respiratory health problems (*The Florida Department of Health says that preliminary tests show no "immediate health threat," but is reportedly conducting further tests to determine the extent of health risks.*) in persons working within commercial buildings or living in homes containing the offensive drywall, as well as corroding copper wiring and mechanical parts in air handler units and other major appliances.

Since the "Made In China" or manufacturer's nomenclature is not be visible without removing the drywall — add to that the issue that not all drywall is marked during the manufacturing process — this firm has established some basic criteria for determining whether all or a portion of the structure was outfitted with the drywall.

- There is presence of sulfur-like or other unusual odors;
- Confirmed presence of Chinese-manufactured drywall in the facility as evidenced by a verifiable nomenclature;
- Observed copper corrosion, indicated by black, sooty coating of uninsulated copper pipes leading to the air handling unit;
- Observed copper corrosion, indicated by black, sooty coating of the copper pipes which make up a portion of the air handler's coil system;
- Observed copper corrosion, indicated by black, sooty coating of exposed electrical wiring servicing outlets, switches, electrical panels, and other equipment within the facility, posing a potential risk of electrical fire;
- Documented failure of air conditioner evaporator coil(s) (located inside the air handling unit);
- Other observed copper corrosion, indicated by black, sooty coating of exposed items which are made in whole or part, or contain portions in or within the item of copper.

**WHAT FOLLOWS IS OUR ASSESSMENT OF FINDINGS AND ANY RECOMMENDATIONS
AS THEY RELATE TO THESE FINDINGS.**

VI. SUMMARY and CONCLUSIONS

The results of the 04-22-09 visual and digital assessment for the possible presence of "Chinese Drywall" within the [REDACTED] Residence resulted in positive confirmation of suspected Chinese Drywall used within the [REDACTED] Residence evidenced by multiple conditions consistent with the *"Florida Department of Health Case Definition (03-31-09) for Premature Copper Corrosion in Residences Possibly Associated with the Presence of Imported Drywall from China"*.

Multiple observable conditions consistent with the possible presence of Chinese Drywall were confirmed; such as:

- ✓ Presence of sulfur-like unusual odors categorized as that which would be equated to a "sulfur smell after striking a match" or "of a rotten egg with sulfur overtones";
- ✓ Air Handlers exhibit copper damage resulting from possible prolonged exposure to Chinese Drywall as evidenced by the copper corrosion, and further indicated by copper pipes which make up a portion of the air handler's coil system;
- ✓ Multiple electrical outlets were confirmed to have been affected by corrosion of the copper wires servicing the outlets as evidenced by the visible black sooty coating of the copper wires servicing the outlets, posing a potential risk of electrical fire;
- ✓ Visible pitting of corrosion of multiple chrome plated items;
- ✓ Visible early desilvering of the Spare bathroom mirror.

In conclusion, there is sufficient visible verifiable data, consistent with the *"Florida Department of Health Case Definition (03-31-09) for Premature Copper Corrosion in Residences Possibly Associated with the Presence of Imported Drywall from China"* to reasonable confirm that a portion of the drywall present within the [REDACTED] Residence is consistent with odorous drywall possibly manufactured in China and known as "Chinese Drywall" a/k/a "Odorous Drywall" or "Stinky Drywall".

This drywall has been linked to conditions which have been confirmed to be responsible for the presence of premature copper corrosion on uninsulated copper wires and/or air conditioner evaporator coils, as well as premature failure of electronics and other devices which contain copper.

other copper materials housed within all units, confirmed that the units have been possibly affected by the presence and off-gassing of reported defective drywall believed to be manufactured in China.

Other items were identified to possibly have been impacted by the presence of reported defective drywall believed to be manufactured in China. These items were:

- ❖ 2ND Level Spare Bathroom
 - Premature pitting of chrome plated Cabinet Pulls
 - Premature pitting of chrome plated Cabinet Pulls
 - Premature pitting of chrome plated Tub and Sink drain stoppers
 - Premature pitting of chrome plated Vanity Light
- ❖ Living Room
 - Premature corroding of Copper Tea Set

This inspector confirmed (by speaking on 4/25/09 at 1:58pm with Mr. David Williams of Essential Appliance at 561-799-3611) that the main electronics circuit board within the KitchenAid refrigerator had been recently replaced due to "premature corrosion of the board" as stated by Mr. Williams. Further Mr. Williams advised this inspector that the non-working main display/dispenser circuit board had also been order to be replaced upon arrival due to premature corrosion of the board as well.

Lastly, Mr. Gatto stated that his microwave had had to be recently replaced by the builder as this appliance stopped working.

ROOM BY ROOM NOTES

AIR HANDLER

Garage Attic

A visual assessment of the of interior of this unit revealed visible evidence of premature copper corrosion, indicated by black, sooty coating of the exposed portions of the copper portions of the coils and other copper components housed within the AHU, as well as the uninsulated ground and others wires at the circuit breaker .

AIR HANDLER

2ND Level Attic

A visual assessment of the of interior of this unit revealed visible evidence of premature copper corrosion, indicated by black, sooty coating of the exposed portions of the copper portions of the coils and other copper components housed within the AHU, as well as the uninsulated ground and others wires at the circuit breaker .

OFFICE/DEN(1st Level)

An assessment of the light switch and outlet which was removed for visual observation, on the South wall, confirms that copper wires which service the outlet and switch have visible premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

LAUNDRY(1st Level)

An assessment of the light switch on the West wall, the outlet on the East wall which were removed for visual observation, confirms that copper wires which service the outlet and switch have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

A further visual assessment of the copper supply pipes servicing the sink revealed visible premature copper corrosion, indicated by black, sooty coating of exposed portions of the pipes. Also, premature pitting of the Chrome Plated sink fixture was observed.

LIVING ROOM(1st Level)

An assessment of 3 outlets which were removed for visual observation, one on the West wall, and one each on the North and South walls, confirms that copper wires which service the outlets have visible premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

POWDER BATHROOM(1st Level)

An assessment of 1 outlet which was removed for visual observation located within the Powder Bathroom, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

KITCHEN AND DINETTE AREA(1st Level)

An assessment of 1 outlet which was removed for visual observation located within the Dinette Area, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

A further visual assessment of the copper supply pipes servicing the Kitchen Sink revealed visible premature copper corrosion, indicated by black, sooty coating of exposed portions of the pipes.

FAMILY ROOM(1st Level)

An assessment of 2 outlets which were removed for visual observation in the Family Room, one on the East wall, and one on the West wall, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

A further visual assessment of the copper supply pipes servicing the Wet Bar sink, revealed visible premature copper corrosion, indicated by black, sooty coating of exposed portions of the pipes.

MASTER BEDROOM(1st Level)

An assessment of 2 outlets which were removed for visual observation in the Master Bedroom, one on the North wall, and one on the South wall, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

MASTER BATHROOM(1st Level)

An assessment of the light switch inside the Master Bathroom Water Closet, and the outlet on the West wall in the Master Bathroom, which were removed for visual observation, confirms that copper wires which service the outlet and switch have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

A further visual assessment of the copper supply pipes servicing both sinks in the Master Bathroom, revealed visible premature copper corrosion, indicated by black, sooty coating of exposed portions of the pipes.

LOFT(2nd Level)

An assessment of 2 outlets which were removed for visual observation in the Loft, one on the West wall, and one on the South wall, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

SW SPARE BEDROOM(2nd Level)

An assessment of 2 outlets which were removed for visual observation in the South West Spare Bedroom, one on the East wall, and one on the West wall, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

SE SPARE BEDROOM

(2nd Level)

An assessment of 2 outlets which were removed for visual observation in the South East Spare Bedroom, one on the East wall, and one on the West wall, confirms that copper wires which service the outlet have premature copper corrosion, indicated by black, sooty coating of uninsulated portions of the wires.

SPARE BATHROOM

(2nd Level)

A visual assessment of the copper supply pipes servicing both sinks in the Spare Bathroom, revealed visible premature copper corrosion, indicated by black, sooty coating of exposed portions of the pipes.

A further visual assessment of the chrome plated sink and tub drain stops, as well as the vanity cabinet pulls and the lightbar above the vanity, revealed visible premature pitting of these items.

The mirror above the vanity also shows signs of early desilvering.

ODORS

An odor consistent with that of building envelopes which have reported odorous drywall manufactured in China, was immediately evident upon entering and throughout the residence. This odor could be categorized as that which would be equated to a "sulfur smell after striking a match" or "of a rotten egg with sulfur overtones".

III. THERMAL COMFORT TESTING

ASHRAE Standard 55-2004 describes six primary factors for the establishment of thermal comfort: the metabolic rate of occupants, occupant clothing insulation, air temperature, radiant temperature, air speed, and humidity. As these primary factors all influence thermal comfort, specific ranges of acceptable relative humidity values are not available.

Temperature (Dry Bulb, Wet Bulb, and Dew Point) and relative humidity data were collected outdoors on sampling days, as well as indoors, during selected sampling. These were done for comparison purposes.

The "TARGET" for relative humidity is <65%, and "OPTIMAL" temperature is said to be between 69 and 80°F. (The American Society of Heating, Refrigeration, and Air Conditioning Engineers (ASHRAE) Standard 62-2001)

Thermal Comfort Readings 4/21/2009

Location	RELATIVE HUMIDITY (%)	DRY BULB Temperature in F	DEW POINT Temperature in F	WET BULB Temperature in F
Ambient Outdoor	41.5	74.8	49.5	60.2
INDOORS				
1ST LEVEL (open windows)	45.9	80.7	56.9	66.1
2ND LEVEL	46.6	81.0	58.6	66.6
ASHRAE Target	<65%	69 °F to 80°F		

ASHRAE Standard 55-2004 describes six primary factors for the establishment of thermal comfort: the metabolic rate of occupants, occupant clothing insulation, air temperature, radiant temperature, air speed, and humidity. As these primary factors all influence thermal comfort, specific ranges of acceptable relative humidity values are not available.

VI. SUMMARY and CONCLUSIONS

The results of the **04-22-09 visual and digital assessment** for the possible presence of “Chinese Drywall” within the **Gatto Residence** resulted in **positive confirmation** of suspected Chinese Drywall used within the **Gatto Residence** evidenced by multiple conditions *consistent with the “Florida Department of Health Case Definition (03-31-09) for Premature Copper Corrosion in Residences Possibly Associated with the Presence of Imported Drywall from China”*.

Multiple observable conditions consistent with the possible presence of Chinese Drywall were confirmed; such as:

- ✓ Presence of sulfur-like unusual odors categorized as that which would be equated to a “sulfur smell after striking a match” or “of a rotten egg with sulfur overtones”;
- ✓ Air Handlers exhibit copper damage resulting from possible prolonged exposure to Chinese Drywall as evidenced by the copper corrosion, and further indicated by copper pipes which make up a portion of the air handler’s coil system;
- ✓ Multiple electrical outlets were confirmed to have been affected by corrosion of the copper wires servicing the outlets as evidenced by the visible black sooty coating of the copper wires servicing the outlets, posing a potential risk of electrical fire;
- ✓ Visible pitting of corrosion of multiple chrome plated items;
- ✓ Visible early desilvering of the Spare bathroom mirror.

In conclusion, there is sufficient visible verifiable data, consistent with the *“Florida Department of Health Case Definition (03-31-09) for Premature Copper Corrosion in Residences Possibly Associated with the Presence of Imported Drywall from China”* to reasonable confirm that a portion of the drywall present within the **Gatto Residence** is consistent with odorous drywall possibly manufactured in China and known as “Chinese Drywall” a/k/a “Odorous Drywall” or “Stinky Drywall”.

This drywall has been linked to conditions which have been confirmed to be responsible for the presence of premature copper corrosion on uninsulated copper wires and/or air conditioner evaporator coils, as well as premature failure of electronics and other devices which contain copper.

V. RECOMMENDATIONS

Based on the conclusions presented above and our field assessment and observation activities, SBS recommends;

1. Further intrusive sampling, consisting of the removal of multiple random sections of drywall be conducted to possibly visibly identify known manufacturer nomenclatures which may be present on the backsides and corners of the offensive drywall to further confirm that drywall within the structure is related to the offensive drywall manufactured in China and imported into the United States.
2. Void of visible nomenclatures, consider sending multiple sections of drywall (1'x1') to a forensic laboratory for confirmation of known organics present in the offensive drywall manufactured in China and imported into the United States.
3. Document any and all health related illnesses.
4. Further investigate and document any electronics which may have been impacted by the offensive drywall manufactured in China and imported into the United States.
5. Consider removal of all "offensive drywall" along with any damaged copper wiring and pipes, as well as all HVAC systems and components housed within the Fisher Residence. (NOTICE: At the present there are no published Federal Guidelines or Mandates by EPA, NIOSH, CDC, or OSHA as it relates Remediation of structures containing "Chinese Drywall" or clear verifiable scientific/health data concerning precautions which should be followed by workers exposed to "Chinese Drywall.")

IMPORTANT NOTES:

- **All recommendations should be conducted in an expedient manner and be consistent with any published industry accepted guidelines.**
- Health effects of "Chinese Drywall" in buildings have not been fully exposed or studied. As such it is recommended that any persons exhibiting illnesses related to respiratory health problems should seek medical attention.
- Individuals with persistent health problems that appear to be related to Chinese Drywall exposures avoid exposure to contaminated areas and seek medical attention as soon as practical.
- SBS does not make recommendations regarding areas of potential structural instability.
- **Mold, Asbestos and other hazards were not evaluated as part of this report.**
- This report is **not intended to provide medical advice or advice concerning the relative safety of an occupied space.** Always consult an occupational or environmental health physician who has experience addressing indoor air contaminants if you have any questions.

APPENDIX A - SERVICE CONSTRAINTS

Limitations

This report has been prepared to aid the client in assessing the possible existence drywall manufactured in China which has been known to off-gas causing damage to copper and other metals and components within the interior of building structures which were built using the offensive Chinese Drywall as wall coverings in homes and commercial facilities built between 2004 and 2009 within the areas described in this report at the property mentioned above. SBS provided these services consistent with the level and skill normally exercised by members of this profession currently practicing under similar conditions. This statement is in lieu of other statements either expressed or implied. This report is intended for the sole use of the client. This report is not intended to serve as a bidding document nor as a project specification document and actual site conditions and quantities should be field verified. The scope of services performed in execution of this evaluation may not be appropriate to satisfy the needs of others, and use or re-use of this document, the findings, conclusions, or recommendations is at the risk of its users. As such SBS will not be held responsible for the interpretation or use by others of data developed pursuant to the compilation of this report. Although a reasonable attempt has been made to identify drywall consistent with the offensive drywall manufactured in china and imported into the United States in the areas inspected, the inspection was limited by the techniques and areas inspected. Additionally, the passage of time may result in a change in the environmental characteristics at this site as such should additional information become available; SBS reserves the right to determine the impact, if any, of the new information on our opinions and conclusions, and to revise our opinions and conclusions, if necessary, as warranted by the discovery of additional information. This report does not warrant against future operations or conditions that could affect the recommendations made. The results, findings, conclusions, and recommendations expressed in this report are based only on conditions that were observed during the inspection of the site with no warranty or guarantee intended or implied. SBS further does not warrant the use of any segregated portion(s) of this report.

