

1. Task Number 090826CBB2870		2. Investigator's ID 2391		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 11 30	5. Date Initiated YR MO DAY 2009 08 26		
6. Synopsis of Accident or Complaint UPC The 37 year old female consumer, her 42 year old husband, and nine year old son have experienced several health issues, problems with electrical appliance, and problems with the air conditioning unit since moving into their home in November 2006. The home was built in November 2006 and is approximately 1,950 square feet, single story, and has four bedrooms and two bathrooms. The home appears to be affected by imported drywall from China. <div style="text-align: right;"> MFR/PRVLBR NOTIFIED COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. 3, 4, 25C <input type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY </div>				
7. Location (Home, School, etc) 1 - HOME		8. City BILOXI		9. State MS
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 381 - Air Conditioners		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 37	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) 17 / 7	
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 type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 09/23/2009	25. Reviewed By 8978		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Rose, Blake			28. Source Document Number I0960342A	

This investigation was initiated during an indoor air sampling study conducted by CPSC and Environmental Health and Engineering (EH&E). The consumer, a 37 year old female, 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 November 2006. The consumer and her family, 42 year old husband and nine year old son, moved in at the end of November 2006. The 1,950 square foot, single story house was built using wood studs and contains four bedroom and two bathrooms. All four bedrooms and hallway are carpeted. The kitchen, living room, dining room, and bathrooms are tiled. All of the appliances are electric.



There have been no changes or renovations in the house since it was built. There has not been any drywall replaced or added in the house.

Approximately six months after moving into the house, the family began to experience unexplainable health issues that they had not experienced prior to moving. The consumer experiences nasal congestions, shortness of breath, headaches, and a swollen/sore throat. The consumer's husband experiences nasal congestion and a scratchy/irritated throat. The consumer's son experiences nose bleeds. All three family members experience a chronic cough, and red/dry eyes. All three family members have been treated at urgent care clinics and prescribed medications to treat upper respiratory infections. The medications alleviate the symptoms temporarily. The symptoms lessen within 10 to 12 hours of leaving the house, but worsen within an hour of returning to the house. The family owns one bird. The consumer has not seen any changes in the bird's habits, but has consulted with a friend that is knowledgeable about birds. The consumer was informed that the bird will not show signs until it is too late to save its life.

The consumer first noticed a problem when the new microwave and the kitchen ceiling fan stopped working within two months of living in the house. She also noticed that light bulbs would last approximately two weeks before having to be replaced. The consumer's mother noticed the "rotten egg" smell first. The consumer barely noticed the odor when moving in, but now her awareness of the odor has heightened. The consumer notices the odor when entering the house after being gone for a few hours. The odor is strongest in the attic, the front door area, and during the summer months.

090826CBB2870

The consumer has experienced issues with electrical appliances in the house. Two desk top computers have had the hard drives crash a total of five times. The consumer noticed a pattern of approximately six to nine months between each crash. A 50 inch plasma flat screen television purchased in August 2007 stopped working in September 2008. The consumer reported that the television began showing a line across the screen and more lines began to appear until it stopped working. She was informed that it was an electrical problem and that there was corrosion present in the circuit board. The digital panel on the refrigerator is currently not working properly. The consumer sets the panel at specific temperatures and then notices that the temperatures change randomly.

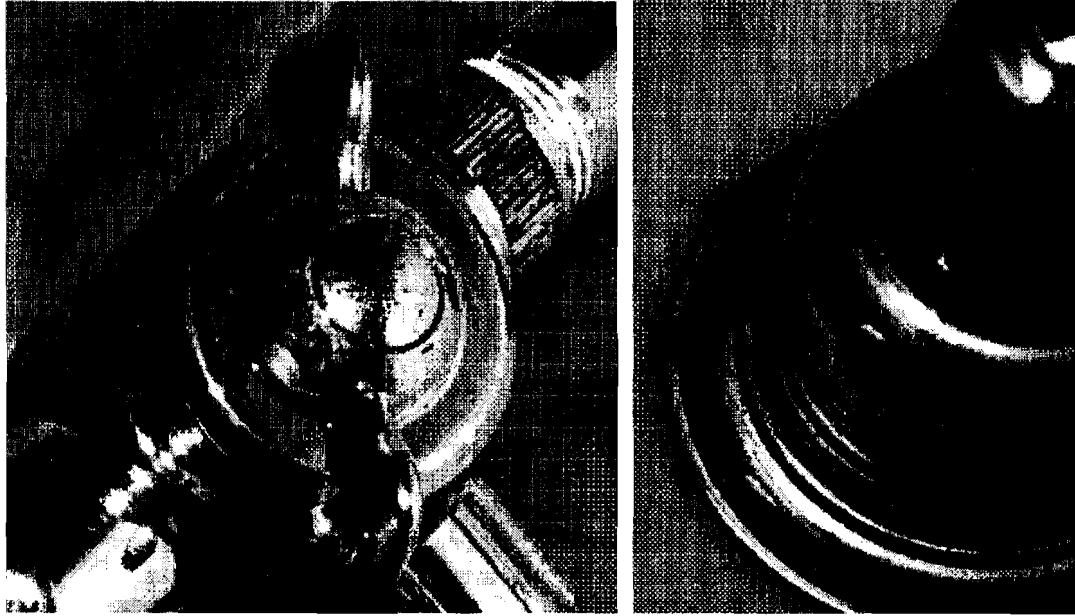
The consumer has had the air conditioning evaporator coils replaced three times and the outdoor unit replaced twice. In May 2007 the first coil was replaced due to a leak. Each time thereafter, a leak caused the replacement. In the summer of 2008, the consumer received the current evaporator coils that have a black protective coating. The photograph below shows the current evaporator coils.



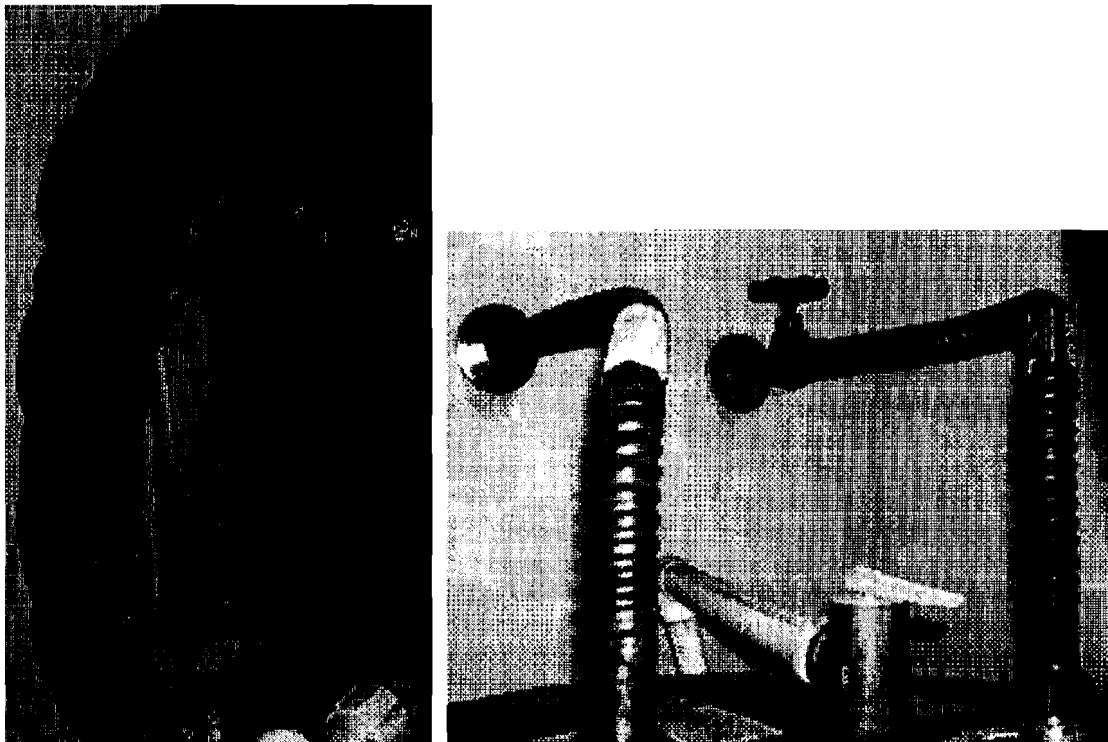
The consumer has had a fire occur in the guest bathroom in an electrical receptacle. The fire did not spread and was contained in the bathroom. An electrician replaced the receptacle and she has not had any other issues since. She now believes a fire hazard is present in her home. On a consistent basis the consumer has experienced flickering lights, circuit breakers tripping for no apparent reason, arcs/sparks, sizzling/buzzing, and light bulbs that are abnormally hot. The consumer has not experienced light switches or outlets that are warm or hot to the touch or an unusual odor in the vicinity of receptacles, switches, or light fixtures. The smoke alarms in the house are hardwired and beep unexpectedly for no apparent reason.

090826CBB2870

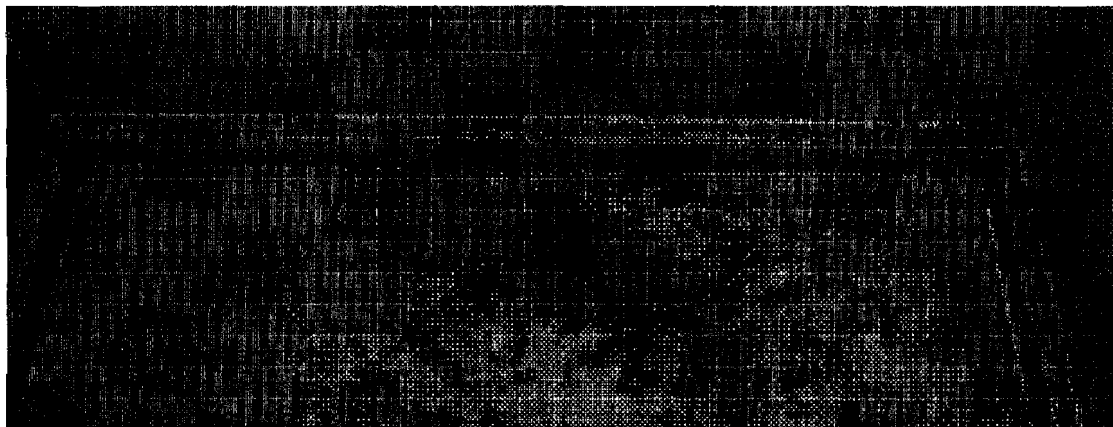
The consumer has noticed signs of blackening, corrosion, and pitting on visible metal throughout the house, such as shower heads, faucets, and copper pipes. The consumer also reported that the water has a blue tint and leaves a blue stain on the shower and tub. The photographs below show the corrosion on the metal surfaces and the blue stain in the shower.



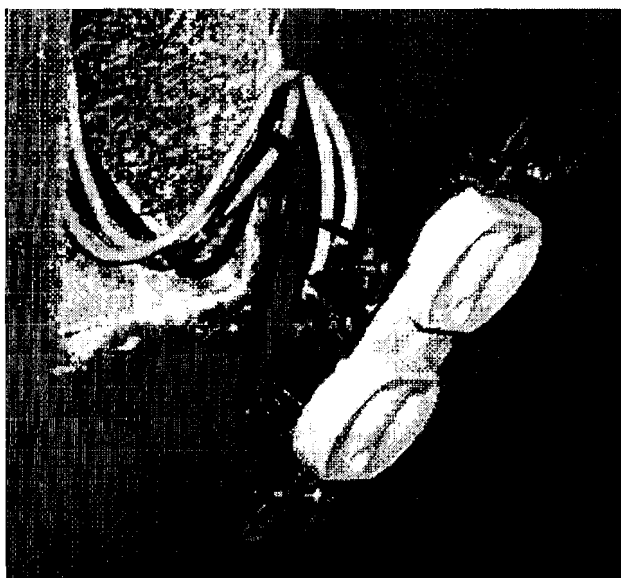
Photographs show pitting on a metal shower head and faucet.



Photographs show blackening of copper pipes near the air conditioning unit and water heater.



Photograph shows a blue stain from water.



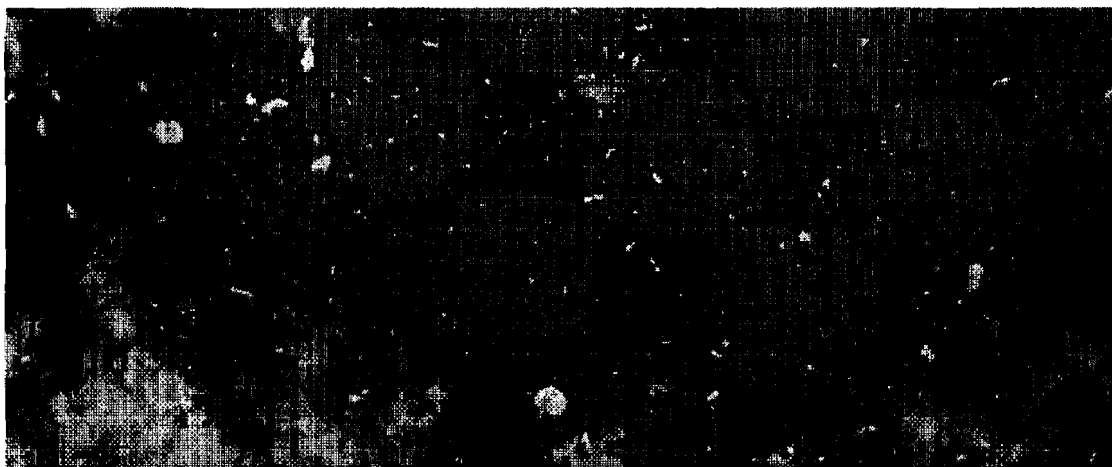
Photograph shows blackened ground wire.

The consumer has retained an attorney and is seeking litigation to resolve the issue. The attorney has been in contact with the builder. The builder has provided the name and contact information for the drywall company that supplied the imported drywall (Exhibit 2). The consumer has attempted to make an insurance claim and the insurance company sent an inspector to complete a full inspection of the house in June 2009. In July 2009 the claim was denied because the consumer did not sustain a “direct physical loss.” (Exhibit 3)

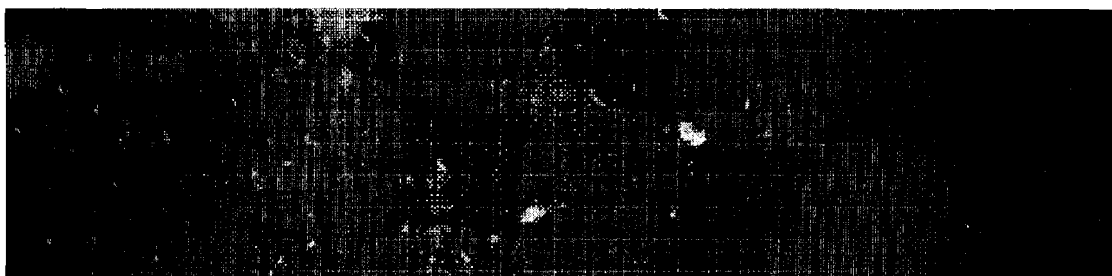
The consumer has been in contact with government officials in her state. She has received acknowledgment that her complaint has been received. She was also referred to CPSC. The consumer is not aware of anything that is being done in her community related to this problem. The consumer’s plan is to deal with the problem and get it fixed. She added at the conclusion of the interview that she is living in a house worth nothing, but continuing to pay a mortgage and insurance.

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 entrance of the house. These symptoms have been associated with the presence of imported drywall from China. This investigator photographed labeling located on the back of the drywall found in the attic space above the garage.



Labeling reads: "JIN CHINA"



Labeling reads: "ASTM C36"

The drywall purchased by the builder from Interior/Exterior Building Company, P.O. Box 4002 New Orleans, LA 70178

Exhibits

- Exhibit 1 Contact Information
- Exhibit 2 Drywall Supply Company Receipt
- Exhibit 3 Insurance Denial Letter

090826CBB2870

Exhibit 4 Authorization for Release of Name Form

Exhibit 5 Final Release & Waiver of Liability Form

090826CBB2870

Contact Information



Consumer

July 15, 2009

Consumer contacted the following:



ney
ve.
39564

Dan Boone Custom Homes, Inc.
16460 Highway 49
Saucier, MS 39574
Tel. 228-831-2396

Faust Heating & Air Conditioning
22360 Riverline Rd.
Saucier, MS 39574
Tel. 228-831-2552

AMFED Companies, Insurance
P.O. Box 1380
Ridgeland, MS 39158
Tel. 601-853-4949

DENHAM LAW FIRM, PLLC

ATTORNEYS AT LAW

EARL LAMAR DENHAM

Associates
KRISTOPHER W. CARTER *
D. JASON EMBRY
LEILANI L. HILL

Legal Administrator
KAREN D. KOSZT JR

* Also admitted in Alabama

424 WASHINGTON AVENUE
OCEAN SPRINGS, MS 39564

POST OFFICE DRAWER 580
OCEAN SPRINGS, MS 39566-0580

228.875.1234 Telephone
228.875.4553 Facsimile

www.denhamlaw.com

JAMES W. BACKSTROM
1942 - 2006

BOBBY G. O'BARR, SR.
1932 - 2006

THELMA S. ZINNER
1922 - 2001

jason@denhamlaw.com

August 3, 2009



Re: Chinese Drywall
Our File No. 10929-001

Dear

Please find enclosed a copy of a facsimile which I recently received from Dan Boone in your above referenced matter for your records.

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

Sincerely,
DENHAM LAW FIRM, PLLC

D. JASON EMBRY

DJE/lts

Enclosure

BOONE HOMES, LLC
1200 WOODLAND DRIVE
WIGGINS, MS. 39577

PHONE: 601-528-6060

FAX: 601-528-6058

FAX TRANSMITTAL FORM



TO: Jason Embry

FROM: Dan Boone

PHONE:

DATE SENT: 7-31-09

FAX: 875-4553

NUMBER OF PAGES: 2

MESSAGE:

Invoice Showing where
Sheetrock was purchased

THANKS

Document: Invoice

UPC Vendor Invoice Date Order #
 000004 05/06/06 1178859-00
 PO Date PO # Page #
 04/27/06 CRAIG JOE 1

Unit #: 8593

Ship To: DAN BOONE CUSTOM HOMES
 OFF THREE RIVERS ROAD
 SEE MAP ATTACHED
 N. BILOXI, MS 39574

Correspondence To: INTERIOR / EXTERIOR BUILDING SUPPLY
 P. O. BOX 4002
 NEW ORLEANS, LA 70178



Bill To: DAN BOONE CUSTOM HOMES
 16460 HWY. 49
 SAUCIER, MS 39574

Instructions

Ship Point
 GULFPORT BRANCH

Via
 DEL/OUR TRUCK

Shipped
 05/05/06

Terms
 14,29/NET 30

Phone: (504) 488-1998 ext 134

Product And Description	UPC Item#	Quantity Ordered	Quantity B.O.	Quantity Shipped	Qty. UM	Unit Price	Price UM	Discount Multiplier	Amount (Net)
4 X 12' X 1/2" REGULAR SHEETROCK 48SF/PC	01000	175	0	175	PC	320.00	MSP	0.00	2688.00

Lines Total	Qty Shipped Total	175	Total	2688.00
			Taxes	188.16
			Invoice Total	2876.16

*CK# 8246
 5-19-06
 GRAND TOTAL
 5,796.03*

PAID

POSTED

DENHAM LAW FIRM, PLLC

ATTORNEYS AT LAW

EARL LAMAR DENHAM

Associates:
KRISTOPHER W. CARTER *
D. JASON EMBRY
LEILANI L. HILL

Legal Administrator:
KAREN D. KOSZTUR

* Also admitted in Alabama

424 WASHINGTON AVENUE
OCEAN SPRINGS, MS 39564

POST OFFICE DRAWER 580
OCEAN SPRINGS, MS 39566-0580

228.875.1234 Telephone
228.875.4553 Facsimile

www.denhamlaw.com

JAMES W. BACKSTROM
1942 - 2006

BOBBY G. O'BARR, SR.
1932 - 2006

THELMA S. ZINNER
1922 - 2001

jason@denhamlaw.com

July 16, 2009




Re: Chinese Drywall
Our File No. 10929-001

Dear Brandy:

Please find enclosed a copy of a denial letter which I received this date from AmFed in your above referenced matter for your records.

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

Sincerely,
DENHAM LAW FIRM, PLLC


D. JASON EMBRY

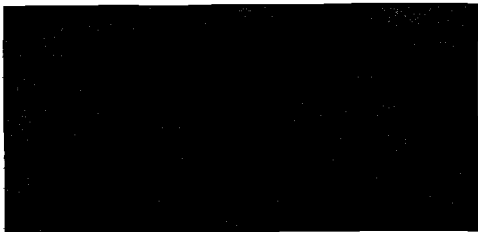
DJE/lts

Enclosure



July 14, 2009

 **COPY**



RE: Policy No.: [REDACTED]
Claim No.: 9-62-1
Insureds: [REDACTED]

Dear Mr. and Mrs. [REDACTED]:

This letter is to respond to your claim for loss to your home under Policy No. HO [REDACTED] issued to you by AmFed National Insurance Company (AmFed National) and is to advise you, in writing, of AmFed National's coverage decision considering the terms of your policy and the facts surrounding your claim.

As we understand your claim, you are seeking payment under your policy for removal and replacement of the Chinese drywall and for damage to the residence and personal property caused by the gases emitted from the drywall. For the reasons discussed below, AmFed National regrets to advise you that it must respectfully deny your claim for loss or damage to your residence and personal property caused by or attributable to the Chinese drywall as the claim is not covered by your policy. As a result, AmFed National will not make any payment for your claimed loss and damage.

We have attempted to set forth below a summary explanation of the basis for our denial of your claim.

Facts

In May of 2009, you reported to AmFed National damage to your residence and personal property you believe was caused by or attributable to Chinese-manufactured sheetrock installed in your home during its construction. Specifically, you reported damage

[REDACTED]

Esq

July 14, 2009

Page 2

to the home's HVAC system, electrical system, personal property and appliances. According to you, this damage began in or about May of 2007 at which time the air conditioning coils inside the dwelling failed and the copper coils were replaced.

Policy Provisions

AmFed National Insurance Company issued Policy No. [REDACTED] to [REDACTED] and [REDACTED] for a residence located at [REDACTED] Mississippi. The policy's effective period is from 11-9-2008 to 12-9-2009. As relevant to the claims asserted by you, the policy provides up to \$205,504 in coverage for covered losses to the Residence and \$143,853 in coverage for covered losses to Personal Property .

The policy provisions relevant to our coverage decision are as follows:

PROPERTY COVERAGES PRINCIPAL PROPERTY COVERAGES

1. Coverage A – Residence

- a. "We" cover the residence on the "described location." This includes additions attached to the residence and built-in components and fixtures, as well as building materials and supplies located on or adjacent to the "described location" for use in the construction, alteration, or repair of the residence or related private structures on the "described location".

Policy AAIS, HO 0003 01 06, pg. 5.

3. Coverage C – Personal Property

- a. "We" cover personal property owned or used by an "insured".

Policy AAIS, HO 0003 01 06, pg. 7.



Esq

July 14, 2009

Page 3

**PERILS INSURED AGAINST –
COVERAGES A, B, C, AND D**

1. **Coverage A – Residence and Coverage B – Related Private Structures** – “We” insure property covered under Coverage A or Coverage B for risks of direct physical loss, unless the loss is excluded under the Exclusions That Apply to Coverage A and Coverage B. (emphasis added)

Policy [REDACTED], pg. 19.

2. **Coverage C – Personal Property** – “We” insure against direct physical loss to property covered under Coverage C caused by the following perils, unless the loss is excluded under the Exclusions That Apply to Property Coverages: (emphasis added)
 - a. **Fire Or Lightning**
 - b. **Windstorm Or Hail –**
 - c. **Explosion**
 - d. **Riot Or Civil Commotion**
 - e. **Aircraft –**
 - f. **Vehicles**
 - g. **Sudden And Accidental Damage From Smoke –**
 - h. **Volcanic Eruption –**
 - i. **Vandalism Or Malicious Mischief**
 - j. **Theft –**
 - k. **Falling Objects –**
 - l. **Weight Of Ice, Snow, Or Sleet –**
 - m. **Sudden And Accidental Tearing Apart, Cracking, Burning, Or Bulging**
 - n. **Accidental Discharge Or Overflow Of Liquids Or Steam**
 - o. **Freezing –**
 - p. **Sudden And Accidental Damage From Artificially Generated Electrical Currents –**
 - q. **Sinkhole Collapse –**

Policy [REDACTED], pgs. 21-24.



Esq

July 14, 2009

Page 4

a. **Exclusions That Apply To Coverage A And Coverage B**

* * *

11) **Pollutants** – “We” do not pay for loss caused by the discharge, dispersal, disposal, emission, escape, leaching, leakage, migration, release, seepage, or spillage of “pollutants”, unless the discharge, dispersal, disposal, emission, escape, leaching, leakage, migration, release, seepage, or spillage is caused by a Peril Insured Against described under Coverage C.

12) **Wear And Tear** – “We” do not pay for loss caused by:

- a) wear and tear, marring, or deterioration;
- b) mechanical breakdown, latent defect, inherent vice, or any quality, fault, or weakness in property that causes it to damage or destroy itself;
- c) rust or other corrosion or smog;

Policy AAIS, HO 0003 01 06, pgs. 19-21.

EXCLUSIONS THAT APPLY TO PROPERTY COVERAGES

* * *

2. “We” do not pay for loss or damage to property covered under Coverage A or Coverage B that is caused by or results from one or more of the following excluded causes or events. However, “we” do pay for an ensuing loss to property covered under Coverage A or Coverage B that is otherwise covered by this policy.

* * *

b. **Errors, Omissions, And Defects** –
“We” do not pay for loss caused by one or more of the following:



Esq

July 14, 2009

Page 5

* * *

- 2) a defect, a weakness, the inadequacy, a fault, or unsoundness in the:

* * *

- b) construction, compaction, design, grading, remodeling, renovation, repair, specification, workmanship;
- c) materials used in construction, remodeling, renovation, or repair; or

* * *

of any property, whether in whole or in part, and whether on or away from the "described location", except as provided under the Incidental Property Coverage for Collapse.

Policy AAIS, HJ 0003 01 06, pgs. 24-26.

Discussion of Coverage

Interpreting the terms of your insurance policy liberally and in favor of providing coverage whenever it may be applicable, we have set forth below a summary of our coverage decision supporting the denial of coverage for your claim for loss or damage to your residence and personal property you contend was caused by or attributable to the Chinese drywall/sheetrock installed in your residence.

Loss or damage to your Residence

In order for coverage to apply to your residence, it must have sustained a "direct physical loss". There is no coverage under your policy for your claims for loss or damage to your residence including the cost to remove or replace the Chinese drywall because your residence did not sustain a "direct physical loss" as no tangible damage occurred to the residence itself. No physical, tangible change occurred to the Chinese drywall installed in

[REDACTED]

Esq

July 14, 2009

Page 6

your residence. Investigation of your residence revealed that the drywall in place in your residence is in the same condition as it was when installed. Its shape, size or condition has not changed since its installation. Instead, and as we understand the problem with the drywall is that it is emitting a gas that has a bad odor and that is also causing the damages you have reported to fixtures and personal property.

Even if we assume for purposes of analyzing coverage under your policy that the defects in the drywall that are causing these problems meet the policy's requirement of "direct physical loss", then that loss is excluded from coverage by the express terms of your policy. The applicable exclusions are quoted above under your policy headings: "Pollutants", "Error, Omissions, and Defects", and "Wear and Tear". These exclusions and how they apply to your claims to exclude coverage are briefly explained below.

(1) "**POLLUTANTS**" exclusion: This policy provision applies to exclude coverage under your policy for any loss you claim to your residence to be caused by or attributable to the gases emitted from the Chinese drywall. As we understand your claim, you contend these gases are the reason the drywall needs to be removed and replaced and are also responsible for causing the damage to your fixtures and personal property. These gases fall within the definition of "Pollutant" and your policy expressly excludes coverage for loss to your residence caused by "pollutants".

(2) "**ERRORS, OMISSIONS AND DEFECTS**" exclusion: This policy provision applies to exclude coverage for any loss to your residence you claim that is related to or caused by a defect in the materials used in the construction of your residence. Specifically, this provision excludes coverage for any losses to the actual structure itself, including the drywall as well as any built in components and fixtures of your residence. This exclusion applies to, but is not limited to, the losses you claim to the HVAC system and electrical equipment and fixtures in your residence.

(3) "**WEAR AND TEAR**" exclusion: This policy provision also applies to exclude coverage for any loss you claim to the residence relating to the Chinese drywall as any such loss would be considered to be caused by or related to the "inherent vice" and/or "latent defects" of the drywall both of which are excluded.

[REDACTED] Esq
July 14, 2009

Page 7

Personal Property Claims

As noted above, your policy provided coverage against "direct physical loss" to personal property under Coverage C "caused by the following perils, unless the loss is excluded under the Exclusions That Apply to Property Coverages". For a loss to be covered under Coverage C not only must the property suffer a direct physical loss, but that loss must also be caused by one or more of the named perils listed a. through q., i.e., by Fire or Lightning, et al.

There is no coverage under your policy for your claims for any loss to any personal property in your home, including, but not limited to, any damage or loss to your refrigerator, computers, stereo system, or TV's as any such loss was not caused by any one or more of the named perils.

Reservation of Rights

By investigating your claim and writing this letter responding to and denying your claim, AmFed does not waive or relinquish any right that it may have under the terms and conditions of your insurance policy. The discussion of any specific policy terms, definitions, exclusions, rights or defenses should not be interpreted as a waiver of any rights or defenses under your policy or applicable law that AmFed may now have or which may hereafter become available. Nothing stated in this letter and no action taken by AmFed, its attorneys or representatives is intended nor shall it be deemed as a waiver of any of AmFed's rights under its policy or relevant law, whether stated or not stated herein. It is the specific intent of AmFed to reserve and preserve all of its rights and defenses under the terms and conditions of the applicable policy.

If you have any additional information that you would like AmFed to consider, please provide that information as soon as possible.

Yours sincerely,

AMFED NATIONAL INSURANCE COMPANY

By:



Mark Wootton

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]



8/25/06

(Signature)

(Date)

FINAL RELEASE & WAIVER OF LIABILITY FORM

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

I,  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  for a preliminary pilot indoor air-quality monitoring and testing study on August 25th, 2009.

On today's date, I have completed a walk-through inspection of my residence with Marina 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, or destroyed items

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.



Signature of Resident

8/25/09

Date

[REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK]

Doc No: I0960342A

Issue: 37

06/11/2009

06/10/2009 09:48:37

Name =
Address =
City = E
State =
Zip = 39
Email =
Telephone =



Name of Victim =
Victim's Address =
Victim's City =
Victim's State =
Victim's Zip =
Victim's Telephone =

Incident Description = Our home was built in 2006 the builder used Chinese Drywall to construct the interior of the home. Our A/C unit has been replaced 3 times within the first year. We have also replaced our TV, Microwave, 3 computers, sound system, and ceiling fan. My entire family has experienced the associated health problems.

Victim's age at time of incident =
Victim's sex =
Date of incident = 2006
Product involved = Chinese Drywall
Product brand name/manufacturer = Knauf (Made in China)
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 = 2006
Product involved still available = yes
Have you contacted the manufacturer = no
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.

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

J

Date

6/16/09

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.

1. Task Number 090504CBB3555		2. Investigator's ID 9105		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2008 09 15	5. Date Initiated YR MO DAY 2009 05 07		
6. Synopsis of Accident or Complaint UPC A 47 year old woman filed an on-line incident report indicating that that drywall was causing her and her spouse to suffer headaches, tiredness, bloody noses, and other symptoms. These symptoms began two to three months after returning to their self-built home. The drywall in question was installed by the Consumer while building two room additions to their home. The symptoms would go away after living outside of the home for about one week. They have not sought any medical attention for their symptoms. MFR/PRVLBR NOTIFIED COMMENTS: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. 3, 6, 25c <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY <i>wc 5/20/10</i>				
7. Location (Home, School, etc) 1 - HOME		8. City LAKE HAVASU CITY		9. State AZ
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name DRYWALL		10C. Model Number (b)(3):CPSA Section 6(b)
10D. Manufacturer Name and Address (b)(3):CPSA Section 25(c)				
11A. Second Product 960 - Paints, Varnishes Or Shellacs		11B. Trade/Brand Name NO VOC RESIDENTIAL PAINT		11C. Model Number HARMONY
11D. Manufacturer Name and Address SHERWIN WILLIAMS CO. 101 Prospect Ave. Cleveland44115				
12. Age of Victim 47	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) 16 / 13	
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 05/28/2009	25. Reviewed By 9035		26. Regional Office Director Frank J. Nava	
27. Distribution Rose, Blake			28. Source Document Number I0940364A	

1. Task Number 090504CBB3555		2. Investigator's ID 9105		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2008 09 15	5. Date Initiated YR MO DAY 2009 05 07		
6. Synopsis of Accident or Complaint UPC A 47 year old woman filed an on-line incident report indicating that that drywall was causing her and her spouse to suffer headaches, tiredness, bloody noses, and other symptoms. These symptoms began two to three months after returning to their self-built home. The drywall in question was installed by the Consumer while building two room additions to their home. The symptoms would go away after living outside of the home for about one week. They have not sought any medical attention for their symptoms.				
				<p>MER-PRVLR NOTIFIED <i>10/6/09</i></p> <p>COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p><input type="checkbox"/> OVERRULED <input checked="" type="checkbox"/> ATTACHED</p> <p><input checked="" type="checkbox"/> EXCISIONS: FOIA H. <i>5/3/09</i></p> <p><input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE: (b)(3):CPSA Section 6(b)</p>
7. Location (Home, School, etc) 1 - HOME		8. City LAKE HAVASU CITY		9. State AZ
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name DRYWALL		10C. Model Number (b)(3):CPSA Section 25(c)
10D. Material (b)(3):CPSA Section 25(c)				
11A. Second Product 960 - Paints, Varnishes Or Shellacs		11B. Trade/Brand Name NO VOC RESIDENTIAL PAINT		11C. Model Number HARMONY
11D. Manufacturer Name and Address SHERWIN WILLIAMS CO. 101 Prospect Ave Cleveland44115				
12. Age of Victim 47	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) 16 / 13	
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 05/28/2009		25. Reviewed By 9035		26. Regional Office Director Frank J. Nava
27. Distribution Rose, Blake			28. Source Document Number 10940364A	

090504CBB3555

This investigation was based on a Consumer Incident Report (Document # I0940364A) that reported health issues to the two residents possibly caused by drywall building materials fully identified below under the product Information caption. The information in this report was obtained from an on-site visit and interview of the Complainant on 05/07/2009. Additional information was obtained from a personal visit and interview on 05/22/2009 of the Store Manager of the National Home Improvement Store identified as where the drywall was purchased.

Complainant is a 47 year old female who indicated that she is not taking any medications or had any medical conditions described below prior to June/July 2008. The other resident is a 52 year old male who also indicated he is not taking any medications or had any medical conditions described below prior to Jun/July 2008. Both stated they live a healthy lifestyle and do not take any medications. There are no other persons living in this home. Complainant disclosed that because of the extreme heat in the region and not having air conditioning in the building they usually lived in the building from approximately September/October to about April/May. She stated that in the summer of 2008 they lived in their camper while they built additions to the building.

The residence where this on-site investigation was conducted is a steel building approximately 50 feet by 75 feet that was built by the Complainant and her Spouse. Complainant stated that they built this home themselves because of the extreme remote location of the property. Complainant said the building was completed in about 2003 and was used as both a residence and art studio. She related that all of the art supplies and material are stored at the east end of the building and the west side is used as the living quarters. Both related that there is no carpeting in the building and the added rooms and storage area are the only places in the building that any drywall has been used. The remainder of the interior of the building is the metal beams and exterior walls. They related that the only wood structure in the building is the frame work for the additions they added with the drywall. They stated the ground floor is bare concrete. Complainants Spouse also related he installed all of the electrical wiring in the building himself. He also indicated that the building is powered by solar cells he installed himself. The batteries use to power the residence are located in a room adjacent to the main building. Complainants Spouse also disclosed that the only non-electrical appliance in the home is a propane stove with the fuel tank being located outside of the building.

Complainant reported that in about May 2008 they purchased approximately 110 sheets of 12 foot by four foot by one half inch drywall at the Home Improvement Store closest to their residence to build a bedroom and enclosed office. She indicated they paid approximately \$1,000.00 for the drywall. Complainant said that they finished the project in June/July 2008. She also related they used an environmentally friendly paint (also identified below) to finish the bedroom. The enclosed office was not painted due to the health problems that started appearing a few months later.

Complainant stated that in June/July 2008 they left the residence for about two months due to the extreme heat. She stated that when they returned to the residence they began sleeping in the bedroom on a nightly basis and using the office regularly. She said that about shortly after returning in about Sept

090504CBB3555

2008 both she and her Spouse began noticing a slight smell of rotten eggs and they both began to get ill. Complainant said she began having trouble sleeping, developed almost daily headaches, a soreness that she felt behind her eyes, and her voice began getting hoarse. Her Spouse stated he began getting a bloody nose on weekly basis, constant headaches, watery eyes, and felt run down on a daily basis.

Complainant said that the above describe symptoms slowly developed over a one to two week period. She stated that after researching on the internet and hearing about the possibly toxic drywall being found they decided to live in their camper to see if the symptoms would go away. Complainant commented that one week after living in the camper the symptoms for both of them went away. She indicated that within five to ten days after moving back into the building the symptoms returned. Complainant stated they have since move back into the camper and the symptoms have not returned.

Complainant related that for a short time they had the camper parked immediately next to the exterior wall where the rooms had been built and occasionally she would still smell the rotten egg odor. Both Complainant and her spouse reported that the smell seemed to be stronger late at night and early in the morning when the humidity was higher. They indicated that when they opened the two large sliding doors located on the South and North ends of the building to allow the warm air into the building the smell would not be as strong or even non- existent.

Complainant indicated that because neither have medical insurance have not sought medical treatment for the symptoms described above. Complainants Spouse said that after reading about the possible electrical problems reported on the internet with the drywall issue, he turned off the power to the room additions. During this on-site interview the electrical outlets both in the room additions and the rest of the home were examined by this investigator and Complainants Spouse. No corrosion was noted on any of the wiring. Complainants Spouse disclosed that when he was using the office addition he noticed his laptop computer would flicker but he attributed that to the batteries from his solar power system going flat. He said that when they were sleeping in the bedroom addition they never noticed any flickering lights in the bedroom.

Both individuals confirmed that neither have noticed any pitting or corrosion on jewelry or metal trim in the home. Complainant said that they contacted the local health department and were told they were unaware of any health issues related to installed drywall. They also said that their closest neighbors are approximately two miles away and they have no contact with them. Complainant said the homes in this area have been built at different times and none were built by the same builder. Complainant said they have contacted the National Home Improvement Store where they purchased the drywall and were told that they are unaware of safety issues with any of the drywall they sell. She said that for now they intend on staying out of the building as much as possible. As for long term plans, they both said that they don't know what to do since they cannot afford to remove and replace they drywall in the building.

On 5/22/2009 the Store Manager of the National Home Improvement Store where the drywall was purchased was interviewed. He indicated he had talked to Complainant about her problem and had telephonically contacted the corporate office. He stated he was told that they were aware of several

090504CBB3555

consumer complaints about the drywall identified below. He said he was told the matter was researched and that drywall used by Complainant was considered to be safe. The Store Manager further said that drywall he sells in his store is usually purchased for him by a company merchandiser located in North Carolina. The Manager also stated he is unaware of any other customers complaining about the drywall sold at his store. At the time of this visit this store did not carry any of the drywall brand involved in this consumer incident report.

Telephonic contact with the Lead Merchandiser for the National Home Improvement Store branch where the involved drywall was purchased disclosed that she has been in contact with five manufacturers who provide drywall to this retailer. She provided letters she received from the manufacturers indicated they do not sell imported drywall (see attachment #5). She related that she buys directly from these manufacturers and is aware of the ongoing investigations involving various types of drywall.

PRODUCT IDENTIFICATION

The drywall involved in this consumer complaint is the Grid MarX model manufactured by (b)(3):CPSA (b)(3):CPSA Section 25(c) ction 25

individual sheets measure 12 feet (L) X 4 feet (W) X ½ inch (T) and are a grayish white in color. The only markings that were legible on the drywall located in Complainants residence were the following:

(b)(3):CPSA Section 6(b)

The type of paint used in Complainants bedroom was identified as Sherwin Williams, Harmony. No other identifying information about the paint was available.