APPENDIX B – METHODS

Building Assessment

SBS conducted a visual assessment, *consistent with the "Florida Department of Health Case Definition (03-31-09) for Premature Copper Corrosion in Residences Possibly Associated with the Presence of Imported Drywall from China"*, for the presence of reported conditions which may have become evident subsequent to the installation of certain drywall which is believed to have manufactured in China and imported into Florida. The building materials assessed included but were not limited to accessible portions of the building/residence such as walls, ceilings and floors and floor treatments. Inspection of areas not-accessible or destructive testing/inspecting was not performed.

Digital Imaging of visible damage

A collection of multiple digital images is collected to document conditions consistent with Chinese Drywall exposure.

Thermal Comfort

A collection of temperature and relative humidity (RH) measurements were conducted by means of a Hygromaster Protometer digital-hygrometer by GE.

RH measurements/results are reported in percent (%). Temperature measurements/results are reported in degrees Fahrenheit (°F).

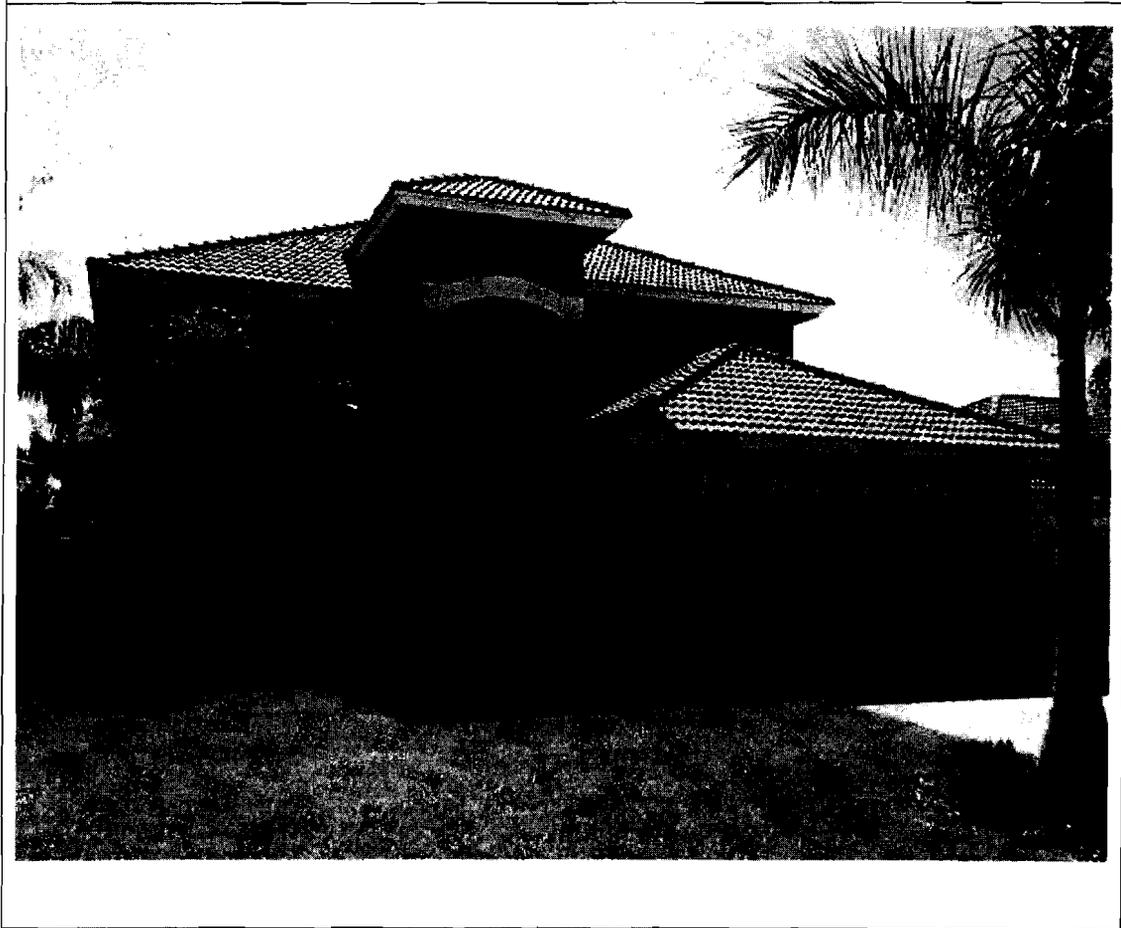
The American Society of Heating, Refrigeration, and Air Conditioning Engineers (ASHRAE) recommends relative humidity indoors be maintained below 60% and temperature be maintained between 69°F and 80°F.

APPENDIX C — SITE PHOTOS

VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	001	LOCATION:					DESCRIPTION:
		EXTERIOR					
LOCATION OR ITEM SAMPLED		VCDD		VCDN		OCDO	FRONT ENTRANCE OF RESIDENCE

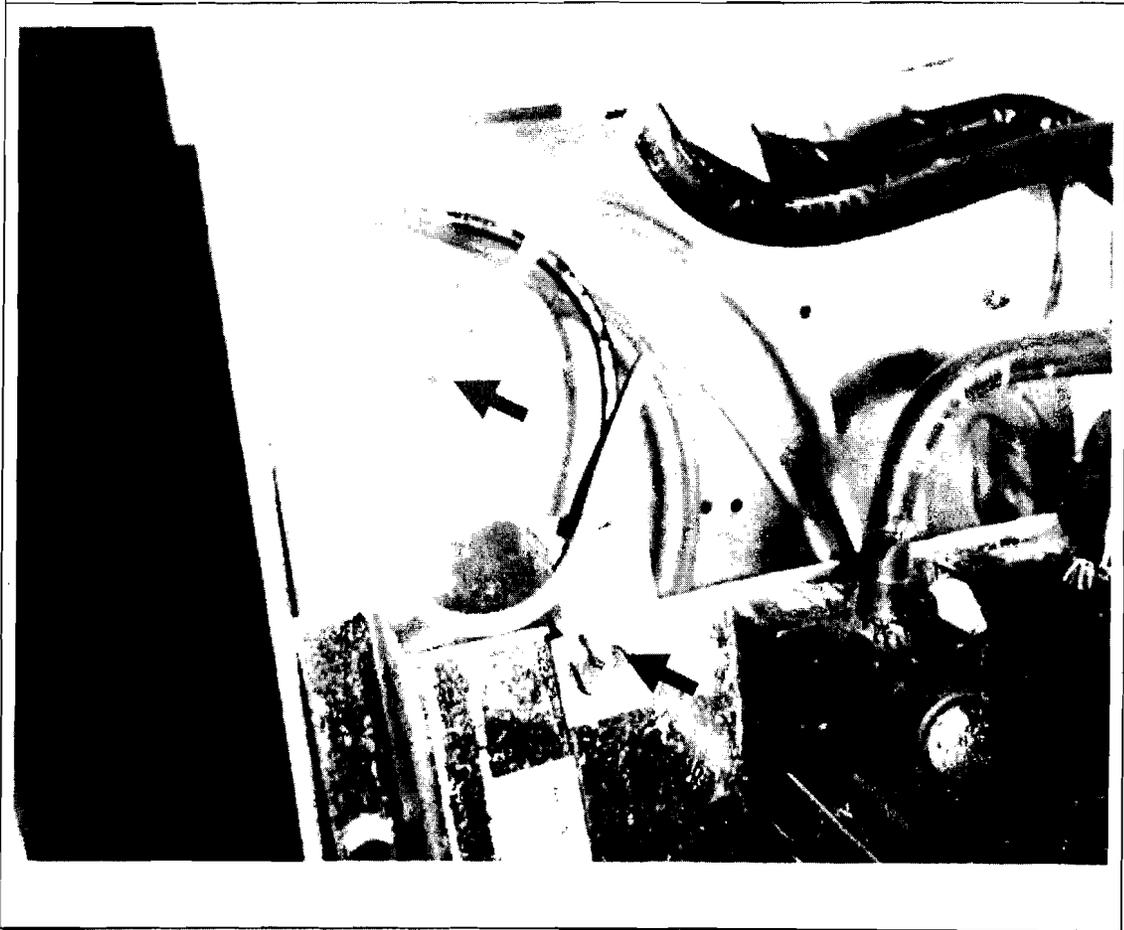
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	002	LOCATION:					DESCRIPTION:
		GARAGE ATTIC – AHU					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>
							PREMATURE BLACKENING OF COPPER WIRES WITHIN AHU

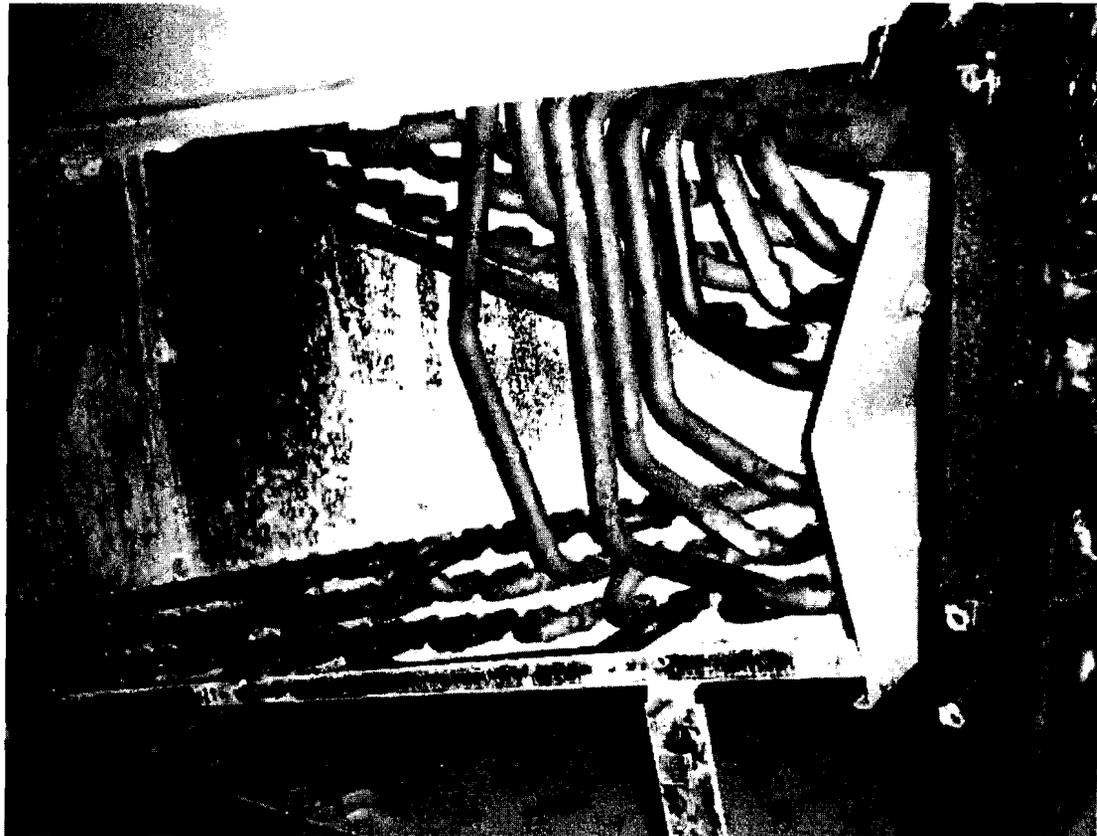
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	003	LOCATION:				DESCRIPTION:	
		GARAGE ATTIC – AHU					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>
		PREMATURE BLACKENING OF COILS					

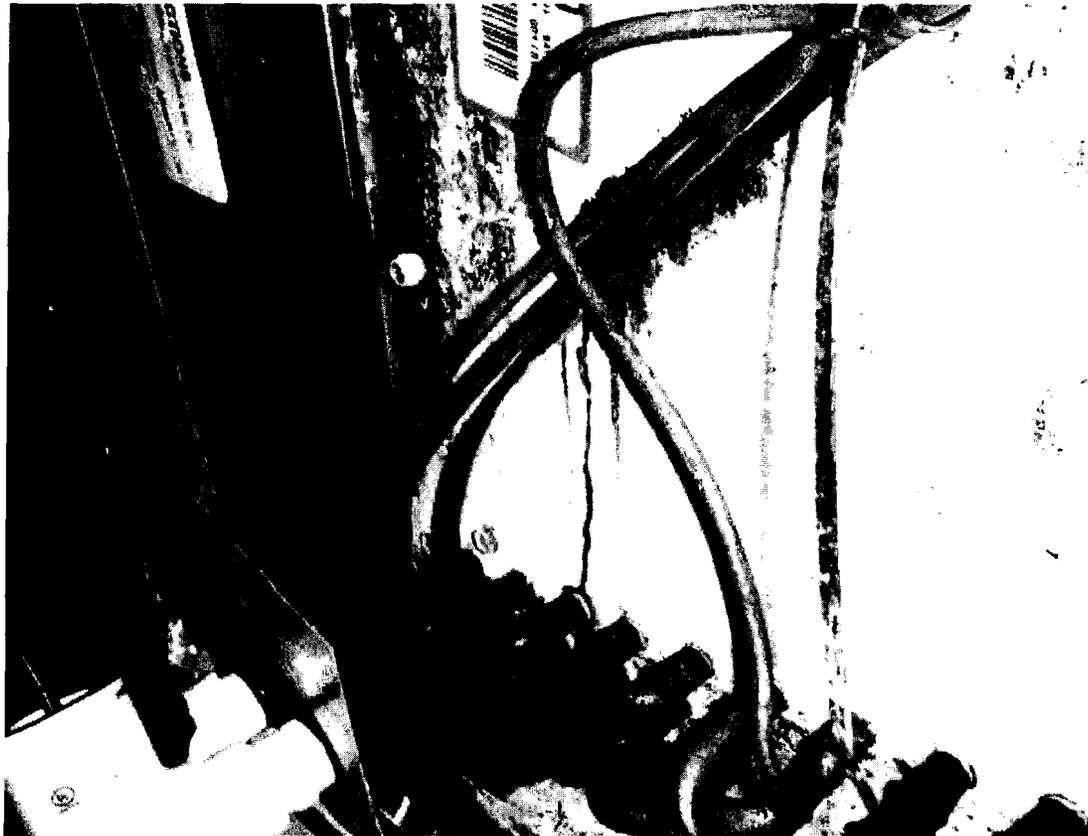
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	004	LOCATION:				DESCRIPTION:	
		GARAGE ATTIC - AHU				PREMATURE BLACKENING OF COILS	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