090504CBB3555

ATTACHMENTS

1. Authorization to Release Name (1 page)
2. Notice of Inspection (1 page)
3. Digital Photographs (7 frames) (4 pages)
4. Building Diagram (1 page)
5. Manufacturer Letters (5 pages)



**U.S. Consumer Product Safety Commission
Las Vegas Office
420 N. Nellis Blvd., A-3, PMB 132
Las Vegas, NV 89110**

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)(3):CPSA Section 25(c),(b)(6)

5.7.09
(Date)

1124001
2. TIME
1051 A.M. P.M.

Richard Loevo
420 N Nellis Blvd, A-3, PMB 132
Las Vegas, NV 89110
702-431-8180

4. TO

A. NAME AND TITLE OF INDIVIDUAL	Rob Silguero, Store Manager
B. FIRM NAME	Lowe's Home Improvement
C. NUMBER AND STREET ADDRESS	4000 Highway 95 N
C. CITY, STATE, AND ZIP CODE	Lake Havasu City, AZ 86404

Notice of Inspection is hereby given pursuant to:

- Section 5(a) of the Flammable Fabrics Act (15 U.S.C. § 1194(a));
- Sections 6(a), 9, and 10 of the Federal Trade Commission Act (15 U.S.C. §§ 46(a), 49, and 50);
- Sections 16, 19, and 27 of the Consumer Product Safety Act (15 U.S.C. §§ 2065, 2068, and 2076)
- Sections 301(e) and (f) and Section 704(a) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. §§ 331(e) and (f) and 374(a)) [Authority for inspections in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. § 1471 *et seq.*); and/or
- Sections 4(e), 11(b), and 12 of the Federal Hazardous Substances Act as Amended (15 U.S.C. §§ 1263(e), 1270(b), and 1271).

Refer to the back of this form for pertinent statutory language.

5. PURPOSES OF INSPECTION AND NATURE OF INFORMATION TO BE OBTAINED AND/OR COPIED

The purpose of this inspection is to obtain information; to review and obtain copies of items including, but not limited to, records (including electronic records), reports, books, documents, and labeling; and to obtain samples, in order to enforce or determine compliance with the Acts administered by the Consumer Product Safety Commission.

6. FREEDOM OF INFORMATION REQUIREMENTS

Those from whom information is requested should state whether any of the information submitted is believed to contain or relate to a trade secret or other matter which should be considered by the Commission to be confidential and whether any of the information is believed to be entitled to exemption from disclosure by the Commission under the provisions of the Freedom of Information Act (5 U.S.C. § 552). Any statement asserting this claim of confidentiality must be in writing, and any request for exemption of the information from disclosure must be made in accordance with the Commission's Freedom of Information Act regulations, 16 CFR Part 1015.

7. SIGNATURE (Authorized CPSC Official)

Richard Loevo

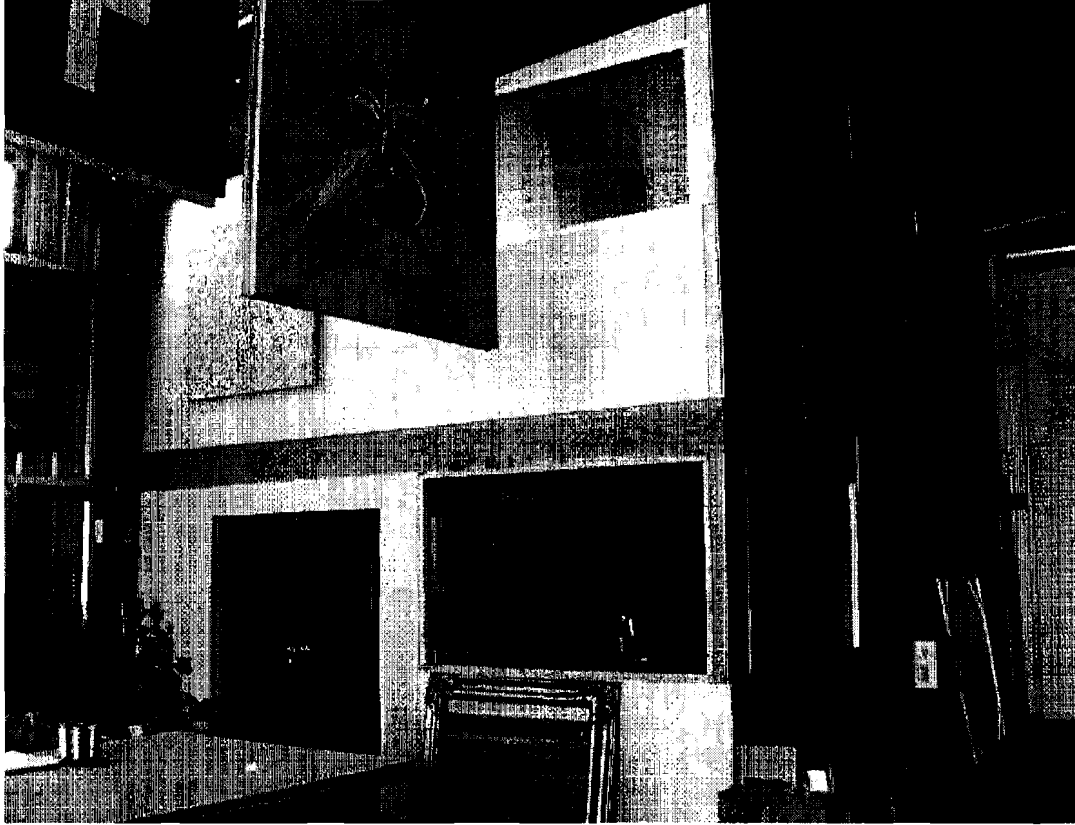


Photo 1 of 7-
Interior photograph
of room built by the
Complainant using
(b)(3):CPSA Section 6
(b)

drywall. Building
and rooms were
constructed by the
Complainant and
her partner. Full
length sheets were
1/2 in.(T) X 12 ft. (L)
X 4 ft. (W).

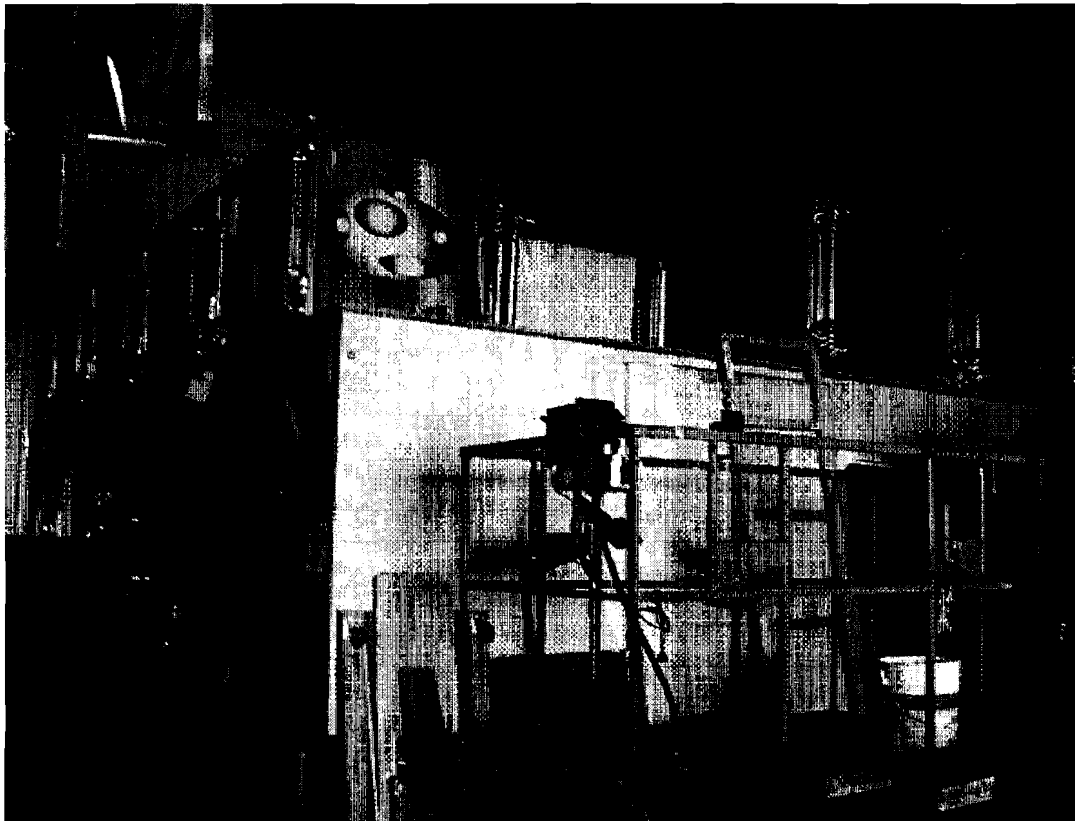


Photo 2 of 7- Art
supply storage
room built by
Complainant and
her partner using
(b)(3):CPSA Section
25(c)

drywall.



Photo 3 of 7-
Exterior view of metal building built by complainant and her partner. Building is used as an art studio and residence. Rooms shown above are located behind the wall behind the automobile.

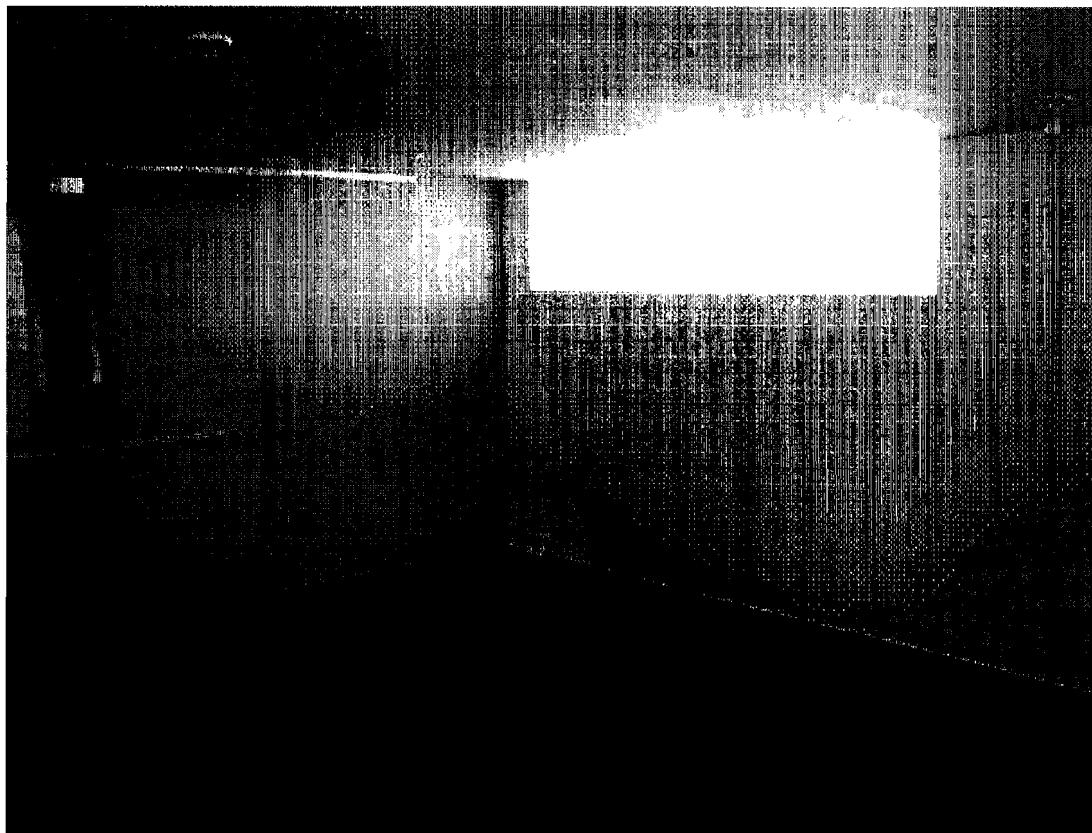


Photo 4 of 7-
Interior view of second story room used as a bedroom. The paint in this room was described as environmentally safe paint by Complainant.

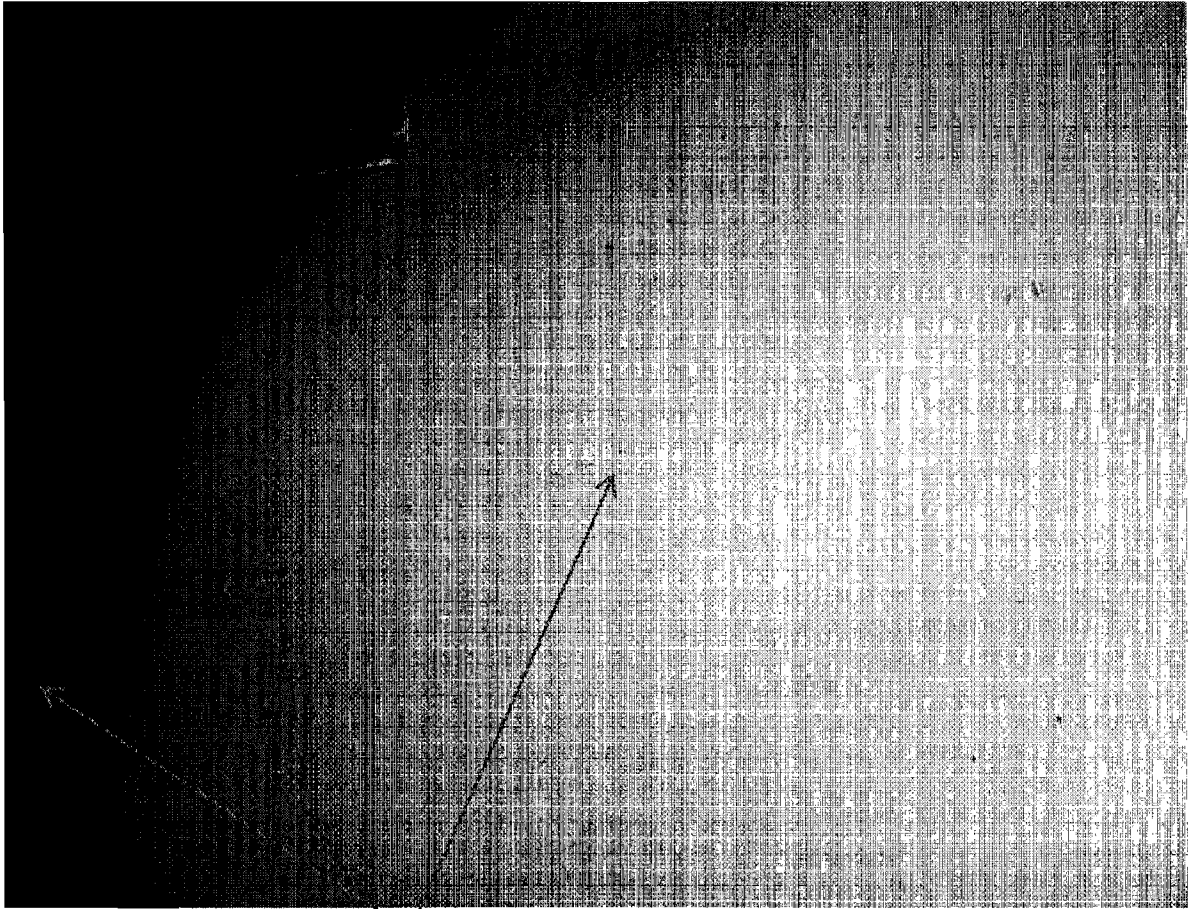


Photo 5 of 7- Close-up of imprinted information located on the
(b)(3):CPSA Section 6(b)

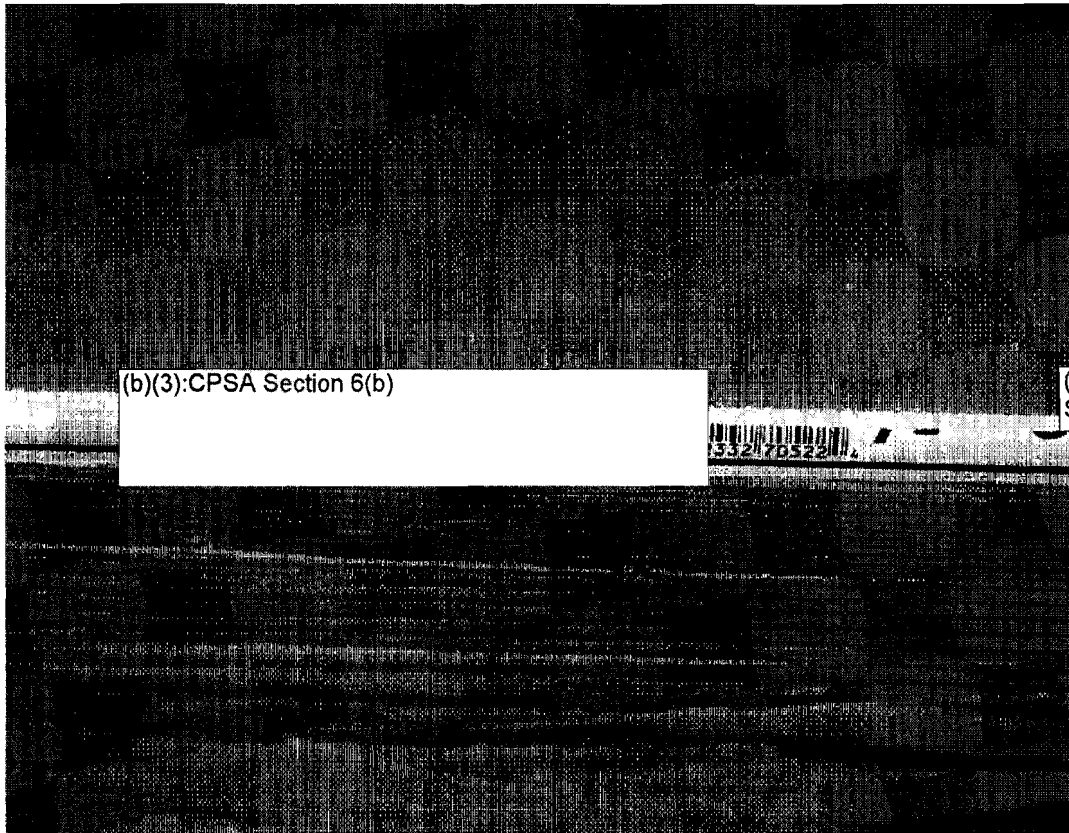


Photo 6 of 7-
Marking legible on
the edge of the
drywall used in the
room construction.
Marking show a
barcode and
number
(022332705224), a
partial word
(b)(3):CPSA
Section 25(c) d
partial words and
numbers ((2) per
and (2) por).

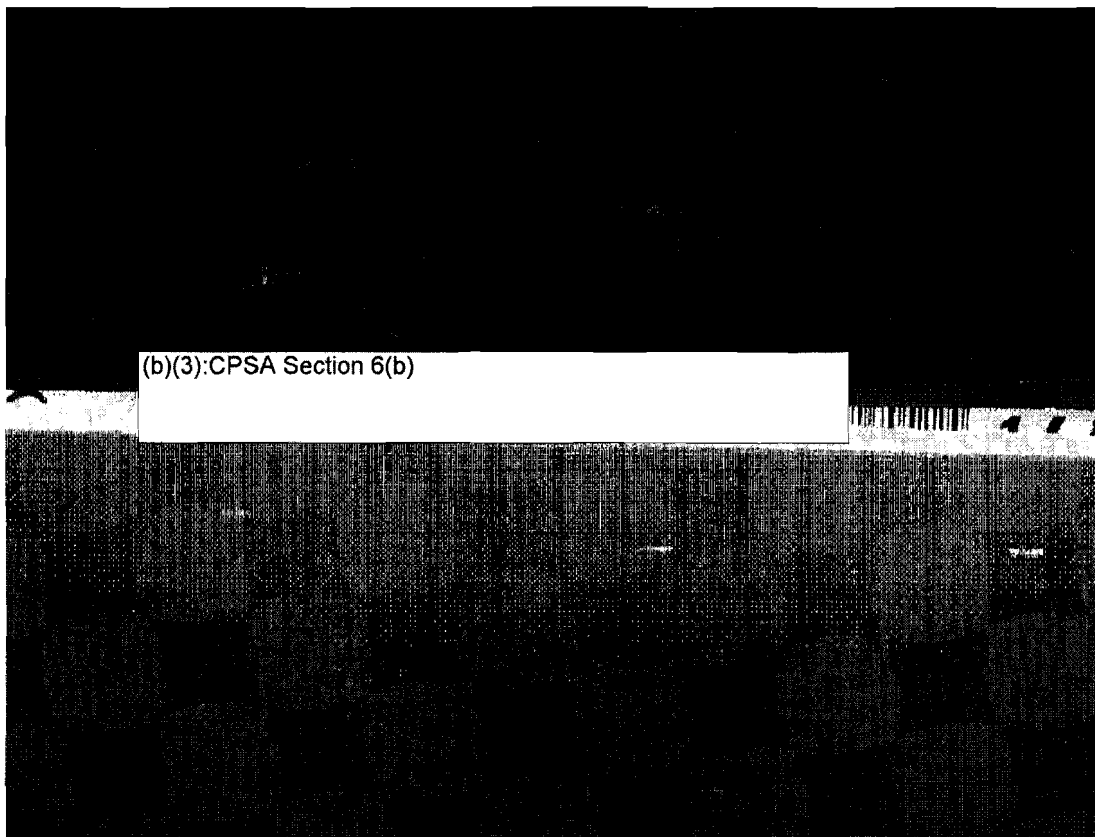
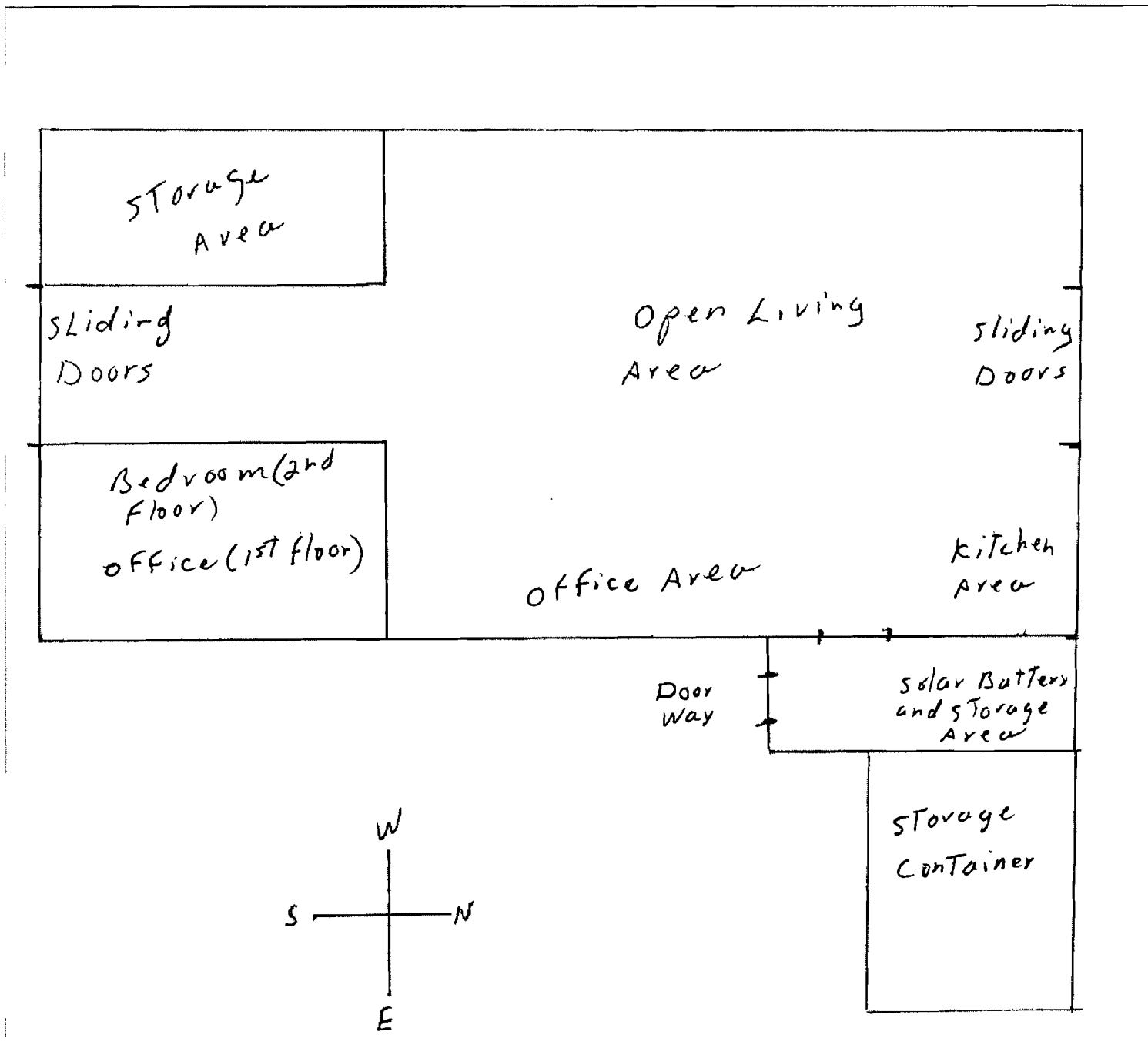


Photo 7 of 7-
Marking legible on
the edge of
the drywall used in
the room
construction.
Marking show a
partial word
(b)(3):CPSA
Section 25(c)

Task Number: 090504CB3555

Attachment 4

Page 1 of 1





March 17, 2009

Subject: American Gypsum Wallboard

To Whom It May Concern:

Wallboard manufactured and sold by American Gypsum comes from our own plants located in:

- ◆ Gypsum, CO
- ◆ Albuquerque, NM
- ◆ Bernalillo, NM
- ◆ Duke, OK
- ◆ Georgetown, SC

American Gypsum has never handled or re-marketed gypsum wallboard from any foreign manufacture or source.

Regards,

A handwritten signature in black ink, appearing to read "Bob Ek", written over the printed name.

Bob Ek

Technical Service Manager

1-800-545-6302 ext. 5607

www.americangypsum.com



United States Gypsum Company

To Our Valued Customers:

In recent weeks there have been a number of reports of problems related to Chinese-made wallboard that was imported into the United States in the 2005-2006 time frame. We wanted to take this opportunity to reaffirm USG's unwavering commitment to product quality and safety. Specifically, we would like you to know:

- **All of United States Gypsum Company's gypsum wallboard is and always has been manufactured exclusively in North America.**
- **United States Gypsum Company's gypsum wallboard is manufactured and sold exclusively under the brand name SHEETROCK.**
- **USG-manufactured products are not involved in any of the complaints related to Chinese wallboard; we have never received complaints of this nature in more than 90 years of making wallboard.**

The wallboard involved in the complaints and lawsuits was apparently made in China and sold in the U.S. in 2005 and 2006. One of the manufacturers is apparently Knauf Plasterboard (Tianjin) Co. Ltd., a Chinese wallboard manufacturer. The Knauf wallboard is labeled with the Knauf Tianjin company name. Questions about Chinese wallboard can be directed to Knauf (Tianjin) representatives in the U.S. at the offices of Everett Clay and Associates at (305)-261-6222.

We value your business and our relationship with you. If you have any questions pertaining to any USG products, please contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read 'F. A. Khan', with a long horizontal stroke extending to the left.

Farced A. Khan
President, USG Building Systems
(312) 436-4165



March 9, 2009

To Whom It May Concern:

Subject: Lafarge Gypsum Board Products

Lafarge's gypsum board products are manufactured in North America in conformity with all ASTM and UL specifications. Lafarge identifies the origin of production on the back of each board it manufactures.

Lafarge has never imported, repackaged or sold Chinese produced drywall into the North American market.

For more information about gypsum board, please visit the industry association's website at www.gypsum.org.

If you require additional information or clarification about Lafarge's products, please contact our Technical Services Department at 703-480-3813.

Sincerely,

Brad Wing,
Technical Manager - Marketing

090504CBB3555

Complainant (b)(3):CPSA Section 25(c) Lake Havasu City, AZ 86403, Te (b)(3):CPSA
interviewed in person 5/7/2009 Section 25(c)

Complainant's Spouse (b)(3):CPSA Section 25(c) Lake Havasu City, AZ 86403, (b)(3):CPSA Section
(b) interviewed in person 5/7/2009 25(c)
(3):CP

National Home Improvement Store- Lowe's Home Improvement, 4000 highway 95N, Lake Havasu City,
AZ 86404, Visited in person 05/22/2009

Store Manager- Rob Silguero, Lowe's Home Improvement, 4000 highway 95N, Lake Havasu City, AZ
86404, interviewed in person 05/22/2009

Lead Merchandiser- Paula Bunton, Lowes, 1000 Lowes Blvd., Mooresville, NC, 28115, Tel: 704-758-2947,
contacted via telephone 05/27/2009



August 4, 2009

VIA FAX, FEDERAL EXPRESS AND E-MAIL

Mr. Todd A. Stevenson
Director
Office of the Secretary
Division of Information Management
Office of Information and Technology Services
United States Consumer Product Safety Commission
4330 East West Highway
Bethesda, Maryland 20814-4408

2009 AUG -6 A 11:45
OFFICE OF THE SECRETARY
DIVISION OF INFORMATION

Re: FOIA Requests 09-F-00427, 09-F-00495, 09-F-00512 and 09-F-00825: Chinese Drywall, Gypsum Board, Wallboard, Plasterboard or Sheetrock/Complaints, Reported Incidents, Investigations of Incidents and Commission Investigation Records

Dear Mr. Stevenson:

This letter shall serve as American Gypsum Company's response to your letter dated July 22, 2009 to the President of American Gypsum. In that letter you stated that the United States Consumer Product Safety Commission (the "Commission") has identified certain records (enclosed with your letter) about American Gypsum's products as responsive to Freedom of Information Act ("FOIA") requests sent to the Commission. In addition to the FOIA requests, your letter also contained materials relating to two (2) consumer complaints. We have reviewed the information and submit the following comments:

Complaint #090504CBB1657

First, American Gypsum Company manufactures all of its wallboard in the United States. American Gypsum has not imported, relabeled or rebranded any wallboard from China or any where else outside the United States.

With respect to the substance of the complaint, we believe it is important to note that this incident report seems to indicate that Chinese wallboard in conjunction with U.S. manufactured wallboard was used in the development in which the home is located. In particular, the text of the complaint describes a statement from the chairman of the housing development's ad hoc homeowner's committee that up to 25% of the homes in that development have had to replace

Mr. Todd A. Stevenson
United States Consumer Product Safety Commission
August 4, 2009
Page 2

wallboard was installed in the attic of the consumer's home, it is important to note that during the 2004-2006 time frame, when wallboard was in short supply, it was not unusual for distributors to stock homes with multiple brands of wallboard. In other words, it is possible for a home to have both Chinese wallboard in some areas and U.S. wallboard (like American Gypsum wallboard) in others. However, it appears that the consumer has not performed a thorough inspection of the other areas of the consumer's home to determine the source of wallboard throughout the home.

Complaint #090504CBB3555

We have no comment on this complaint as it involves wallboard manufactured by National Gypsum Company.

Regards,

A handwritten signature in black ink, appearing to read "David B. Powers", written over a large, faint circular stamp or watermark.

David B. Powers
President



USG Corporation
Legal Department
550 West Adams Street
Chicago, IL 60661-3676
312 436-1000
Fax: 312 672-7721

August 13, 2009

Founded in 1962

By e-mail tstevenson@cpsc.gov

Mr. Todd A. Stevenson
Director, Office of the Secretary
Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814-4408

**Re: FOIA Requests 09-F-00427, 09-F-00495, 09-F-00512, and 09-F-00825:
Chinese Drywall Investigations**

Dear Mr. Stevenson:

This letter is in response to your July 22, 2009 correspondence to United States Gypsum Company regarding the above referenced FOIA requests. We have reviewed all the documents enclosed with your letter, which include the FOIA requests and the CPSC files that the commission is considering producing in response.

United States Gypsum Company has the following comments for your consideration:

1. First, we want to make clear that United States Gypsum Company has never manufactured wallboard in China. Our SHEETROCK® brand gypsum drywall has always been manufactured in North America only. Therefore, we believe that to the extent any CPSC documents mention wallboard made by U.S. Gypsum Company, those documents are not responsive to FOIA requests that are specifically directed at CPSC investigations into Chinese drywall.

Second, in more than 90 years of making wallboard, U.S. Gypsum Company has not had complaints about its SHEETROCK® brand drywall similar to those being made regarding Chinese wallboard.

Third, production of some of these documents by the CPSC in response to Chinese wallboard inquiries would inaccurately and unfairly suggest to the public that our company's primary product, SHEETROCK® brand gypsum drywall, may have been manufactured in China or that the CPSC believes our product may cause problems similar to those that some Chinese wallboard apparently has

Mr. Todd A. Stevenson
August 13, 2009
Page 2

caused. Neither is true, and nothing in the documents sent to us suggests otherwise.

2. The following are brief comments on each of the six files that you sent to us for review :

No. 090504CBB1656

No comment or objection.

No. 09054CBB1662

This investigation file relates to a homeowner who believes that his family has developed numerous health conditions related to Chinese drywall in his home. However, neither the homeowner nor the CPSC investigator was able to locate a label on the drywall to confirm the drywall manufacturer. A letter in the file from drywall supplier Seacoast Supply indicates that it did supply some drywall to the home but that based on the delivery date the drywall delivered was manufactured by U.S. Gypsum Company in the United States and is not Chinese-made drywall.

Because no Chinese drywall has been identified in the home, this investigation file is not responsive to FOIA requests for "Chinese Drywall Files". Further, production of the file at this time – prior to a full inspection of all the wallboard in the home and a full investigation into the health issues described by the homeowners – would inaccurately and unfairly suggest to the public that that the family's health issues are related to U.S. Gypsum wallboard. There is no evidence that this is true and the CPSC file does not reveal any reason to believe that such a suggestion is true.

Therefore, U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090505CBB1683

As with the previous file, this file reports a homeowner complaint that various health symptoms and copper blackening in his house are related to Chinese drywall. Again, there has been no inspection of all of the drywall in the home to confirm the presence of any Chinese material. The only drywall that has been identified in the report is U.S. Gypsum SHEETROCK® brand drywall, which was reportedly visible only in the attic and is not made in China. There is nothing in the file to confirm the presence of any Chinese drywall in the home. We are aware of other homes where Chinese-made ½" drywall was installed in the walls

Mr. Todd A. Stevenson
August 13, 2009
Page 3

of home, and U.S. Gypsum or other 5/8" inch drywall was installed in the ceiling or attic (5/8 inch wallboard typically is used on ceilings, while walls are typically 1/2 inch board).

Production of this complaint file before a full inspection of all the wallboard in the home and before a full investigation into the health issues described by the homeowners, would inaccurately and unfairly suggest to the public that the family's health issues are related to U.S. Gypsum wallboard.

If any of this homeowner's alleged problems are caused by wallboard in the home, it is more likely that the problems are caused by undiscovered Chinese wallboard than by U.S. Gypsum Company wallboard, which has never been associated with the complaints being made regarding Chinese drywall.

U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090505C1688

This investigation was initiated by a tenant who complained of health issues and copper blackening in her rented home. The manufacturer of the drywall in the home is not confirmed; however, the tenant believes her problems are related to Chinese drywall. As with prior claims addressed herein, the only drywall that was accessible and inspected was located in the attic of the home.

There has been no confirmation that any wallboard in the home was manufactured in China and no investigation into what may be causing the tenant's complaints. Because there is only one unverified reference to U.S. Gypsum Company wallboard in the file, production of these documents by the CPSC in response to FOIA requests would unfairly and inaccurately suggest that U.S. Gypsum wallboard may be a part of the tenant's problems – and there is nothing either in the file or outside the file to support that suggestion.

U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090520CBB2638

This file relates to an investigation into a homeowner complaint of health symptoms and electrical component failures that the homeowner believes might be related to Chinese drywall. The CPSC investigator found no evidence of Chinese drywall – although he did obtain information (a purchase receipt

Mr. Todd A. Stevenson
August 13, 2009
Page 4

produced by the homeowner) that suggests that some of the drywall in the house was manufactured by two U.S. companies – United States Gypsum and Georgia Pacific. However, there was no visual confirmation that the wallboard in the home was in fact manufactured by the two companies. The investigator did not notice any unusual smell in the home and found no visible blackening of copper wire or other metal surfaces – the symptoms frequently reported in homes with the Chinese drywall problems.

There is no evidence of Chinese drywall in the home, the CPSC investigator did not observe any unusual smell or copper blackening, and there is no evidence that the wallboard in the home is causing any problems whatsoever. Therefore, this report is not responsive to the FOIA request. Production of these material in response to the pending FOIA requests may inaccurately suggest that the homeowner's reported problems are related to the presence of wallboard manufactured by two U.S. manufacturers, and there is nothing to support that conclusion..

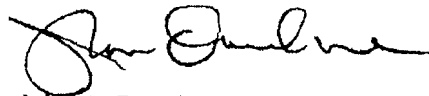
U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090504CBB3555

No comment or objection.

Thank you again for the opportunity to comment on the CPSC response to these FOIA requests. We appreciate your consideration of our comments and concerns. Please feel free to call me if you have any questions or require further information. (312-436-4006)

Very truly yours,



John A. Donahue
Senior Corporate Counsel
Telephone: (312) 436-4006

JAD/cw
#172623

04/14/2009 00:46:14

Name = (b)(3):CPSA Section 25(c)

Address

City = La

State = Arizona

Zip = 86402

Email (b)(3):CPSA Section 25(c)

Teleph

Name of Victim =

Victim's Address =

Victim's City =

Victim's State =

Victim's Zip =

Victim's Telephone =

Incident Description = May 8, 2008 Purchased 110 sheets of Dry Wall from Lowe's Lake Havasu City AZ. My partner, (b)(3) who owns the building where we installed the Dry Wall and I are self home builders. We built four rooms using this Dry Wall. We were both involved in the handling cutting and installing of the Dry Wall. We moved into one room to sleep and within two months we were experiencing headaches, extreme sinus problems, bloody nose (b) got almost everyday night during this time), shortness of breath when laying down to sleep, insomnia, hoarse voice like the beginning stages of laryngitis (although Jane did not have a cold) and lung irritation. Basically during the three and a half months sleeping in this room our health began to drastically deteriorate. At three in the morning one morning Jane said: we have to leave this room NOW! We moved out of this room...and could not figure out what was the problem. Jane kept smelling this stinky garbage type smell (b) could not smell anything because he his nose was so congested) and could not find where it was coming from but she did smell it more strongly if she put her nose up to the wall. This rotten smell had permeated our sheets blankets so much that we had to wash everything that had been in that room during this time. We thought that there might be something toxic coming from the paint, so we spent the next three months in our free time, peeling off the paint from the walls in this room. Then we repainted the walls with a green environmentally healthy No VOC paint from Sherwin Williams called Harmony. In the meantime, we slept in our camper and noticed that within a week we could fall asleep easily and (b)(3) severe congestion bloody nose subsided and my lungs felt better. Although we had been using one of the Computer Rooms everyday 10am to 7 pm during this entire time, we still had a headache at the end of the day. Anyway...We moved back to sleep in this room. Twenty days later, thoroughly exhausted from lack of sleep, headaches, congestion, lung irritation and overall fatigue we moved out of the room again. Just before we moved out of the room I noticed that my vision was blurry both far away and close up, which I thought was very strange since I have very good eyesight, I do not wear glasses or have ever worn glasses. Again our health was deteriorating since we had slept in this room, so, we stopped sleeping in that room. At first we were just concerned about the Bedroom. What could the problem be? we thought, "It couldn't be something in our insulation because we had purposely gone out of our way to find an insulation that had no formaldehyde and no toxins in it. Nevertheless, we decided that we would send our insulation to a lab to have it tested. In the process of looking for a lab to test our Insulation, a man from one of the labs called us. He asked us what the situation was, we told him, and he said that he highly doubts that the problem was in our insulation, but instead he thought it would be in our Dry Wall. Then he told us about Toxic Dry Wall and to look it up online. We did...and found out the symptoms such as frequent burn out of light bulbs and electronic problems such as our new computer was having mini black outs that we could not figure out why...and the health problems people were having were just like ours! Interestingly enough, because we are busy people and home builders, we only putty and painted one room: the room that we were going to and did sleep in. The other three rooms still have the raw Dry Wall in and there is still the Bar Code and Skew # completely visible...and what is left of half of the (b)(3):CPSA Section 2 logo. In our research we called Lowe's and they said that their Dry Wall manufacturers never imported any Dry Wall. And we also read the (b)(3):CPSA says that they did not import any Dry Wall. But we feel and intuitively know that this (b)(3):CPSA Dry Wall on our walls is giving off a toxin. Therefore, when everyone is in an uproar about Chinese Toxic Dry Wall, for National to just say, we did not import any Dry Wall is like the Fox getting the Hunter to start chasing after a bird. We are becoming frustrated, disappointed, angry and depressed just thinking about the terrible mess that this Toxic Dry Wall has made and continues to make in our lives. Basically our whole life and our health is being destroyed because of this Toxic Dry Wall. And we really have no where to turn to. If we tear down the Toxic Dry Wall we will not be able to prove that toxic fumes are being emitted from the Dry Wall. Yet we cannot use the space until we tear down the Toxic Dry Wall. In addition, we cannot tear down the Dry Wall and replace it because we do not have the health energy to do so. Also, we used our allocated savings for building the rooms but do not have any extra funds for tearing down the walls and re-Sheet Rocking them. We cannot hire anyone to tear the Toxic Dry Wall out because we would be liable for jeopardizing the health of the people who tear down these toxic walls. And because of the Toxic Dry Wall, it would be difficult if not impossible to sell our place and move out. Housing prices are extremely low already and if we add the Toxic Dry Wall into this, we will not be able to sell our property at a fair or reasonable price. Basically we are stuck here with this Toxic Dry Wall that is deteriorating our health and contaminating our environment. Please help!

environment. Please help :

When we learned via the internet that they have found Toxic Dry Wall in Arizona and we realized that we have been exposed to Toxic Dry Wall, we immediately called our Local & State Public Health & Building Departments to see if they had any information on this or if there had been a warning issued to Arizona home owners regarding "Toxic Dry Wall". Every Department we called seemed to know nothing about "Toxic Dry Wall" Wouldn't you think that the State Government would be on top of this and extremely concerned about the people of their State being exposed to these toxins. The vapors given off by the "Toxic Dry Wall" are similar to Carbon Monoxide, where all of the oxygen in the room can be absorbed, thus asphyxiating the occupants of an enclosed room with this Toxic Dry Wall on the wall. Plus, there is a question as to whether or not this Dry Wall is emitting "radioactive waves" as they have found "fly ash from Power Plants" in some of the Toxic Dry Wall they have tested. There is nowhere to turn for the many unanswered questions we have. Therefore we turn to our State & Local Government to protect us. We and homeowners throughout Arizona need our State & Local Government to be able to tell us:

How dangerous is it for us to be in a room with this "Toxic Dry Wall" ?