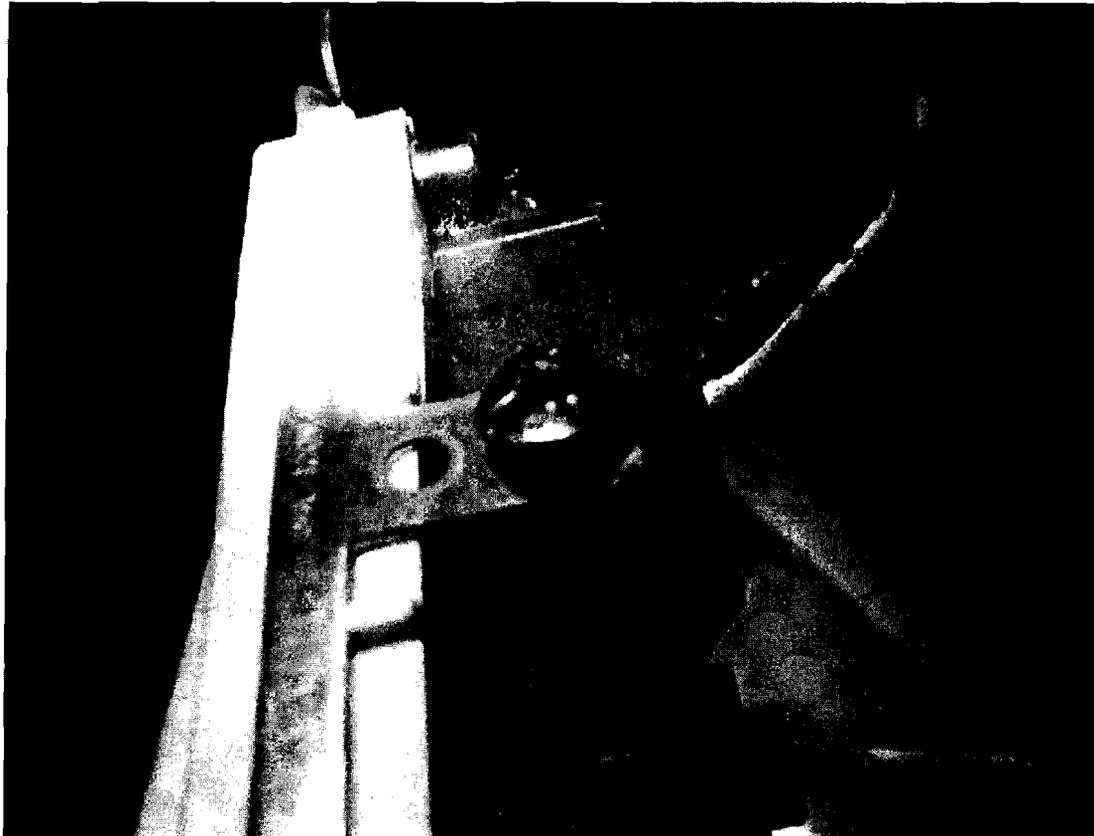
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	005	LOCATION:					DESCRIPTION:
		LAUNDRY - SWITCH					PREMATURE BLACKENING OF WIRES
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	006	LOCATION:					DESCRIPTION:
		LAUNDRY - OUTLET					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF WIRES

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	007	LOCATION:				DESCRIPTION:	
		LAUNDRY - SINK				PREMATURE BLACKENING OF COPPER	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

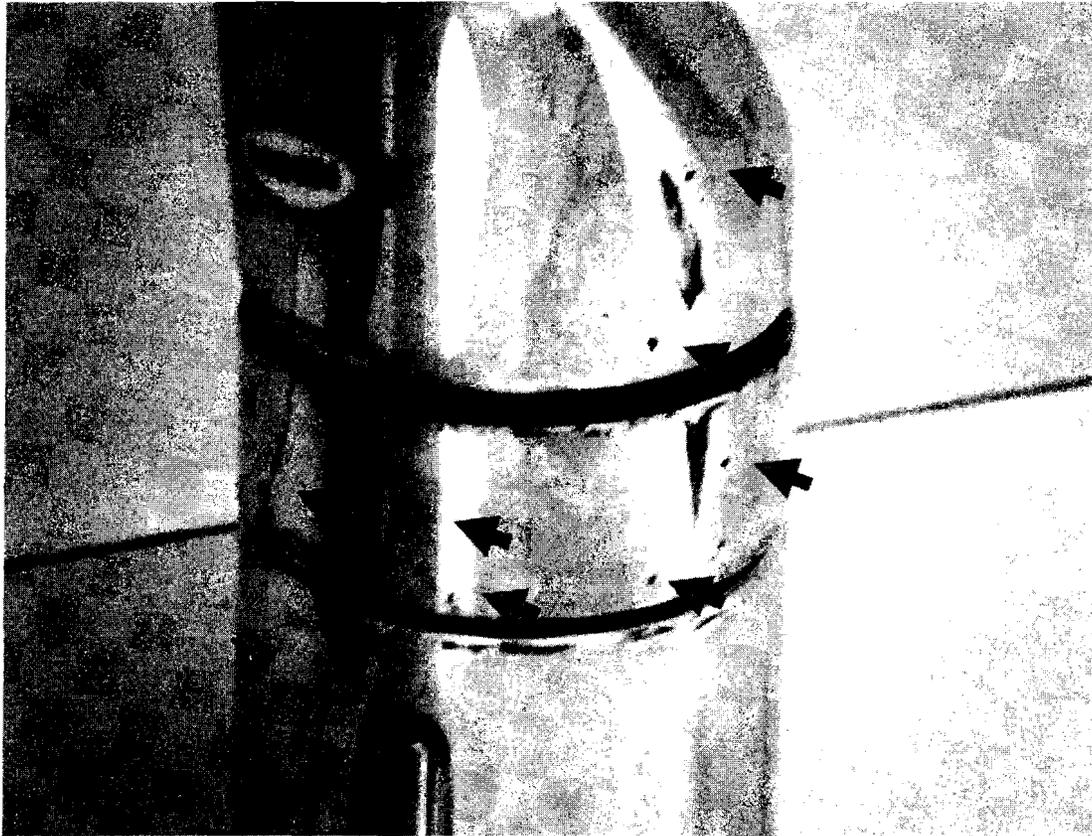
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



V added = Visible Chinese Drywall Damage
V added = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	008	LOCATION:				DESCRIPTION:	
		LAUNDRY ROOM				PITTING OF SINK FIXTURE	
LOCATION OR ITEM SAMPLED		V added	<input checked="" type="checkbox"/>	V added			OCDO

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	009	LOCATION:				DESCRIPTION:	
		LIVING ROOM - WEST WALL OUTLET				PREMATURE BLACKENING OF WIRES	
LOCATION OR ITEM SAMPLED		VCD	<input checked="" type="checkbox"/>	VCDN			OCDO

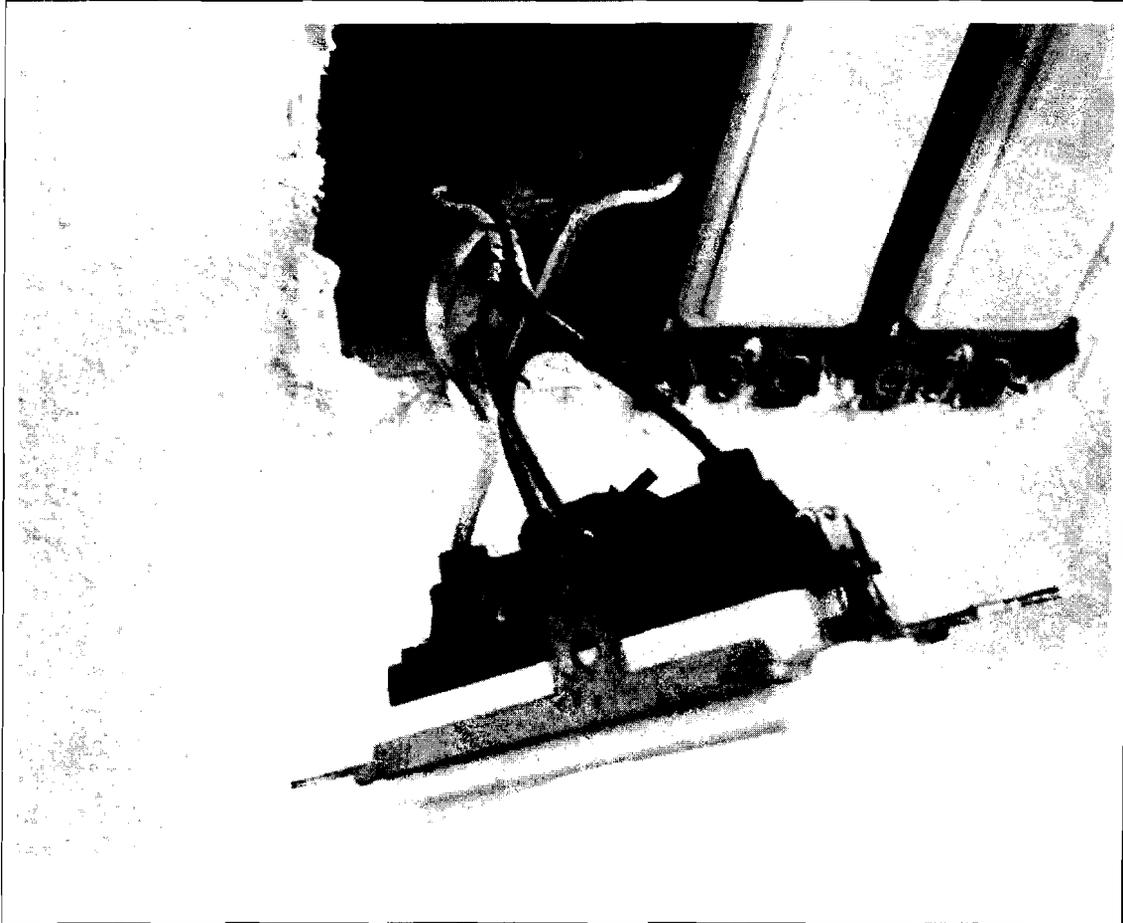
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



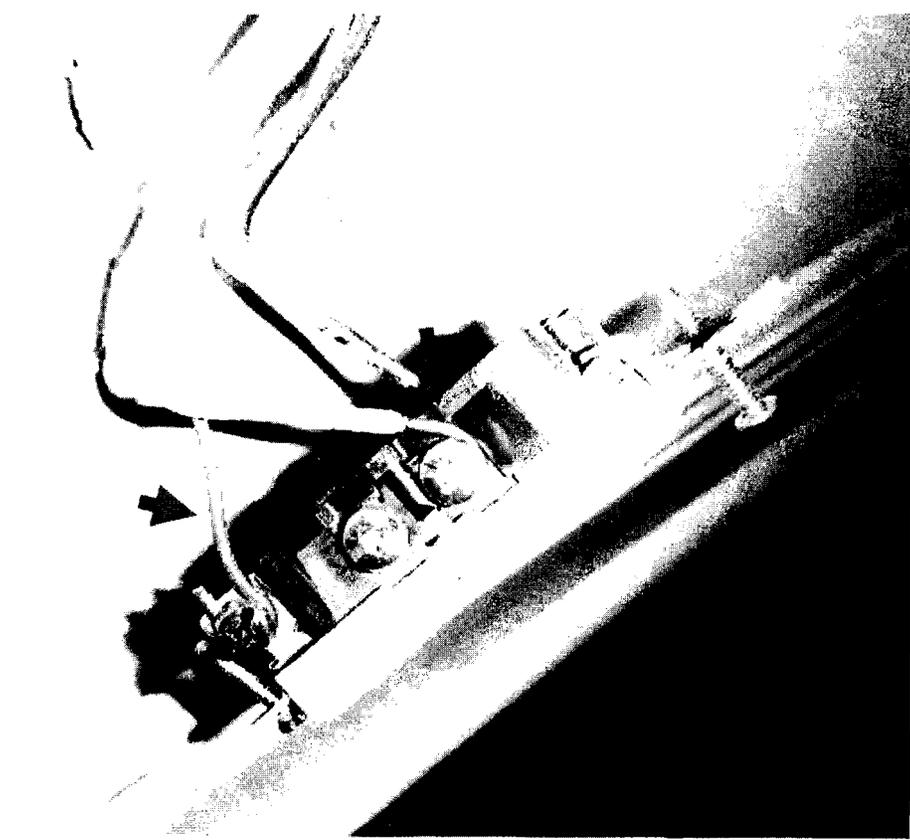
VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	010	LOCATION:				DESCRIPTION:	
		LIVING ROOM – SOUTH WALL SWITCH				PREMATURE BLACKENING OF WIRES	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



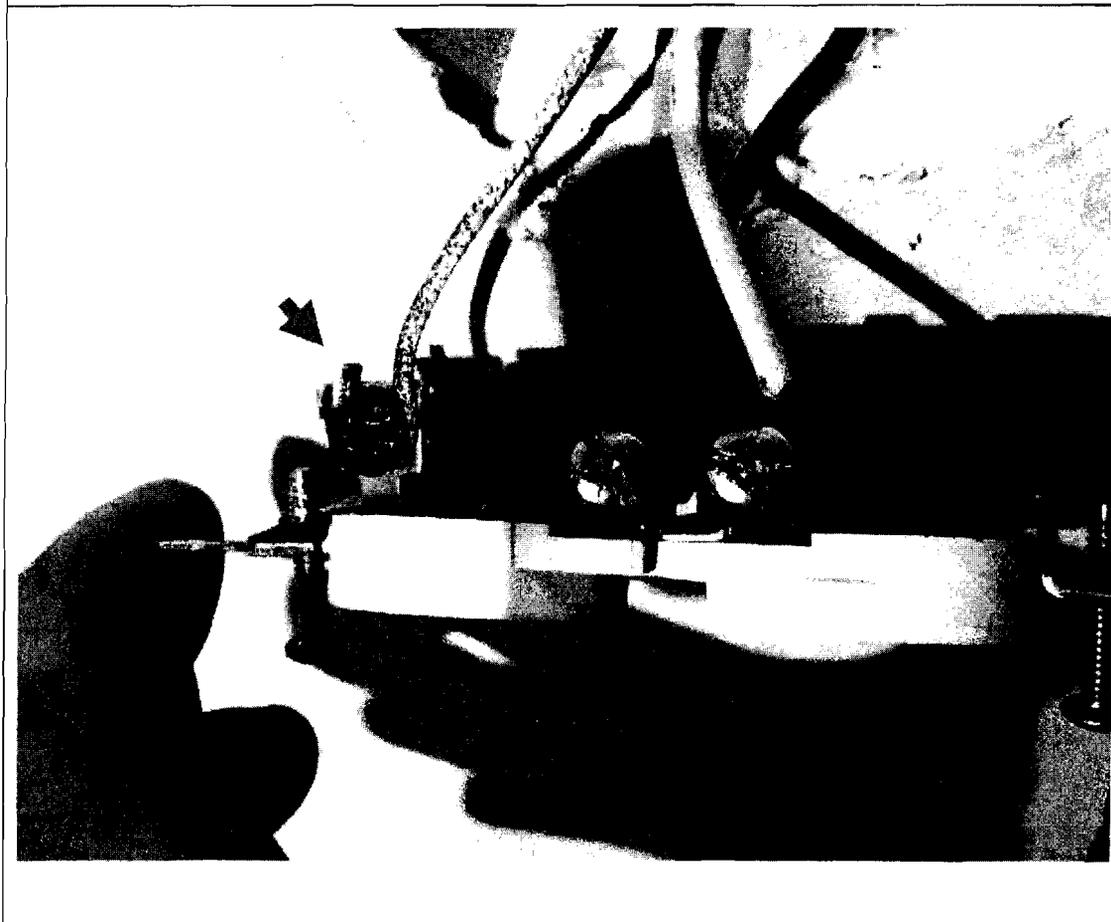
VCDD = Visible Chinese Drywall Damage
VCDN = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	011	LOCATION:				DESCRIPTION:
		LIVING ROOM – NORTH WALL OUTLET				PREMATURE BLACKENING OF WIRES
LOCATION OR ITEM SAMPLED	VCDD	<input checked="" type="checkbox"/>	VCDN	OCDO	<input checked="" type="checkbox"/>	
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.						
						

VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	012	LOCATION:				DESCRIPTION:	
		POWDER BATHROOM				PREMATURE BLACKENING OF WIRES	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

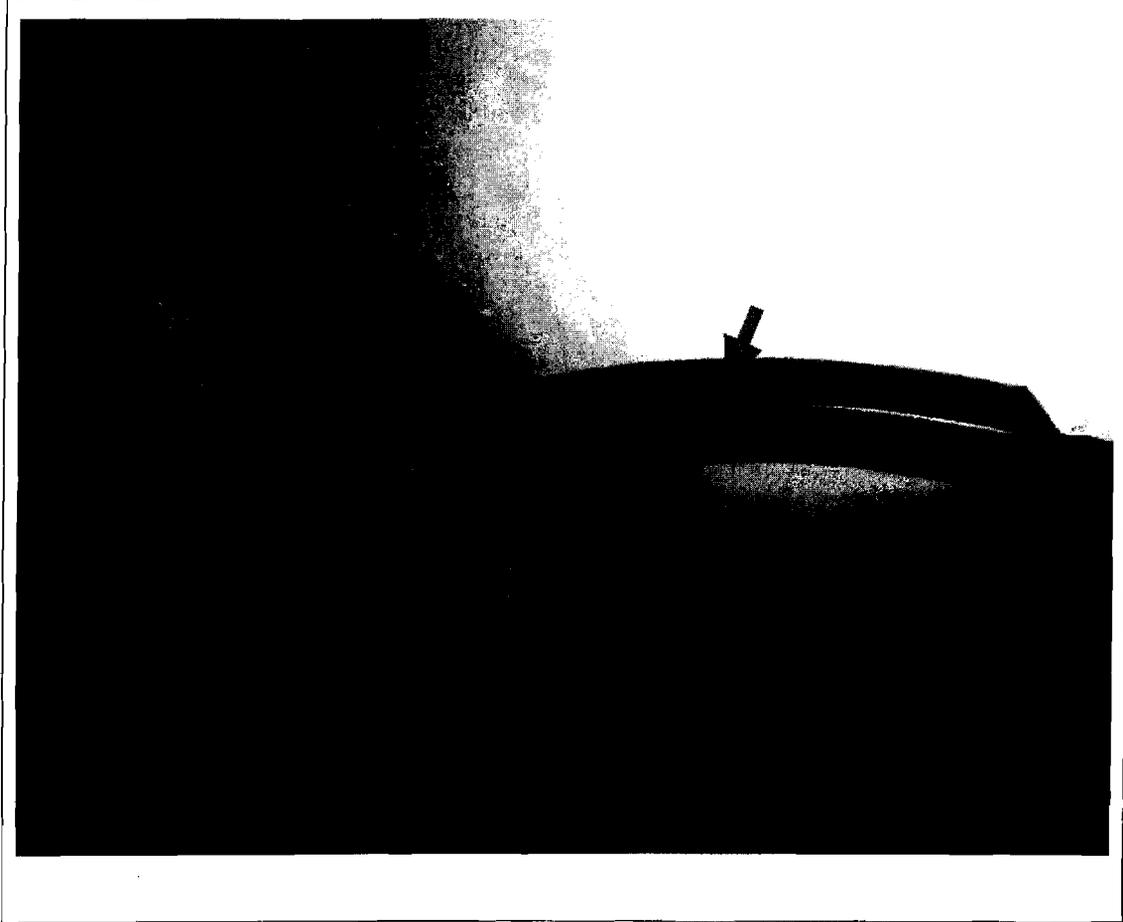
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	013	LOCATION:				DESCRIPTION:	
		KITCHEN				PREMATURE BLACKENING OF COPPER PRESSURE PIPE BELOW SINK	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

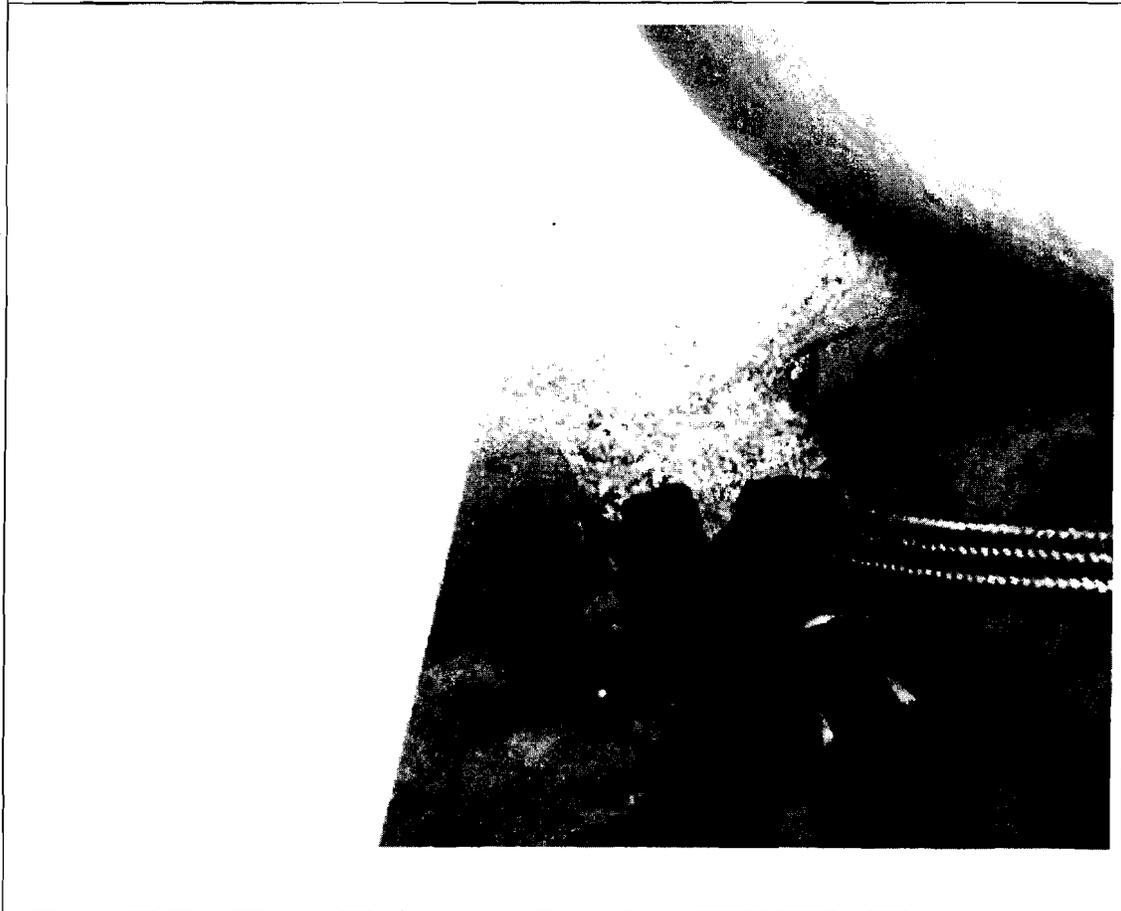
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCCD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	014	LOCATION:					DESCRIPTION:
		KITCHEN SINK					PREMATURE BLACKENING OF COPPER PIPE
LOCATION OR ITEM SAMPLED		VCCD	<input checked="" type="checkbox"/>	VCDN		OCDO	

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	015	LOCATION:					DESCRIPTION:
		DINETTE AREA					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>
							PREMATURE BLACKENING OF WIRES SW WALL OUTLET

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

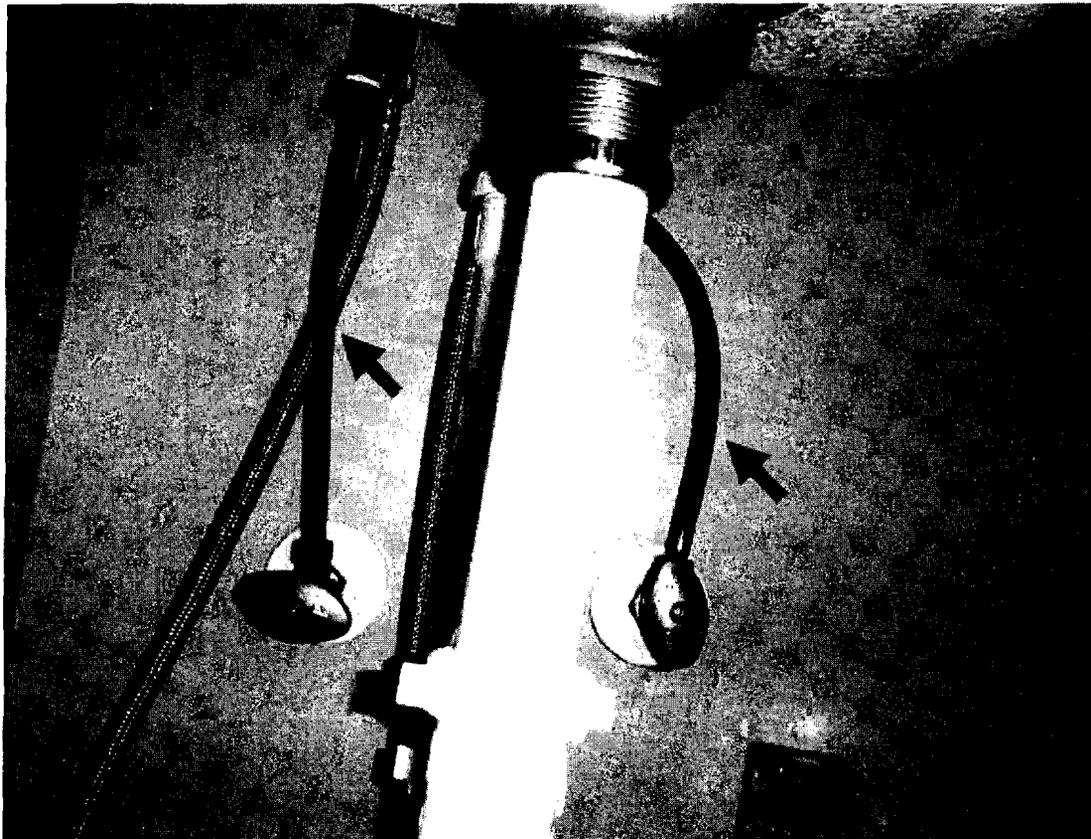


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	016	LOCATION:				DESCRIPTION:	
		WETBAR					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF COPPER PIPES

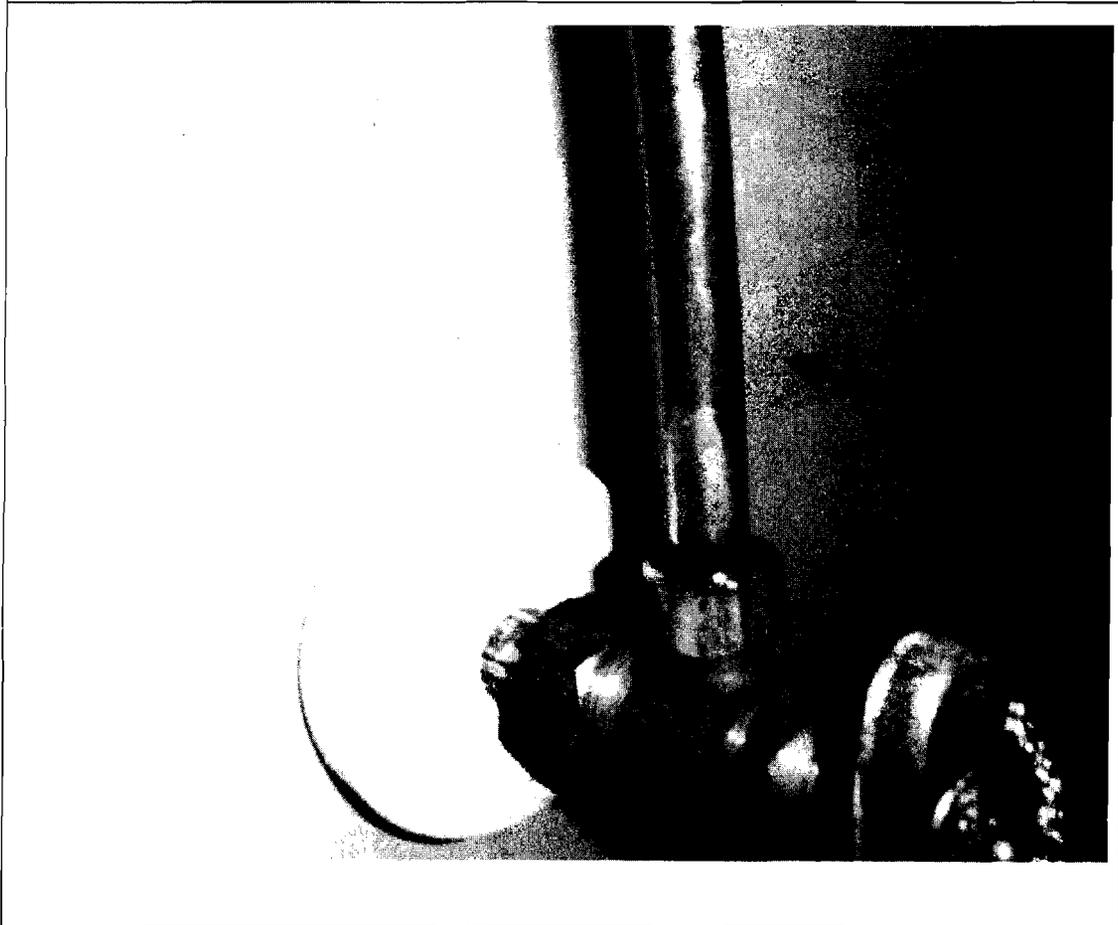
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	018	LOCATION:				DESCRIPTION:	
		WETBAR				PREMATURE BLACKENING OF COPPER PIPES	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	019					LOCATION:		DESCRIPTION:	
						WETBAR OUTLET		PREMATURE BLACKENING OF WIRES	
LOCATION OR ITEM SAMPLED	VCDD	<input checked="" type="checkbox"/>	VCDN	OCDO	<input checked="" type="checkbox"/>				

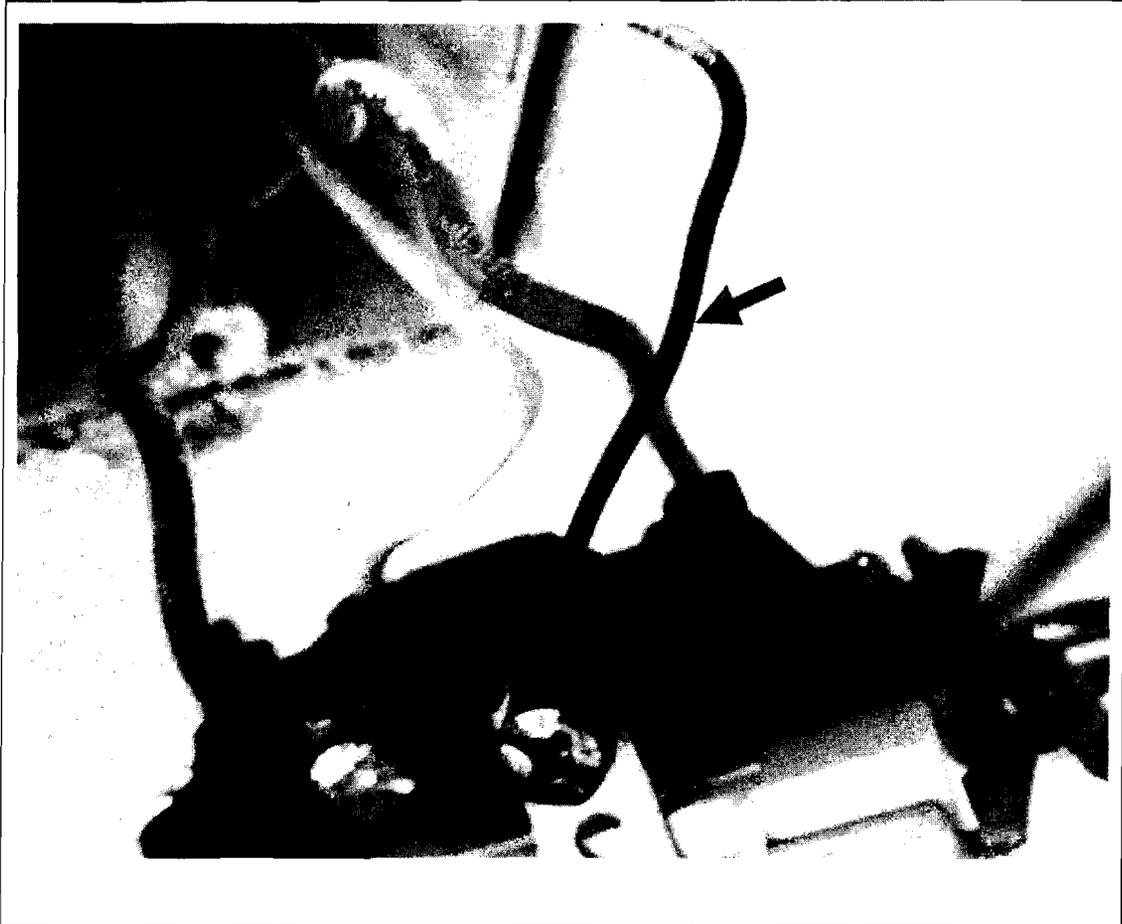
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	020	LOCATION:				DESCRIPTION:	
		FAMILY ROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>
PREMATURE BLACKENING OF WIRES OUTLET SOUTH WALL							

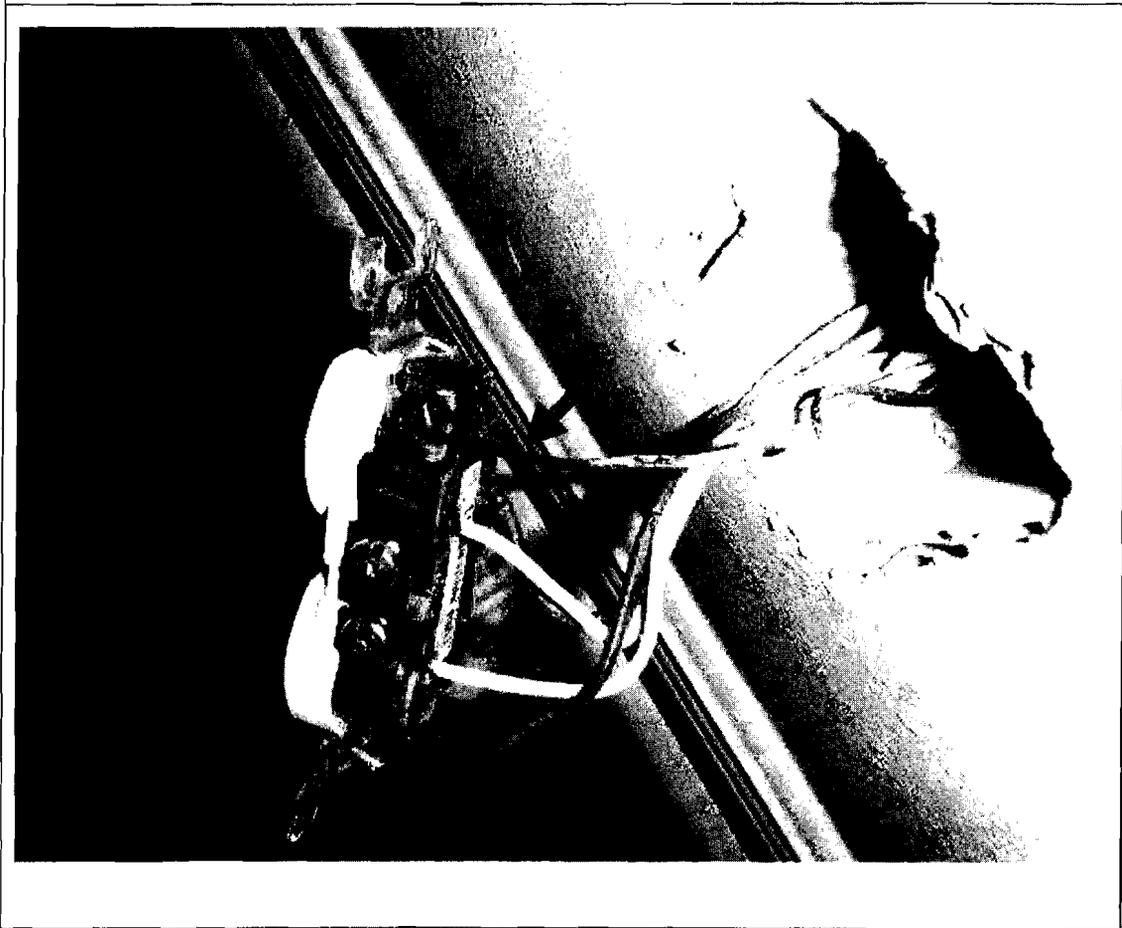
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	021	LOCATION:				DESCRIPTION:	
		MASTER BEDROOM				PREMATURE BLACKENING OF WIRES OUTLET NORTH WALL	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

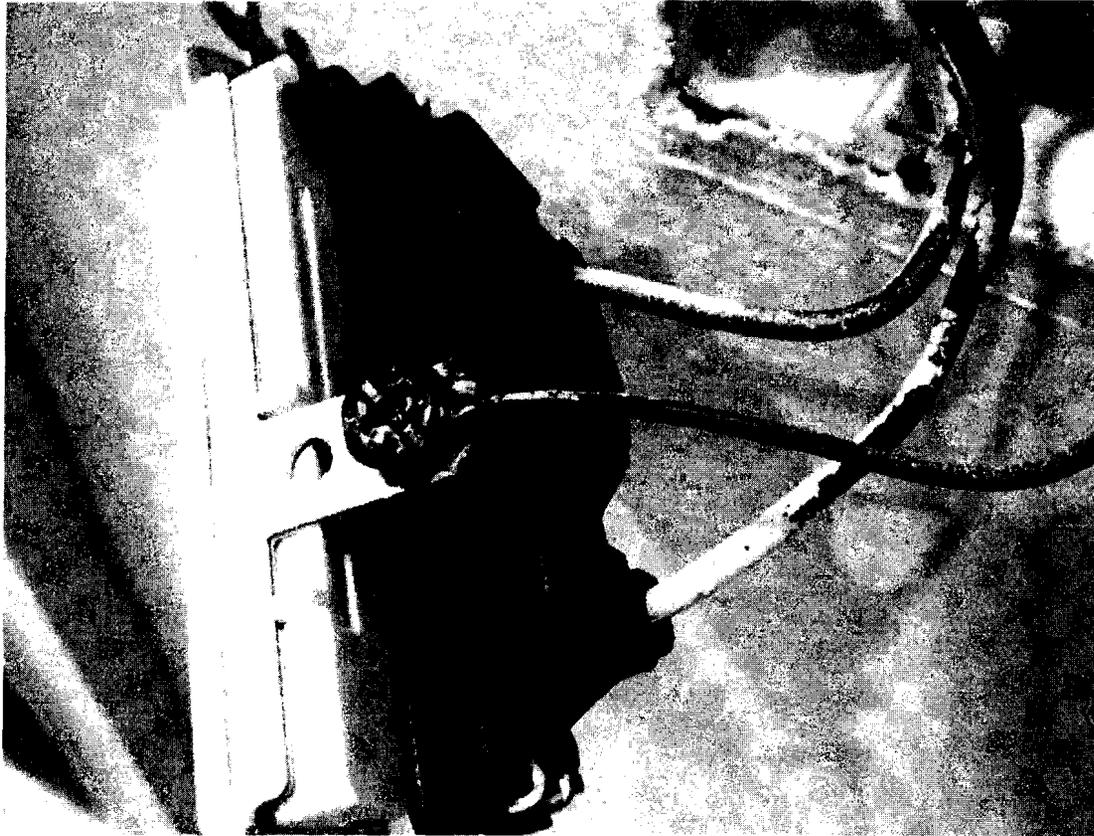


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	022	LOCATION:					DESCRIPTION:
		MASTER BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF LIGHT SWITCH WIRES

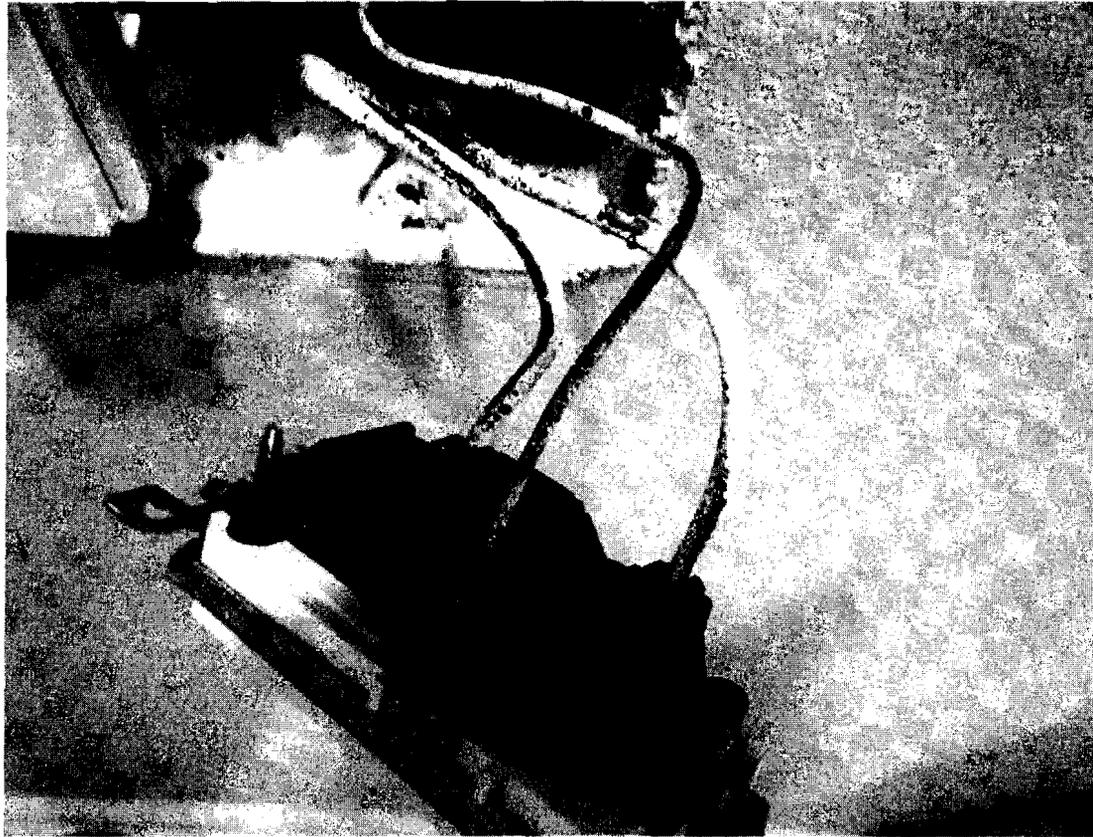
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	023	LOCATION:				DESCRIPTION:	
		MASTER BATHROOM WATER CLOSET					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>
						PREMATURE BLACKENING OF LIGHTSWITCH WIRES	

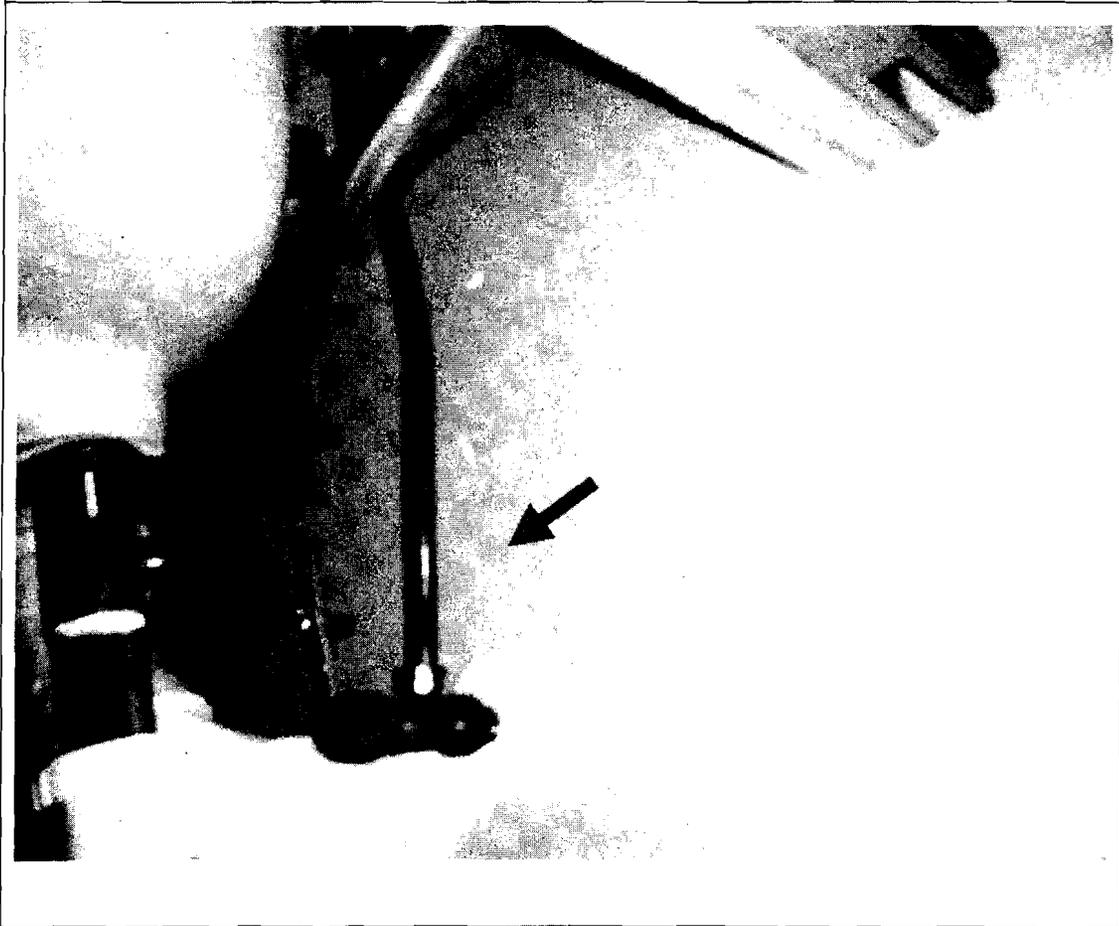
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	024	LOCATION:				DESCRIPTION:		
		MASTER BATHROOM						
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN	<input type="checkbox"/>	OCDO	<input checked="" type="checkbox"/>	PREMATURE BLACKENING OF COPPER PIPE NORTH SINK