Is this "Toxic Dry Wall" Radioactive?

In doing our research we read an article on the internet stating that Labs in Florida found fly ash residue from Power Plants in the National Dry Wall. Are the Power Plants they are referring to Nuclear Power Plants?

How dangerous is it to be outside of a room built with the Toxic Dry Wall but still within range of it? For example if you have an older home with a new addition built with this Toxic Dry Wall.

How far away should we move from it?

If we take down the Dry Wall, (a huge mess) how dangerous is it for us to do so?

Where do we find the financial means to take this Toxic Dry Wall out of our place?

Where do we dispose of the Toxic Dry Wall ?

Do we need to replace all of the wiring in these rooms to prevent a fire hazard?
Will the wiring in this room become a fire hazard if we do not change it?

Will we have to throw away all of our insulation ?
(ie: have these toxic gases contaminated our insulation?)

Where can we go to find Doctors who understand the Health Issues dealing with exposure to Toxic Dry Wall ?

What can we do as subjects of exposure to Toxic Dry Wall now to help us prevent further damage to our health ?
(ie: take any herbs/medicines that rid the body of heavy metals, accumulated in the body due to exposure to these toxic gases)

Who is responsible for this Toxic Dry Wall ?

What are the type of/names of the tests needed to be done in order to prove that we have Toxic Dry Wall?
...and what companies are able to do these tests?

What is our County, State and Federal Government doing about this Toxic Dry Wall ?

Please help us to find the answers to these questions now.

Victim's age at time of incident =

Victim's sex =

Date of incident = May 2008 to Present

Product involved = National (Brand) Dry Wall purchased at Lowe's Lake Havasu, AZ

Product brand name/manufacturer = National

Manufacturer street address = unknown

Place where manufactured (City and State or Country) = unknown

Product model and serial number, manufacture date = Bar Code & Skew # 0 22332 70522 4 (#on installed dry wall label)

Product damaged, repaired or modified = yes

Doc No: I0940364A

Issue: 29

04/15/2009

If yes, before or after the incident = before

Description of damage, repair or modification = TOXIC

Date product purchased = may 8, 2008

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.

THIS ADDRESS IS MY MAILING ADDRESS IT IS NOT THE BUILDING WHERE THE DRY WALL IS ON THE WALLS. I AM WRITING THIS ON BEHALF OF MYSELF AND MY PARTNER ^(b)(3):CPS WHO OWNS THE PREMISE WHERE THE DRY WALL WAS INSTALLED.

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 a ^{(b)(3):CPSA Section 25(c)}

[Redacted signature area]

-5-09
e

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.

✓ NO MFRS/PRVTLBLS OR PRODUCTS IDENTIFIED

EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG

✓ WITH PORTIONS REMOVED

6,250 w/ 5/8/10

INCIDENT INVESTIGATION TERMINATION REPORT			
1. TASK NO. 090504CBB1654	2. TIME EXPENDED 4	3. DATE INITIATED 5/5/09	
4. HOSPITAL NO.	5. RECORD NO.	6. AGE 25	7. SEX M
8. DATE OF TREATMENT	9. INJURY None	10. BODY PART N/A	11. DISPOSITION N/A
12. PRODUCT Drywall	13. PRODUCT CODE 1876	14. ORGANIZATION CODE	15. INVESTIGATOR ID 2118
16. CATID NO.	17. SPECIAL STUDY NO.	18. TERMINATION CODE	
19. RECORD OF ATTEMPTS TO CONTACT			
DATE	TIME	METHOD	RESPONSE
20. REASON FOR TERMINATION: This investigator is requesting that we terminate this complaint at this time. I will reinstate it if they contact me in the near future. Please see attached form.			
21 REVIEWED BY: R. Hull	ID NO. 9084	MO DAY YR 5/26/09	

090504CBB1654

05/04/09-received internet complaint

05/05/09-called complainant and emailed him with some preliminary questions. No response.

05/12/09-emailed complainant. No response

05/14/09-called and left message for complainant. No response

05/14/09-called and left message for the property manager. No response.

05/17/09-sent out certified letters to the complainant and property manager. No response.

05/18/09-called the phone operator to verify if there is a listing for the complainant. He is not listed.

The property manager was not listed either.

There was a stabbing at this apartment complex several years ago in this area, and there have been recent thefts in which a gun was involved.

Cerruti, Shawn

From: Cerruti, Shawn
Sent: Tuesday, May 12, 2009 5:49 PM
To: Cerruti, Shawn; 'bmo124@gmail.com'
Subject: RE: Drwall

Dr. Mr. [REDACTED]

I would like to contact your apartment complex regarding the recent incident that you submitted to the Commission. Could you please provide me with their name? I will not disclose your name unless you inform me otherwise.

Thank you for your time.

Shawnmarie Cerruti, Investigator
U.S. Consumer Product Safety Commission
2465 Centreville Road, #117-753
Herndon, VA 20171
Tel: (571) 203-9498
Fax: (866) 768-0535
Email: scerruti@cpse.gov

From: Cerruti, Shawn
Sent: Tuesday, May 05, 2009 10:17 AM
To: [REDACTED]
Subject: Drwall

Dear Mr. [REDACTED]

The U.S. Consumer Product Safety Commission is a Federal Agency responsible for investigating deaths, injuries and potential hazards associated with consumer products. We have jurisdiction over 15,000 products. I am an investigator for the state of Virginia and DC area, and am interested in speaking with you about your complaint.

I have a few preliminary questions for you.

- 1) Have you examined the storage room?
- 2) Have you discussed your concerns with your landlord?
- 3) If possible can you forward me a photograph of the drywall?
- 4) How do you know the drywall came from China?
- 5) Who is the manufacturer of the drywall?

I appreciate your assistance in this matter.

Thanks.



U.S. CONSUMER PRODUCT SAFETY COMMISSION
HERNDON FIELD OFFICE
2465 CENTREVILLE ROAD, #J17-753
HERNDON, VA 20171

Shawn M. Cerruti
Product Safety Investigator

Tel: (571) 203-9498
Fax: (866) 768-0535
Email: scerruti@cpsc.gov

May 14, 2009

Dear Mr. [REDACTED]

The U.S. Consumer Product Safety Commission is a Federal Agency responsible for investigating deaths, injuries and potential hazards associated with consumer products.

Thank you for your recent complaint regarding the drywall in your apartment building. We are very interested in investigating your complaint. Unfortunately, you have not responded to my phone calls (2) or emails (2). This letter will be my last attempt.

If I do not hear back from you by COB on 5/19/2009, I will terminate your complaint.

If at any time, you care to reinstate it please notify me by telephone or email.

Thank you for your time.

Sincerely,

Shawn M. Cerruti
Product Safety Investigator



U.S. CONSUMER PRODUCT SAFETY COMMISSION
HERNDON FIELD OFFICE
2465 CENTREVILLE ROAD, #J17-753
HERNDON, VA 20171

Shawn M. Cerruti
Product Safety Investigator

Tel: (571) 203-9498
Fax: (866) 768-0535
Email: scerruti@cpsc.gov

May 14, 2009

(b)(6)

Dear Property Owner:

The U.S. Consumer Product Safety Commission is a Federal Agency responsible for investigating deaths, injuries and potential hazards associated with consumer products.

We have received a complaint from one of your tenants that reside at 1110 Columbia Road, NW in Washington, DC 2009. They claimed that there is a strong sulfur/rotten egg odor coming from the storage area in the basement. They are speculating that it is coming from the drywall.

I would like to speak with you further about their concerns. I left a message on your voicemail earlier today with my name and phone number. In addition, I wanted to send you this letter as a formal request to speak about this matter.

Please contact me by COB on Wednesday, 5/20/09.

Thank you for your time.

Sincerely,

Shawn M. Cerruti
Product Safety Investigator

U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)
 For delivery information visit our website at www.usps.com

7006 0830 0001 042A 7477

Postage	\$	Postage & Fees
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees		\$

(b)(6)

U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)
 For delivery information visit our website at www.usps.com

7006 0830 0001 042A 7477

Postage	\$	Postage & Fees
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees		\$

Street Address:
 City, State ZIP+4

PLR10A MAIN OFFICE
 490 BRVD. S.
 ARLINGTON VA 22204-2009

01-17-2009 10:25:25 AM

Product Description	Qty	Basic Unit Price	Final Price
USPS NS10M 01 2008			\$4.95
Zone 1 Priority Mail®			\$1.50 ea
Certified Mail®			\$2.81
Issue Postage			\$7.75
USPS NS10M 01 2008			\$4.95
Zone 1 Priority Mail®			\$1.50 ea
Certified Mail®			\$2.80
Issue Postage			\$7.75
Total			\$19.60

Paid by
 MasterCard
 Account # [REDACTED]
 Approval # [REDACTED]
 Transaction # 736
 21-902610932-44

Transaction Number
 USPS # 91-21-9150

To check on the delivery status of your Certified Mail articles, visit our Track & Confirm website at www.usps.com or use the Automated Postal Center, Priority Automated Postal Center, or other Postal locations.

Please retain all receipts from affixed forms for inquiries to the sales center; and the customer copy from the affixed form shall be returned.

It's a pleasure to serve you.
 ALL SALES MADE IN STATES AND POSSESSIONS

04/03/2009 15:45:55

Name =
Address =
City =
State =
Zip = 2
Email =
Telephone =
Name of
Victim's
Victim's
Victim's
Victim's
Victim's



Incident Description = Chinese Drywall Concern:

I live with two roommates in an apartment building at 1110 Columbia Road NW in Washington, DC. The structure itself has been around for a long time, but the building was gutted and new drywall was put in over the last several years. Since moving in last June, I have noticed on several occasions a strong sulfur/rotten egg smell coming from the storage unit area in the basement, on the same level as our unit. One roommate of mine has complained of respiratory issues over the last several months and we both have been suffering increased headaches. After reading the article on your website regarding Chinese drywall, I've become suspicious that this could potentially be a cause. I would like to know how we might be able to have our building tested? Thank you.

Victim's age at time of incident = 25
Victim's sex = male
Date of incident = Ongoing
Product involved = Suspected drywall
Product brand name/manufacturer = Unknown
Manufacturer street address = Unknown
Place where manufactured (City and State or Country) = Unknown
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 = no
If not, do you plan to contact them =
Name Release = Do not release name

1. Task Number 090817CBB3885		2. Investigator's ID 9096		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2009 06 03	5. Date Initiated YR MO DAY 2009 08 17		
6. Synopsis of Accident or Complaint UPC The residence in this investigation has domestic drywall installed in it, and therefore was utilized during the indoor air quality study as a control home. MFR/PRVLBR NOTIFIED COMMENTS: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS. <u>6,25c</u> <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY <i>we 5/20/10</i>				
7. Location (Home, School, etc) 1 - HOME		8. City MANDEVILLE		9. State LA
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name DOMESTIC DRYWALL		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 57	13. Sex 1 - Male	14. Disposition 0 - No Injury	15. Injury Diagnosis 70 - No Injury	
16. Body Part(s) Involved 99 - NO INJURY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 1 - On-Site		19. Time Spent (Operational / Travel) 10 / 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 type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 09/02/2009	25. Reviewed By 8631		26. Regional Office Director Frank J. Nava	
27. Distribution Woodard, Dean; Rose, Blake			28. Source Document Number I0960117A	

The information in this report was obtained through the homeowners during an on-site interview conducted on August 21, 2009. The EH&E team were present at this home on the same day conducting testing. This investigation was initiated as part of the on-going drywall investigation, in which this home was classified as a control home during the indoor air quality study.

The complainants are a husband (57-years-old, hereinafter referred to as the male complainant) and a wife (56 years-old, hereinafter referred to as the female complainant), who live in a three-story plantation style home, built on a concrete slab. The home has approximately 7,258 square feet of living space available, with a total of approximately 8,336 square feet under roof. The exterior of the home is stucco and brick. The home has five bedrooms, 4 ½ baths, and an enclosed garage. Ceiling heights in the residence range from 9-12 feet. The 3 bedrooms located on the third floor of the residence are carpeted; with the remainder of the flooring being either hardwood or stained concrete. The home is piped for natural gas, which is utilized by the two fireplaces, stove, and two water heaters. The home has hard wired smoke alarms which are monitored by a home monitoring service.

The male complainant is a developer of the subdivision where the involved residence is located. Approximately 200 homes are located in the subdivision on 1,700 acres. The male complainant acted as the contractor during the construction of his home. Construction began on the home in late 2004. Wood studs were used during construction. The involved product, drywall, was installed in the home and painted in approximately April of 2005. The complainants moved into the home in August of 2005. No repair work has been performed since the home's initial construction. Neither were any changes made to the residence by the complainants (i.e painting, carpet installation, etc.)

Neither complainant has noticed, experienced or reported:

- Health issues or symptoms since moving into the residence
- Unusual problems with appliances or electrical equipment
- Problems (or corrosion) in the central air conditioner (no low refrigerant levels, no coils or components replaced)
- Electrical problems (i.e. flickering lights, circuit breakers tripping, arcs in electrical system)
- Corrosion on jewelry
- Corrosion on faucets or showerheads

During the on-site visit, this Investigator did a visual inspection of the exposed drywall in the attic of the residence. None of the exposed drywall had labeling indicating that it had been imported from China. A sulfur odor was not detected anywhere in the residence. The copper tubing exposed in the attic appeared to be free of black residue and did not appear to be corroded. Copper wiring in several receptacles and light switches in the residence were also visually inspected during the on-site and were found to be copper

090817CBB3885

colored and free of residue/corrosion. Faucets and showerheads were also visually inspected during the on-site and were found to be free of corrosion and pitting.

PRODUCT IDENTIFICATION

- TYPE: Drywall
- BRAND: Unknown
- MODEL: Unknown
- MANUFACTURER: Unknown
- DATE OF MANUFACTURE: 04/09/05
- RETAILER: Interior/Exterior Building Supply, P.O. Box 4002, New Orleans, LA 70178
- COST: \$9.60-\$9.98 per sheet
- BUILDER/CONTRACTOR: John L. Crosby, Inc., #1 Sanctuary Blvd., Mandeville, LA 70471
- DRYWALL SUBCONTRACTOR: Ace Drywall, John Eschete, 22214 Hoffman Road, Mandeville, LA 70471

Labeling:

The following labeling was visible on the back of drywall installed in the attic of the residence, "04/09/05 00:14 LM 396 100% RECYCLED PAPER SINCE 1967".

SAMPLES

None

ATTACHMENTS

- 1) Identity of Respondents (1 Page)
- 2) Invoices for Drywall Purchase (4 Pages)
- 3) Photos 1-11
- 4) Signed Authorization for Release of Name Form (1 Page)

IDENTITY OF RESPONDENTS

- (b)(6)

Initially contacted by telephone on 7/21/09. He and his wife were interviewed during the on-site on 8/21/09.

INTERIOR EXTERIOR

BUILDING SUPPLY
LIMITED PARTNERSHIP
504-488-1998

NEW ORLEANS • ABITA SPRINGS
BATON ROUGE • BIRMINGHAM
MOBILE • GULFPORT • HOUSTON

INVOICE

DOCUMENT: Invoice

CUST.#: 2657
LOT 217 SAWMILL
SANCTUARY

090817CBB3885
Exhibit #2, Page 1 of 4

UPC VENDOR	INVOICE DATE	INVOICE NO
000000	04/14/05	1431068-00
P.O. DATE	P.O. NO.	PAGE #
04/12/05	LOT 217	1

SHIP TO: MANDEVILLE, LA 70471

CORRESPONDENCE TO: INTERIOR / EXTERIOR BUILDING SUPPLY
P. O. BOX 4002
NEW ORLEANS, LA 70178

BILL TO: (b)(6)

INSTRUCTIONS: STAGING AREA:

MANDEVILLE, LA 70471

SHIP POINT	VIA	SHIPPED	TERMS
ABITA SPRINGS BRANCH		04/13/05	1% 29/NET 30

Visit our NEW website. www.interiorexterior.net

LINE NO	PRODUCT AND DESCRIPTION	UPC FIELD NO	QUANTITY ORDERED	QUANTITY B O	QTY SHIPPED	QTY U M	UNIT PRICE	PRICE U M	AMOUNT (NET)
REPLACING DAMAGED ROCK NO CHARGE									
1	41212R 4" X 12" X 1/2" REGULAR SHEETROCK 48SF/PC	00000	15	0	15	PC	0.00	MSF 0.00	0.00
2	41212r 4" X 12" X 1/2" REGULAR SHEETROCK 48SF/PC	00000	25	0	25	PC	205.00	MSF 0.00	246.00
2 Lines Total:				Qty Shipped Total	40			Total	246.00
								Taxes	16.61
								Invoice Total	262.61
4212/113									
Cash Discount								2.46	If Paid By 05/13/05

REMIT TO:
P.O. BOX 4002
NEW ORLEANS, LA 70178-4002

ACCOUNTS PAST DUE SUBJECT TO 1 1/2% MONTHLY
SERVICE CHARGE (18% PER ANNUM)

INTERIOR EXTERIOR

BUILDING SUPPLY
LIMITED PARTNERSHIP
504-488-1998

NEW ORLEANS • ABITA SPRINGS
BATON ROUGE • BIRMINGHAM
MOBILE • GULFPORT • HOUSTON

INVOICE

DOCUMENT: Invoice

090817CBB3885
Exhibit #2, Page 2 of 4

UPC VENDOR	INVOICE DATE	INVOICE NO.
000000	03/08/05	1429936-00
P.O. DATE	P.O. NO.	PAGE #
03/04/05	tot 217 sawmill	1

CUST.#: 2657
SANCTUARY
LOT 217 SAWMILL

SHIP TO: TOM
MANDEVILLE, LA 70471

CORRESPONDENCE TO: INTERIOR / EXTERIOR BUILDING SUPPLY
P. O. BOX 4002
NEW ORLEANS, LA 70178

BILL TO: (b)(6)
MANDEVILLE, LA 70471

INSTRUCTIONS: BTS
STAGING AREA:

SHIP POINT	VIA	SHIPPED	TERMS
ABITA SPRINGS BRANCH	DEL/OUR TRCK	03/07/05	1.29/NET 30

Visit our NEW website. www.interiorexterior.net

LINE NO.	PRODUCT AND DESCRIPTION	UPC ITEM NO.	QUANTITY ORDERED	QUANTITY B O	QTY SHIPPED	QTY U/M	UNIT PRICE	PRICE U/M	AMOUNT (NET)	
1	41212R 4' X 12' X 1/2" REGULAR SHEETROCK	00000	522	114	408	PC	208.00	MSF	0.00	4073.47
2	4812MR 4' X 8' X 1/2" M/R GYP. BD 32 SF	00000	6	6	0	PC	306.00	MSF	0.00	0.00
3	GPDS4812 DENS SHIELD 4' X 8' X 1/2" GEORGIA PACIFIC	00000	10	10	0	PC	650.00	MSF	0.00	0.00
3 Lines Total:			Qty Shipped Total		408	Total		4073.47		
								Taxes	274.96	
								Invoice Total	4348.43	

4217/113

Last Page

Cash Discount 40.73 If Paid By 04/06/05

REMIT TO:
P.O. BOX 4002

ACCOUNTS PAST DUE SUBJECT TO 1 1/2% MONTHLY
SERVICE CHARGE (18% PER ANNUM)

INTERIOR EXTERIOR

BUILDING SUPPLY
LIMITED PARTNERSHIP
504-488-1998

NEW ORLEANS • ABITA SPRINGS
BATON ROUGE • BIRMINGHAM
MOBILE • GULFPORT • HOUSTON

INVOICE

DOCUMENT: Invoice

090817CBB3885
Exhibit #2, Page 3 of 4

UPC VENDOR	INVOICE DATE	INVOICE NO.
000000	03/09/05	1429936-01
P.O. DATE	P.O. NO.	PAGE #
03/04/05	lot 217 sawmill	1

CUST.#: 2657
SANCTUARY
LOT 217 SAWMILL

SHIP TO: TOM
MANDEVILLE, LA 70471

CORRESPONDENCE TO: INTERIOR / EXTERIOR BUILDING SUPPLY
P. O. BOX 4002
NEW ORLEANS, LA 70178

BILL TO: (b)(6)
MANDEVILLE, LA 70471

INSTRUCTIONS: BTS STAGING AREA:

SHIP POINT	VIA	SHIPPED	TERMS
ABITA SPRINGS BRANCH	DEL/OUR TRUCK	03/08/05	1.29/NET 30

Visit our NEW website. www.interiorexterior.net

LINE NO.	PRODUCT AND DESCRIPTION	UPC ITEM NO.	QUANTITY ORDERED	QUANTITY B O	QTY SHIPPED	QTY U/M	UNIT PRICE	PRICE U/M	AMOUNT (NET)
1	41212R 4' X 12' X 1/2" REGULAR SHEETROCK	00000	114	0	114	PC	208.00 4.45	MSF	1138.18
2	4812MR 4' X 8' X 1/2" M/R GYP. BD. 32 SF	00000	6	0	6	PC	306.00	MSF	58.75
3	GPDS4812 DENS SHIELD 4' X 8' X 1/2" GEORGIA PACIFIC	00000	10	10	0	PC	650.00	MSF	0.00
3 Lines Total:			Qty Shipped Total		120			Total	1196.93
								Taxes	80.80
								Invoice Total	1277.73

4217/113

Last Page

Cash Discount 11.97 If Paid By 04/07/05

REMIT TO:
P.O. BOX 4002
NEW ORLEANS, LA 70178-4002

ACCOUNTS PAST DUE SUBJECT TO 1 1/2% MONTHLY
SERVICE CHARGE (18% PER ANNUM)

INTERIOR EXTERIOR

BUILDING SUPPLY
LIMITED PARTNERSHIP
504-488-1998

NEW ORLEANS • ABITA SPRINGS
BATON ROUGE • BIRMINGHAM
MOBILE • GULFPORT • HOUSTON

INVOICE

DOCUMENT: Invoice

090817CBB3885
Exhibit #2, Page 4 of 4

UPC VENDOR	INVOICE DATE	INVOICE NO.
000000	12/07/04	1427750-00
P.O. DATE	P.O. NO.	PAGE #
12/03/04	LOT 117 SAWMILL	1

CUST.#: 2657
SANTCUARY
LOT 117 SAWMILL RD

SHIP TO: 3RD FLOOR
MANDEVILLE, LA 70471

CORRESPONDENCE TO: INTERIOR / EXTERIOR BUILDING SUPPLY
P. O. BOX 4002
NEW ORLEANS, LA 70178

(b)(6)

BILL TO: MANDEVILLE, LA 70471

INSTRUCTIONS: BTS STAGING AREA:

SHIP POINT	VIA	SHIPPED	TERMS
ABITA SPRINGS BRANCH	DEL/OUR TRCK	12/06/04	1,29/NET 30

Visit our NEW website. www.interiorexterior.net

LINE NO.	PRODUCT AND DESCRIPTION	UPC ITEM NO.	QUANTITY ORDERED	QUANTITY B.O.	QTY SHIPPED	QTY U.M.	UNIT PRICE	PRICE U.M.	AMOUNT (NET)	
1	41212R 4' X 12' X 1/2" REGULAR SHEETROCK	00000	126	0	126	PC	200.00 7.60	MSF	0.00	1209.60
2	4812MR 4' X 8' X 1/2" M/R GYP. BD. 32 SF	00000	10	0	10	PC	260.00	MSF	0.00	83.20
2 Lines Total			Qty Shipped Total		136	Total		1292.80		
								Taxes	87.26	
								Invoice Total	1380.06	
4217/113										
Cash Discount								12.93	If Paid By 01/05/05	

Last Page

REMIT TO:
P.O. BOX 4002
NEW ORLEANS, LA 70178-4002

ACCOUNTS PAST DUE SUBJECT TO 1 1/2% MONTHLY
SERVICE CHARGE (18% PER ANNUM)



Photo 1 shows a view of the exterior of the residence.

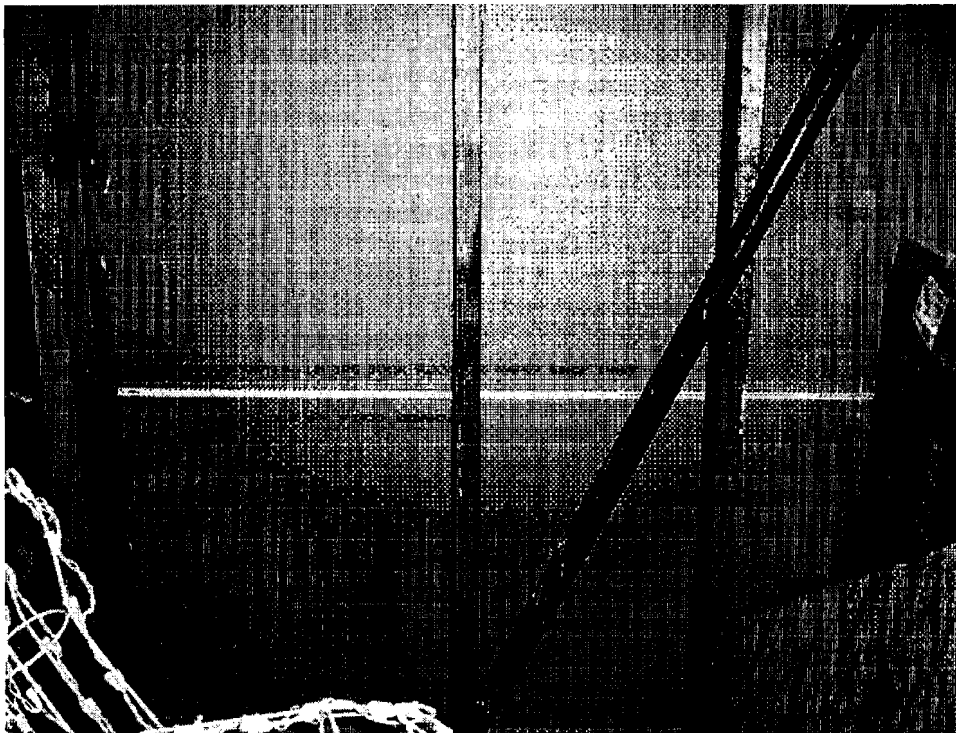


Photo 2 shows a view of labeling located on drywall installed in the attic of the residence. The labeling states, "04/09/05 00:14 LM 396 100% RECYCLED PAPER SINCE 1967".

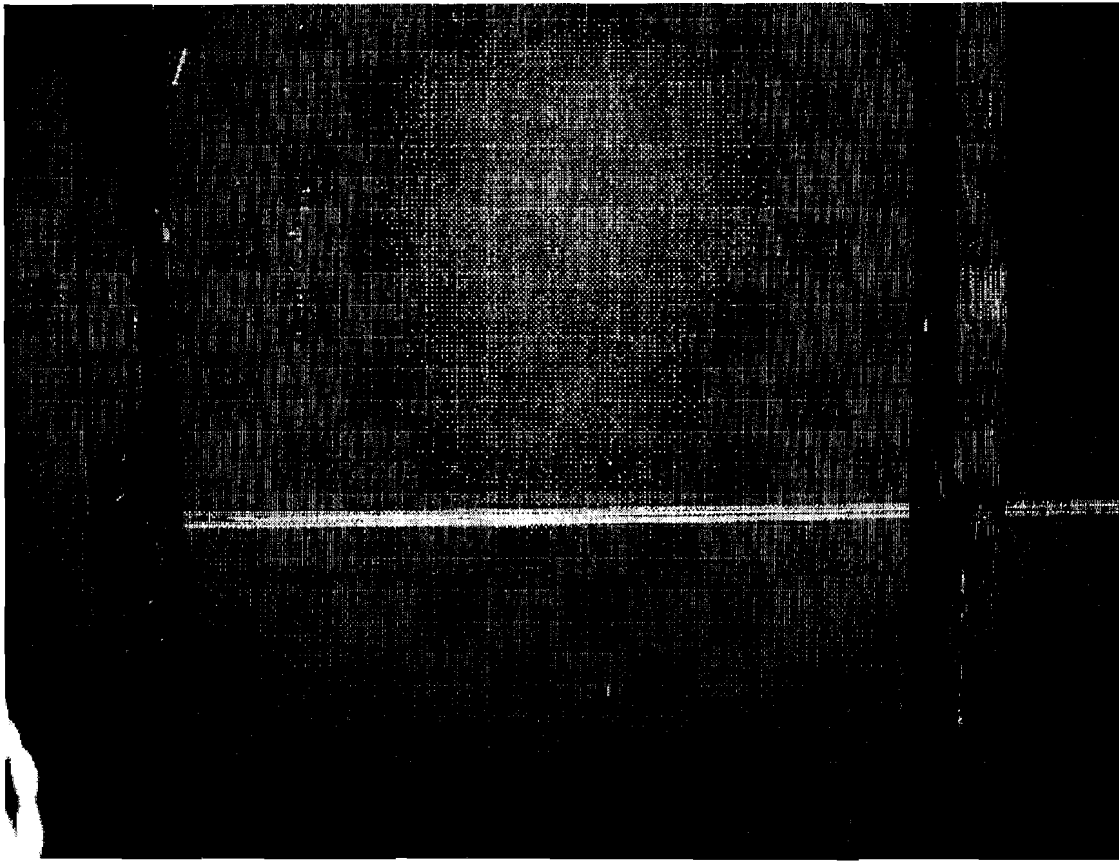


Photo 3 shows a close-up view of an apparent manufacture date printed on the back of drywall installed in the attic of the residence.

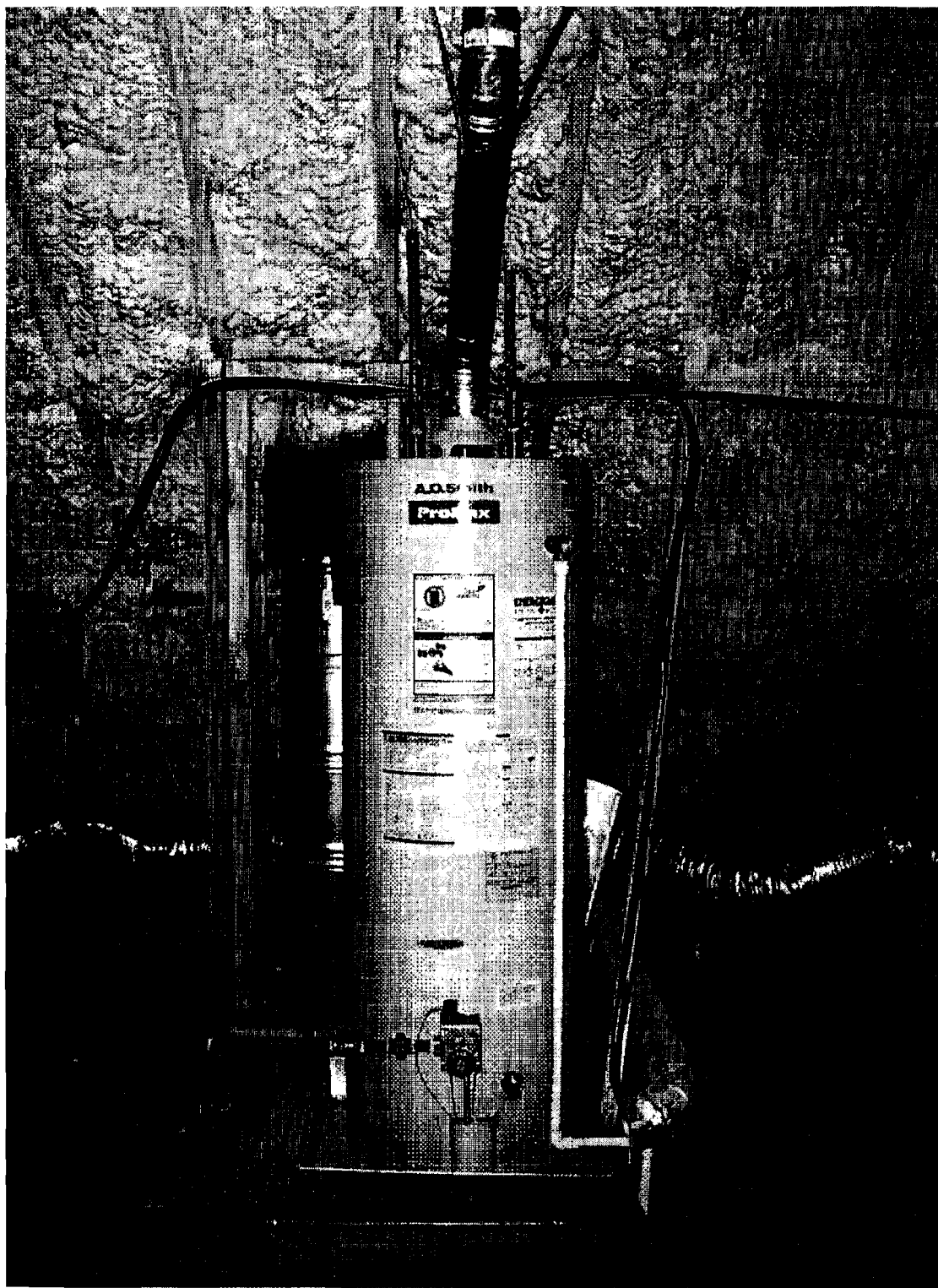


Photo 4 shows a view of one of the water heaters located in the upstairs attic of the residence. The copper piping did not have evidence of corrosion or blackening.

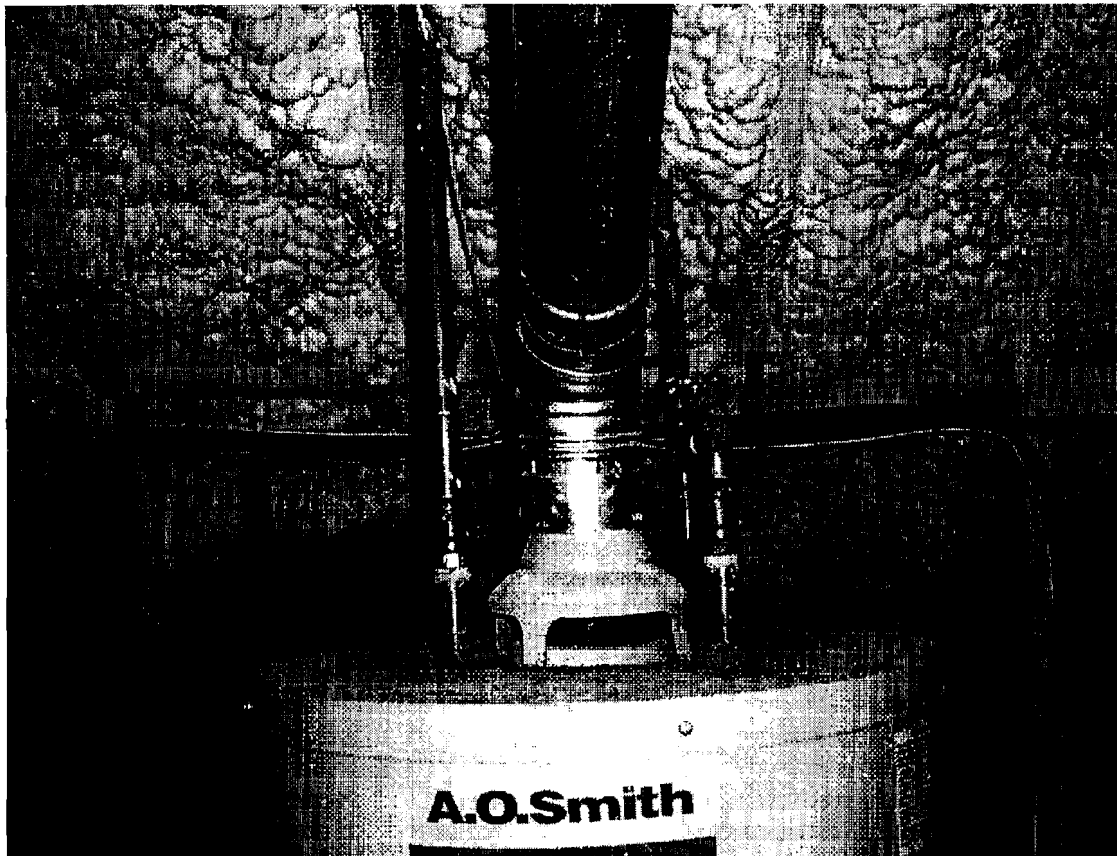


Photo 5 shows a close-up view of the copper piping on the water heater shown in Photo 4.



Photo 6 shows a closer view of gas pipe connected to the water heater shown in Photo 4. The pipe did not have evidence of corrosion.

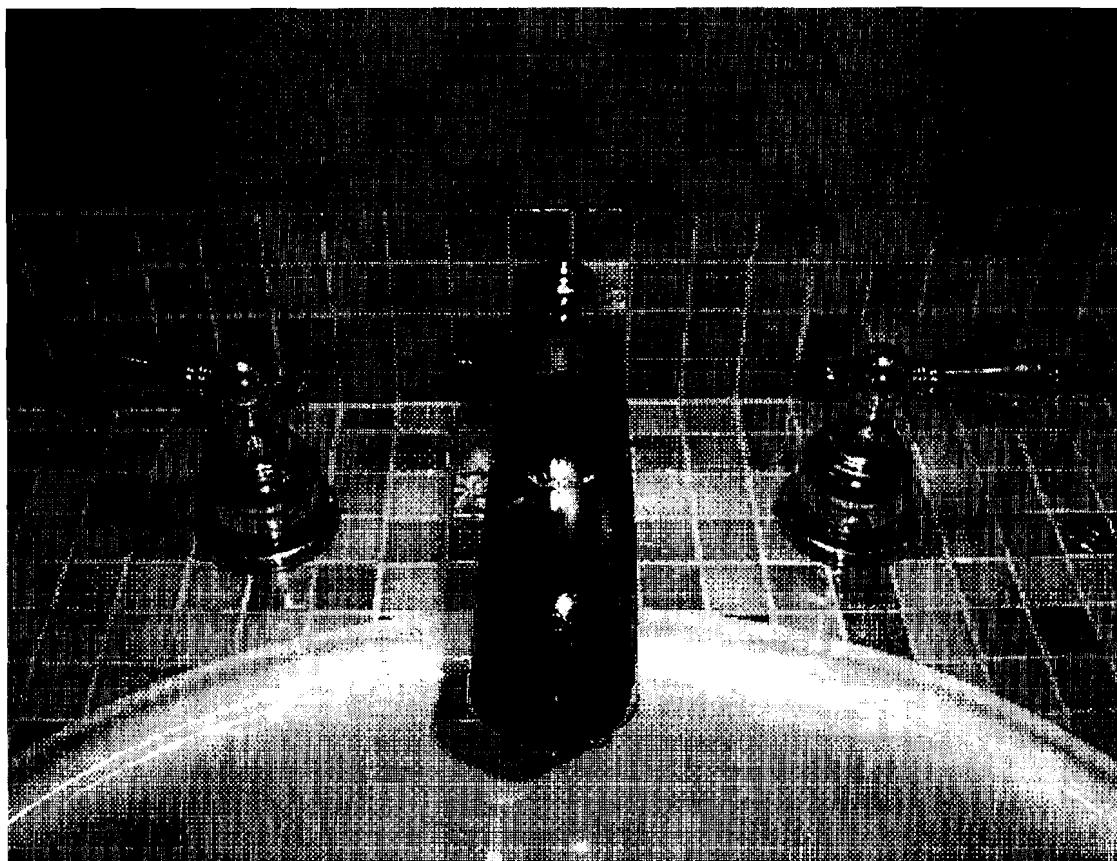


Photo 7 shows a view of a chrome faucet located in an upstairs bathroom of the residence, which did not have evidence of pitting or corrosion on it.