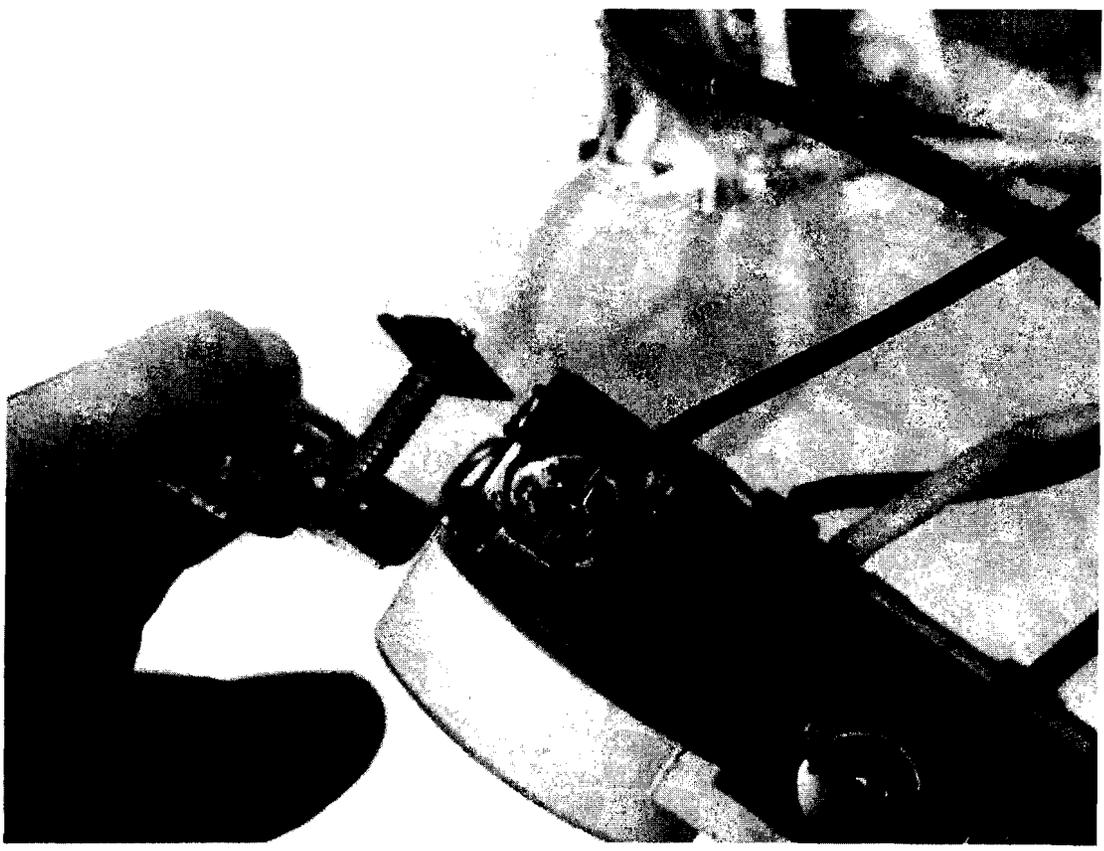
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	025	LOCATION:				DESCRIPTION:
		LOFT				
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		PREMATURE BLACKENING OF OUTLET WIRES WEST WALL
				OCDO	<input checked="" type="checkbox"/>	
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.						

VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

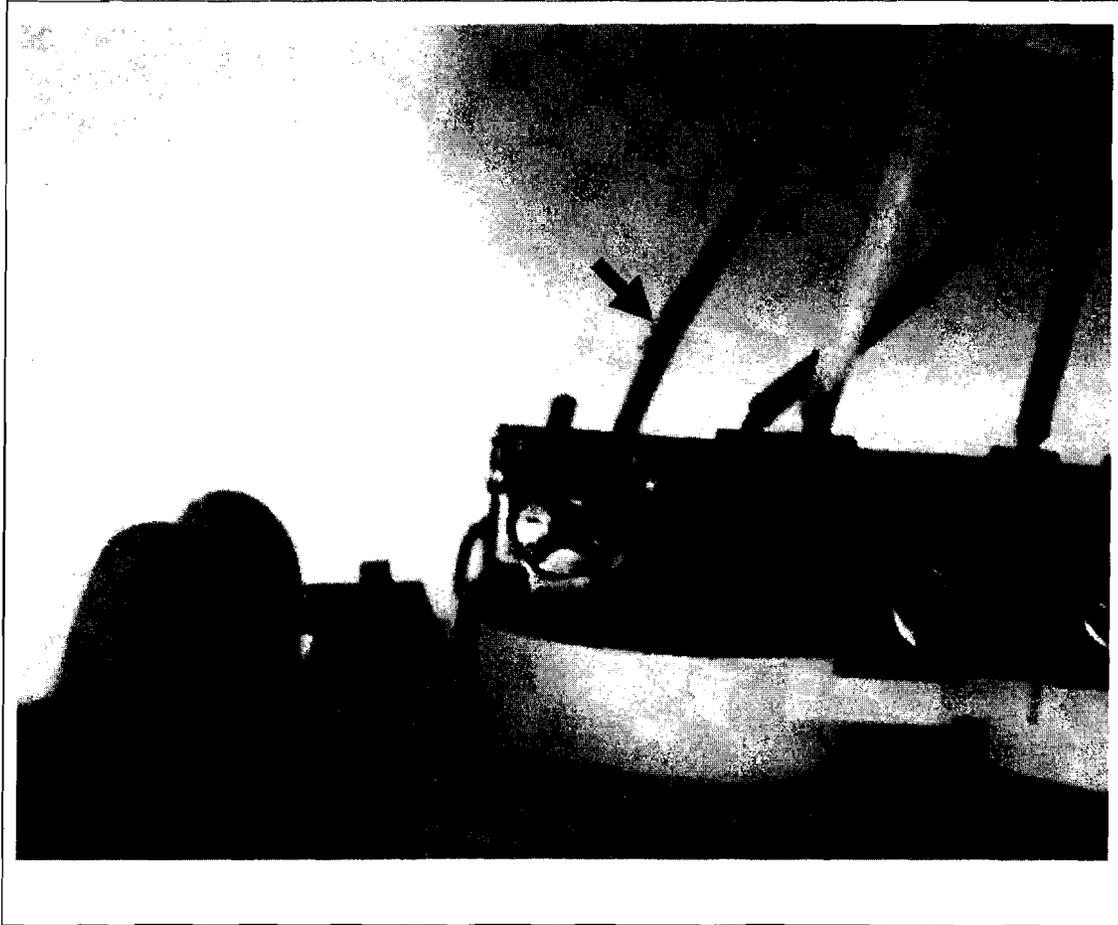
PHOTO ID:	026	LOCATION:				DESCRIPTION:
		LOFT				
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		PREMATURE BLACKENING OF OUTLET WIRES SOUTH WALL
				OCDO	<input checked="" type="checkbox"/>	
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.						
						

VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	027	LOCATION:				DESCRIPTION:	
		SE SPARE BEDROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF WIRES OUTLET WEST WALL

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

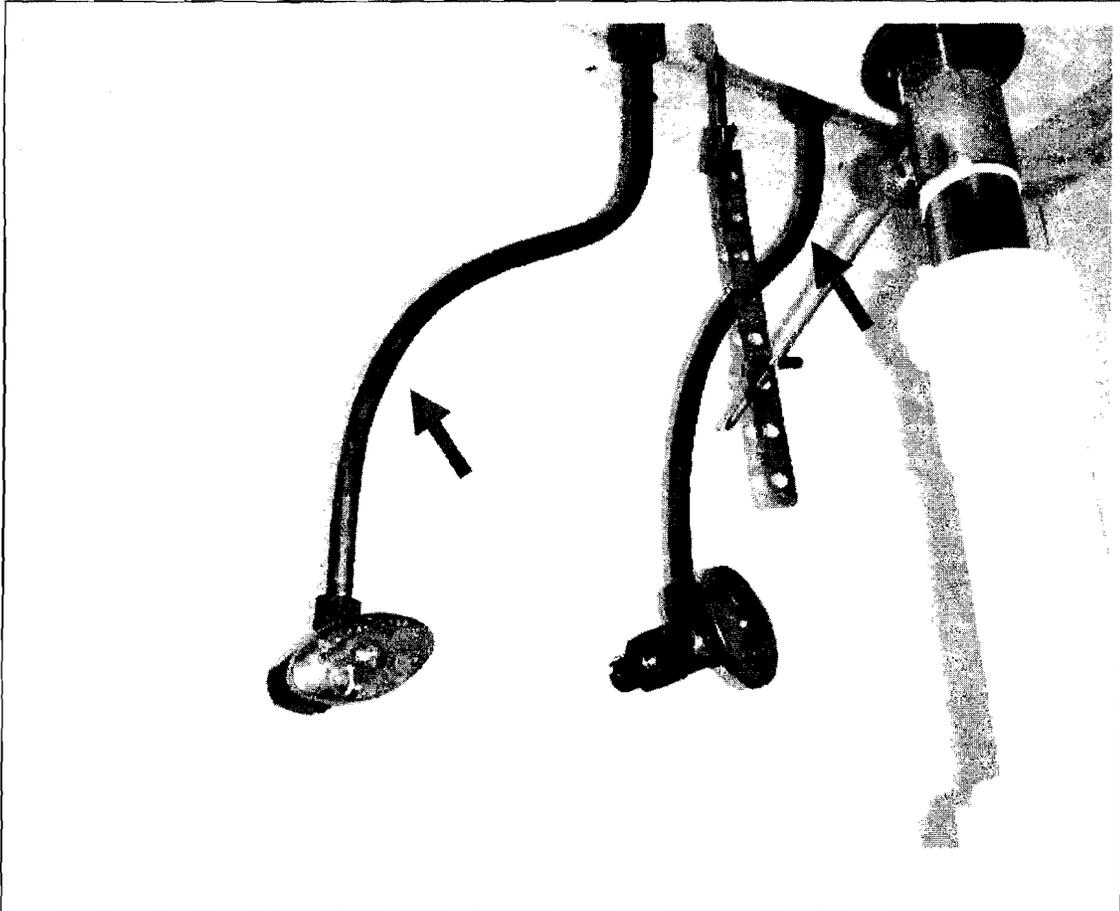


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	028	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF COPPER PIPES BELOW SINK

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

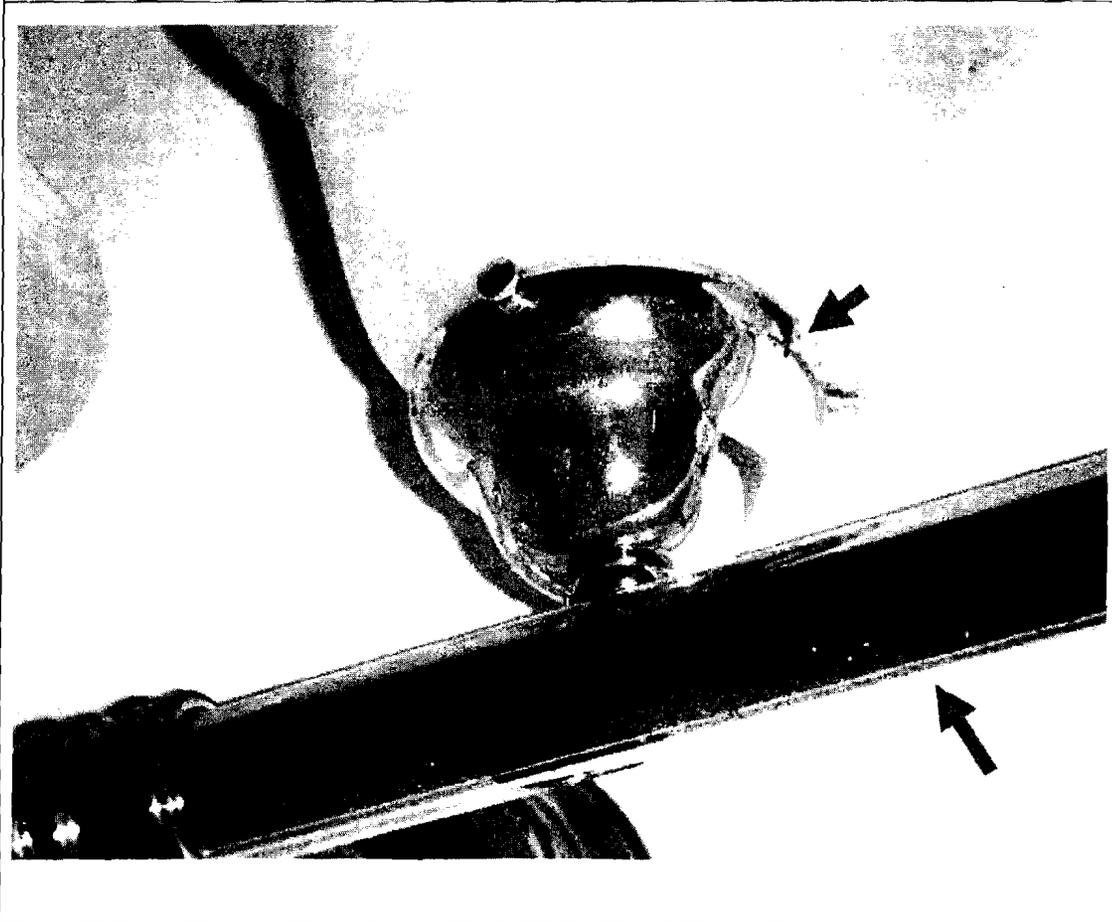


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	029	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE PITTING OF CHROME PLATING ON LIGHTBAR

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	030	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