Photo 8 shows a view of a copper wire in a receptacle that remains copper colored and does not show evidence of blackening.

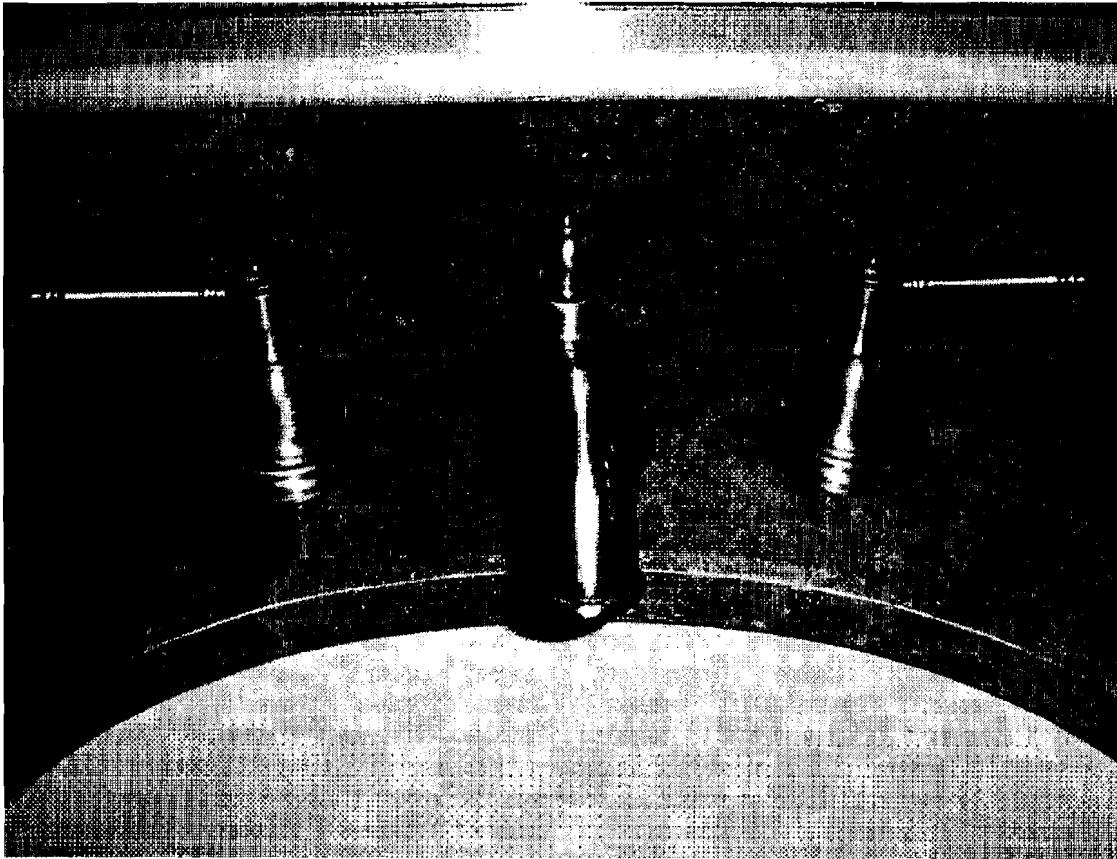


Photo 9 shows a view of a faucet in an upstairs bathroom which has no evidence of pitting or corrosion.



Photo 10 shows a view of copper in a receptacle in a bedroom that does not have evidence of corrosion or blackening.

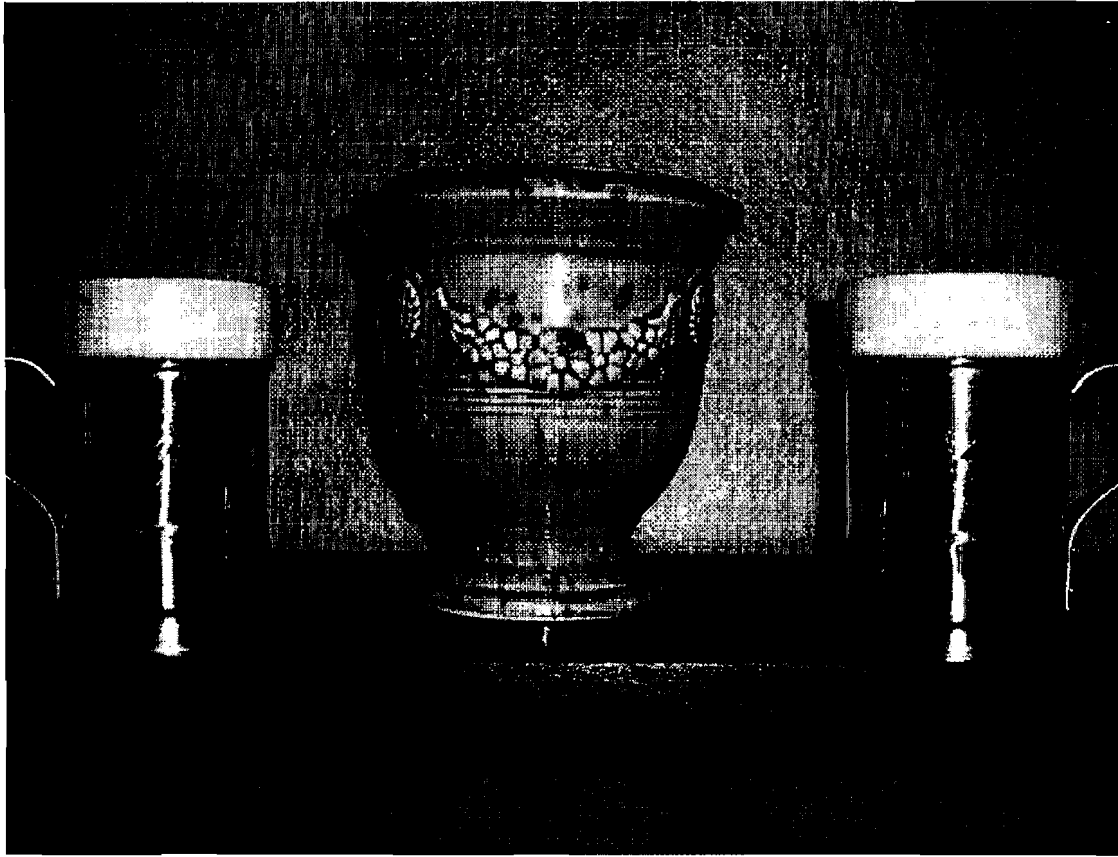


Photo 11 shows a view of copper cups on a shelf in the kitchen of the residence that have no evidence of corrosion or pitting on them.

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.

I request that you release my name to the manufacturer and to the public.

(Signature)

(Date)

06/03/2009 15:19:25

Name =
Address =
City =
State =
Zip =
Email =
Telephone =
Name of victim =
Victim's Address =
Victim's City =
Victim's State =
Victim's Zip =
Victim's Telephone =

Incident Description = We are builder/developer in the Mandeville, Louisiana area. At the present time we have determined that 10 homes, approximately 100 apartments, and one office building that we constructed or renovated in 2006 have symptoms related to defective drywall. The symptoms include blackened wires and copper pipes, A/C system failures, and sulfur odors.

Victim's age at time of incident =
Victim's sex =
Date of incident = on going
Product involved = drywall
Product brand name/manufacturer = Knauf
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 = 2006
Product involved still available = yes
Have you contacted the manufacturer = yes
If not, do you plan to contact them =
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.

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  Date 6/9/09

- 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.

1. Task Number 090507CBB3569		2. Investigator's ID 9094		EPIDEMIOLOGIC INVESTIGATION REPORT	
3. Office Code 840	4. Date of Accident YR MO DAY 2006 07 01	5. Date Initiated YR MO DAY 2009 05 12			
6. Synopsis of Accident or Complaint UPC A 29-year-old female, a 29-year-old male, an 11-year-old male, and a 6-year-old male reported suffering headaches, nosebleeds, and respiratory problems after moving into a house that had been remodeled with imported drywall. They also reported blackening of copper pipes, fixtures, and electrical wiring. In addition, several appliances have failed. They have not noticed flickering, sparking, buzzing, or sizzling of lights. The victims have sought medical attention for their injuries. <p style="text-align: center;"><u>WER/PRYLBR NOTIFIED</u> COMMENTS: <input checked="" type="checkbox"/> YES <i>09/21/09</i> <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input type="checkbox"/> EXCISIONS.FOLA Hxs. ___; <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY</p>					
7. Location (Home, School, etc) 1 - HOME		8. City MERAUX		9. State MS	
10A. First Product 1884 - Ceilings And Walls (interior)		10B. Trade/Brand Name KNAUF		10C. Model Number UNKNOWN	
10D. Manufacturer Name and Address KNAUF DRYWALL P.O. Box 133 /Sittingbourne Kent ME10 3HW					
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 2 - Female		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 1 - On-Site		19. Time Spent (Operational / Travel) 21.5 / 2.5			
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 checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only					
24. Review Date 06/05/2009		25. Reviewed By 8631		26. Regional Office Director Frank J. Nava	
27. Distribution Rose, Blake; Woodard, Dean				28. Source Document Number 10940079A	

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 small portions of the labeling from the incident product. These photographs are included as Attachment 2.

While conducting the on-site visit, 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 with her husband before signing them. She provided a signed copy of the Authorization for Release of Name form, which was received June 3, 2009. Signed copies of the Medical Release forms were not received.

During the on-site visit, the complainant stated that this incident was also being investigated by the state department of health and hospitals. On May 21, 2009, I requested a copy of the investigation report and photographs from that agency. These items were received June 4, 2009. The photographs are included as Attachment 3, and the report is included as Attachment 4.

The complainant also provided an e-mail outlining a brief history of the problems her family has experienced in this incident. This document was received May 15, 2009, and is included as Attachment 5.

This incident occurred at the complainant's residence, a two-story single-family dwelling (Attachment 2, Photograph 1; Attachment 3, Photograph 1). The size of the house involved is approximately 3500 to 3600 square feet. The second floor of the house is carpeted, but the first floor is not.

The primary product involved in this incident is drywall imported from China. This drywall was installed in the first floor of the complainant's home in 2006 when the first floor was gutted and rebuilt following flooding that occurred in August and September 2005. The complainant and her husband stated that new drywall was installed throughout the entire first floor of the house at this time (Attachment 4, Page 2).

The complainant stated wood studs were used in the construction of the house. She said that the studs were treated after the house flooded in 2005 and that she and her husband received a certificate stating that the studs were mold-free.

The incident location is equipped with natural gas service. The complainant stated that the range, the water heater, and the central heating unit are all gas-powered appliances.

As stated above, the complainant and her husband had to gut and remodel the entire first floor of their house following extensive flooding in the area in 2005. The complainant stated that she did not wish to disclose contact information for the subcontractor who installed the drywall when the house was remodeled.

The complainant and her husband both stated that they did not know where the subcontractor had purchased the drywall installed in their house in 2006.

The complainant stated that she and her family moved into the house in July 2006, when the rebuilding of the first floor was completed (Attachment 4, Page 2).

The complainant stated that she noticed a strange odor right away in the first-floor storage closet underneath the stairs (Attachment 4, Page 2). During the on-site visit, she said that the odor reminded her of "stinky wood." She indicated that she also noticed a similar odor in the first-floor game room sometimes when it had been closed up for a while (Attachment 4, Page 2).

The strange odor is stronger in the summer, according to the complainant. In addition, the odor is more noticeable when the air conditioner is not running, she stated (Attachment 4, Page 2).

In the summer of 2008, the complainant's eleven-year-old son began having severe headaches (Attachment 4, Page 4). The complainant stated that she also began having severe headaches during the summer of 2008 (Attachment 4, Page 4). She indicated that the headache symptoms that she and her older son experienced improved when the weather turned cooler and were beginning to worsen again as warmer weather returned.

The complainant's six-year-old son began having nosebleeds and coughing up bloody mucous in the winter of 2008. During the on-site visit, the complainant stated that this problem continues to occur occasionally (Attachment 4, Page 4).

The complainant said that her husband is also beginning to have unexplained headaches. She said that his headaches began in May 2009.

When the family was away from their home on vacation in 2008, they noticed that the symptoms they were experiencing disappeared on the second or third day away. The complainant stated that the symptoms returned when they returned home after their vacation.

The complainant stated that she and both children sought medical treatment for the symptoms they were experiencing. I requested that CPSC be allowed to obtain a copy of the medical records pertaining to the treatment received by each family member. However, the completed Medical Release Form was not returned to CPSC.

The complainant stated that she and her husband have experienced several problems with appliances in the house unexpectedly ceasing to function properly. She said that the lamp in the television room downstairs went out about a year and a half ago (Attachment 4, Page 4). In addition, the lamp in the master bedroom (directly above the other television) began having problems at approximately the same time. The complainant said

that they had the lamp in the television room replaced after it went out but that it is now beginning to have problems again.

In addition to the symptoms reported above, the complainant and her husband are concerned about potential long-term health problems arising from fumes associated with chemicals believed to be in the drywall installed in the first floor of their home when it was remodeled.

In the summer of 2008, the complainant and her husband had to replace the refrigerator that they had purchased in November 2005 (Attachment 4, Page 4).

The complainant said that the circuit board on the gas oven went out in December 2008. Although they had it replaced, the problem began again three or four months later, according to the complainant. She said that they have to use the outside circuit breaker to turn the oven on and off every time they cook anything in it (Attachment 4, Page 4).

The incident residence is equipped with two central air conditioning units. According to the complainant, both units had to be recharged about once a month during the summer. She said that the freon is replaced about once a year, with the last replacement being a couple of weeks prior to the on-site visit (Attachment 4, Page 2).

The complainant indicated that a family friend came to the residence recently and charged the coils of both air conditioning units. She said that this service was provided at no cost and that the friend did not give them a bill or a service record.

During the yearly service visit last year, the air conditioning contractor told the complainant and her husband that the downstairs unit had a freon leak and that the coils in that unit needed to be replaced (Attachment 4, Page 2). The complainant said that they have not replaced the coils in the downstairs unit, due to the ongoing issues that they believe are caused by fumes generated from the Chinese drywall. The complainant did not provide a copy of the service record for this visit.

The report provided by the Louisiana Department of Health and Hospitals indicates that black corrosion was observed on the compressed freon line from the air conditioning unit for the first floor (Attachment 4, Page 2; Attachment 3, Photographs 9-12).

The complainant said that she and her husband have noticed several instances of corrosion that they believe is caused by emissions from the drywall in the lower floor of the home. The hot water line on the gas water heater has begun to blacken (Attachment 2, Photograph 6; Attachment 3, Photographs 3-4; Attachment 4, Page 3). In addition, they have noticed corrosion on plumbing valves in the kitchen (Attachment 4, Page 3; Attachment 3, Photograph 6).

The complainant stated that she has also noticed corrosion on her stainless steel kitchen knives (Attachment 2, Photograph 7; Attachment 3, Photographs 5; Attachment 4, Page 3). During the on-site visit, the complainant pointed out two other instances of corrosion

that she believes might be related to the drywall: the sink area of the wet bar downstairs (Attachment 2, Photograph 8) and a stainless steel toilet paper caddy in a bathroom directly above a vent coming from the first floor (Attachment 2, Photograph 9).

The electrical wiring in the house also shows signs of corrosion, according to the complainant and her husband. She pointed out one instance of corrosion behind the receptacle in the kitchen/breakfast area of the house (Attachment 2, Photograph 10). The Louisiana Department of Health and Hospitals indicates that the complainant has experienced black corrosion of electrical outlets in the laundry room and kitchen (Attachment 4, Page 3; Attachment 3, Photographs 7-8).

CONTACT WITH RETAILER AND MANUFACTURER:

At the time of the on-site visit, neither the complainant nor her husband had contacted the manufacturer or installer of the drywall involved in the incident. When I spoke with the complainant via telephone on June 2, 2009, she indicated that they still had not contacted the manufacturer or installer.

PRODUCT IDENTIFICATION:

The primary product involved is **drywall, manufactured by Knauf Drywall**. During the on-site visit, I was unable to locate or photograph a portion of the drywall on which the entire manufacturer's name was visible. However, I was able to photograph a portion of the labeling on the incident drywall (Attachment 2, Photographs 2-5; Attachment 3, Photograph 2). This partial labeling, along with the distinctive color pattern used by the manufacturer, indicates that the drywall installed in the first floor of the complainant's residence was manufactured by Knauf Drywall. Contact information for Knauf Drywall was obtained from the manufacturer's web site (www.knaufdrywall.com) and is listed below:

Knauf Drywall
P.O. Box 133
Sittingbourne
Kent
ME10 3HW

Customer Services Freephone: 0800 521 050
Customer Services Freefax: 0800 521 205
Customer Services e-mail: cservice@knauf.co.uk
Literature Hotline: 08700 613 700
Technical Service Helpline: 01795 416 259
Technical Service e-mail: technical@knauf.co.uk

SAMPLE:

Per assignment instructions, no sample was collected.

ATTACHMENTS:

Attachment 1 – Contact Sheet

Attachment 2 – Photographs (1 - 10) – taken by CPSC Investigator

Attachment 3 – Photographs (1 - 12) – provided by LA Dept. of Health and Hospitals

Attachment 4 – Walk-through Checklist - provided by LA Dept of Health and Hospitals

Attachment 5 – Brief history of problems with drywall – provide by complainant

Attachment 6 – Authorization for Release of Name

Attachment 7 – Missing Documents Form

List of Contacts

Name: Shannon Schulz
Title: Complainant
Address: 2125 Aramis Drive
Meraux, LA 70075
Phone: 504-619-2204
Interviewed: On-site visit conducted May 13, 2009

Information from interview is included in narrative.

Photographs made during on-site visit.

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

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

Signed Authorization and Medical Release forms requested via e-mail on May 21, 2009.

Called complainant June 2, 2009, to follow up on signed forms – she will send forms.

Complainant does not wish to disclose contact information for subcontractor to CPSC.

Signed Authorization for Release of name was received June 3, 2009.

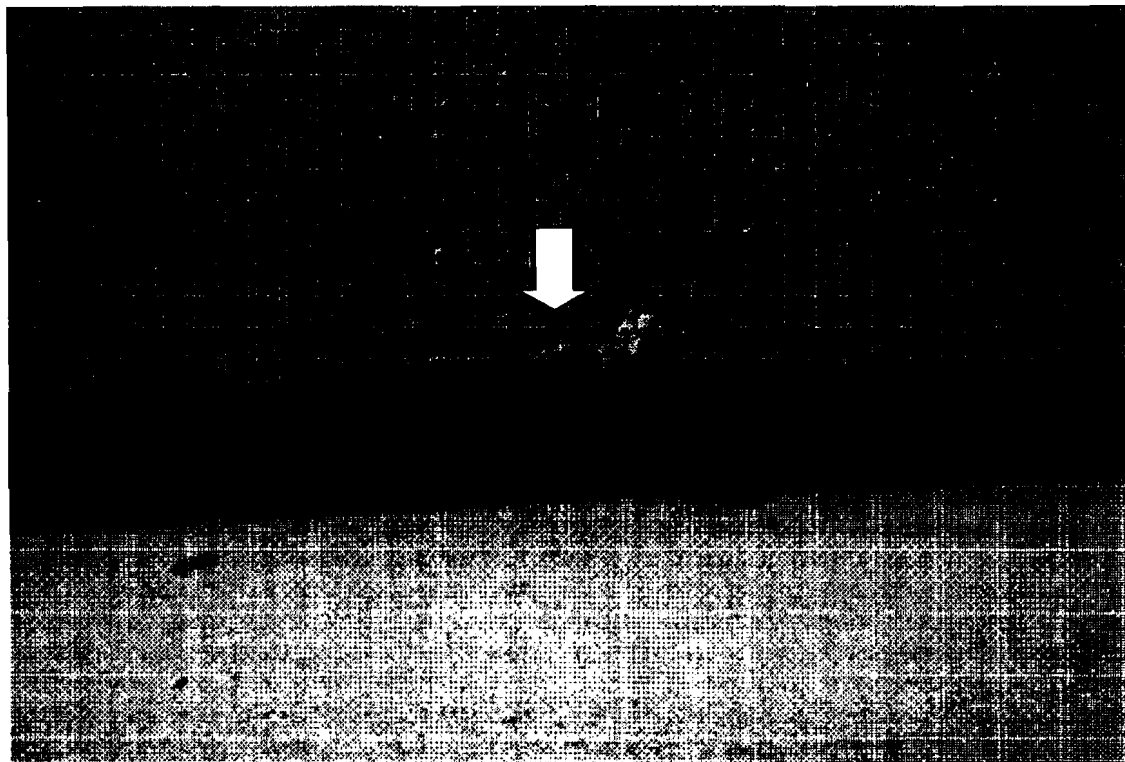
Name: Darcie Olexia
Title: MSPH
Address: Louisiana Department of Health and Hospitals
1450 L & A Road
Metairie, LA 70001
Phone: 504-216-4571
Interviewed: Called May 21, 2009.
Faxed letter requesting report and photographs May 21, 2009.
Mailed letter requesting report and photographs May 22, 2009.

Report was received 06/04/09.

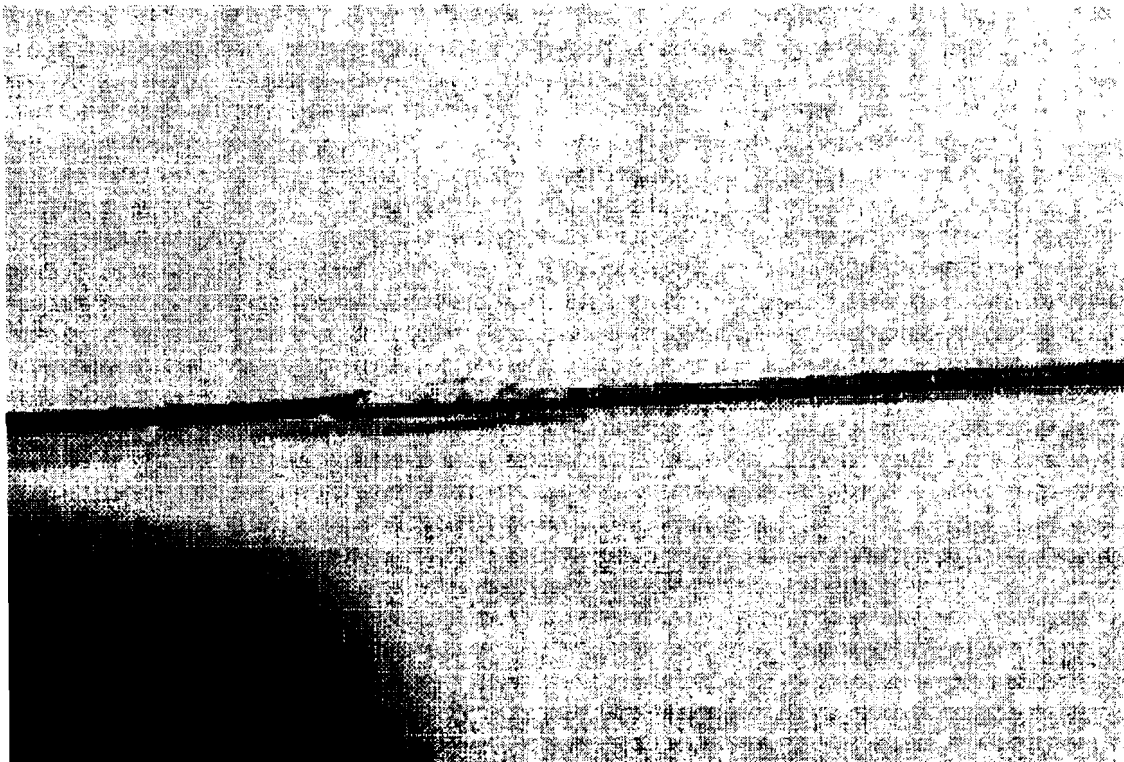
Photographs were received 06/04/09.



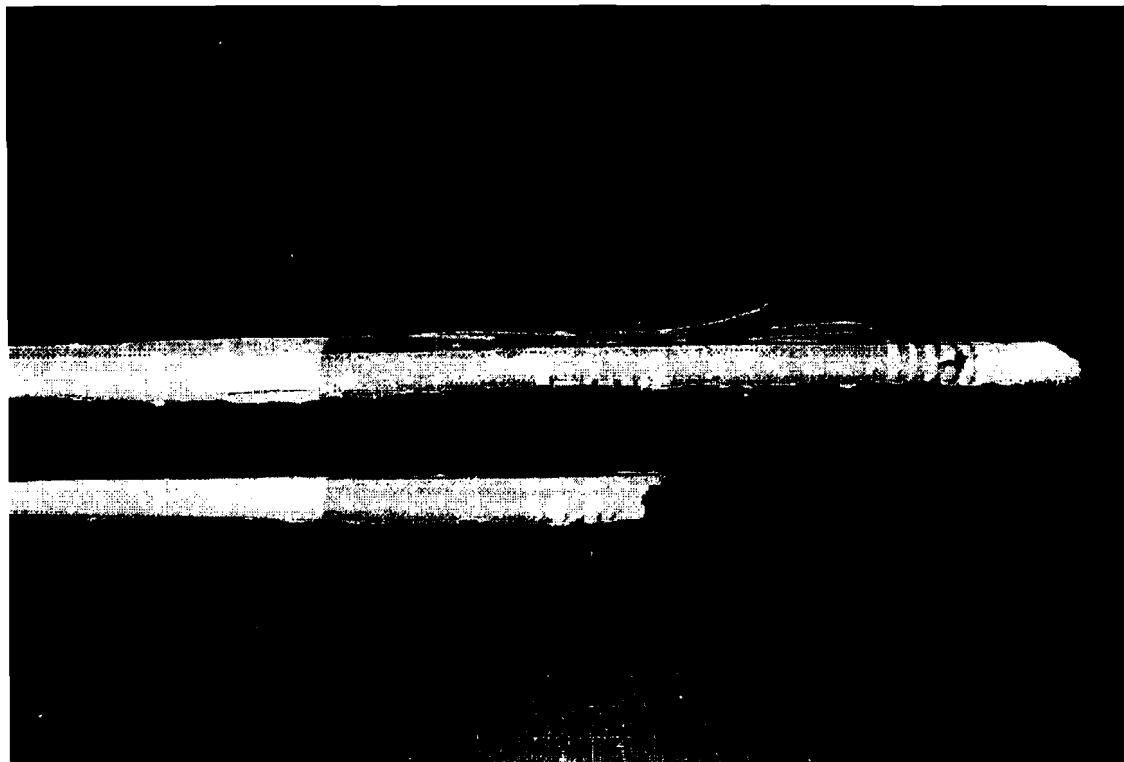
Photograph 1: Incident location



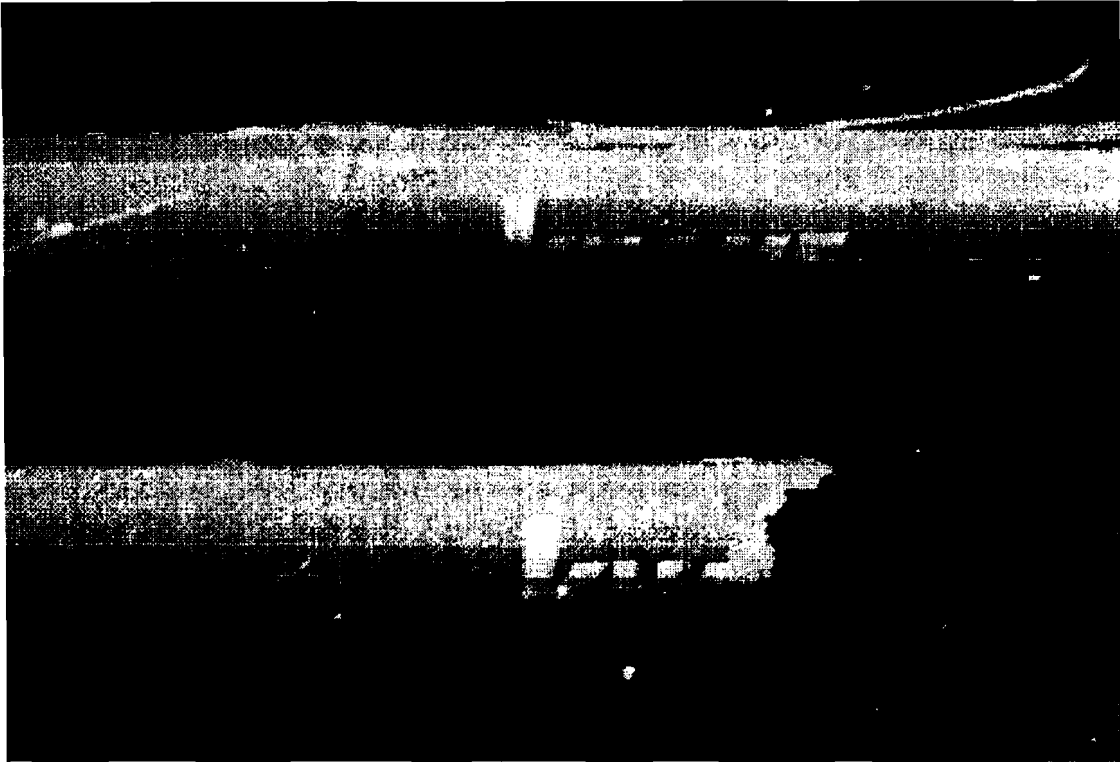
Photograph 2: Chinese drywall visible in under-stair storage closet on first floor of incident location



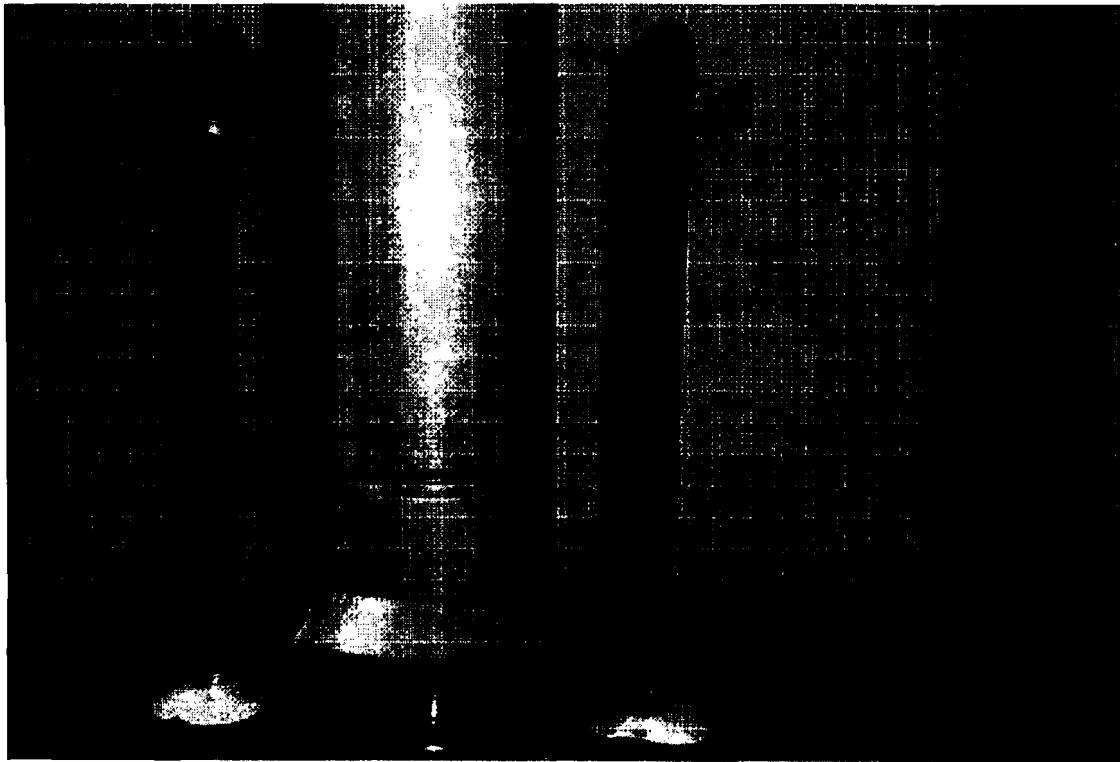
Photograph 3: Second view of Chinese drywall in under-stair storage closet at incident location



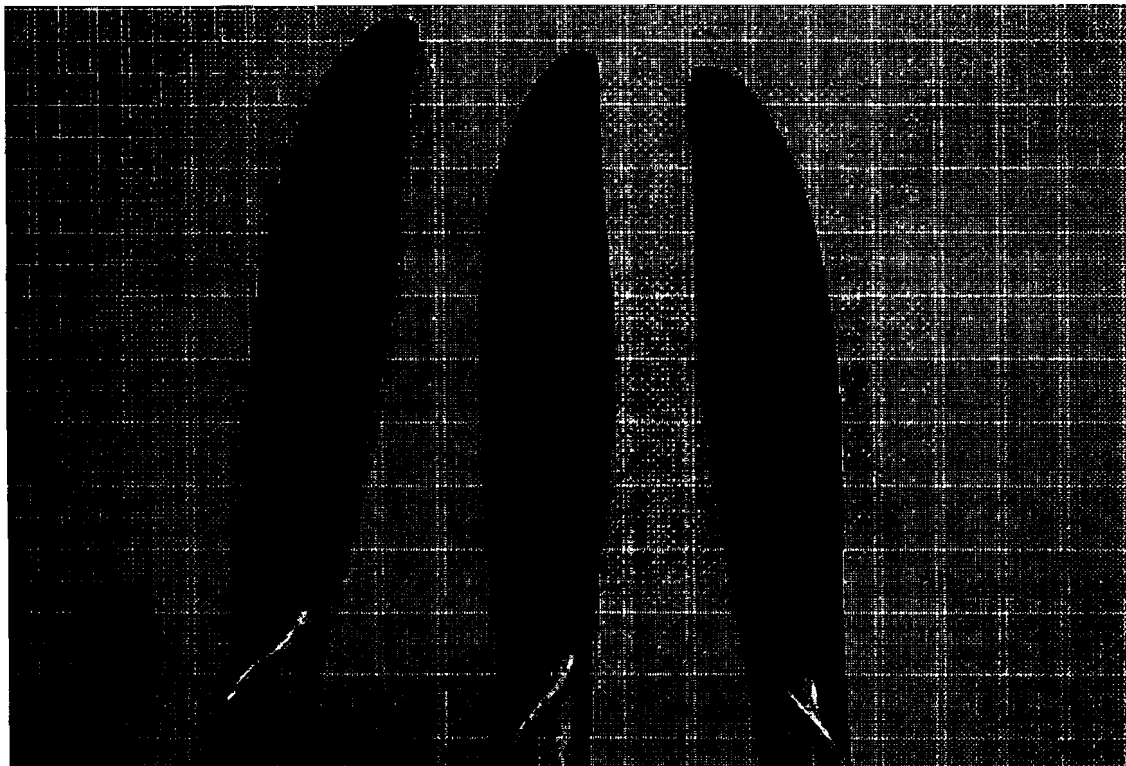
Photograph 4: Drywall pieces cut from first floor storage closet area of incident location



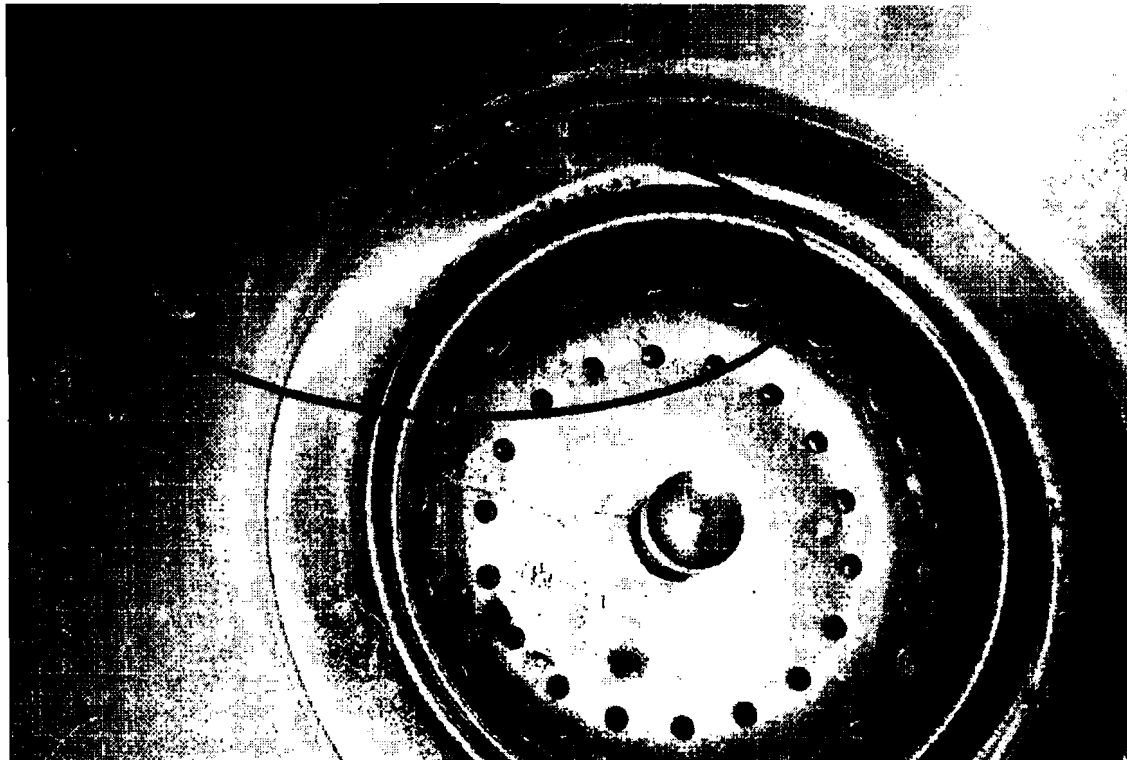
Photograph 5: Closer view of drywall pieces cut from under-stair storage closet on first floor of incident location (note that name on drywall appears to be "Knauf")



Photograph 6: Darkening of copper water pipes in utility room area (running to water heater)



Photograph 7: Corrosion on stainless steel flatware stored on first floor of incident location



Photograph 8: Corrosion of stainless steel sink area in wet bar on first floor of incident location



Photograph 9: Corrosion on stainless steel toilet paper holder in upstairs bathroom (near air vent)



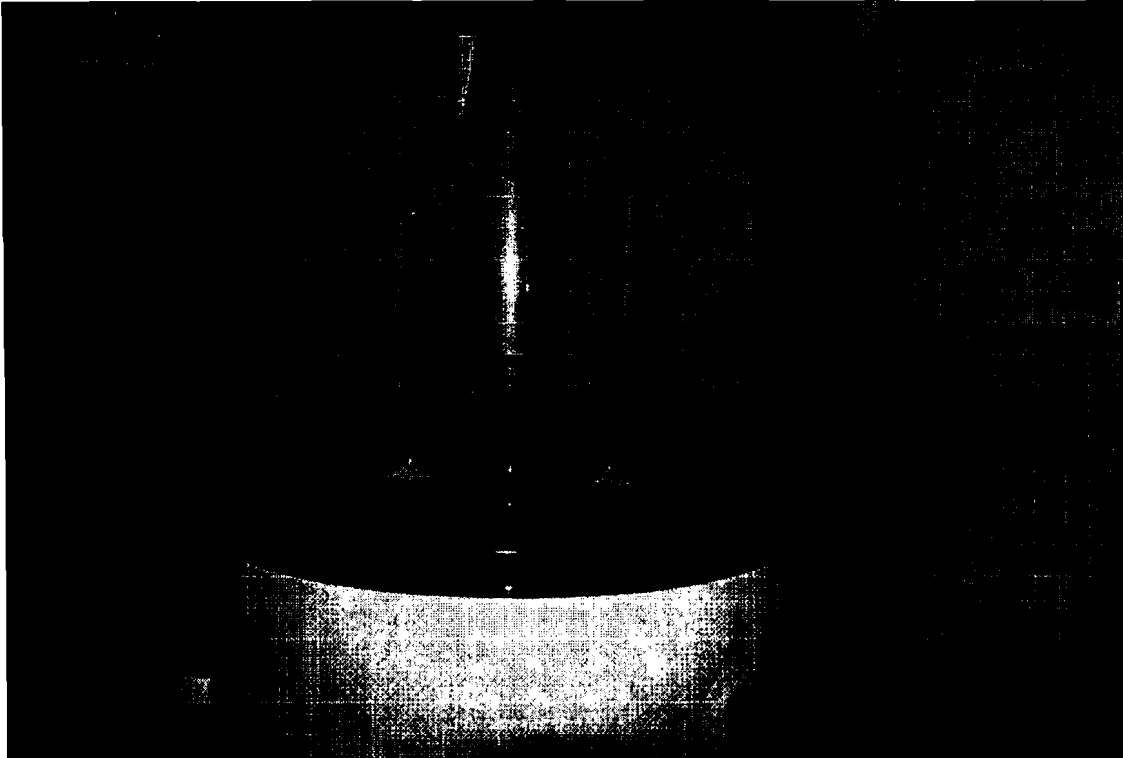
Photograph 10: Corrosion of copper wiring in electrical receptacle near breakfast room area on first floor of incident location



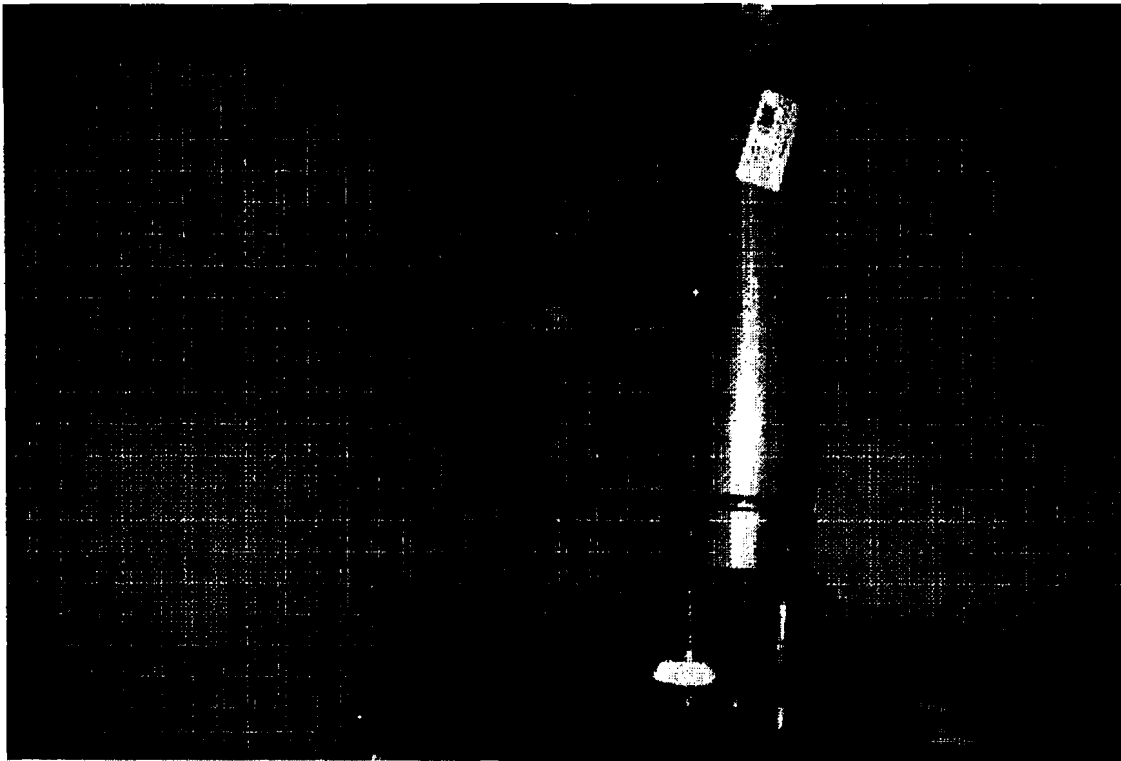
Photograph 1: Incident location (LA DHH photo)



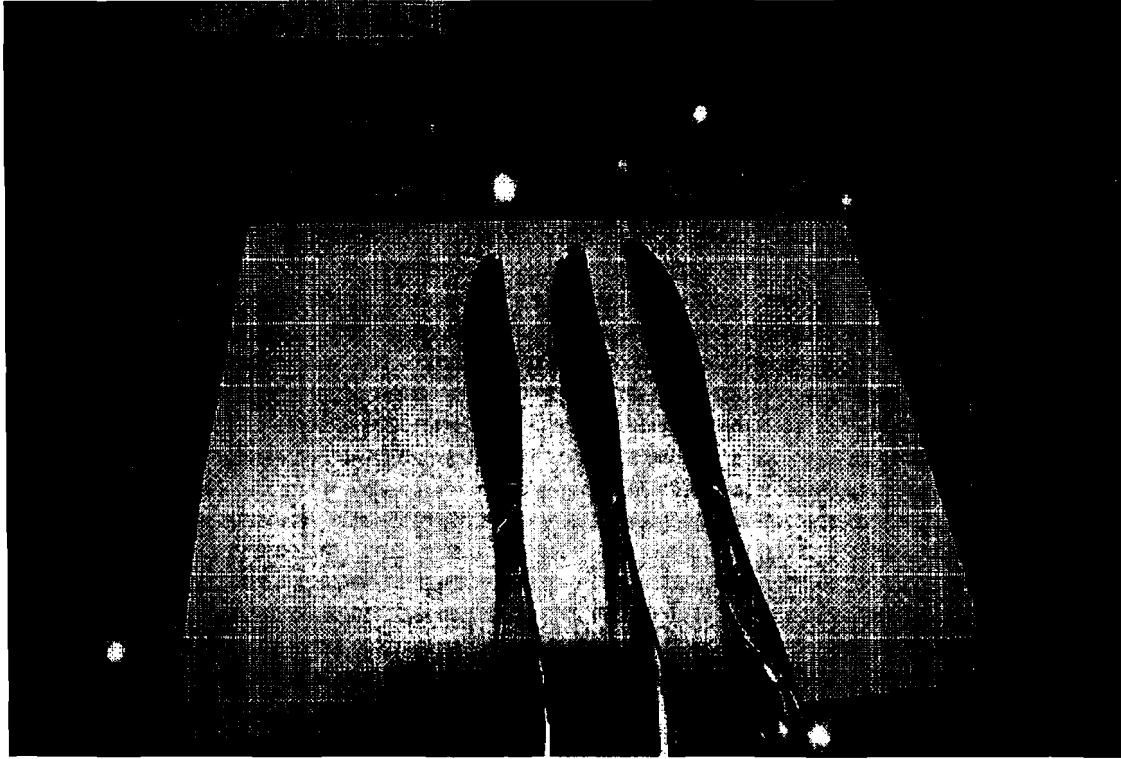
Photograph 2: Chinese drywall visible in complainant's house (LA DHH photo)



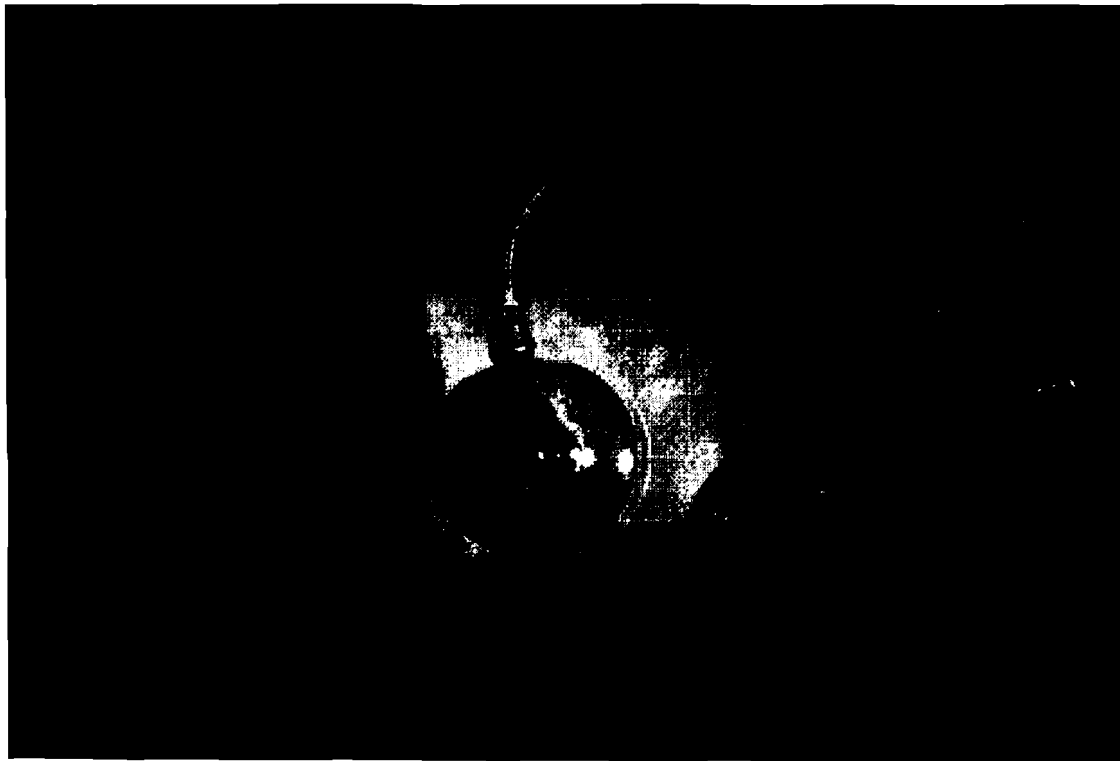
Photograph 3: Darkening of copper hot water pipe in utility room area (LA DHH photo)



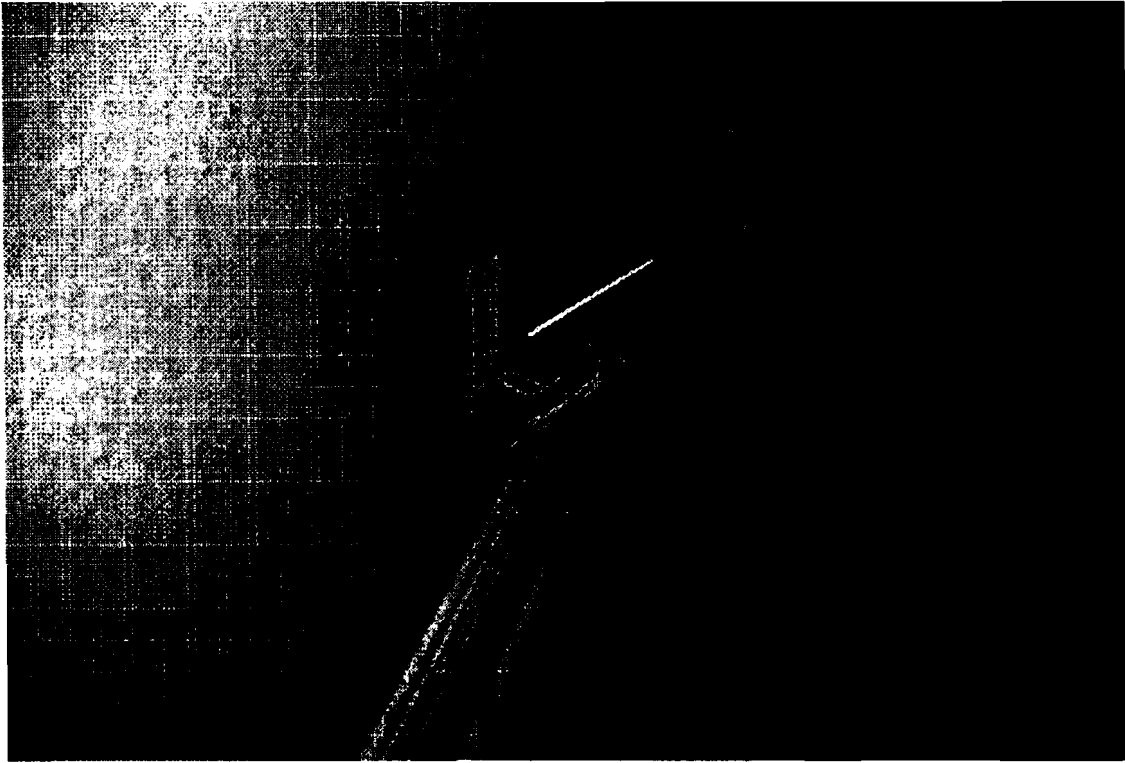
Photograph 4: Corrosion on hot water pipe in utility room (LA DHH photo)



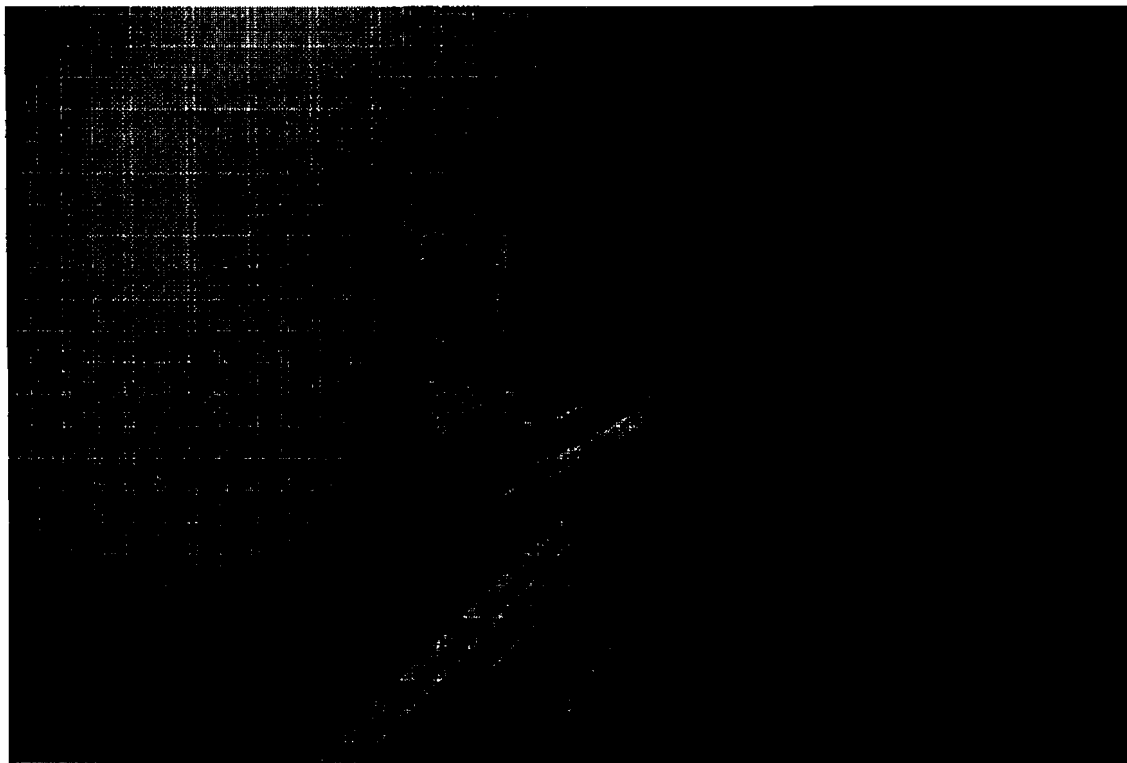
Photograph 5: Corrosion on stainless steel flatware stored on first floor (LADHH photo)



Photograph 6: Corrosion of faucet on first floor (LADHH photo)



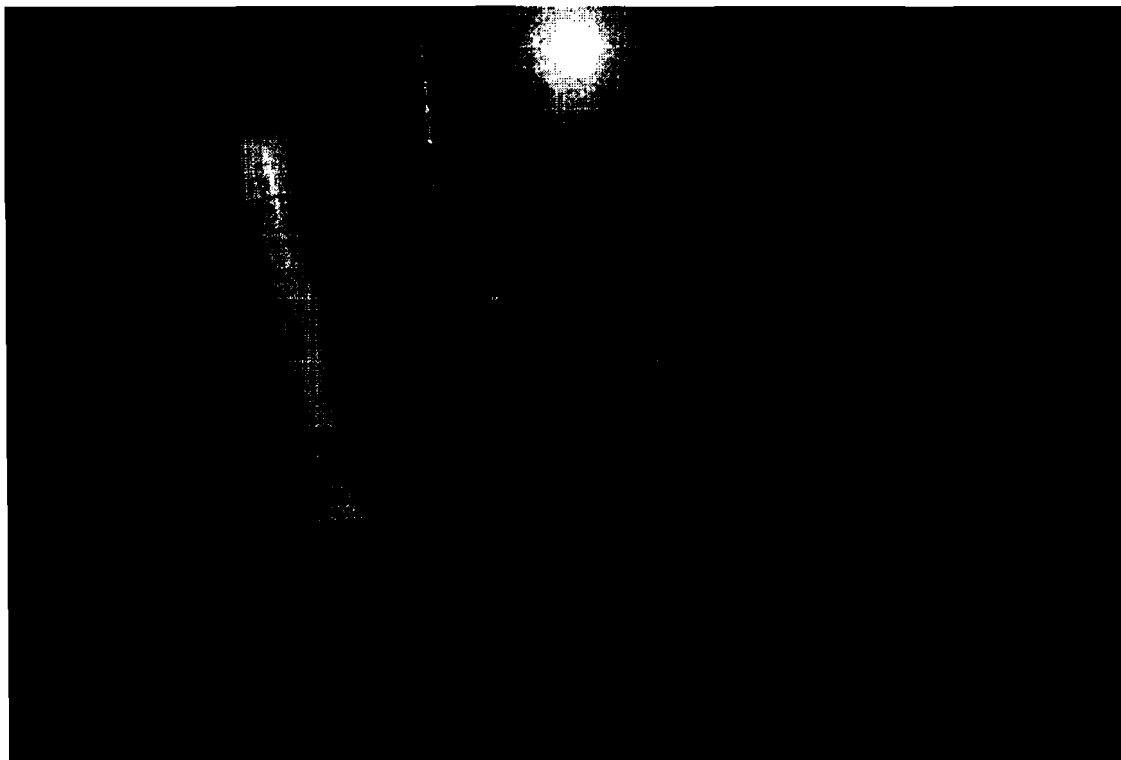
Photograph 7: Corroded wiring in kitchen/breakfast area (LADHH photo)



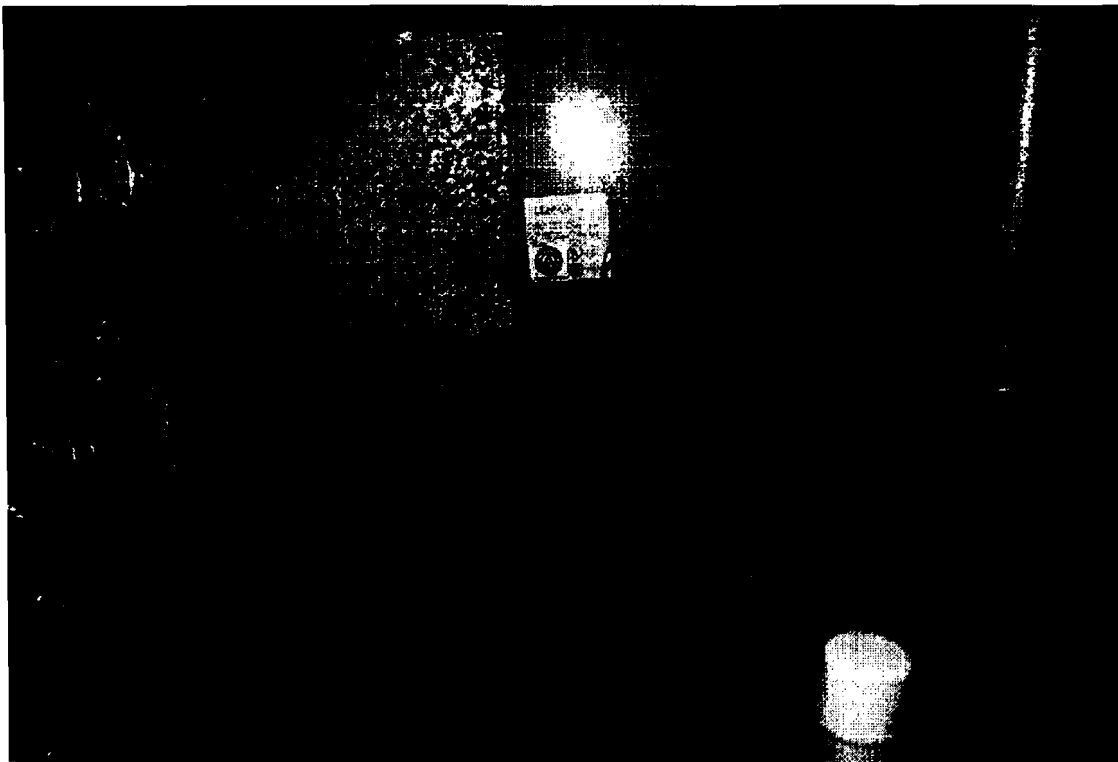
Photograph 8: Second view of corroded electrical wiring in kitchen/breakfast area (LA DHH photo)



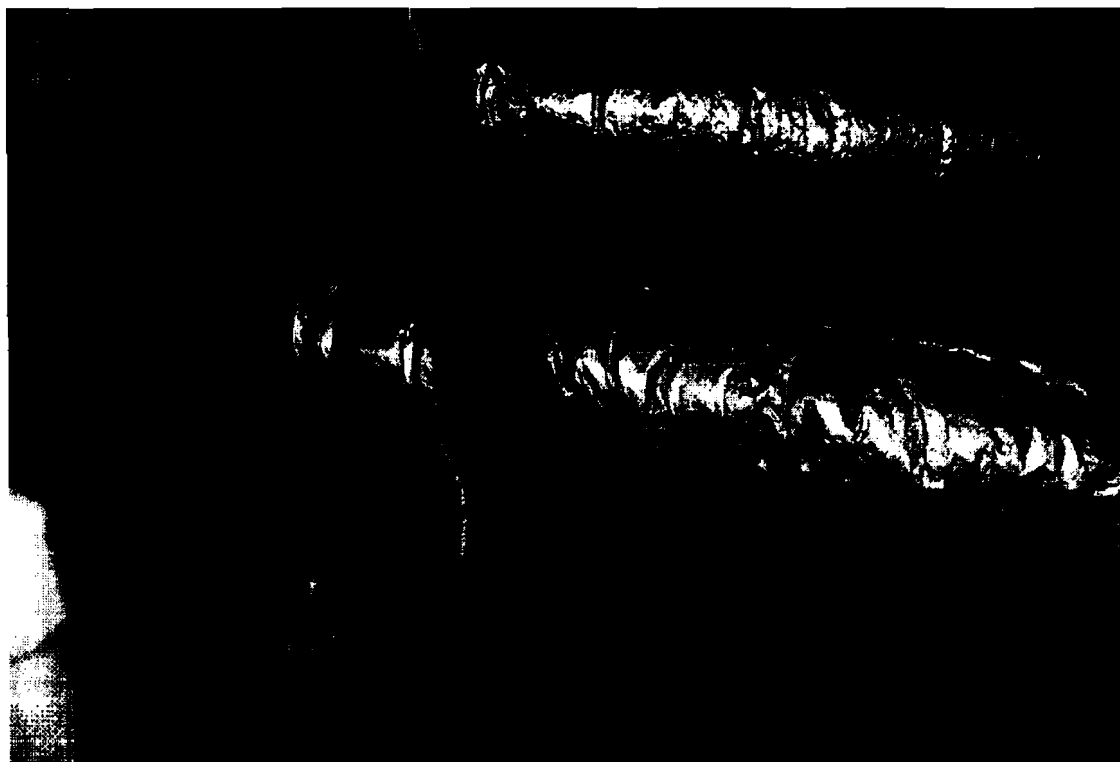
Photograph 9: Blackened corrosion on copper compressed Freon line (LA DHH photo)



Photograph 10: Blackening on copper compressed Freon line (LA DHH)



Photograph 11: Blackening on copper compressed Freon line (LA DHH)

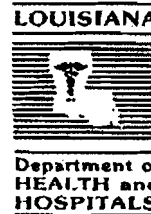


Photograph 12: Blackening on copper compressed Freon line (LA DHH)



Bobby Jindal
GOVERNOR

STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS



Alan Levine
SECRETARY

May 28, 2009

Mr. and Mrs. Schulz
2125 Aramis Dr.
Meraux, LA 70075

Dear Mr. and Mrs. Schulz,

Thank you for allowing the Louisiana Department of Health and Hospitals to visit your home. As you know, we conducted a visual assessment of your home and its surroundings in order to document the conditions that you reported to us related to foreign drywall.

Our visual assessment supports a conclusion of the presence of foreign drywall in your home. A summary of the information we collected while at your home is provided for your records.

This assessment will help us to better define the extent of the foreign drywall problem throughout the State of Louisiana, and our observations will be shared with our federal partners who are investigating this issue on a national level.

The Louisiana Department of Health and Hospitals is working with the US Centers for Disease Control and Prevention to develop foreign drywall fact sheets for residents and medical professionals. This information will be finalized soon and will be sent to your home address.

Thank you again for your cooperation in this investigation. If you have any questions or concerns, please do not hesitate to call us at 1-888-293-7020.

Sincerely,

Darcie Olexia, M.S.P.H.

Environmental Health Scientist

Louisiana Department of Health and Hospitals, Office of Public Health
Section of Environmental Epidemiology and Toxicology

cc: Mary Pigott, Consumer Product Safety Commission

Walk-through Checklist for Foreign Drywall

(ver 5/12/09)

Name Mr. and Mrs. SchulzAddress 2125 Aramis Drive, Meraux, LA 70075Phone 504-232-9130Date: 5/13/09Time In: 2:46 pmTime Out: 3:46 pm**ODORS**

- Sulfur (match strike) Rotten egg/sewer gas
 Other Location of odor Downstairs in cubbie hole under stairway.

Dissipation of odor during visit? _____

When do you smell the odor most often? When A/C is not on.

* Mrs. Schulz told the staff that only the first floor of the home had been flooded following Hurricane Katrina. She also stated that the first floor was completely gutted after the Hurricane. She stated that the family moved back into the home in July 2006. A sulfur like smell was very distinct and strong under confined area under stairway. After the door leading to the confined area was opened, the smell dissipated throughout the adjacent room. A faint smell was detected in the game room which is also located downstairs. The staff could not determine if the smell was the same as the smell under the stairway because the homeowners used Glade plug-ins and candles to mask the odor. The homeowner stated that the odor is stronger and more distinct when the A/C is not on.

EVALUATION OF AIR CONDITIONING UNIT & COMPRESSED FREON LINE

- Age of A/C evaporator coil in air handling unit July 2006
 Replacement of A/C evaporator coil How many times? _____
 Black corrosion of the coil (attach photos)
 Replacement of Freon How often? 1/year was serviced 1-2 weeks ago
 Black corrosion on the compressed Freon line (attach photos)

*This copper line is approximately 1/4 inch in diameter and can be easily viewed without opening the air handling unit or removing any panels. If the air handler is in an interior closet or garage, go to it and look at the un-insulated copper line going into the air handler. If the air handler is located in the attic or crawlspace, it is less common to find corrosion on the un-insulated Freon line.

- A/C serviced 2x last year. The homeowners have not replaced their A/C coils.
- Last year, the A/C contractor told the Schulz family that the coils have to be replaced.

EVALUATION OF ELECTRICAL WIRING

- Black corrosion of un-insulated ground wires in main breaker panel (attach photos)
 Location _____
- Black corrosion at light switches (attach photos)
 Location _____
- Black corrosion of electrical outlets (attach photos)
 Location Laundry Room and Kitchen
- Professional inspector or licensed electrician/technician to confirm corrosion (No)

EVALUATION OF OTHER METAL SURFACES

- Corrosion of copper, brass or metallic surfaces in kitchen: (attach photos)
 sinks faucets plumbing/valves
- Corrosion of copper, brass or metallic surfaces in bath: (attach photos)
 sinks faucets plumbing/valves mirror trim
- Corrosion of copper, brass or metallic surfaces at water heater (attach photos)
- Corrosion of metal jewelry, ornamental fixtures (attach photos)
 Location kitchen butter knives

* Hot water heater pipes beginning to corrode.

EVALUATION OF DRYWALL

- Imported drywall with "Made in China" markings (attach photos)
 Location _____
- Imported drywall with "Knauff" markings (attach photos)
 Location Confined space under stairway
- Imported drywall with "Knauff Tianjin" markings (attach photos)
 Location _____
- Other markings (attach photos)
 Location _____

*Identifying drywall made in China may be the most difficult and possibly inconclusive. This requires cutting holes in walls and finding those markings are not guaranteed. Homes can have drywall from multiple manufacturers, American and imported. It is possible that the imported drywall was installed on the ceiling. Markings may be located under the insulation in the attic space. Some drywall has no marking at all.

EVALUATION OF FAILURE OF ELECTRONIC DEVICES/SMOKE ALARM

- Failure of electronic devices (attach photos)
 television computer microwave other appliance (Had to replace the refrigerator and television that is located in the living room. The circuit board in the electrical stove was repaired before Christmas 2008. In order to operate the stove, the one must go to the main breaker. The family owns another refrigerator that is located in the garage which is an area where drywall was not installed. The garage refrigerator is approximately ten years old had has not had any problems operating.)
- Failure of smoke alarm (attach photos)

COMMENTS:

Health Problems: Mrs. Schulz stated that her 6 year old has been experiencing nose bleeds and coughs up bloody mucus. Mrs. Schulz stated that last summer her oldest son was experiencing headaches and that she is currently experiencing migraines (behind her right eye). Mrs. Schulz has consulted a physician regarding her neurological condition.

Dog: The family owned a dog that lived in the confined space. Mrs. Schulz stated that the dog was having psychological problems and they decided to give it away after Hurricane Gustav.

Sampling: Toxicologist from law firm collected a drywall sample and Knauf label for their analysis/records. Staff collected one blue and yellow Knauf label during visit.

Home had UV disinfection system on top of shaft for the return air unit located on first floor entryway.

Pigott, Mary

From: Schulz, Shannon [shannonschulz@cjalaw.com]
Sent: Friday, May 15, 2009 9:52 AM
To: Pigott, Mary
Subject: Chinese Drywall Victim - SCHULZ FAMILY

Kim – As promised, below is the history of my problems with the Chinese Drywall. Please feel free to contact me if you need any additional information. If you find out any new information, please pass it onto me. I truly appreciate all of your help and hard work. Thank you.

Shannon C. Schulz

Coleman, Johnson, Artigues & Jurisich, LLC
321 St. Charles Avenue, 10th Floor Suite
New Orleans, LA 70130
504.525.9464 Fax
504.586.1979 Phone
504.619.2204 Direct

I know this is lengthy, but **please** takes 10 minutes to watch the video and read.....

Click the link below, then click Chinese Drywall on the left side of the page.....

<http://www.fox8live.com/mediacenter/local.aspx>

My name is Shannon Schulz and I am married with two children; an 11 year old son and a 6 year old son. Unfortunately, my family and I are victims of having purchased the Chinese Drywall. We live in St. Bernard Parish in Meraux, LA. When we remodeled our home after Hurricane Katrina, we hired a company based out of Houston, Texas to hang and float the sheetrock. We moved back into our house in July, 2006. Since that time, we have had to replace our refrigerator, replace 1 upstairs television, replace the tube (lamp) on our big screen television downstairs (twice) and replace the computer chip on our oven just this past winter. Our oven is currently giving us problems again. The **cancel** button will not work, so my husband actually has to go outside to turn the oven off by the breaker box. We have had someone service our a/c unit last summer because it was also not working properly. We need to have the coils replaced on the unit and there is also a leak which needs to be fixed. If I would have put the pieces of the puzzle together then, surely I would have seen that there was a much bigger problem than just the appliances giving us problems. The mystery has now been solved...my husband cut a piece of our drywall to check the backside markings and, of course, it is labeled **KNAUF**. The label is blue and yellow. We have checked behind the electrical boxes and the ground wire (copper wire) is black. If you are not familiar with the Chinese Drywall, the drywall is emitting sulfur-based gases that are corroding the air-conditioner coils, electrical wiring, electronics and the appliances. If this gas can corrode copper, what is it doing to our health and our children's health?

My concerns are:

1. My youngest son has started having nose bleeds and asthmatic symptoms.
2. My oldest son and I have been suffering with headaches.

My questions are:

1. How harmful is this to myself and my family?
2. Being that my husband subcontracted our house, who is liable for this? This is **not** covered by our homeowners insurance.

What steps have I taken:

1. I have contacted the Attorney General's Office and gave them all pertinent information and they advised me to contact America's Watchdog.
2. I have contacted America's Watchdog and they have forwarded my information to their contacts in Washington D.C.
3. I have called the Louisiana Department of Health and Hospitals.
4. I have called my insurance company and placed a claim through my homeowners insurance.

5. Our doctor has ordered that blood work and chest x-rays be done on my family.
6. I have contacted Fox 8 News.
7. I have spoken to someone in Senator Landrieu's office.
8. I have contacted an editor with the Wall Street Journal and they will do a follow-up story on this issue.

What steps do I plan to take:

I plan to get an estimate from a contractor on gutting the house (2nd time in 3 years). There is a chance that the house will have to be bulldozed, so we will need to get an estimate on that as well. How can we resolve this problem?

I have lots of questions, but feel like no one can give us any answers. The only way people in our situation can get answers and correct this problem is if we spread the word. Who allowed this to enter our Country? In the end, who is ultimately responsible for this problem? The federal government has a responsibility to correct this problem and assist with the repair costs. We need answers. When do I need to start the process of gutting the house or does it need to be bulldozed? What should I do with my family? Please contact our Senators, Attorney General, local and national news stations; send them our story. We cannot let this go unresolved. Someone needs to take responsibility for this problem.

It's unthinkable in a country that leads the world there are not measurements, checks and balances to prevent dangerous building materials from being imported. Where is our protection? Does no one care what is being allowed to be sold on the streets of the United States? But in this case, there are not and hence, here we are. What type of damage has occurred to these families because of this? What will be the costs to their health or emotionally and financially? And how many people have now been affected by this? How many times do we have to be reactive because our government has let us down, disappointed us i.e. levees, FEMA, this? Regardless, we are strong and we do not cower when faced time and time again (within 3+ years) with life changing challenges. We are more than just a monetary resource for our government (taxes), we are real people. Please take a few minutes and send a message to our government asking for protection and help. Please forward our story on by clicking the links below or you can print our story and fax it to them.

http://www.senate.gov/general/contact_information/senators_cfm.cfm?OrderBy=party&Sort=ASC

<http://www.ag.state.la.us/>

With kindest regards,

Shannon Schulz
Meraux, LA 70075
Office: 504.619.2204

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.

Shannon Schulz 6-2-2009
(Signature) (Date)

Task No. 090507CBB3569

Date: 06-04-2009

STATUS OF MISSING DOCUMENT (S)

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

1. Medical Release Form - not returned by complainant (unable to request medical records due to absence of signed medical release form)
2. _____
3. _____
4. _____
5. _____

Date: 06-04-2009 **Investigator No:** 9094

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

1. Task Number 090928CNE7033		2. Investigator's ID 9057		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 12 19		5. Date Initiated YR MO DAY 2009 09 28	
6. Synopsis of Accident or Complaint UPC <p>A 35 year old male, a 31 year old female and their 16 month old daughter reside in their home built in 2006. Immediately after moving into the new constructed home, the family has suffered respiratory health problems, allergies and insomnia which are all ongoing issues. Metal and copper items in the home has sustained corrosion and blackening along with issues with their air conditioner and several appliances failing. The consumer observed a brand name stamped on drywall located in the attic of the home.</p> <p style="text-align: right;">CPSA 6(b)(1) CLEARED for PUBLIC <input checked="" type="checkbox"/> NO MFRS/PRVT LBLS OR PRODUCTS IDENTIFIED EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG <input checked="" type="checkbox"/> WITH PORTIONS REMOVED: <u>6, 25 C, 3</u></p> <p style="text-align: right; margin-right: 50px;"><i>WC</i> <i>5/18/10</i></p>				
7. Location (Home, School, etc) 1 - HOME		8. City BOYNTON BEACH		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name KNAUF		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 381 - Air Conditioners		11B. Trade/Brand Name UNKNOWN		11C. Model Number UNKNOWN
11D. Manufacturer Name and Address UNKNOWN				
12. Age of Victim 35	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 2 - Telephone
19. Time Spent (Operational / Travel) 2 / 0				
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 type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 10/15/2009		25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius
27. Distribution Blasius, Dennis			28. Source Document Number H0930233A	



US Consumer Product Safety Commission

▶ Consumer Safety ▶ About CPSC ▶ Library & Q&A ▶ Business

Field Drywall Follow-Up Form

This form is to be used by CPSC Field Staff only for obtaining follow-up information from consumers who filed previous drywall reports.

When filling out the form, use the TAB key or your mouse to go to the next data area. Use the scroll bar to scroll down the form. Please limit entries in the larger, multiline boxes to 255 characters.

Consumer Name: (b)(3):CPSA Section 25

Address: (c)

City:

State:

Zip code:

Email address:

Telephone:

Name of Interviewer:

Date of Interview:

1. What are the ages and gender of the persons living in the home?

2. When did you move into your home? Date:

3. What year was your home built? Date:

4. Describe the style of your home (ranch, duplex, condominium, colonial, etc.)

5. What is the name and address of your builder and/or contractor?

6. If renovation of existing structure, provide dates:

7. Did the renovation include drywall? Yes No

8. Describe the work done in the renovation project.

9. If known, provide the name and address of the person that provided the drywall for the project.

10. Are you currently living at the address above? Yes No

11. Does your home use natural or LP gas service? Yes No

11a. If yes, which type and for which appliances?

[Empty text box]

12. Have you noticed unusual odors in your home? Yes No

12a. If yes, describe the odors, and when you notice them.

Since the family moved into the new construction home in 2006, they have smelled a bitter, sulfur odor. The odor is stronger in some areas of the home and stronger when the home is heating up - from the sun.

13. How many air conditioner service calls have you had in the last 3 years? 4

13a. If any, describe the type of service needed and how often.

Coils had to be resealed, the unit re-charged and the inside of the a/c unit is turning black.

14. Have you observed any blackening or corrosion of copper or metal items in your home? Yes No

14a. If so, describe which items.

Silver jewelry, picture frames, copper art, bathroom and kitchen fixtures, soap dispensers, salt and pepper shakers.

15. Describe any problems with the operations of your smoke, carbon monoxide detectors and security alarm systems in the last 3 years.

None

16. Has it been confirmed that Chinese manufactured drywall is present in your home? Yes No

16a. If so, by whom.

The consumer stated it has been confirmed Chinese drywall is present in the home by a licensed inspector and the builder. Also, he has observed KNAUF stamped on drywall located in his attic.

17. Do you know the name of the manufacturer of the imported drywall in your home? Yes No

17a. If so, provide the name(s) and how you learned this information.

Kanuf. Drywall was brought in by an unknown contractor subbed out by the builder, Northstar Homes.

18. Has anyone in the house experienced any health symptoms since the installation of the imported drywall or since moving into the home? Yes No

18a. If so, describe the health symptoms and the age of the person.

Consumer has insomnia, his wife has eye allergies, and his daughter has signs of respiratory illnesses.

19. Do you keep a record of your symptoms? Yes No

20. How often do the symptoms occur?

Daily and on-going since moving into the home in 2006.

21. Did you (or household member) seek medical care or treatment for these symptoms? Yes No

21a. If so, describe (who sought care, date(s), the symptom present, type of care or treatment)

The consumer's 18 month old daughter is under the care of a doctor and prescribed antibiotics.

22. Have you and/or any member of your household experienced similar symptoms in the past? Yes No

22a. If so, when and under what circumstances.

[Empty text box]

23. Have you noticed any unusual patterns of operations of your light fixtures, light switches, circuit breaker box, wall switches and receptacles, or any unusual sounds or smells coming from electrical components in the home? Yes No

23a. If so, identify the item, age, date and describe the unusual pattern(s).

Three months after moving into the home in 2006, the home's circuit breaker failed. This was fixed and no additional problems noted.

24. Have you had any unusual problems with appliances or with any electrical equipment in the residence? In particular, have any appliances unexpectedly stopped working? Yes No

24a. If so, describe the type and age of appliance, nature of the problem and the dates of the occurrence.

Dates unknown - Toaster oven failed, circuit breaker on dryer replaced, microwave quit working, computer power cords have had to be replaced, home intercom system replaced twice and speakers replaced twice. Furnace fan circuit board went out.

25. Are you interested in being considered for participation in potential future studies of the imported drywall issue? Yes No

26. Have you contacted your builder or contractor about your drywall issues? Yes No

26a. If so, what was the response?

The builder said they sub-contracted the drywall work out and are not responsible for drywall issues - the sub-contractors are. Consumer is trying to attempt to obtain sub-contractor information.