DESILVERING OF MIRROR

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

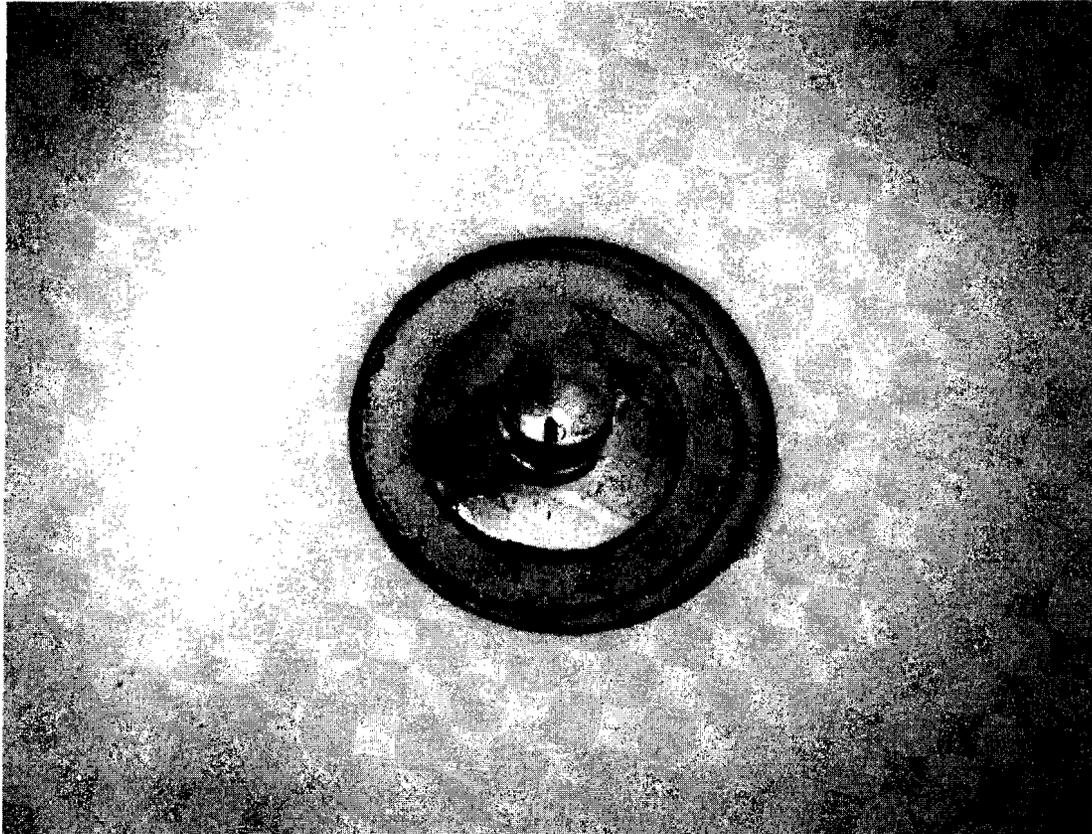


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	031	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE PITTING OF CHROME PLATING ON TUB DRAIN STOPPER

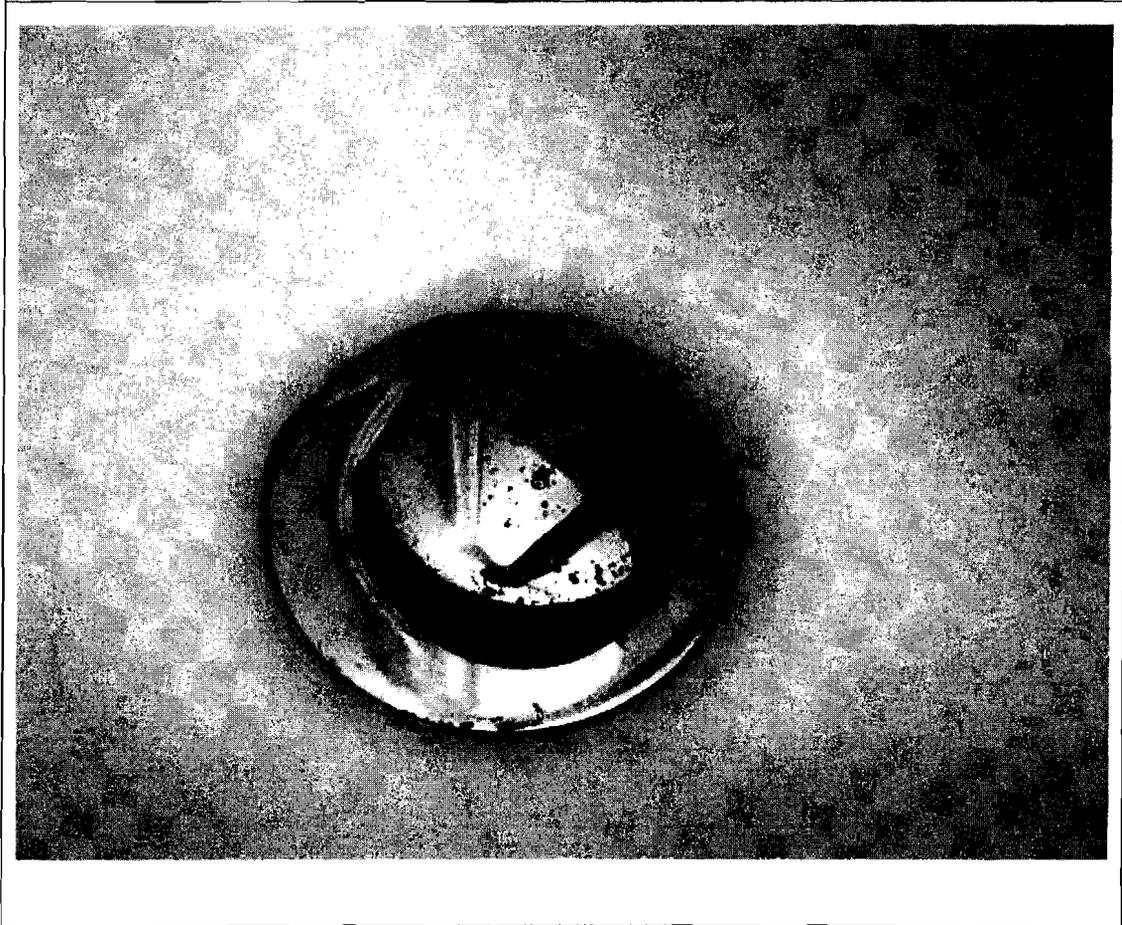
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	032	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM				PREMATURE PITTING OF CHROME PLATING ON LEFT SINK DRAIN STOPPER	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

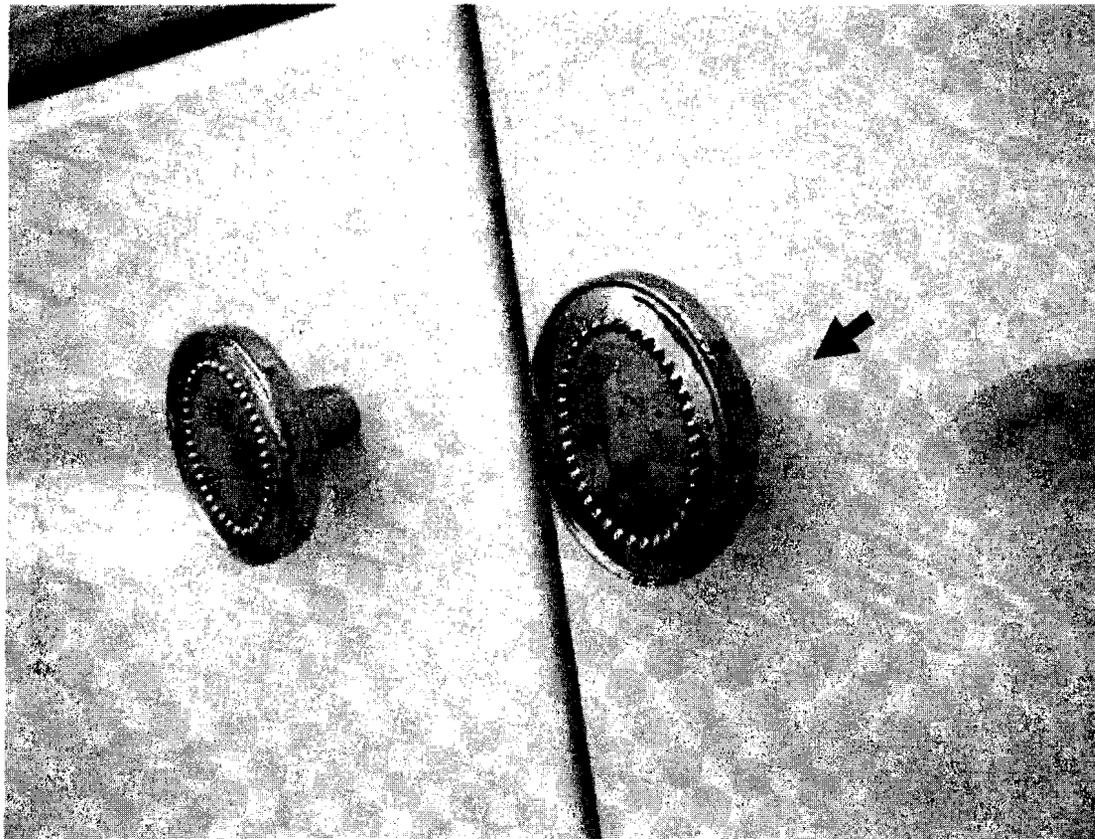


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	033	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE PITTING OF CHROME PLATING ON CABINET DOOR KNOB

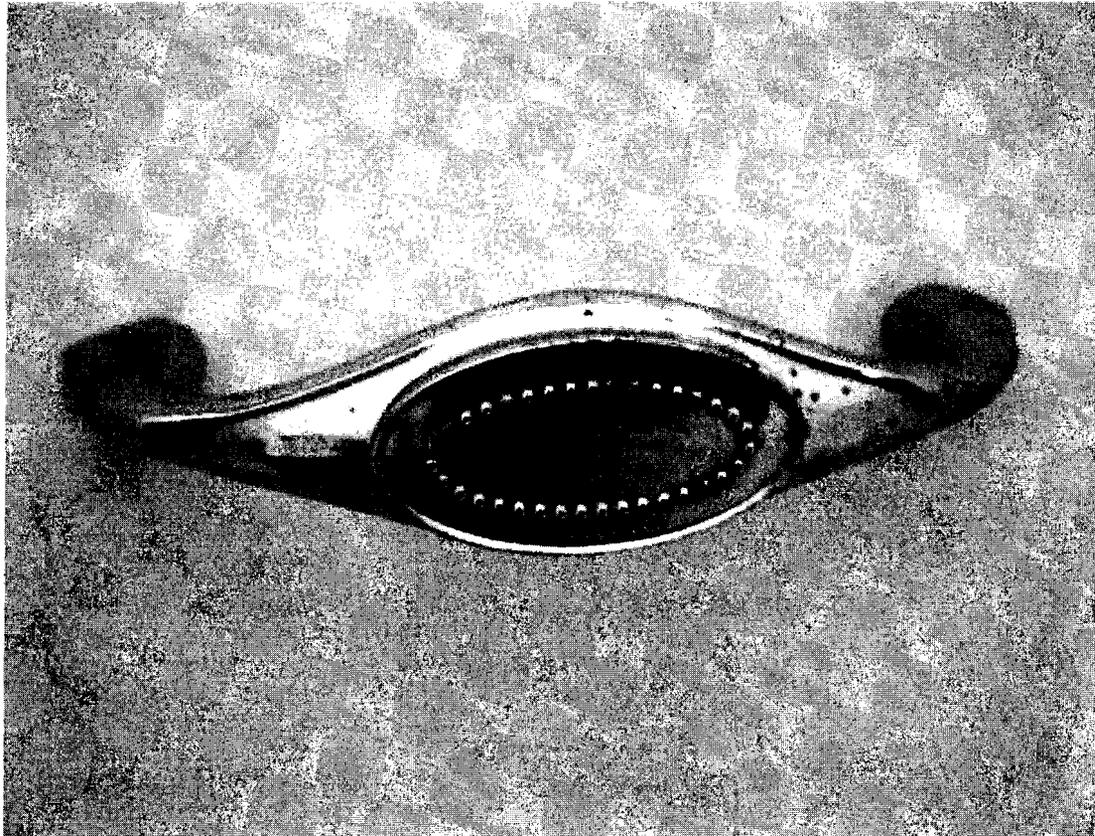
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	034	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM				PREMATURE PITTING OF CHROME PLATING ON DRAWER PULL	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.

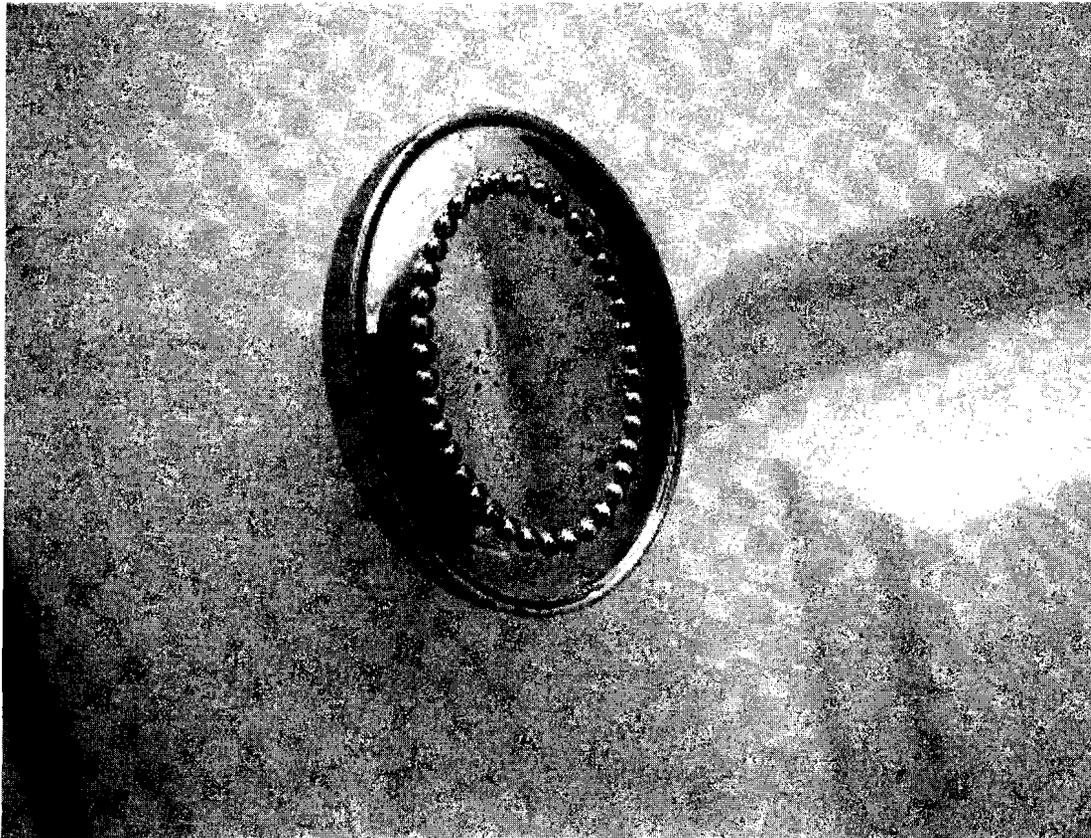


VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	035	LOCATION:				DESCRIPTION:	
		SPARE BATHROOM					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE PITTING OF CHROME PLATING ON CABINET DOOR KNOB

NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	036	LOCATION:					DESCRIPTION:
		AHU - 2 ND LEVEL ATTIC					
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN		OCDO	<input checked="" type="checkbox"/>