27. Have you filed a lawsuit for this matter? Yes No

27a. If so, provide the name, address and phone number of the attorney.

Coleson, Hicks and Eidson, Attorney Ervin Gonzalez. 255 Aragon Avenue in Coral Gables, FL 33134. Tel: (305) 476-7400

28. Do you know of anyone else in your community with complaints about drywall? Yes No

28a. If so, provide the name, address and phone number, if known.

Consumer did not have names, addresses or phone numbers but stated he is aware of 70 - 80 homes that have Chinese drywall complaints.

29. Additional Comments. If a document number for your original report was provided to you by CPSC, please include it here.

H0930233A. Consumer reported that on 10/13/09 - he had various individuals at his home to examine the home and also a press release was conducted. The attendees were, but not limited to, Dept. of Housing and Urban Development Secretary Shaun Donovan, Congressmen R. Wexler, R. Klein, M. Diaz-Balart and State Senator T. Deutch.

- I request that you do not release my name
- 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



This information is collected by authority of 15 U.S.C. 2054 and will be entered into a database by a Consumer Product Safety Commission contractor. The information is not retrievable by name. The information may be shared with product manufacturers, distributors, or retailers. However, no names or other personal information will be disclosed without explicit permission.

OMB Control Number 3041-0029

[Consumer Safety \(Home\)](#) | [About CPSC](#) | [Library](#) | [Business](#)

Mach, Michelle

From: (b)(3):CPSA Section 25(c)
Sent: Thursday, October 15, 2009 11:20 AM
To: Mach, Michelle
Subject: Fwd: Press Clips and Photos from Chinese Drywall Press Conference in Boynton Beach
Attachments: image002.jpg; image006.png; image005.png; image006.png; image005.png; image005.png; image009.png; image009.png; image009.png; image009.png; image009.png; image009.png; image009.png; image009.png; image001.jpg; image002.jpg; image002.jpg; image004.jpg; image005.png; image006.png; image007.jpg; image006.png; image005.png; image006.png; image005.png; image008.png; image005.png; image009.png; image009.png; image009.png; image009.png; image009.png; image009.png; DSCN1854.JPG; DSCN1855.JPG; DSCN1857.JPG; DSCN1859.JPG; DSCN1861.JPG; DSCN1863.JPG; DSCN1866.JPG; DSCN1870.JPG; DSCN1873.JPG; DSCN1874.JPG

Please find the attached images regarding the visit to my home.

(b)(3):CPSA Section 25(c)

Sent: Wed, Oct 14, 2009 1:19 pm
Subject: FW: Press Clips and Photos from Chinese Drywall Press Conference in Boynton Beach

(b)(3):CPSA Section 25(c)

I hope that your Wednesday is going well. Thank you to you and your family once again for welcoming us into your home yesterday. You and your husband were both gracious hosts and we appreciate the opportunity to spend time with you. Attached and below are press clips that I received this morning. My contact information is in the email signature below. Please feel free to reach out if I can be of any further assistance. Enjoy the attachments – hopefully they will make a nice page in Madison’s scrapbook.

Best –

Candace R. Wint
Office of the Secretary
U.S. Department of Housing and Urban Development
o: 202-402-3915 | c: 202-286-9241 | f: 202-708-6092 | e: candace.r.wint@hud.gov

From: Khan, Omar D
Sent: Wednesday, October 14, 2009 10:52 AM
To: Khan, Omar D; Gammon, Ashley D; Ausley, Paul C; Roussell, Melanie N; Fana, Armando; Lavery, Michael E; Wint, Candace R; Lee, Stephanie A; Wasserman, Vanessa; Hoban-Moore, Patricia A
Cc: Hix, Grace W; Beslow, Joy A; Gross, Daniel J; Robertson, Megan A; Kovar, Peter; Friedman, Warren; Coleman, Neill M; Grossman, Laura S; Fulton, Bernard B; Williams, Donny R; Alvililar, Raul M; Cooper, Adrienne M; Crutchfield, Adria F; Wasserman, Vanessa
Subject: FW: Press Clips and Photos from Chinese Drywall Press Conference in Boynton Beach

FYI!

(b)(3):CPSA Section 25(c)

From: (b)(3):CPSA Section 25(c)
Sent: Wednesday, October 14, 2009 10:28 AM
To: Khan, Omar D
Subject: Press Clips and Photos from Chinese Drywall Press Conference in Boynton Beach

Omar,

It was nice seeing you yesterday at the press conference in Boynton Beach. Please find below press clips (print and TV), as well as photos, which are attached.

If there is anything else I can send you, please let me know.

Thanks!

(b)(3):CPS

1. Sun-Sentinel-Chinese Drywall: HUD Secretary Tours Homes with Chinese Drywall
2. Palm Beach Post-U.S. HUD Secretary Visits West Boynton Beach Community Hit by Chinese Drywall
3. WPTV 5-Chinese Drywall Press Conference
4. WPEC 12-Chinese Drywall Press Conference
5. Sun-Sentinel.com-Chinese Drywall Video-Help Needed: Chinese Drywall Problems Are 'Heartbreaking,' Victim Says

1. Sun-Sentinel-Chinese Drywall: HUD Secretary Tours Homes with Chinese Drywall
By Paul Owers

The nation's top housing official on Tuesday toured homes near Boynton Beach that are tainted with Chinese drywall, promising weary and impatient residents "help is on the way."

That aid could include loan modifications and federal money for repairs, said Shaun Donovan, secretary for the U.S. Department of Housing and Urban Development. He expects the first results from a series of air-quality tests in affected homes nationwide to be released later this month.

Once federal and state officials "know the science" behind the drywall problem, HUD can respond by offering grant money for home renovations, Donovan said. The agency also may be able to work with lenders to write off principal loan balances and interest payments for homeowners who have the drywall.

"We will get you answers as quickly as possible," Donovan said during a news conference on the front lawn of a two-story home in the gated Cobblestone Creek development off Lyons Road.

About 70 residences in the 500-home community have Chinese drywall. Homeowners seemed encouraged by Donovan's visit.

"Any relief would be a step in the right direction," said Jeff Koc, 38. "All of us are suffering in one way or another."

More than 100,000 homes nationwide, including 36,000 in Florida, are believed to have the imported wallboard, which corrodes wiring, copper pipes, appliances and metals. Most builders have refused to fix the homes, and lenders and property insurers have offered little or no relief.

Homeowners say they are financially and emotionally devastated.

State and federal health officials have yet to determine whether the drywall is responsible for nosebleeds, respiratory problems and other symptoms reported by homeowners.

U.S. Rep. Ron Klein, D-Boca Raton, one of several lawmakers who toured the homes with Donovan, sympathizes with residents frustrated by the delays in releasing test results. But he said a comprehensive review into what's causing the problem and how to fix it takes time. "You have to do it right," he said.

Cobblestone Creek residents Nick and Heather DeSola told Donovan they hired a contractor to remove their drywall.

The home has remained exposed since the summer, and the DeSolos and their two children live in a nearby rental, waiting for officials to come up with a definitive plan for fixing a home with Chinese drywall.

"We're in limbo, for sure," said Heather DeSola, 37.

Her next-door neighbor, Steven Roberts, a veterinarian, still is living in his home with his wife and 16-month-old daughter. He said he can't afford to move out because the sagging economy has cut his income by 40 percent.

"We are simply left with choices, none of them good," said Roberts, 35.

He also expressed another frustration: trying to get the county property appraiser to cut the value of his home, reducing the taxes he pays.

He said it's been a "burdensome process" to provide proof of the drywall to Palm Beach County Property Appraiser Gary Nikolits. What's more, Roberts said, it's unclear how much value Nikolits will knock off his home.

In Broward County, Property Appraiser Lori Parrish is preparing to cut values of homes with Chinese drywall by 50 percent.

Like Nikolits, Parrish has asked for proof in the form of photos, denied insurance claims and letters from builders. Her office also wants contractor estimates of what it would cost to fix the homes, although officials say estimates were never required.

Jacci Clary of Coconut Creek said Parrish's office told her to get a repair estimate, but she refused. She was put off by the cost, about \$300, and said estimates are worthless anyway because there is no established protocol for fixing a home with the bad drywall.

"I wasn't going to keep throwing more money into the house," said Clary, 45, a nurse. "This is just another hurdle we have to kick our way through."

2. Palm Beach Post-U.S. HUD Secretary Visits West Boynton Beach Community Hit by Chinese Drywall

By Allison Ross

It's not every day that you see a group of government officials clustered around a microphone in the middle of a well-manicured front lawn in your suburban neighborhood.

But the sight of legislators and news cameras has become an almost commonplace sight to the Cobblestone Creek development west of Boynton Beach - a community both media-weary and hopeful that public attention of their defective drywall plight will bring them answers and results.

Today, U.S. Housing and Urban Development Secretary Shaun Donovan became the latest high-profile visitor to the affluent neighborhood.

With him came U.S. Reps. Robert Wexler, Mario Diaz-Balart and Ron Klein, as well as state Sen. Ted Deutch and Palm Beach County Commissioner Burt Aaronson.

"It's hard, but at this point, the more positive exposure we can get about our situation, the better," said (b) (3)(C) who opened his home to Donovan and the others (b) (3)(C) lives in one of the estimated 70 homes in the community that have been found to contain defective Chinese wallboard.

Houses in Cobblestone Creek were being bought for more than \$600,000 a few years ago, but recently one with Chinese drywall sold for just \$190,000.

Residents who came to the event told officials stories of strange sulfuric odors permeating their homes, of jewelry and metal wiring that would mysteriously corrode after only months, of inexplicable nosebleeds and health problems that went away when they left the house for a few days.

They told of not being able to afford to leave their homes, of wanting to replace the drywall but of being afraid to do so without proper protocols, of being upside down in their mortgages.

Donovan pledged today to help get relief for affected homeowners as soon as possible.

"There's a range of resources and potential solutions," Donovan said, adding that a lot depends on the results of drywall testing that is expected to be released at the end of this month.

The legislators also pledged their help in getting answers and aid. Aaronson offered to send county fire marshals to test fire alarms to ensure they hadn't been damaged by corrosion.

For now, though, homeowners are still forced to wait and hope the publicity will make a difference.

"I'm glad they came and saw for themselves," neighbor Maundy Melville said. "I thought no one was listening to us. This is a nightmare."

3. WPTV 5-Chinese Drywall Press Conference

WPTV (NBC)

NewsChannel 5 at 5 (News)

West Palm Beach, FL

Tue 13 Oct 2009 05:29 PM EDT



Est. Audience: 89,084

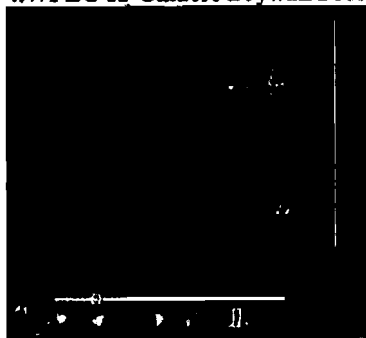
Est. Publicity Value: \$1,506 (30 sec)

 [Play Clip](#)

Text from Video:

It was it was a newschannel 5 investigation that broke the story about contaminated **chinese drywall**... today, two boynton beach families suffering from the problem-- welcomed a number of high ranking officials into their homes....and demanded answers. newschannel 5's liz nunez has details from today's meeting. <**drywall**... " we first began noticing issues within the first few months when jewelry started turning black since then... roberts' 16 month old daughter has had frequent respiratory infections possibly caused by the toxic **drywall**....now their home has lost hundreds of thousands of dollars in value as a result. "we cannot even rebuild because no protocol exists for remediation." this afternoon (b)(3):CPSA Section 25(c) got a chance to express their concerns to an entourage of congressmen and . u.s. secretary of housing and urban development... shaun donovan.... who says he is pushing for a scientific determination. " we can then begin to respond with riding off interest, lowering interest payments, a range or responses that come out of a final answer on the science.' donovan says there are more than 1400 reported cases of the toxic **drywall** ... thats why he and a number of others... including congressman robert wexler... have agreed to meet with experts to discuss what happens next." i woul like to see a phone number or an office set up, some thing to answer the questions of the residents because its pretty much figure it out yourself." >>. 3 federal test results conducted on several homes with the alleged toxic **drywall** should be out by the end of this month.... the two families we spoke to today say they hope to at least get some answers then.

4.WPEC 12-Chinese Drywall Press Conference



WPEC (CBS)

CBS12-5:00 (News)

West Palm Beach, FL

Tue 13 Oct 2009 05:08 PM EDT

Est. Audience: 51,623

Est. Publicity Value: \$930 (30 sec)

 [Play Clip](#)

Text from Video:

tonight, high ranking officials from the department of housing and urban development visited the cobblestone creek neighborhood in boynton beach to see residents' **chinese drywall** problems firsthand. homeowners say the material gives off fumes strong enough to corrode metal and is causing health problems. today hud officials promised help is on the way. (sot) while we are obviously still learning about the scope of this issue, have no doubt that we are moving as quickly as we possibly can to get an answer (sot) I feel the gentlemen who were here today really care about what's

going on and that they are going to try and get answers at best (vo) homeowners say they are already planning legal action.

5. Sun-Sentinel.com-Chinese Drywall Video-Help Needed: Chinese Drywall Problems Are 'Heartbreaking,' Victim Says

Link to video: <http://www.sun-sentinel.com/videobeta/watch/?watch9d51488-0e99-4593-b1de-751215eec7c1&src=front>

Sarah Rothschild
Deputy Press Secretary
Congressman Ron Klein
1900 Glades Road
Suite 260
Boca Raton, FL 33431
(561) 544-6910 (work)
sarah.rothschild@mail.house.gov









1. Task Number 091001CWE8150		2. Investigator's ID 9072		EPIDEMIOLOGIC INVESTIGATION REPORT	
3. Office Code 840	4. Date of Accident YR MO DAY 2006 07 15	5. Date Initiated YR MO DAY 2009 10 06			
6. Synopsis of Accident or Complaint UPC The 49-year-old female complainant and her 54-year-old spouse are suffering health symptoms, to include, headaches, nosebleeds, burning of skin and dizziness, from contaminated drywall in their home. In addition, their mirrors, drains, and faucets are pitting and their electrical receptacles are blackening.					
				<p>CPRA 8(b)(1) CLEARED for PUBLIC</p> <p>✓ NO MFRS/PRVTLBRS OR PRODUCTS IDENTIFIED</p> <p>EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG</p> <p>✓ WITH PORTIONS REMOVED: <u>3, 6, 25c</u> <i>we 5/10/10</i></p>	
7. Location (Home, School, etc) 1 - HOME		8. City BOYNTON BEACH		9. State FL	
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name KNAUF		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 49		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 2 - Telephone		19. Time Spent (Operational / Travel) 3.5 / 0		20. Attachment(s) 5 - Other	
21. Case Source 07 - Consumer Complaint		22. Sample Collection Number			
23. Permission to Disclose Name (Non NEISS Cases Only) <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only					
24. Review Date 10/15/2009		25. Reviewed By 8631		26. Regional Office Director Frank J. Nava	
27. Distribution EPDS-IDI; Blasius, Dennis				28. Source Document Number H0930289A	

091001CWE8150

p. 1 of 4



US Consumer Product Safety Commission

Field Drywall Follow-Up Form

Immediately below is what we received. If you wish to make a correction, scroll down to the form below, make the correction, and click 'Send to CPSC' again. If you have no changes, you can return to the Report Page or CPSC's Home Page. Thank you for your submission.

(b)(3):CPSC Section 25(c)

Interviewer = Karla Blackwell
Interview date = 10/9/09

Ages and gender of the persons living in the home = 54 y/o male, 49 y/o female, 23 y/o male, 20 y/o female and 54 y/o male's parents reside in home two months each year their ages are 81 y/o male and 85 y/o female
Move into home = June 2008
Year home built = June 2008
Style of home = Ranch
Builder/contractor info = Northstar Homes, 14901 Military Trail, Delray Beach, FL 33484, 561-638-6270
Dates of renovation = n/a
Renovation include drywall =
Renovation work = n/a

Drywall supplier = n/a
Currently living at address above = no
Home uses natural/LP gas service = no
Gas appliances =

Noticed unusual odors in home = yes
Describe odors = Chemical odor; Smells like a "toxic dumpsite." The odor was present since the house was built. This house is a second home used by the complainant, her family and her in-laws. The complainant & her family spend a couple weeks at a time at this house throughout the year. Overall, they live there approx. 3 months a year & her in-laws live there two months each year.
Number of air conditioner service calls = Approx 6-7
Description of service = Several service calls to add freon then in July 2009 replaced coil and it currently needs to be replaced again, but the A/C company is refusing to service the A/C any more since it is a result of contaminated drywall. So, the consumer has shut off the A/C.
Blackening of copper or metal = yes
Description of copper or metal items corroded = Mirrors, faucets and bathroom drains are pitted. Electrical receptacles are corroded and blackening.
Smoke/carbon monoxide/security alarm description = None

Confirmed Chinese manufactured drywall present = yes
Method used for confirmation = Builder brought in investigators on behalf of Knauf and they confirmed that Chinese drywall was present in the home.
Name of manufacturer of imported drywall = no
Imported drywall manufacturer name =

Health symptoms after drywall installation = yes
Health symptoms description = 49 y/o female suffers from headaches, nosebleeds, coughing, & dizziness. Initially the nosebleeds were on occasion, but now they are more frequent. 54 y/o male suffers from skin burning, & headaches. Symptoms have become progressively worse for both male and female.

Keep record of symptoms = yes
Symptom frequency = All the time while in the home. Symptoms disappear once they leave the house.
Seek medical care/treatment for symptoms = no
Medical treatment =
Similar past symptoms = no
Past symptom circumstances =

Lights/circuits unusual = no
Lights/circuits description =
Electronic equipment/appliances unusual = no
Electronic equipment/appliances description =
Participation in future studies = yes

Contacted builder or contractor = yes
Builder or contractor response = Builder brought Knauf investigators to complainants home. However, the builder is not taking responsibility since it is after one year.
Filed lawsuit = yes
Attorney = Krupnik Law, 700 SE Third Ave., Suite 100, Ft. Lauderdale, FL 33316. 954-763-8161

Other complainant = yes
Complainant contact = Complainant will contact neighbors and have them contact the CPSC. She did not want to provide their information without their knowledge.
Comments =
Use your name with this report? = Release name to manufacturer only

This form is to be used by CPSC Field Staff only for obtaining follow-up information from consumers who filed previous drywall reports.

091001CWE8150
p. 2 of 4

When filling out the form, use the TAB key or your mouse to go to the next data area. Use the scroll bar to scroll down the form. Please limit entries in the larger, multiline boxes to 255 characters.

Consumer Name: (b)(3):CPSA Section 25(c)

Address: (b)(3):CPSA Section 25(c)

City: (b)(3):CPSA Section 25(c)

State: (b)(3):CPSA Section 25(c)

Zip code: (b)(3):CPSA Section 25(c)

Email address: (b)(3):CPSA Section 25(c)

Telephone: (b)(3):CPSA Section 25(c)

Name of interviewer: Karla Blackwell

Date of interview: 10/9/09

1. What are the ages and gender of the persons living in the home?
64 y/o male, 49 y/o female, 23 y/o male, 20 y/o female and 64 y/o male's parents reside in home two months each year their ages are 91 y/o male and 85 y/o female

2. When did you move into your home? Date: June 2006

3. What year was your home built? Date: June 2006

4. Describe the style of your home (ranch, duplex, condominium, colonial, etc.)
Ranch

5. What is the name and address of your builder and/or contractor?
Northstar Homes, 14901 Military Trail, Delray Beach, FL 33484, 561-638-6270

6. If renovation of existing structures, provide dates: n/a

7. Did the renovation include drywall? Yes No

8. Describe the work done in the renovation project.
n/a

9. If known, provide the name and address of the person that provided the drywall for the project.
n/a

10. Are you currently living at the address above? Yes No

11. Does your home use natural or LP gas service? Yes No

11a. If yes, which type and for which appliances?
None

12. Have you noticed unusual odors in your home? Yes No

12a. If yes, describe the odors, and when you notice them.
Chemical odor; Smells like a "toxic dumpsite." The odor was present since the house was built. This house is a second home used by the complainant, her family and her in-laws. The complainant & her family spend a couple weeks at a time at this house throughout the year. Overall they live there approx. 3 months a year & her in-laws live there two months each year.

13. How many air conditioner service calls have you had in the last 3 years? Approx 6-7

13a. If any, describe the type of service needed and how often.
Several service calls to add freon then in July 2009 replaced coil and it currently needs to be replaced again, but the A/C company is refusing to service the A/C any more since it is a result of contaminated drywall. So, the consumer has shut off the A/C.

14. Have you observed any blackening or corrosion of copper or metal items in your home? Yes No

14a. If so, describe which items.
Mirrors, faucets and bathroom drains are pitted. Electrical receptacles are corroded and blackening.

15. Describe any problems with the operations of your smoke, carbon monoxide detectors and security alarm systems in the last 3 years.
None

16. Has it been confirmed that Chinese manufactured drywall is present in your home? Yes No

16a. If so, by whom.

091001CWE8150
p. 3 of 4

Builder brought in investigators on behalf of Knauf and they confirmed that Chinese drywall was present in the home.

17. Do you know the name of the manufacturer of the imported drywall in your home? Yes No

17a. If so, provide the name(s) and how you learned this information.

18. Has anyone in the house experienced any health symptoms since the installation of the imported drywall or since moving into the home? Yes No

18a. If so, describe the health symptoms and the age of the person.

49 y/o female suffers from headaches, nosebleeds, coughing, & dizziness. Initially the nosebleeds were on occasion, but now they are more frequent. 54 y/o male suffers from skin burning, & headaches. Symptoms have become progressively worse for both male and female.

19. Do you keep a record of your symptoms? Yes No

20. How often do the symptoms occur?

All the time while in the home. Symptoms disappear once they leave the house.

21. Did you (or household member) seek medical care or treatment for these symptoms? Yes No

21a. If so, describe (who sought care, date(s), the symptom present, type of care or treatment)

22. Have you and/or any member of your household experienced similar symptoms in the past? Yes No

22a. If so, when and under what circumstances.

23. Have you noticed any unusual patterns of operations of your light fixtures, light switches, circuit breaker box, wall switches and receptacles, or any unusual sounds or smells coming from electrical components in the home? Yes No

23a. If so, identify the item, age, date and describe the unusual pattern(s).

24. Have you had any unusual problems with appliances or with any electrical equipment in the residence? In particular, have any appliances unexpectedly stopped working? Yes No

24a. If so, describe the type and age of appliance, nature of the problem and the dates of the occurrence.

25. Are you interested in being considered for participation in potential future studies of the imported drywall issue? Yes No

26. Have you contacted your builder or contractor about your drywall issues? Yes No

26a. If so, what was the response?

Builder brought Knauf investigators to complainant's home. However, the builder is not taking responsibility since it is after one year.

27. Have you filed a lawsuit for this matter? Yes No

27a. If so, provide the name, address and phone number of the attorney.

Krupnick Law, 700 SE Third Ave., Suite 100, Ft. Lauderdale, FL 33316, 954-763-8181

28. Do you know of anyone else in your community with complaints about drywall? Yes No

28a. If so, provide the name, address and phone number, if known.

Complainant will contact neighbors and have them contact the CPSC. She did not want to provide their information without their knowledge.

29. Additional Comments. If a document number for your original report was provided to you by CPSC, please include it here.

May we use your name with this report?

- I request that you do not release my name
- 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

Send to CPSC Clear Form

091001CWE8150
p. 4 of 4

This information is collected by authority of 15 U.S.C. 2054 and will be entered into a database by a Consumer Product Safety Commission contractor. The information is not retrievable by name. The information may be shared with product manufacturers, distributors, or retailers. However, no names or other personal information will be disclosed without explicit permission.

OMB Control Number 3041-0029

[Consumer Safety \(Home\)](#) | [About CPSC](#) | [Library](#) | [Business](#)

1. Task Number 091010CWE8458		2. Investigator's ID 2251		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 840	4. Date of Accident YR MO DAY 2006 08 01	5. Date Initiated YR MO DAY 2009 10 06		
6. Synopsis of Accident or Complaint LPC A 63-year-old female and her 62-year-old husband purchased this property to be used as a summer home. Her husband began experiencing sneezing and coughing that progressed into a sinus infection. In addition, the husband developed hearing loss. The home owners have reported corrosion in the home's wiring, fixtures in the bathroom and appliances. The consumer believes these problems were related to the imported drywall. The home was built in 2006.				
<p>CPSA 6(b)(1) CLEARED for PUBLIC</p> <p><input checked="" type="checkbox"/> NO MFRS/PRVTLBLRS OR PRODUCTS IDENTIFIED</p> <p><input type="checkbox"/> EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG</p> <p><input checked="" type="checkbox"/> WITH PORTIONS REMOVED: <u>6, 25</u>, 3</p> <p style="text-align: right;"><i>WJ</i> <i>5/16/10</i></p>				
7. Location (Home, School, etc) 1 - HOME		8. City SUN CITY		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 WCI INC. Unknown Unknown				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 63	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 2 - Telephone	19. Time Spent (Operational / Travel) 1 / 0	
20. Attachment(s) 5 - Other		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 10/07/2009		25. Reviewed By 8929		26. Regional Office Director Frank J. Nava
27. Distribution Blasius, Dennis			28. Source Document Number H0940034A	



US Consumer Product Safety Commission

Consumer Safety About CPSC Library FDIA Business

Field Drywall Follow-Up Form

Immediately below is what we received. If you wish to make a correction, scroll down to the form below, make the correction, and click 'Send to CPSC' again. If you have no changes, you can return to the Report Page or CPSC's Home Page. Thank you for your submission.

Date/Time = 10/6/2009 9:28:13 PM

(b)(3):CPSA Section 25 (c)

Interviewer = Karl Kenkel
Interview date = 10/6/09

Ages and gender of the persons living in the home = 63 year old female, 62 year old male
Move into home = 8/01/06
Year home built = 6/30/06
Style of home = Ranch Single Story
Builder/contractor info = WCI Inc. Unknown address
Dates of renovation = No
Renovation include drywall = no
Renovation work = N/A

Drywall supplier = N/A
Currently living at address above = yes
Home uses natural/LP gas service = yes
Gas appliances = Furnance, water heater, and dryer

Noticed unusual odors in home = yes
Describe odors = A burnt match smell or sulfur smell. Noticed when you first walk into garage.
Number of air conditioner service calls = 1
Description of service = On 4/01/09 unit was serviced and found to have corrosive blackened coils.
Blackening of copper or metal = yes
Description of copper or metal items corroded = Mirrors in bathrooms
Smoke/carbon monoxide/security alarm description = No

Confirmed Chinese manufactured drywall present = no
Method used for confirmation = N/A
Name of manufacturer of imported drywall = no
Imported drywall manufacturer name =

Health symptoms after drywall installation = yes
Health symptoms description = 62 year old male developed sinus infection and hearing loss.
Keep record of symptoms = yes
Symptom frequency = Come back at the beginning of winter
Seek medical care/ treatment for symptoms = yes
Medical treatment = Received steroids for infection and a hearing aid for loss of hearing.
Similar past symptoms = no
Past symptom circumstances = N/A

Lights/circuits unusual =
Lights/circuits description =
Electronic equipment/appliances unusual = yes
Electronic equipment/appliances description = Electrical outlets developed corrosion on wiring.
Participation in future studies = yes

Contacted builder or contractor = yes
Builder or contractor response = No response
Filed lawsuit = yes
Attorney = Mike Ryan Ft. Lauderdale, FL Phone # unknown

Other complainant = yes
Complainant contact = (b)(3):CPSA Section 25(c)
Comments =
Use your name with the

This form is to be used by CPSC Field Staff only for obtaining follow-up information from consumers who filed previous drywall reports

When filling out the form, use the TAB key or your mouse to go to the next data area Use the scroll bar to scroll down the form. Please limit entries in the larger, multiline boxes to 255 characters.

Consumer Name (b)(3):CPSA Section 25(c)

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

(b)(3):CPSA Section 25(c)	(b)(3):CPSA Section 25(c)	(HOME)	(WORK)
			unknown
	4. CITY	ST	ZIPCODE
	Beachwood	OH	44122
	4b. INCIDENT CITY	ST	ZIPCODE
	Beachwood	OH	44122

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Consumer believes the drywall material may pose a health and safety hazard.
 - cont -

6. DATE OF INCIDENT(S) 03/31/2009	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX O Y/M AND DESCRIBE INJURY none	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
ISSUE 28	
04/06/2009	
13. DEALER'S NAME, ADDRESS & PHONE WCI. unknown unknown 1-800-wci3545	

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 08/10/2006 AGE 3 Y
	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: no

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 04/03/2009	21. RECEIVED BY (NAME & OFFICE) jft/HL	22. DOCUMENT NO. H0940034A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 1876
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE jft 04/03/2009

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

1	(b)(3):CPSA Section 25(c)	2	PHONE NO. (HOME)	(WORK)
			(b)(3):CPSA Section 25(c)	unknown
3		4	Beachwood	ST OH ZIPCODE 44122
4		4b	INCIDENT CITY Beachwood	ST OH ZIPCODE 44122

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES

Consumer believes the drywall material may pose a health and safety hazard.
- cont -

6. DATE OF INCIDENT(S) 03/31/2009	7. IF INJURY OR NEAR MISS, OBTAIN AGE/SEX OY/M AND DESCRIBE INJURY none	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 ISSUE 28 unknown 04/06/2009	12. MODEL, SERIAL #'S, DATE OF MFR unknown 13. DEALER'S NAME, ADDRESS & PHONE WCI unknown unknown 1-800-wci3545
---	---

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? NO IF YES, BEFORE OR AFTER THE INCIDENT? DESCRIBE:	15. PRODUCT PURCHASED NEW DATE PURCHASED 08/10/2006 AGE 3 Y 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: no
---	---

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 04/03/2009	21. RECEIVED BY (NAME & OFFICE) jft/HL	22. DOCUMENT NO. H0940034A
23. FOLLOW-UP ACTION		24. PRODUCT CODE(S) 1876
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE jft 04/03/2009

CONSUMER PRODUCT INCIDENT REPORT

Region: EASTERN

H0940034A

Narrative Continued

Consumer has discovered blacken colored electrical copper wiring in the garage area in his Florida home. Consumer also complains that the air conditioning coil has blacken in the home furnace. Consumer believes the problem may be associated with the Chinese drywall problems in the state.

Consumer's Florida address: (b)(3):CPSA Section 25(c)

No further information.

Distributor Phone #:

CPSC Source: NEWS

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

① THIS SHOULD HAVE BEEN LISTED ~~THE~~ RESPONDENT TO BE

(b)(3):CPSA Section 25(c)

② ~~THE~~ FLORIDA TELEPHONE NUMBER IS

(b)(3):CPSA Section 25(c)

③ WITH BACKLOGGED COILS IN THE AIR CONDITIONING COIL, WE ARE QUESTIONING WHETHER THE SUFFICER IS EFFECTING LIVING IN THE UNIT.

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):CPSA Section 25(c)

4/11/09

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.

1. Task Number 090504CBB1667		2. Investigator's ID 2118		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2004 10 25	5. Date Initiated YR MO DAY 2009 05 05		
6. Synopsis of Accident or Complaint UPC The 46 year old female complainant's home was flooded with five feet of water from hurricane Ivan. The home was severely damaged and had to be renovated. Drywall was replaced throughout the home. There were no injuries. But the consumer is suffering from headaches as a side effect from the replaced drywall. The complainant did not know the exact amount of the property damage, but it was in excess of over \$100,000 dollars.				
<p>MEM PRYLER NOTIFIED 10/13/09</p> <p>COMMENTS: <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input checked="" type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED</p> <p><input checked="" type="checkbox"/> EXCISIONS/FOIA Hrs. 6</p> <p><input checked="" type="checkbox"/> DO NOT RE-NOTIF (b)(3):CPSA LAWRENCE</p>				Section 6(b)
7. Location (Home, School, etc) 1 - HOME		8. City GULF BREEZE		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 46	13. Sex 2 - Female	14. Disposition 0 - No Injury		15. Injury Diagnosis 70 - No Injury
16. Body Part(s) Involved 99 - NO INJURY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 2 - Telephone		19. Time Spent (Operational / Travel) 10 / 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 05/26/2009	25. Reviewed By 9084		26. Regional Office Director Dennis R. Blasius	
27. Distribution Rose, Blake; Blasius, Dennis; Kohen, Beverly			28. Source Document Number 10930625A	

090504CBB1667

The information in this report was obtained during a telephone interview with the complainant on May 14, 2009. This investigation was initiated from an internet complaint that was received on March 26, 2009.

The 46 year old female complainant resides in a four bedroom rancher in Gulf Breeze, Florida. The brick home is approximately 3,000 square foot and was built in 1994. It is located roughly two lots away from the Gulf Coast. The complainant moved into the home in 1996. They have not experienced any problems with the home until Hurricane Ivan and Dennis.

On September 16, 2004, Hurricane Ivan came ashore the Gulf Coast of Florida. The complainant's home was flooded with five feet of water. The home was severely damaged and had to be renovated. They replaced the roof, carpet, sink, cabinets and drywall throughout the house. They did not have to replace the nine foot ceiling. The water was in the home for approximately six hours. During the renovation, the complainant stayed in a hotel for approximately two months. There were no injuries. The complainant did not know the exact amount of the property damage, but it was in excessive of over \$100,000.

On October 25, 2004, the complainant purchased several sheets of drywall from a nationwide home improvement retailer. The drywall sheets were installed by a local company. They placed eight feet of drywall throughout the home, and laid the sheets side by side from the floor to the ceiling. There is a foot of molding extending down from the ceiling which did not need to be replaced. The home contained wooden studs.

On July 11, 2005, the complainant's home was flooded again by Hurricane Dennis. A small amount of water seeped into their home. It did not leave a water line. The home experienced minor damage. They replaced the carpets and changed the grout inside the tile floor. They did not have to replace the drywall. The complainant did not have to leave her home during the repairs.

There have been no electrical problems in the home. There were no signs of flickering lights, arcs, sparks, buzzing or sizzling noise. The circuit breaker is working properly.

The complainant felt that the two light switches with dimmers in the living room and dining room were unusually hot to the touch when in use.

There was no damage or corrosion to any of the electrical outlets. There was no odor coming from them. There were no signs of corrosion or any problems with the smoke detectors. They did not have sprinklers in the home.

There were no signs of fire or smoke from any of the appliances.

090504CBB1667

On March 26, 2009, the complainant contacted the Commission to report that she was experiencing headaches and her home smelled like rotten eggs odor. But she was not sure what was causing them.

During our interview, the complainant described the odor in her home as being similar to the smell of debris or decaying seaweed, not rotten eggs. The smell was primarily in the master bedroom coming from the wall behind her bed. It was stronger during the summer months because of the humidity. She placed three dehumidifiers throughout the home, and operates them from April through November. It has minimized the odor.

The complainants neighbors do not have an odor in their home. They used a different installer. She did not know what type of drywall they used or if they purchased it from the local retailer. She will ask them as soon as possible. She did not have their contact information available. At the time of this report, it has not been forthcoming and has been added to the missing document form. (Exhibit #2)

The complainant stated that she started getting headaches after her dad passed away in June 2007. The headaches are located behind her temple on the left side and she gets sharp pains in her head. In 2008, she started going to a chiropractor and he told her that her headaches were from the bulging disc in her neck and not the drywall. He has been treating her with steroid injections. She has to receive one shot per week for three weeks. She stated that it helps calm down the bulge in her disc, and she is feeling better. The complainant does not suffer from sinusitis.

The complainant has not had her air conditioner, air quality, or drywall tested. She said she may call a heating and air conditioning company to come in and check their central air conditioning system. I asked her to send me a copy of the results of their assessment.

The fireplace, water heater, and furnace are fueled by natural gas. She examined the copper wires in the appliances and they appeared to be in good condition and showed no signs of corrosion.

She has not notified the retailer, builder, or installer of her concerns, but she has notified an attorney who is handling a civil action suit.

The complainant does not know who manufactured the drywall.

On May 21, 2009, this investigator contacted the retailer to determine if they knew who manufactured the dry wall in 2004. The manager stated that they do not keep that information available. He provided two names, saying that it may have been one of them. It is highlighted under the product section.

090504CBB1667

The complainant verbally stated that she did not want her name released to the general public or to the manufacturer. It has been properly marked on the 182 form. She also listed it on the original internet form.

The complainant did not know the history of the land that her home was built on. But she did know the name of the builder. This investigator requested the builder's name and address. At the time of this report, it has not been forthcoming and has been added to the missing document form. (Exhibit #2)

The complainant was going to email me copies of photographs, purchase receipt, and the name and address of the installer. At the time of this report, they have not been forthcoming and have been added to the missing document form. (Exhibit #2)

PRODUCT IDENTIFICATION

Product..... Drywall
Brand Name.....Unknown
Size.....4 x 8
Model Number..... 11732

MANUFACTURER

The manager at the retail store speculated that it may have been was one of two manufacturers (b)(3):CPSA Section 6(b) He could not verify that information.

RETAILER

Lowe's Of Gulf Breeze, #1073
1421 Tiger Park Lane
Gulf Breeze, FL 32563
Tel: (850) 932-0762
Fax: (850) 932-1257
Website: <http://www.lowes.com>

EXHIBITS

- #1: Contact Sheet
- #2: Missing Document Form

CONTACT SHEET

COMPLAINANT

(b)(6)

RETAILER

Lowe's Of Gulf Breeze, #1073

David Jackson, Manager

1421 Tiger Park Lane

Gulf Breeze, FL 32563

Tel: (850) 932-0762

Fax: (850) 932-1257

Website: <http://www.lowes.com>

TASK NUMBER: 090504CBB1667

INCIDENT DATE: 10/25/2004

STATUS OF MISSING DOCUMENT (S)

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

- 1. Builder's name and address**
- 2. Installer's name and address**
- 3. Drywall purchase receipt**
- 4. Photographs**
- 5. Neighbor's name and phone number**

Date: 05/21/2009

Investigator No: 2118

Regional office: ___CFIEB___ Supervisor No: ___9084___

03/24/2009 21:04:01

Name = (b)(6)
Address
City = G
State = F
Zip = 325
Email =
Telephon
Name of
Victim's
Victim's City = Gulf Breeze
Victim's State = Florida
Victim's Zip = 32563
Victim's Telephone = (b)(6)

Incident Description = I was forced to replace all of the drywall in my home after receiving 5 feet of water during Hurricane Ivan. We have had a rotten egg smell in our home ever since that is especially noticeable during the more humid summer months. We have been very concerned about the smell and have exhausted all possible causes that we can think of. I am currently undergoing epidural steroid injections for daily headaches that I have had for almost 2 years.

Victim's age at time of incident = 46
Victim's sex = female
Date of incident = 2004
Product involved = drywall purchased from Lowes in Gulf Breeze FL
Product brand name/manufacturer =
Manufacturer street address =
Place where manufactured (City and State or Country) =
Product model and serial number, manufacture date = 11732
Product damaged, repaired or modified = no
If yes, before or after the incident =
Description of damage, repair or modification =
Date product purchased = 10/25/04
Product involved still available = yes
Have you contacted the manufacturer = no
If not, do you plan to contact them = no
Name Release = Do not release name

11/10/09
3.15c Allent
Rags

1. Task Number 090504CBB1673		2. Investigator's ID 2248		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 07 01	5. Date Initiated YR MO DAY 2009 05 05		
6. Synopsis of Accident or Complaint UPC A 37 year old male, his wife (33) and 3 children (ages 8, 10, & 16) moved into a new home in June 2006. It was reported that Chinese drywall in the home has caused a number of health issues (sinus problems, headaches, fatigue, red eyes, nose bleeds, itching, sleep apnea). Appliances have ceased to function. Blackening and discoloration of copper pipes and metal fixtures throughout the home have been observed. Corrosion within the AC unit is evident. Long term health risks and financial burden of repairing the home is still of concern. Exhibits 10, 11, 12, 13 added 6/5/09				
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 CHINESE DRYWALL		10C. Model Number UNKNOWN	
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 381 - Air Conditioners	11B. Trade/Brand Name NONE		11C. Model Number NONE	
11D. Manufacturer Name and Address NONE				
12. Age of Victim 37	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) 16 / 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 05/29/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Rose, Blake; Woodard, Dean			28. Source Document Number 10930544A	

1. Task Number 090504CBB1673		2. Investigator's ID 2248		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2006 07 01	5. Date Initiated YR MO DAY 2009 05 05		
6. Synopsis of Accident or Complaint UPC <p>A 37 year old male, his wife (33) and 3 children (ages 8, 10, & 16) moved into a new home in June 2006. It was reported that Chinese drywall in the home has caused a number of health issues (sinus problems, headaches, fatigue, red eyes, nose bleeds, itching, sleep apnea). Appliances have ceased to function. Blackening and discoloration of copper pipes and metal fixtures throughout the home have been observed. Corrosion within the AC unit is evident. Long term health risks and financial burden of repairing the home is still of concern.</p> <p style="text-align: center;">Exhibits 10, 11, 12, 13 added 6/5/09</p>				
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 CHINESE DRYWALL		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address UNKNOWN				
11A. Second Product 381 - Air Conditioners		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 37	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) 16 / 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 05/29/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Rose, Blake; Woodard, Dean			28. Source Document Number I0930544A	

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 purchased nearly 2 years ago was built 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 problems, headaches, fatigue, red eyes, nose bleeds, itching, and sleep apnea. It was further reported that several of the appliances have sustained damage and some have ceased to function. 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's wife signed the authorization to release name form (see Exh. 2).

The home is a 1727 square foot 2-story townhouse with 3 bedrooms and 2 bathrooms, made with wood studs and tiled throughout. It was purchased new in May of 2006. The home is occupied by the consumer, his wife and their 3 children; 8 year old girl, and 2 boys, ages 10 and 16. The family moved into the home in June of 2006. No modifications were made other than the repainting of the interior walls throughout. No drywall has been replaced or repaired at any time.

The consumer and his wife reported that as soon as they moved into the home they detected an unidentifiable odor. It was thought for months to have been the smell of new home materials. The odor persists presently and was described by the consumer as the smell of humidity or smoke (though no smoke has ever been observed). The odor has been mostly detected in the downstairs area of the home and became more noticeable to them during the spring of this year (2009). The consumer stated that they were not present during the painting of the interior walls, thus no odors were detected prior to them moving into the home.

It was also reported that as early as July of 2006, they began to feel ill at different times of the day and night. The children also reported to the consumer that they too were feeling ill. The following is a list of physical symptoms felt by each member of the family:

Health Effects

Adult, female (33) - headaches, sinus problems, irritated eyes/skin, coughing, insomnia.

Adult, male (37) – sleep apnea (diagnosed), headaches, irritated eyes/skin, insomnia, shortness of breath, numbness in all extremities, ankle pain.

Child, female (8) – headaches, irritated eyes/skin, numbness in legs, asthma.

Child, male (10) – insomnia, nose bleeds, headaches.

Child, male (16) – headaches, sinus problems, runny nose, irritated eyes/skin, coughing, insomnia.

The consumer confirmed that all symptoms mentioned above are felt at all times while in the home, yet intensify during the evening and bed time hours. The consumer himself (adult male) is under medical treatment for the sleep apnea. The 10 year old boy has also been treated for the frequent nose bleeds. Medical reports were requested but have not yet been received.

The consumer confirms that all symptoms either lessen or cease after they have been out of the home for several hours. As a result, the family has been evacuating the home on weekends and renting in local hotels.

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 - cools, but freezes, coil rotted. (coil has not been replaced or repaired) A leak has occurred as a result which caused part of the ceiling to collapse. Pieces of the ceiling were removed to prevent further damage and a bucket of water now rests in the living room downstairs to catch the water droplets (see Exh. 6, pg.2-4).

Refrigerator- stopped working, was replaced

Microwave – stopped working, replaced 3 times...still not functioning properly 20

2006 Sony Television (megapixel) – copper wiring burned, resulting in blurred view (see Exh. 6, pg. 11).

2005 Sony Television – stopped working (not repaired)(a third model TV is also not working)

Ceiling fan –stopped working (not repaired)

The consumer contacted an air conditioning technician who provided a letter regarding the current condition of the ac unit. The letter was requested but has not yet been obtained.

According to the consumer, there has been no fire or smoke in the home. 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 as described and pointed out by the consumer (see Exh. 6). Several sink copper pipes and a shower head were observed with discoloration and blackening. Corrosion and rust was observed within the air conditioning unit (see Exh. 6, pg. 25-27). Evidence of tarnishing was observed on jewelry and a set of metal dumbbells (see Exh. 6, pgs. 30-32). Corrosion was also observed on batteries used in remote controls (see Exh. 6, pgs. 33-34).

Contact with Builder

The consumer reported that the builder contacted them in February in order to perform an air quality assessment. The assessment was performed by toxicologists and hygienists hired by the builder. Results of this assessment were obtained and included as Exhibit 4.

The builder's division president came to the family's residence on 4/28/09 and provided them with a proposed work authorization agreement (see Exh. 5). According to the consumer, the builder has offered to move the entire family to another nearby home of equal size (rent-free) for a period of 4-5 months until all existing drywall is removed and replaced. The consumer has yet to make a decision as to whether or not he will agree with the proposed offer.

The family still resides in the home and at present expressed their uncertainty as to how they will resolve the situation. They continued to express concerns over current and long term health risks and the financial burden this has caused.

It should be noted that during this visit, several neighbors appeared at the residence and voiced their concern over Chinese drywall in their home and the possible health risks and current symptoms they were experiencing. This investigator provided them with appropriate contact information for the CPSC and urged them to report their concerns accordingly.

This investigator conducted an internet search of the building company's website and results are included in Exhibit 8.

An internet search of the residence county property information was conducted and results are shown in Exhibit 7.

Investigator Observations

During this visit this investigator detected an odor which appeared to smell like burning metal. This visit was primarily conducted on the back yard patio. The odor was present in the 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 dizziness. This persisted throughout the interview and did not cease until over an hour after leaving the residence.

It should also be noted that the toxicology report finds "no detections" of sulfur compounds in samples collected from the residence (see Exh. 4, pg. 2). However, the builder still offers a proposal to replace and repair the property (see Exh. 5).

PRODUCT INFORMATION

The product is suspected to be Chinese drywall.

*** It should be noted that the drywall was not observed in its original state thus its origin or brand could not be confirmed.**

ATTACHMENTS

- EXHIBIT 1** Contact Sheet
- EXHIBIT 2** Authorization to Release Name Form
- EXHIBIT 3** Lennar Homes Southeast Fl. Division, President's Business Card
- EXHIBIT 4** Environ Corp. Toxicology Report
- EXHIBIT 5** Lennar's proposed work authorization agreement
- EXHIBIT 6** Photographs
- EXHIBIT 7** Missing Document Form
- EXHIBIT 8** Miami-Dade Property Information
- EXHIBIT 9** Lennar Homes Contact Information

Exhibits 10, 11, 12,13 added 6/5/09 - DBW

EXHIBIT 10 – Copies of Emails on damaged appliances/responses/deliveryreceipt.

EXHIBIT 11 – Microwave Receipts/Tech Information

EXHIBIT 12 – Recent Letter from Lennar and New Work Order Agreement

EXHIBIT 13 – Email (Questions/Responses) from Florida Dept. of Health

EXHIBIT 1 **CONTACT SHEET**

RESPONDENTS

1) **Complainants/Consumers**



*interviewed during on-site home visit 5/5/09

2) **Lennar Homes**
Vice President of Construction

Phil Serrate

Address: 730 NW 107th Ave.

Miami, Fl 33172

Telephone: (305)559-1951 Ext. 2025

Fax: (305)229-6605

*above individual was not contacted

U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

First, we'd like to thank you for helping us identify a potential product safety problem. The Commission's goal is to help consumers and other concerned people to make product safety decisions. We encourage you to share the information you've provided with us so that we can help you and other consumers.

Second, we'd like to thank you for agreeing to share your name with us. We'll use your name only if you've authorized us to do so. We'll also use the information you've provided to help us identify and address product safety problems. We'll also use the information you've provided to help us identify and address product safety problems.

You'll see the information on the Commission's product safety website, www.cpsc.gov, and in our reports. If you've authorized us to do so, we'll also use the information you've provided to help us identify and address product safety problems.

I agree that you can release my name with information that is confidential.

I agree that you can release my name to the public, but I don't want you to do so if it's not needed.

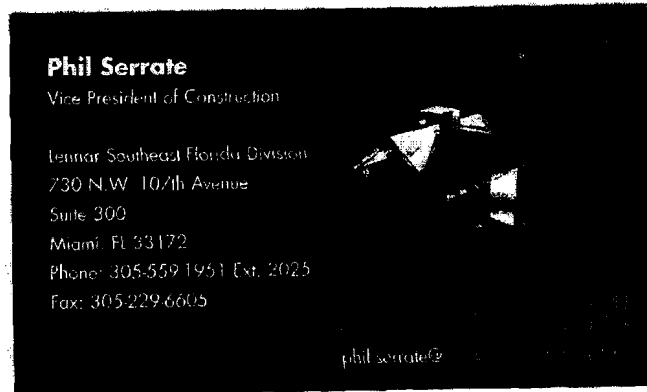
You may release my name to the public if you need to do so.



5-5-09

Signature

Date



Phil Serrate

Vice President of Construction

Lennar Southeast Florida Division
730 N.W. 107th Avenue
Suite 300
Miami, FL 33172
Phone: 305-559-1951 Ext. 2025
Fax: 305-229-6605

phil.serrate@lennar.com

ENVIRON

March 5, 2009




RE: Preliminary Evaluation in Association with Heating, Ventilating and Air Conditioning (HVAC) Component Issues

Project Location:

Project Address:



Dear Mr. and Mrs. 

Lennar Corporation and its affiliates (Lennar) have retained expert toxicologists and industrial hygienists from ENVIRON International Corporation (ENVIRON) to perform an air quality assessment at your residence. As you know, on February 24, 2009, ENVIRON conducted a preliminary evaluation of your residential property. ENVIRON's preliminary evaluation was undertaken in conjunction with Lennar Homes' inspection of the heating, ventilating and air conditioning (HVAC) system in your home.

This preliminary evaluation consisted of, among other things, the following: (1) a walkthrough of the residence, which confirmed the presence of black surface accumulations on select HVAC system components; (2) the measurement of indoor and outdoor air using a calibrated direct reading hydrogen sulfide analyzer (three readings higher than the outdoor level were recorded indoors); and (3) the collection of two air samples from locations within the residence (Sample 022409-L1 from the dining room and Sample 022409-L2 from the master bedroom), and one sample of ambient air from outdoors (Sample 022409-L3) for subsequent laboratory analysis.

With the direct-reading instrument, readings of 1 part per billion by volume (ppbv) were obtained in the kitchen and master bathroom. A reading of 2 ppbv was obtained in the master bathroom. In the three other rooms tested (front/dining room, living room, and 2nd floor bedroom-right), the readings were below the instrument sensitivity level (< 1 ppbv), as was the outdoor air reading.

The collected air samples were individually labeled, documented by a chain of custody form, and shipped via overnight courier to an independent accredited laboratory (Air Toxics, Ltd.) for analysis using American Society for Testing and Materials (ASTM) Method D-5504 to test for the presence and concentration of eighteen sulfur compounds.

Mr. and Mrs. [REDACTED]
March 5, 2009
Page 2

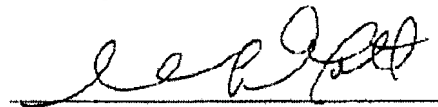
As you can see from the attached results, the laboratory has reported that "No Detections Were Found" for the 18 sulfur compounds in the samples collected in your residential property.

From the direct-reading instrument, the readings of < 1-2 ppbv for hydrogen sulfide in your home match common indoor and outdoor background levels. The outdoor level around your home on February 24, 2009 was below the instrument sensitivity level (< 1 ppbv). We routinely measure 1-2 ppbv of hydrogen sulfide outdoors. The reading of 2 ppbv in one room, particularly in light of the levels of 1 ppbv and below in five other rooms, does not reflect potential exposures in excess of common outdoor levels.

The measurement of 2 ppbv is also well below the level set by the U.S. Dept. of Health and Human Services, Agency for Toxic Substances and Disease Registry for long-term residential exposures (20 ppbv). Accordingly, ENVIRON has determined that there is no indication that the conditions identified in your residential property would result in adverse human health outcomes.

ENVIRON appreciates the opportunity to be of assistance in this regard. Should you have any questions and/or comments concerning the information provided, please do not hesitate to contact us.

Sincerely,



Robert P. DeMott, PhD, DABT
Principal Toxicologist



James L. Poole, PhD, CIH
Sr. Industrial Hygiene Manager

Encl: Attachment 1: [REDACTED] - Laboratory Results

**ATTACHMENT 1
LEZAMA RESIDENCE
LABORATORY RESULTS**



AN ENVIRONMENTAL ANALYTICAL LABORATORY

WORK ORDER #: 0902533

Work Order Summary

CLIENT:	Environ International 10150 Highland Manor Drive Suite 440 Tampa, FL 33610	BILL TO:	Environ International 10150 Highland Manor Drive Suite 440 Tampa, FL 33610
PHONE:	813-628-4325	P.O. #	
FAX:	813-628-4983	PROJECT #	25-17572C Lennar SE
DATE RECEIVED:	02/25/2009	CONTACT:	Bryanna Langley
DATE COMPLETED:	02/26/2009		

<u>FRACTION #</u>	<u>NAME</u>	<u>TEST</u>	<u>RECEIPT VAC./PRES.</u>	<u>FINAL PRESSURE</u>
01A	022409-L1	ASTM D-5504	Tedlar Bag	Tedlar Bag
02A	022409-L2	ASTM D-5504	Tedlar Bag	Tedlar Bag
03A	022409-L3	ASTM D-5504	Tedlar Bag	Tedlar Bag
04A	Lab Blank	ASTM D-5504	NA	NA
05A	LCS	ASTM D-5504	NA	NA

CERTIFIED BY:

Laboratory Director

DATE: 02/26/09

Certification numbers: CA NELAP - 02110CA, LA NELAP/LELAP- A1 30763, NJ NELAP - CA004
NY NELAP - 11291, UT NELAP - 9166389892, AZ Licensure AZ0719

Name of Accrediting Agency: NELAP/Florida Department of Health, Scope of Application: Clean Air Act,
Accreditation number: E87680, Effective date: 07/01/08, Expiration date: 06/30/09

Air Toxics Ltd. certifies that the test results contained in this report meet all requirements of the NELAC standards

This report shall not be reproduced, except in full, without the written approval of Air Toxics Ltd.

180 BLUE RAVINE ROAD, SUITE B FOLSOM, CA - 95630
(916) 985-1000 . (800) 985-5955 . FAX (916) 985-1020



AN ENVIRONMENTAL ANALYTICAL LABORATORY

LABORATORY NARRATIVE
ASTM D-5504
Environ International
Workorder# 0902533

Three 1 Liter Tedlar Bag samples were received on February 25, 2009. The laboratory performed the analysis of sulfur compounds via ASTM D-5504 using GC/SCD. The method involves direct injection of the air sample into the GC via a fixed 2.0 mL sampling loop. See the data sheets for the reporting limits for each compound.

Receiving Notes

There were no receiving discrepancies.

Analytical Notes

Ethyl Methyl Sulfide and n-Butyl Mercaptan coelute with 3-Methyl Thiophene.

Definition of Data Qualifying Flags

Seven qualifiers may have been used on the data analysis sheets and indicate as follows:

- B - Compound present in laboratory blank greater than reporting limit.
- J - Estimated value.
- E - Exceeds instrument calibration range.
- S - Saturated peak.
- Q - Exceeds quality control limits.
- U - Compound analyzed for but not detected above the detection limit.
- M - Reported value may be biased due to apparent matrix interferences.

File extensions may have been used on the data analysis sheets and indicates as follows:

- a-File was requantified
- b-File was quantified by a second column and detector
- r1-File was requantified for the purpose of reissue



AN ENVIRONMENTAL ANALYTICAL LABORATORY

**Summary of Detected Compounds
SULFUR GASES BY ASTM D-5504 GC/SCD**

Client Sample ID: 022409-L1

Lab ID#: 0902533-01A

No Detections Were Found.

Client Sample ID: 022409-L2

Lab ID#: 0902533-02A

No Detections Were Found.

Client Sample ID: 022409-L3

Lab ID#: 0902533-03A

No Detections Were Found.



AN ENVIRONMENTAL ANALYTICAL LABORATORY

Client Sample ID: 022409-L1

Lab ID#: 0902533-01A

SULFUR GASES BY ASTM D-5504 GC/SCD

File Name:	b022512	Date of Collection:	2/24/09
Dil. Factor:	1.00	Date of Analysis:	2/25/09 10:12 AM

Compound	Rpt. Limit (ppbv)	Amount (ppbv)
Hydrogen Sulfide	4.0	Not Detected
Carbonyl Sulfide	4.0	Not Detected
Methyl Mercaptan	4.0	Not Detected
Ethyl Mercaptan	4.0	Not Detected
Dimethyl Sulfide	4.0	Not Detected
Carbon Disulfide	5.0	Not Detected
Isopropyl Mercaptan	4.0	Not Detected
tert-Butyl Mercaptan	4.0	Not Detected
n-Propyl Mercaptan	4.0	Not Detected
Thiophene	4.0	Not Detected
Isobutyl Mercaptan	4.0	Not Detected
3-Methyl Thiophene/n-Butyl Mercaptan/Ethyl Methyl Sulfide	4.0	Not Detected
Diethyl Sulfide	4.0	Not Detected
Dimethyl Disulfide	4.0	Not Detected
Tetrahydrothiophene	4.0	Not Detected
2-Ethylthiophene	4.0	Not Detected
2,5-Dimethylthiophene	4.0	Not Detected
Diethyl Disulfide	4.0	Not Detected

Container Type: 1 Liter Tedlar Bag



AN ENVIRONMENTAL ANALYTICAL LABORATORY

Client Sample ID: 022409-L2

Lab ID#: 0902533-02A

SULFUR GASES BY ASTM D-5504 GC/SCD

File Name:	b022513	Date of Collection:	2/24/09
Dil. Factor:	1.00	Date of Analysis:	2/25/09 10:33 AM

Compound	Rpt. Limit (ppbv)	Amount (ppbv)
Hydrogen Sulfide	4.0	Not Detected
Carbonyl Sulfide	4.0	Not Detected
Methyl Mercaptan	4.0	Not Detected
Ethyl Mercaptan	4.0	Not Detected
Dimethyl Sulfide	4.0	Not Detected
Carbon Disulfide	5.0	Not Detected
Isopropyl Mercaptan	4.0	Not Detected
tert-Butyl Mercaptan	4.0	Not Detected
n-Propyl Mercaptan	4.0	Not Detected
Thiophene	4.0	Not Detected
Isobutyl Mercaptan	4.0	Not Detected
3-Methyl Thiophene/n-Butyl Mercaptan/Ethyl Methyl Sulfide	4.0	Not Detected
Diethyl Sulfide	4.0	Not Detected
Dimethyl Disulfide	4.0	Not Detected
Tetrahydrothiophene	4.0	Not Detected
2-Ethylthiophene	4.0	Not Detected
2,5-Dimethylthiophene	4.0	Not Detected
Diethyl Disulfide	4.0	Not Detected

Container Type: 1 Liter Tedlar Bag



AN ENVIRONMENTAL ANALYTICAL LABORATORY

Client Sample ID: 022409-L3

Lab ID#: 0902533-03A

SULFUR GASES BY ASTM D-5504 GC/SCD

File Name:	b022514	Date of Collection:	2/24/09
Dil. Factor:	1.00	Date of Analysis:	2/25/09 10:50 AM

Compound	Rpt. Limit (ppbv)	Amount (ppbv)
Hydrogen Sulfide	4.0	Not Detected
Carbonyl Sulfide	4.0	Not Detected
Methyl Mercaptan	4.0	Not Detected
Ethyl Mercaptan	4.0	Not Detected
Dimethyl Sulfide	4.0	Not Detected
Carbon Disulfide	5.0	Not Detected
Isopropyl Mercaptan	4.0	Not Detected
tert-Butyl Mercaptan	4.0	Not Detected
n-Propyl Mercaptan	4.0	Not Detected
Thiophene	4.0	Not Detected
isobutyl Mercaptan	4.0	Not Detected
3-Methyl Thiophene/n-Butyl Mercaptan/Ethyl Methyl Sulfide	4.0	Not Detected
Diethyl Sulfide	4.0	Not Detected
Dimethyl Disulfide	4.0	Not Detected
Tetrahydrothiophene	4.0	Not Detected
2-Ethylthiophene	4.0	Not Detected
2,5-Dimethylthiophene	4.0	Not Detected
Diethyl Disulfide	4.0	Not Detected

Container Type: 1 Liter Tedlar Bag



AN ENVIRONMENTAL ANALYTICAL LABORATORY

Client Sample ID: Lab Blank

Lab ID#: 0902533-04A

SULFUR GASES BY ASTM D-5504 GC/SCD

File Name:	b022503	Date of Collection: NA
Dil. Factor:	1.00	Date of Analysis: 2/24/09 10:34 PM

Compound	Rpt. Limit (ppbv)	Amount (ppbv)
Hydrogen Sulfide	4.0	Not Detected
Carbonyl Sulfide	4.0	Not Detected
Methyl Mercaptan	4.0	Not Detected
Ethyl Mercaptan	4.0	Not Detected
Dimethyl Sulfide	4.0	Not Detected
Carbon Disulfide	5.0	Not Detected
Isopropyl Mercaptan	4.0	Not Detected
tert-Butyl Mercaptan	4.0	Not Detected
n-Propyl Mercaptan	4.0	Not Detected
Thiophene	4.0	Not Detected
Isobutyl Mercaptan	4.0	Not Detected
3-Methyl Thiophene/n-Butyl Mercaptan/Ethyl Methyl Sulfide	4.0	Not Detected
Diethyl Sulfide	4.0	Not Detected
Dimethyl Disulfide	4.0	Not Detected
Tetrahydrothiophene	4.0	Not Detected
2-Ethylthiophene	4.0	Not Detected
2,5-Dimethylthiophene	4.0	Not Detected
Diethyl Disulfide	4.0	Not Detected

Container Type: NA - Not Applicable



AN ENVIRONMENTAL ANALYTICAL LABORATORY

Client Sample ID: LCS

Lab ID#: 0902533-05A

SULFUR GASES BY ASTM D-5504 GC/SCD

File Name:	b022502	Date of Collection: NA
Dil. Factor:	1.00	Date of Analysis: 2/24/09 10:02 PM

Compound	%Recovery
Hydrogen Sulfide	88
Carbonyl Sulfide	95
Methyl Mercaptan	93
Ethyl Mercaptan	106
Dimethyl Sulfide	97
Carbon Disulfide	81
Isopropyl Mercaptan	102
tert-Butyl Mercaptan	103
n-Propyl Mercaptan	106
Thiophene	96
Isobutyl Mercaptan	104
3-Methyl Thiophene/n-Butyl Mercaptan/Ethyl Methyl Sulfide	100
Diethyl Sulfide	97
Dimethyl Disulfide	96
Tetrahydrothiophene	98
2-Ethylthiophene	88
2,5-Dimethylthiophene	84
Diethyl Disulfide	87

Container Type: NA - Not Applicable

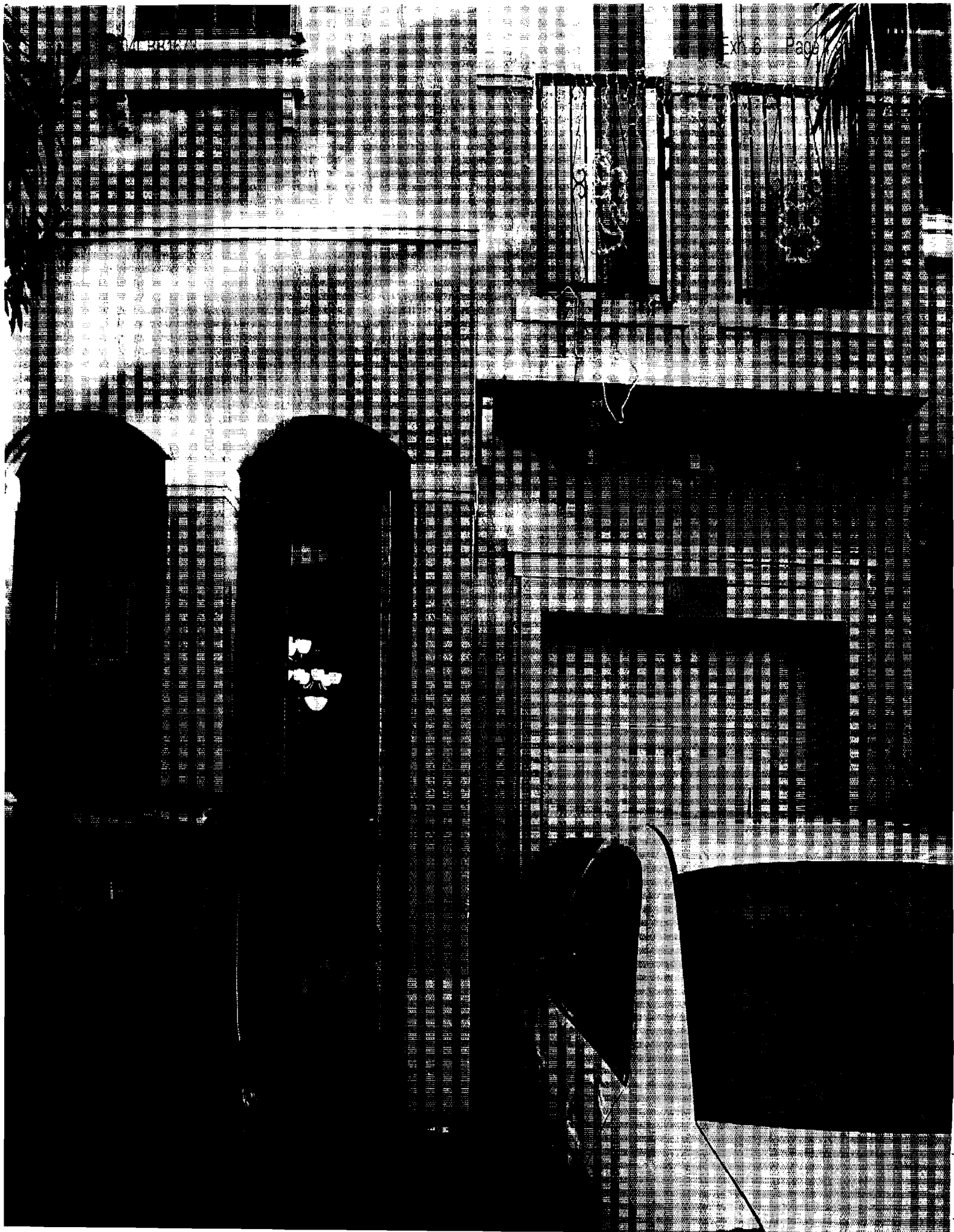
WORK AUTHORIZATION AGREEMENT

I. Scope of Work

The repair work at your Home will include the following:

- Relocating you and your family to a comparable temporary residence pursuant to the terms and conditions set forth in our Sublease Agreement;
- Moving your furniture from your Home using a reputable insured moving company to your temporary residence and/or a secure storage facility;
- Removing and replacing all defective drywall in your Home;
- Repairing or replacing other affected building materials in your Home, including, **but not limited to**, affected HVAC systems, plumbing components, as well as affected electrical components, including affected wiring, switches, and receptacles;
- Finishing and painting all new drywall;
- Repairing or replacing, as necessary, all materials affected by the repair process in your Home, which may include but is not limited to flooring, wall coverings and tile, cabinets and countertops, sinks, toilets, bathtubs and shower enclosures, appliances, mirrors, lighting and plumbing fixtures, and wood trim and molding;
- HEPA vacuuming your Home to remove all construction dust;
- Cleaning and restoring your Home to pre-repair condition; and
- Moving your furniture and belongings back to your Home.

A supplemental description of the above-mentioned repair work, including detailed specifications and other special instructions, as agreed upon between you and Lennar, is set forth on a separate "Home Repair Specifications Sheet," which is incorporated herein.

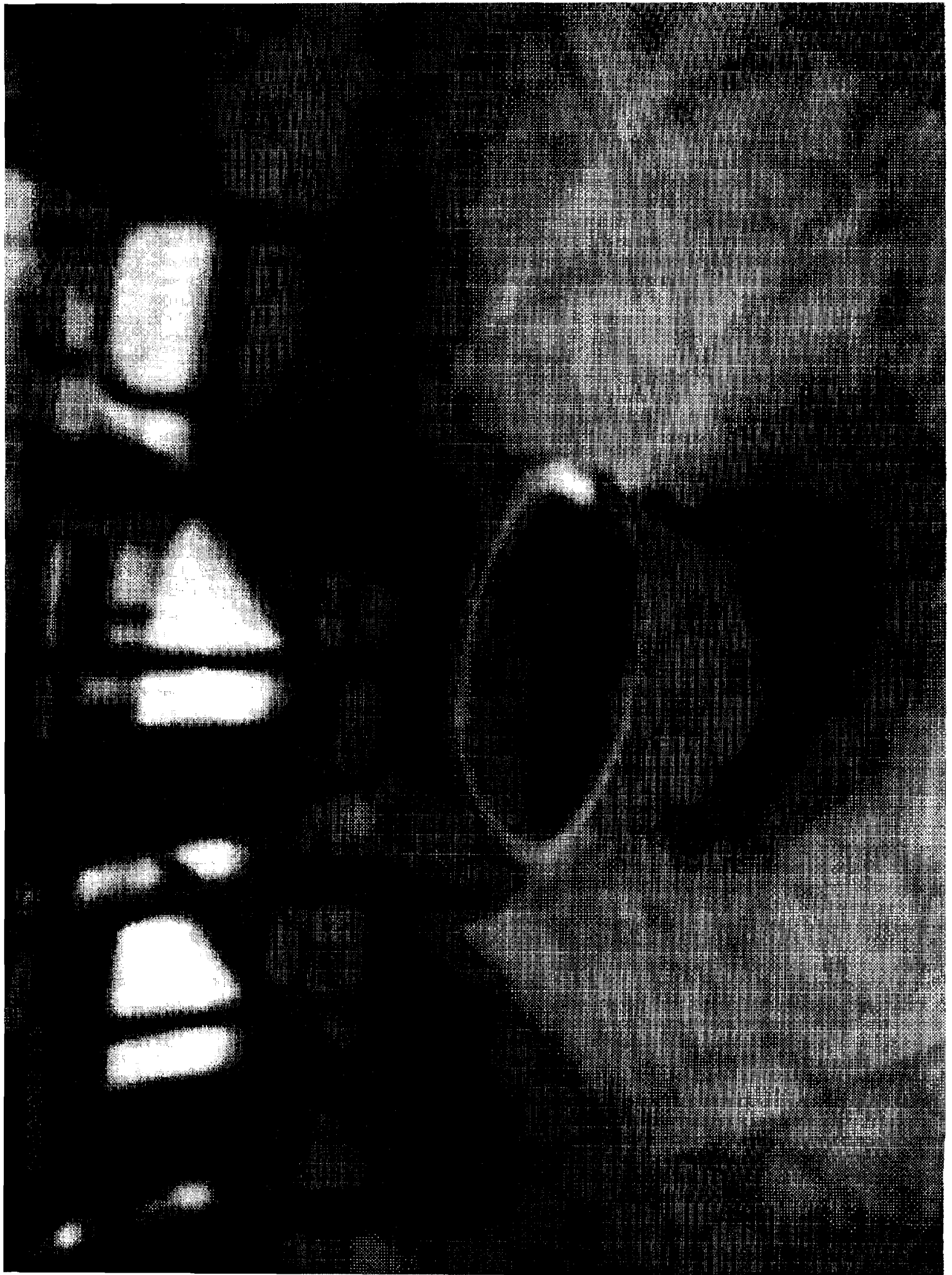


090504CBB1673

E

24

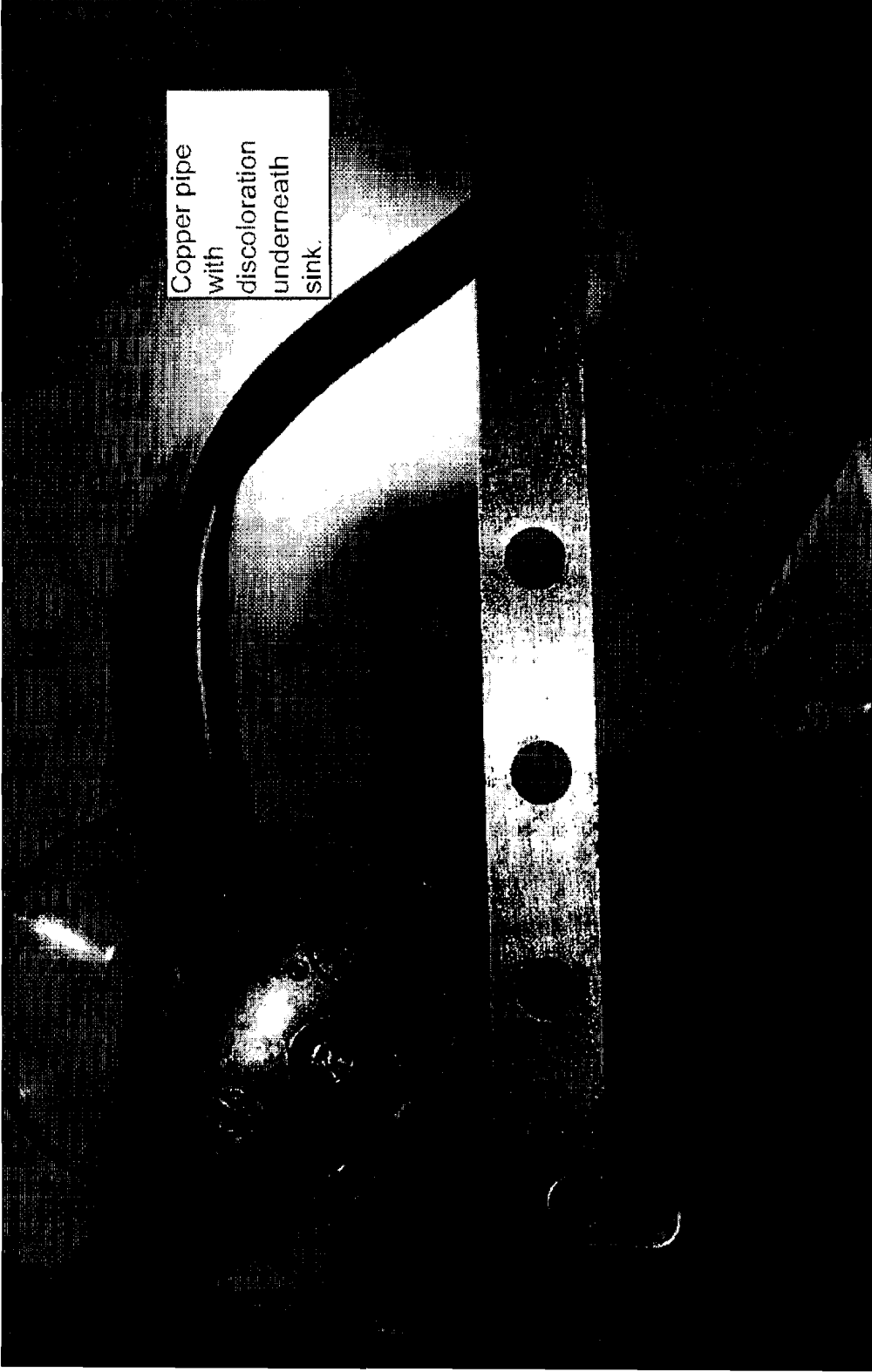




View of ceiling from first floor living room.



Copper pipe
with
discoloration
underneath
sink.



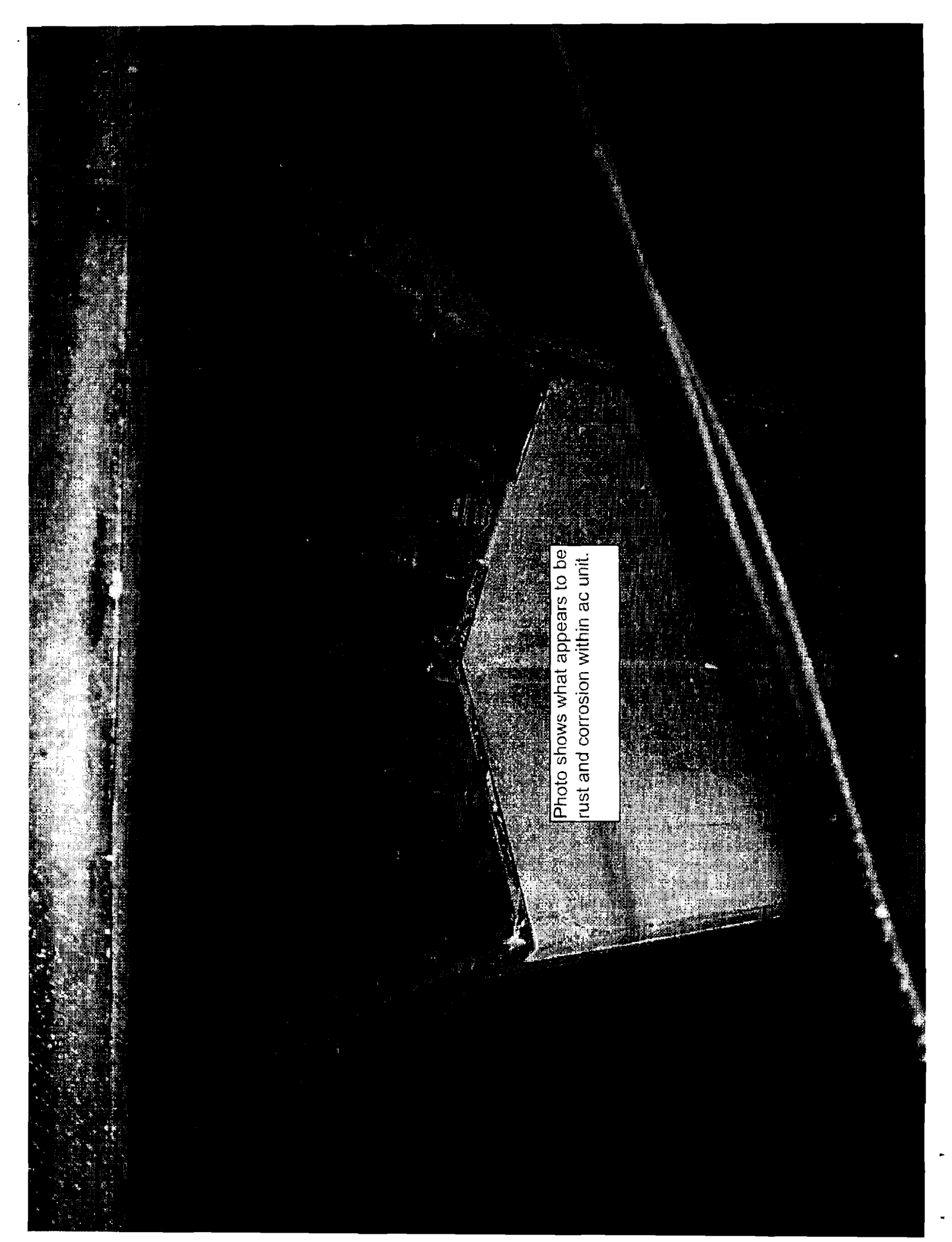
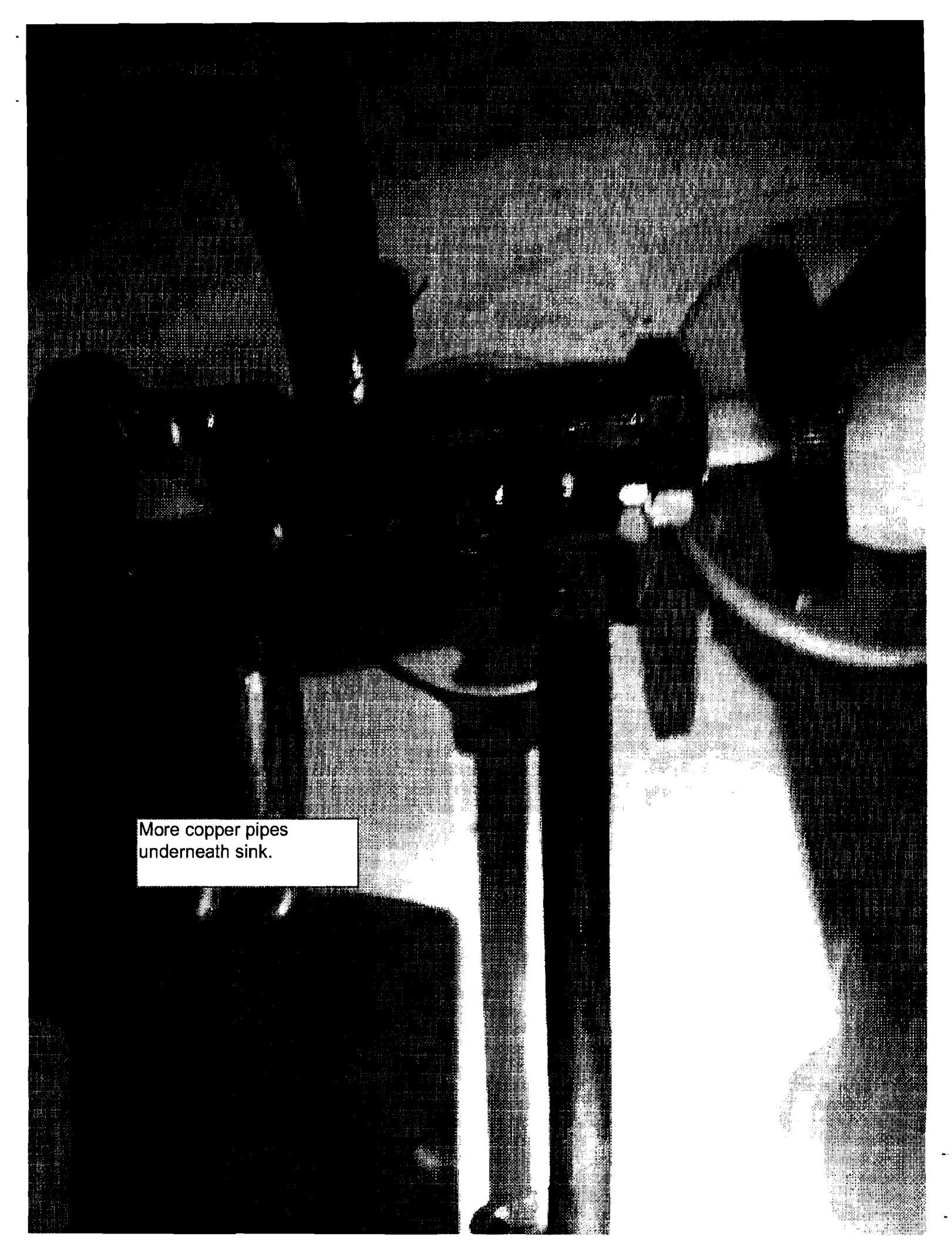


Photo shows what appears to be rust and corrosion within ac unit.