PREMATURE BLACKENING OF COILS

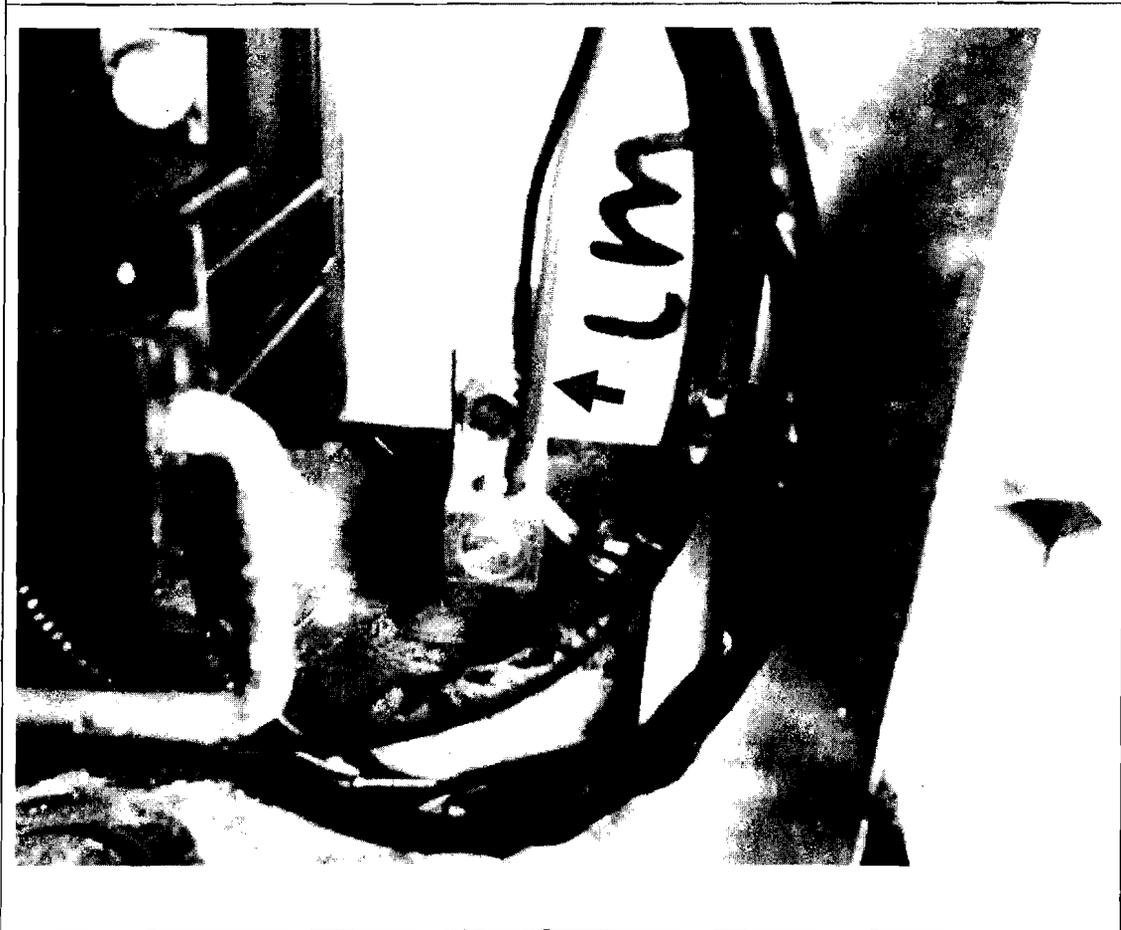
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



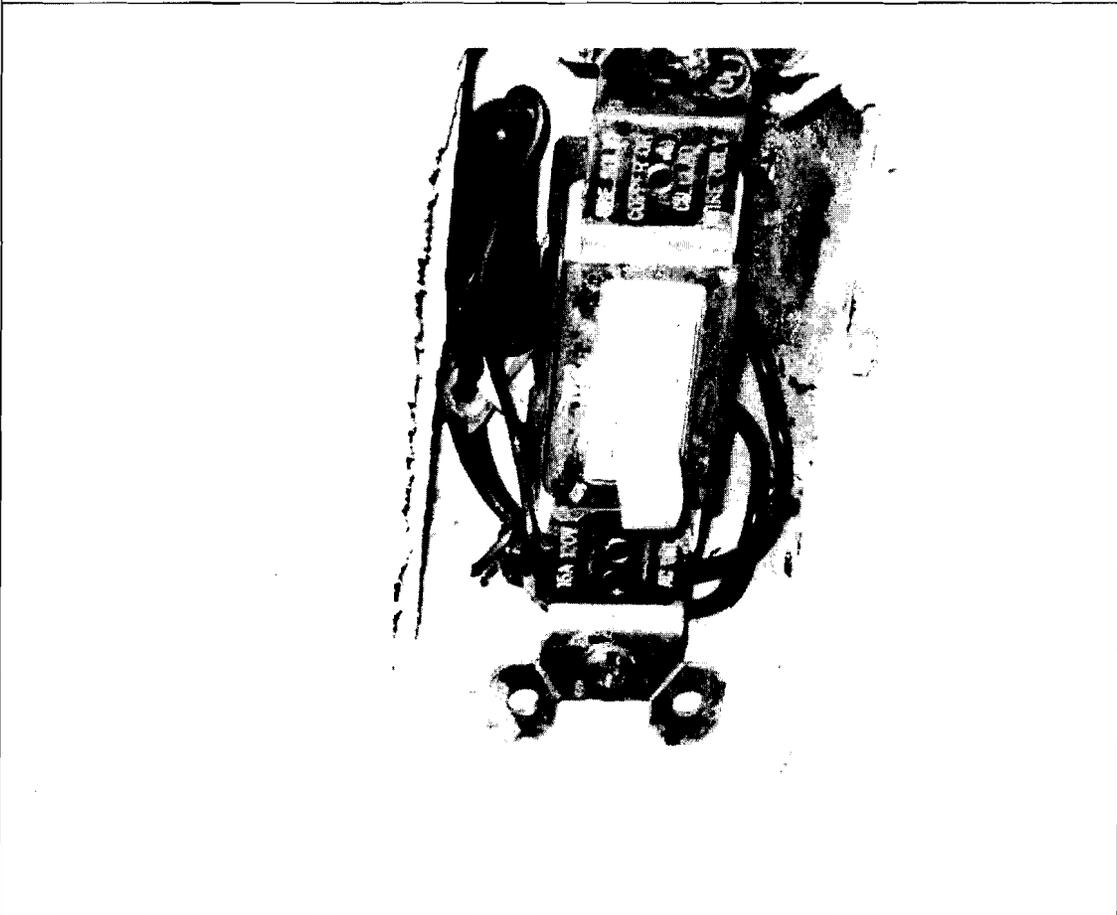
VCDD = Visible Chinese Drywall Damage
 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	037	LOCATION:				DESCRIPTION:	
		AHU - 2 ND LEVEL ATTIC				PREMATURE BLACKENING OF COPPER WIRE	
LOCATION OR ITEM SAMPLED		VCDD	<input checked="" type="checkbox"/>	VCDN			OCDO

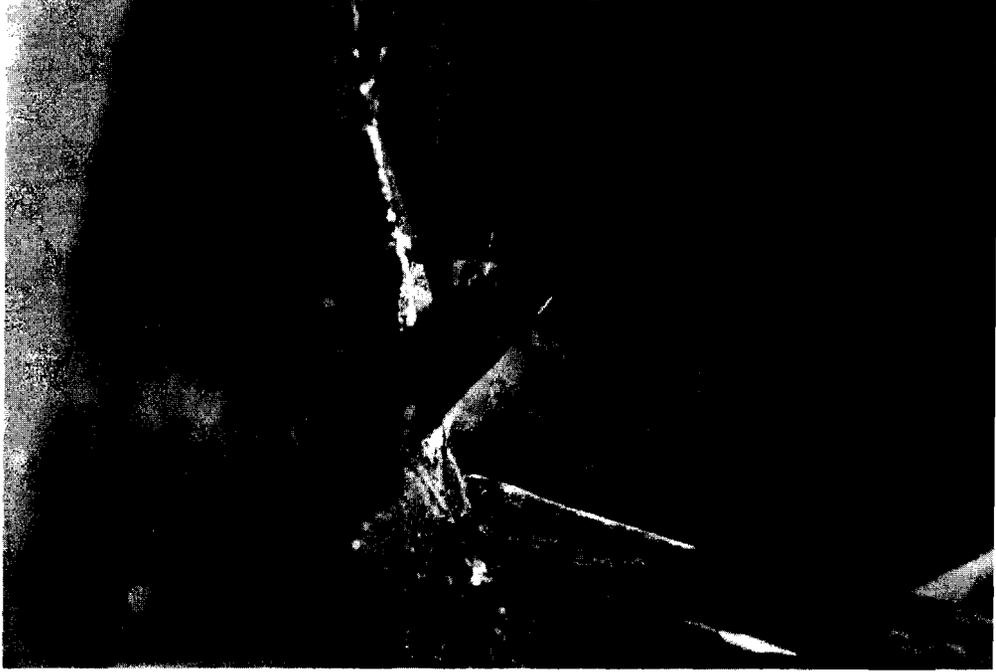
NOTE: Not all photos taken during the site visit are included. Additional photos which were taken are retained in our files.



VCDD = Visible Chinese Drywall Damage
VCDN = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

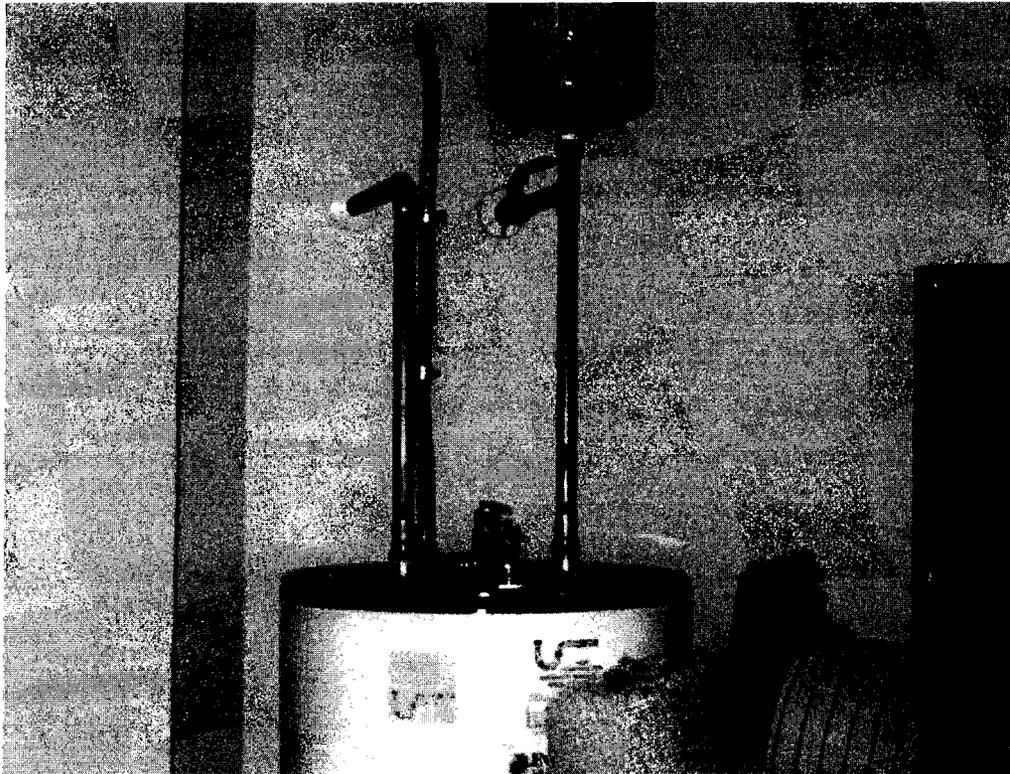
PHOTO ID:	LOCATION:	DESCRIPTION:
SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEALTH WEBSITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)		Electrical switch panel with the cover removed showing no corrosion on the bare copper ground wire.
		

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VCDN = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	LOCATION:	DESCRIPTION:
SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEALTH WEBSITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)		Blue/green patina on the ground wire inside air handling unit.
		

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VCDN = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	LOCATION:	DESCRIPTION:
SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEALTH WEBSITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)		Water heater in garage with no corrosion on copper water lines.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	LOCATION:	DESCRIPTION:
SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEATH WEBITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)		Un-insulated copper pipe leading to the air handling unit with no signs of blackening corrosion.



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 VCDN = Visible Chinese Drywall Nomenclature
 OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	LOCATION:	DESCRIPTION:
	<p>SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEATH WEBITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)</p>	<p>Evaporator coils showing blue/green and dark red patina on copper tubing and dark orange rust on other metals.</p>
		

VCDD = Visible Chinese Drywall Damage
VCDN = Visible Chinese Drywall Nomenclature
OCDO = Area inspected has odors consistent with the presence of Odorous Chinese Drywall

PHOTO ID:	LOCATION:	DESCRIPTION:
SAMPLE IMAGE FOR ILLUSTRATIVE PURPOSES AS VIEWED AT FLORIDA DEPT. OF HEALTH WEBSITE (http://www.doh.state.fl.us/environment/community/indoor-air/casedefinition.html)		Evaporator coils showing dark red patina on copper tubing and small amount of orange rust on steel.



U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety concerns.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name? If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

I request that you do not release my name. My identity is to remain confidential.

You may release my name to the manufacturer but I request that you do not release it to the general public.

You may release my name to the manufacturer and to the public.

[Redacted Signature Area]

(Signature)

Aug 13, 2009

(Date)

TO BE SIGNED UPON COMPLETION OF IN-HOME AIR-QUALITY MONITORING AND TESTING STUDY

FINAL RELEASE & WAIVER OF LIABILITY FORM

[To Be Signed by All Residents 18 Years or Age or Older]

I, [REDACTED], do hereby acknowledge that with my permission the U.S. Consumer Product Safety Commission and any of its designated representatives, consultants, or other designees ("CPSC") utilized my residence located at [REDACTED] for a preliminary pilot indoor air-quality monitoring and testing study on August 13, 2009.

On today's date, I have completed a walk-through inspection of my residence with Xavina Salgado Rivera, a CPSC employee. I further acknowledge that except for any items listed and described below, no items are missing, damaged, or destroyed in my residence.

Notation of missing, damaged or destroyed items in residence (if applicable):

Homeowner did not find any damages.

I acknowledge that CPSC offered reimbursement for the N/A, but I have declined CPSC's offer. I acknowledge that I have not requested that the N/A be repaired or replaced by CPSC.

[REDACTED]

Signature of Resident

Aug 13, 2009

Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

Doc No: I0950045A

Issue: 32

05/05/2009

05/01/2009 16:11:12

Name =

Address =

City = J

State =

Zip = 33

Email =

Telephone =

Name of Victim =

Victim's Address =

Victim's City =

Victim's State =

Victim's Zip =

Victim's Telephone =

Incident Description = I bought a new home in February. The home was constructed in 2006 but never lived in. I asked the contractor and the real estate agent about the smell and was told it was the glue from the wood floors. Since the purchase the microwave need a new circuit board, the refrigerator need three new circuit boards. The copper piping is black and the ground wires in all the electrical boxes are black. My mirrors, faucets and light fixtures are pitting. I have been bothered with sinus discomfort and chest burning. The odor of sulfur is very strong upon entering the home. The contractor denies the existence of Chinese wallboard but all evidence is that it exists.

Victim's age at time of incident =

Victim's sex =

Date of incident =

Product involved = wall board

Product brand name/manufacturer = unknown

Manufacturer street address =

Place where manufactured (City and State or Country) =

Product model and serial number, manufacture date =

Product damaged, repaired or modified = no

If yes, before or after the incident =

Description of damage, repair or modification =

Date product purchased =

Product involved still available = yes

Have you contacted the manufacturer = yes

If not, do you plan to contact them =

Name Release = Release name to manufacturer only