Hole in ceiling
from water
leakage from
ac unit.



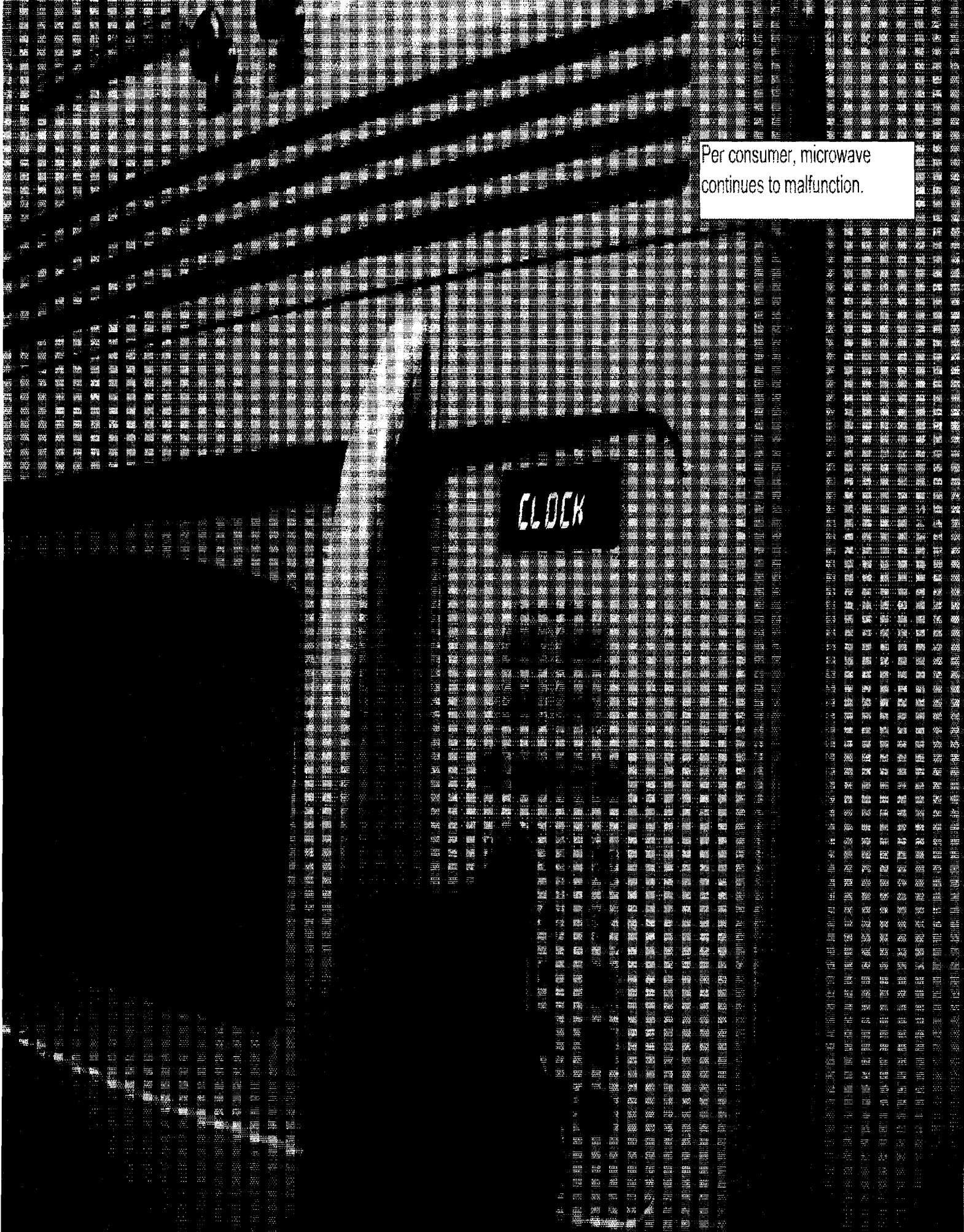
Copper pipe
inside ac unit.



More copper pipes
underneath sink.

Per consumer, microwave continues to malfunction.

CLOCK



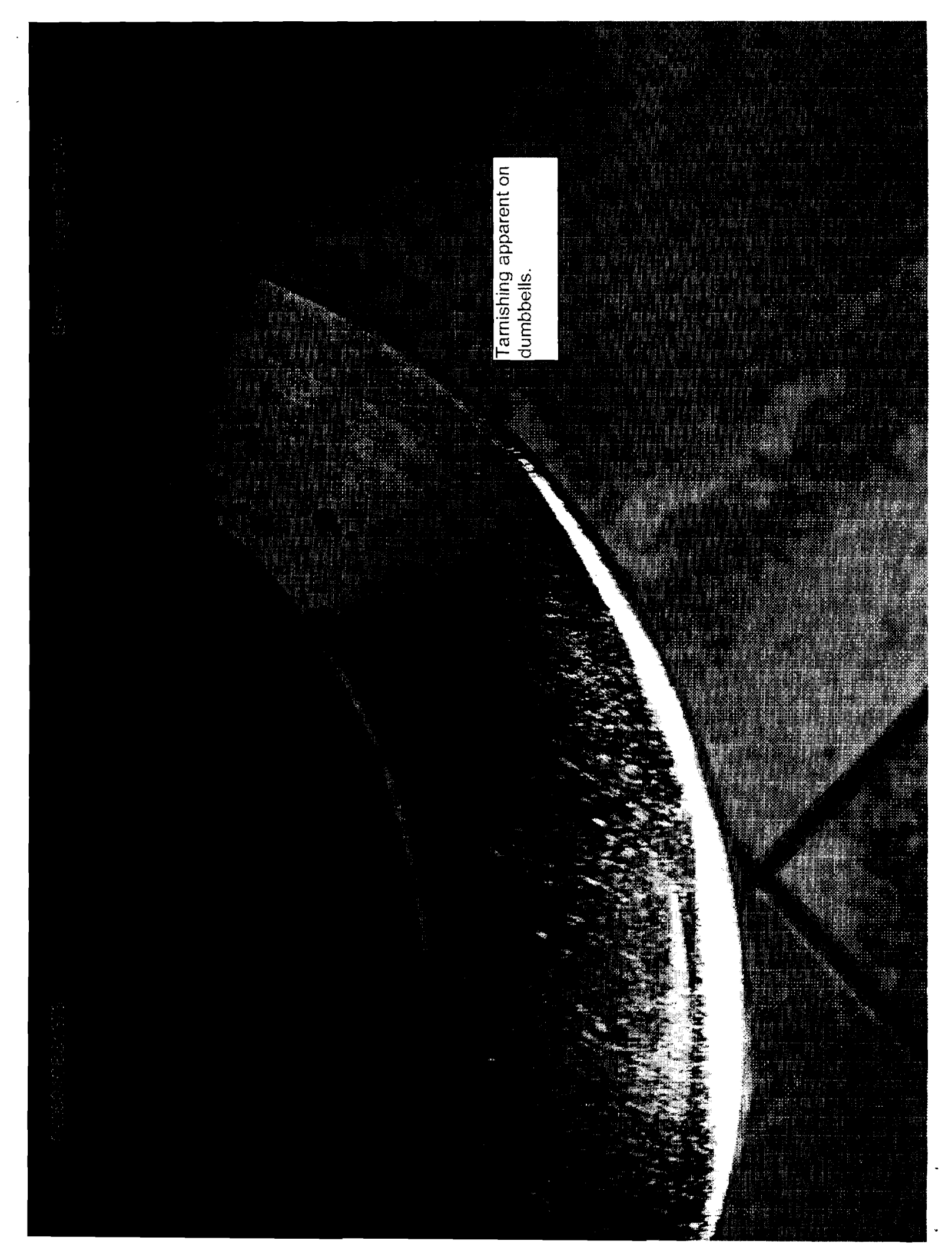


Sony TV appears blurry at all times.

Vertical text on the right edge of the page, likely bleed-through from the reverse side of the document.



Dumbbells observed with black spots.



Tarnishing apparent on
dumbbells.

Outer rubber covering
copper wires within AC.

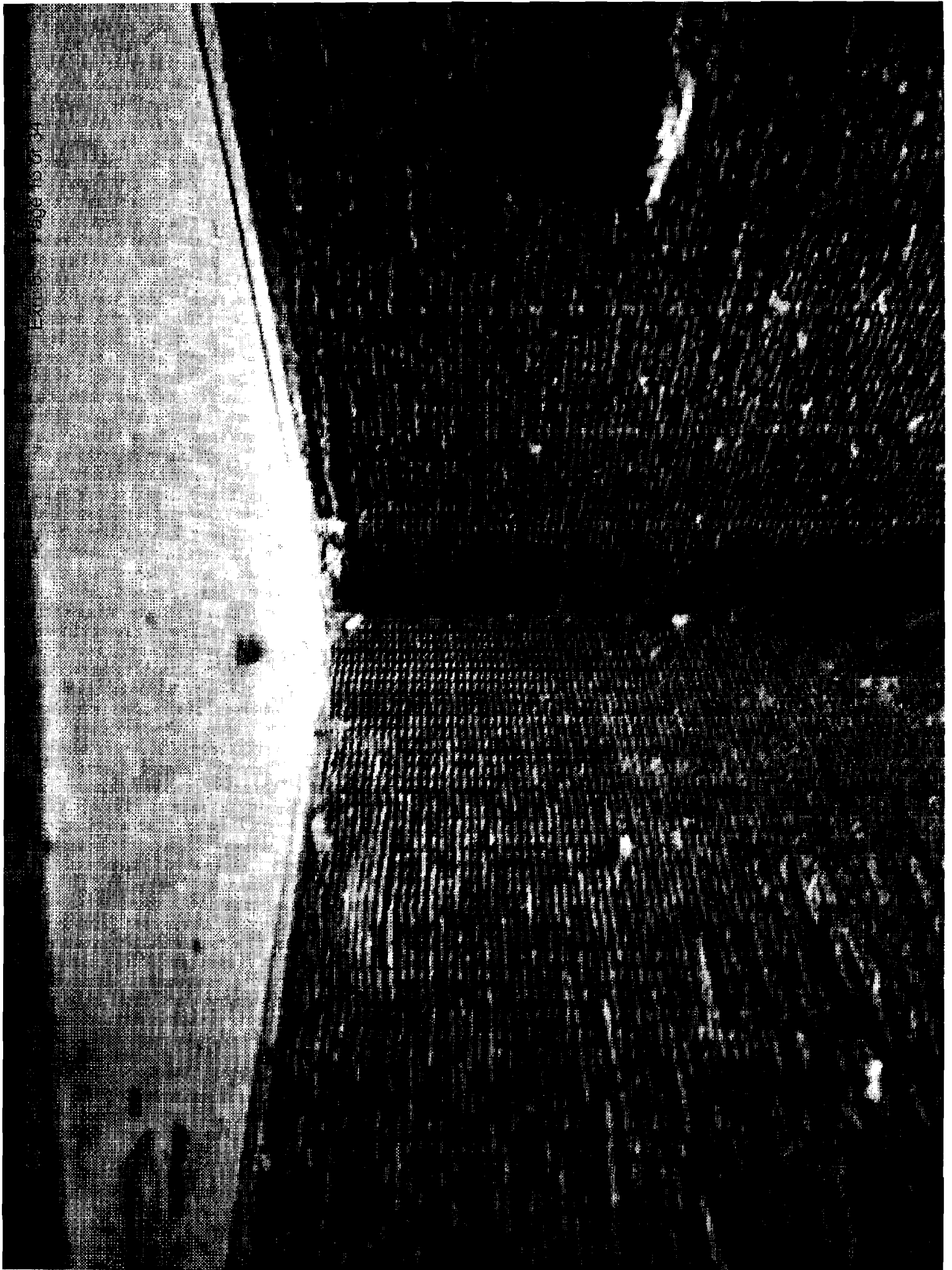
Copper wire observed within interior of AC unit. Blackening and discoloration observed.

11/10/2014

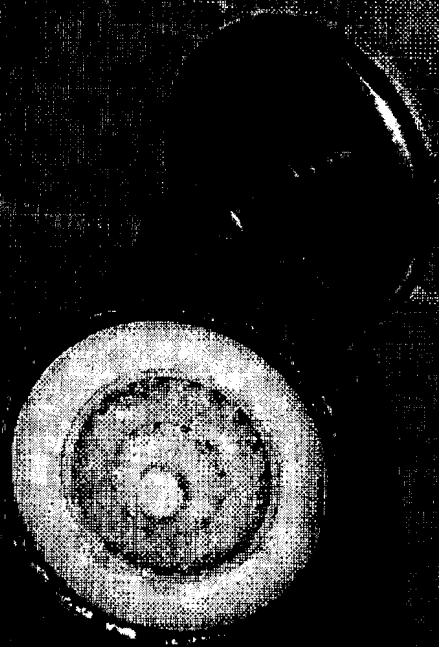
11/10/2014

11/10/2014

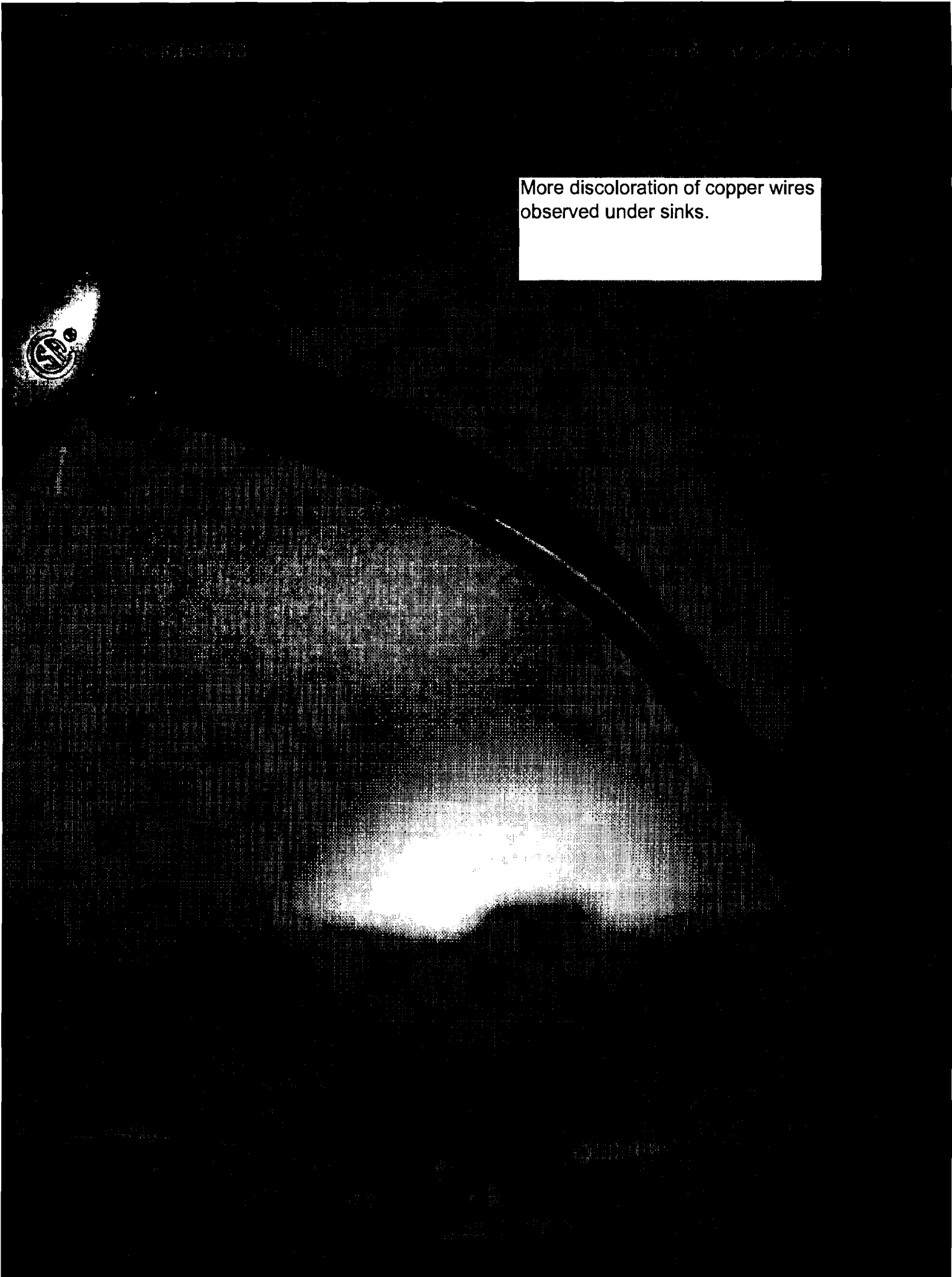
11/10/2014



Discoloration of shower
head observed.



More discoloration of copper wires
observed under sinks.



Discolored copper wires.




05030103810

AC unit interior.

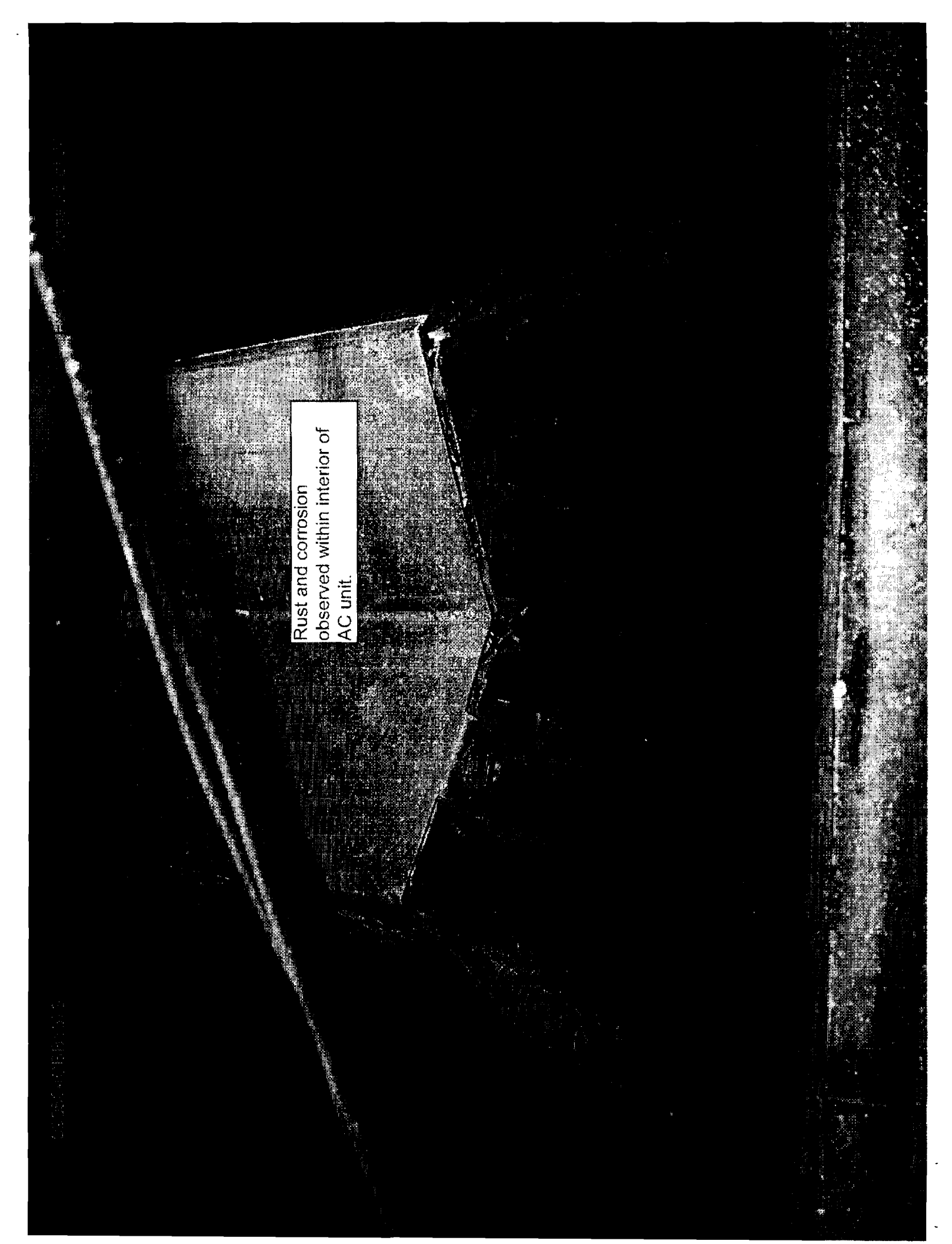


INSPECT HEATING
CALLATOR TO VERIFY
HANDLING HAVE NOT
ELEMENTS TO GROUNDED METAL
WAYS VERIFY BY MEASUREMENT
THERE IS NO CURRENT FLOW WHEN
HEATER IS DE-ENERGIZED.

Interior of AC unit observed.

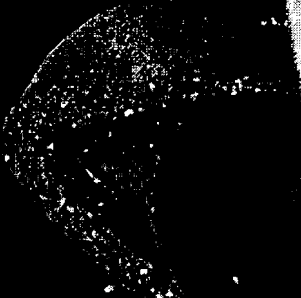
A high-contrast, black and white photograph showing the interior wiring of an AC unit. The image is dominated by a large, dark, curved metal component in the upper left, possibly a fan or a coil. Below it, several parallel metal strips or rails run diagonally across the frame. In the background, there is a rectangular panel with some faint markings. The overall scene is dimly lit, with bright highlights on the metal surfaces.

Interior wiring of AC
unit.

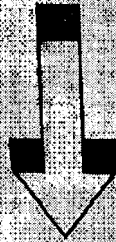
A black and white photograph showing the interior of an AC unit. The image is dark, with a central rectangular area that is lighter and shows signs of rust and corrosion. A white label is placed over this area, containing the text: "Rust and corrosion observed within interior of AC unit." The background is mostly black, with some faint, light-colored lines and textures visible, possibly representing the interior components of the unit.

Rust and corrosion
observed within interior of
AC unit.

Rust observed within AC
unit.

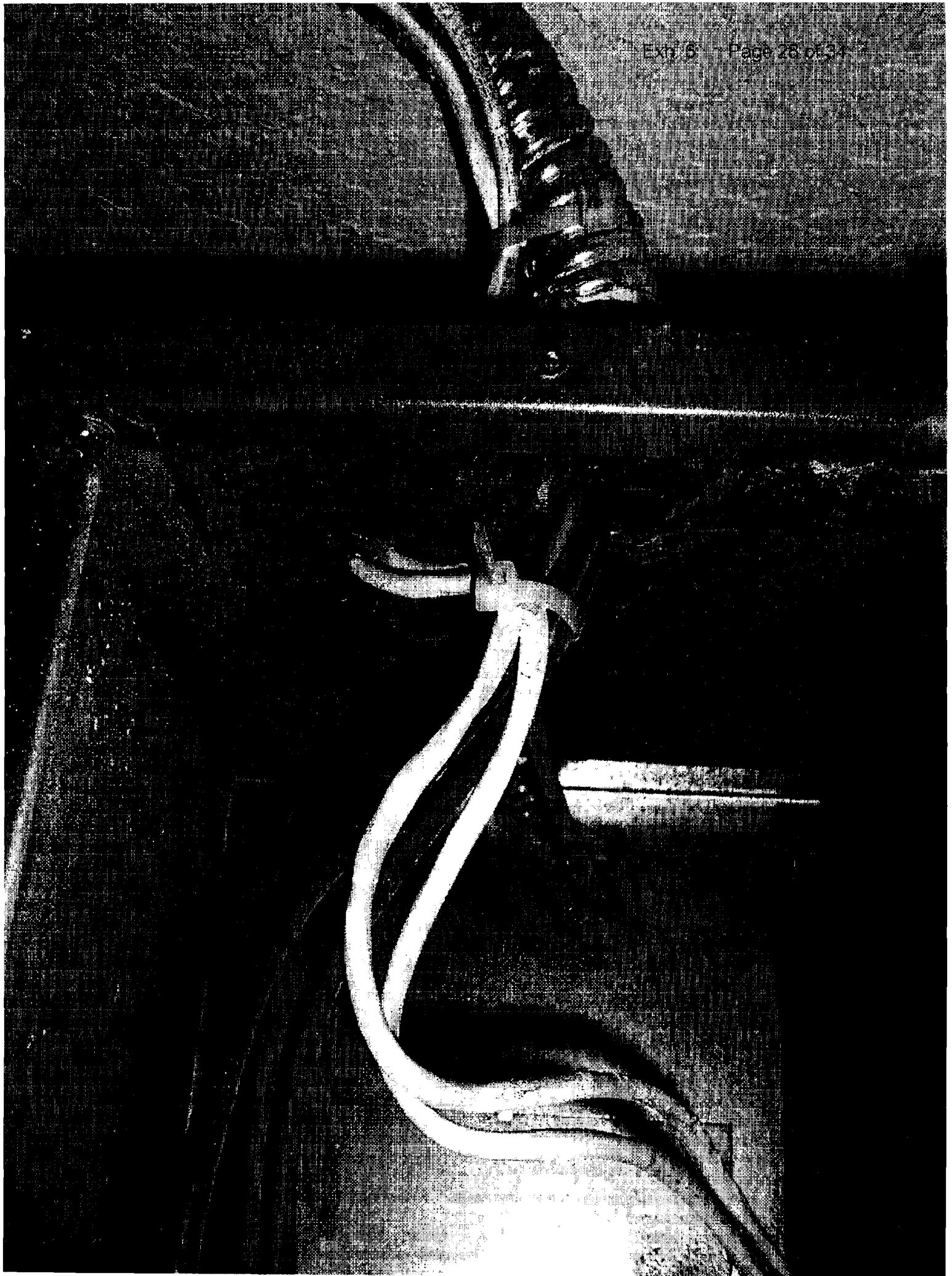


WIRE DIAGRAM

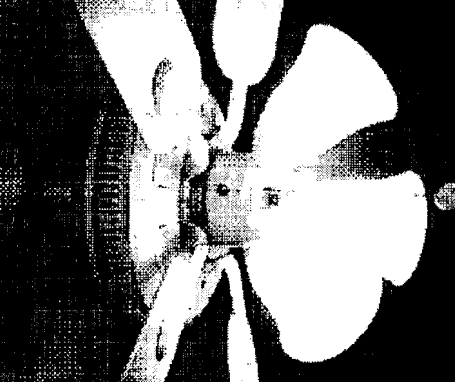


BLOWER
ROTATION

AC unit observed with rust.



Ceiling fan not working, light fixture works.



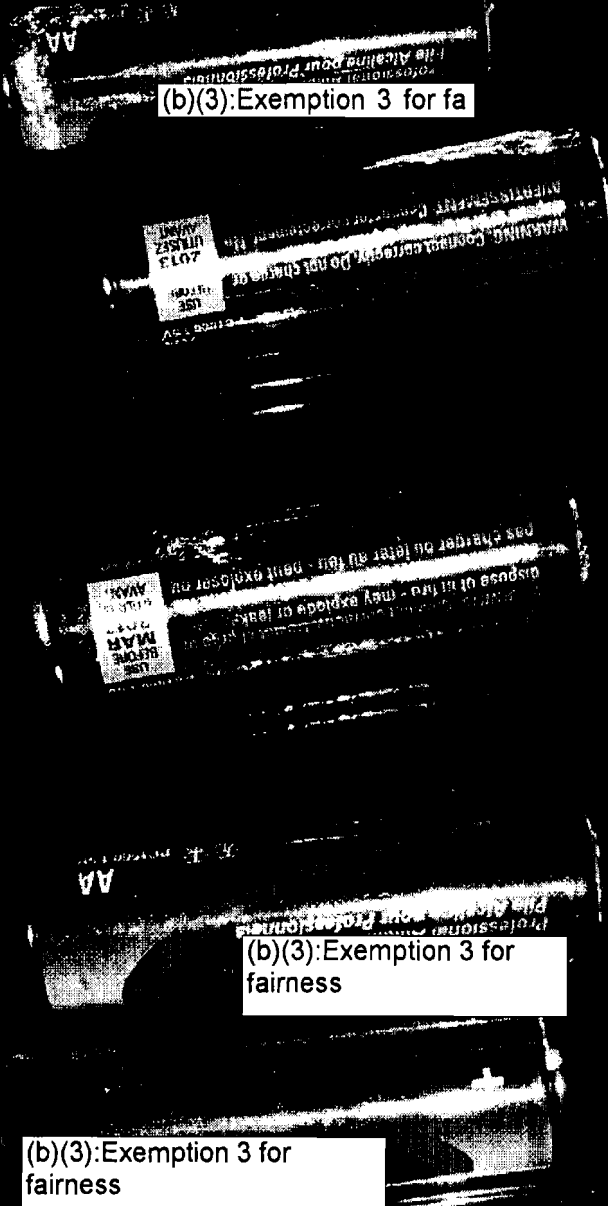
Jewelry observed with black
tarnish.







Batteries observed with corrosion.



AA
 BEFORE
 MAR
 0000
 DEPT OF STAMPS OF
 无永
 P...

090504CBB1673 Exh. 7

Task No. 090504CBB1673 _____

Date: May 28, 2009 _____

STATUS OF MISSING DOCUMENT (S)

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

1. Medical Reports _____

2. Letter from Air Conditioning Technician _____

3. _____

4. _____

5. _____

Date: May 28, 2009 _____

Investigator No: 2248 _____

Regional office: CFIEF _____

Supervisor No: 9001 _____

My Home

miamidade.gov

ACTIVE TOOL - SELECT



Show Me:

Property Information

Search By:

Select Item

Text only

Property Appraiser Tax Estimator

Summary Details:

Folio No.	
Property:	
Mailing Address:	

Property Information:

Primary Zone:	3700 MULTI-FAMILY
CLUC:	0010 RESIDENTIAL-TOWNHOUSE
Beds/Baths:	3/2
Floors:	0
Living Units:	1
Adj Sq Footage:	1,747
Lot Size:	1,800 SQ FT
Year Built:	2006

Legal Description:

Sale Information:

Sale O/R:	
Sale Date:	5/2006
Sale Amount:	\$325,990

Assessment Information:

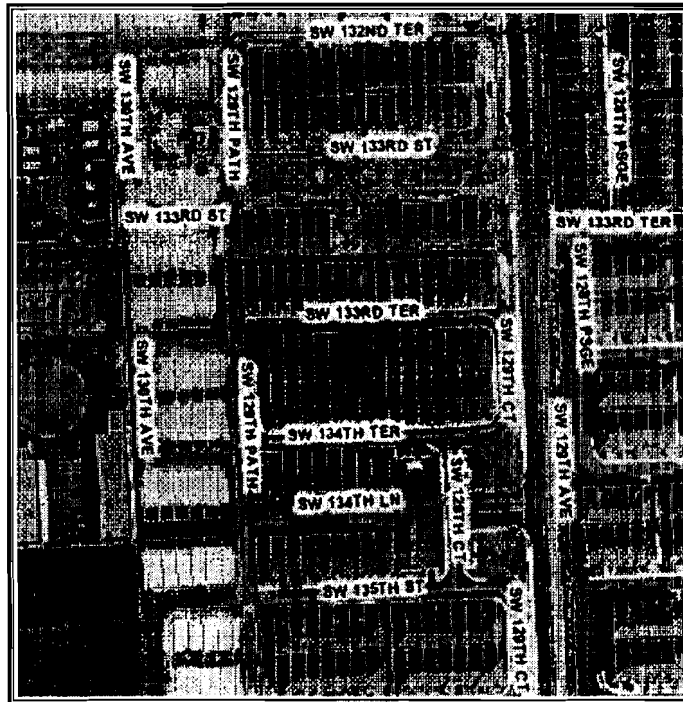
Year:	2008	2007
Land Value:	\$0	\$0
Building Value:	\$0	\$0
Market Value:	\$259,700	\$259,700
Assessed Value:	\$259,700	\$259,700

Taxable Value Information:

Year:	2008	2007
Taxing Authority:	Applied Exemption/ Taxable Value:	Applied Exemption/ Taxable Value:
Regional:	\$0/\$259,700	\$0/\$259,700
County:	\$0/\$259,700	\$0/\$259,700
School Board:	\$0/\$259,700	\$0/\$259,700

Additional Information:

Click here to see more information for this property.
 Community Development District
 Community Redevelopment Area
 Empowerment Zone
 Enterprise Zone
 Land Use
 Urban Development Boundary
 Zoning
 Non-Ad Valorem Assessments

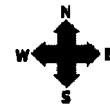


Digital Orthophotography - 2007

0 — 108 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
 © 2002 Miami-Dade County.
 All rights reserved

090504CBB1673

Exh. 9 Page 1 of 2



[FIND A HOME](#) | [BUY A HOME](#) | [CUSTOMER CARE](#) | [ABOUT LENNAR](#) | [MY PORTFOLIO](#) | [CONTACT US](#)

[INVESTOR RELATIONS](#) | [CAREERS](#) | [EXPANDE](#)

FIND A HOME
 STATE _____
 CITY _____

Advanced Search

MA
NJ
MD
DE



[WAITING](#)



[Simply Click Here](#)

Lennar on the web: [Lennar on FaceBook](#) | [Lennar on Twitter](#) | [Lennar on YouTube](#) | [Lennar Urban](#) | [Lennar Communities](#)
[Lennar Cares](#) | [Lennar on Fortune 500](#) | [Lennar on Wall Street Journal](#) | [Lennar on Yahoo!](#) | [Lennar on Wikipedia](#)

Lennar is the leading builder of quality new homes in the most desirable real estate markets across the nation. Our home plans demonstrate our commitment to our customers by showcasing outstanding new home construction and a dedication to excellence in homebuilding. Every new home for sale offers the simplicity of included options featured in our model homes and inventory homes.

Lennar builds new homes for sale in 17 different states in some of the finest markets in the nation including:

Arizona: Phoenix Tucson	Delaware: Millsboro	Maryland: Baltimore Eastern Shore MD/DC Metro	New Jersey: Edison Township Mays Landing Monroe Township Rockaway Township Waretown Weehawken Woolwich Township	South Carolina: Charleston Charlotte Greenville Myrtle Beach
California: Bakersfield Fresno/Central Valley Los Angeles/Valencia Orange County Palm Springs/Coachella Riverside County Sacramento San Bernardino San Diego San Francisco/Bay Area	Florida: Clermont Ft. Lauderdale Jacksonville/St. Augustine Lakeland Melbourne/Palm Bay Miami Naples/Ft. Myers Orlando Sarasota/Manatee Tampa Treasure Coast/Palm Beach	Massachusetts: Boston	Minnesota: Minneapolis/St. Paul	Texas: Austin Dallas/Ft. Worth Houston San Antonio
Colorado: Colorado Springs Denver	Illinois: Chicago	Nevada: Las Vegas Reno	New York: Rockland County	Virginia: Southern Virginia VA/DC Metro
			North Carolina: Charlotte Raleigh	
			Pennsylvania: Lancaster York County	

Copyright © 2008 Lennar Corporation. All rights reserved. Lennar's Privacy Policy was revised effective February 1, 2008.

[FAQs](#) | [Site Map](#) | [Privacy Policy](#) | [Important Legal Notices](#) | [Webmaster](#)

Lennar is the leading builder of quality new homes. The Logic of Lennar offers the simplicity of included options as featured in our model homes and inventory homes. Our home plans demonstrate our commitment to our customers by showcasing outstanding new home construction and a dedication to excellence in homebuilding.

090504CBB1673

Exh. 9 Page 2 of 2



[FIND A HOME](#) | [BUY A HOME](#) | [CUSTOMER CARE](#) | [ABOUT LENNAR](#) | [MY PORTFOLIO](#) | [CONTACT US](#)

[INVESTOR RELATIONS](#) | [CAREERS](#) | [ESPAÑOL](#)

[Home](#) | [Contact Us](#)

The Many Ways to Contact Us

Find a New Home Our Internet New Home Consultants can answer your questions and help you find the home and community that fits your needs.

Secure a Mortgage Our UAMC Home Loan Advisors can answer your questions, find a mortgage that suits your needs and help you start the pre-qualification process.

Questions About Your Home Ask about items related to your current Lennar Home.

Customer Care / Warranty Submit questions or warranty requests to our Customer Care Associates in your local market.

Corporate Customer Care / Warranty Our Corporate Team is here to assist you if you need.

Realtors Get information on our communities and our Realtor Co-op programs.

Business Partners Submit information and inquiries about doing business with our Company.

Land for Sale Send us information on land you have available.

Careers Find out about employment opportunities with Lennar.

Investor Relations/Stockholders Get more detailed information about Lennar Corporation.

Webmaster Let us know of any difficulties you encounter with our website and provide us feedback.

Sign up For Email Updates

Get the latest LEADERS magazine and promotions delivered right to your e-mail

Lennar is the leading builder of quality new homes in the most desirable real estate markets across the nation. Our home plans demonstrate our commitment to our customers by showcasing outstanding new home construction and a dedication to excellence in homebuilding. Every new home for sale offers the simplicity of included options featured in our model homes and inventory homes.

[Home](#) | [Contact Us](#)

Lennar builds new homes for sale in 17 different states in some of the finest markets in the nation including:

<p>Arizona: Phoenix Tucson</p> <p>California: Bakersfield Fresno/Central Valley Los Angeles/Valencia Orange County Palm Springs/Coachella Riverside County Sacramento San Bernardino San Diego San Francisco/Bay Area</p> <p>Colorado: Colorado Springs Denver</p>	<p>Delaware: Millsboro</p> <p>Florida: Clermont Ft. Lauderdale Jacksonville/St. Augustine Lakeland Melbourne/Palm Bay Miami Naples/Ft. Myers Orlando Sarasota/Manatee Tampa Treasure Coast/Palm Beach</p> <p>Illinois: Chicago</p>	<p>Maryland: Baltimore Eastern Shore MD/DC Metro</p> <p>Massachusetts: Boston</p> <p>Minnesota: Minneapolis/St. Paul</p> <p>Nevada: Las Vegas Reno</p>	<p>New Jersey: Edison Township Mays Landing Monroe Township Rockaway Township Waretown Weehawken Woolwich Township</p> <p>New York: Rockland County</p> <p>North Carolina: Charlotte Raleigh</p> <p>Pennsylvania: Lancaster York County</p>	<p>South Carolina: Charleston Charlotte Greenville Myrtle Beach</p> <p>Texas: Austin Dallas/Ft. Worth Houston San Antonio</p> <p>Virginia: Southern Virginia VA/DC Metro</p>
---	---	--	---	---

IDI 090504CBB1673

Addendum:

The attached Official Report(s) was received following submission of the report and is attached as an addendum.

Attachment:

EXHIBIT 10 – Copies of Emails on damaged appliances/responses/delivery receipt.

EXHIBIT 11 – Microwave Receipts/Tech Information

EXHIBIT 12 – Recent Letter from Lennar and New Work Order Agreement

090504CBB1673

Exh. 10 Page 1 of 10

Delivered-To: [REDACTED]
 Received: by 10.70.109.9 with SMTP id h9cs201889wxc;
 Fri, 14 Dec 2007 16:18:37 -0800 (PST)
 Received: by 10.141.79.12 with SMTP id gl2mr2328768rvl.182.1197677917238;
 Fri, 14 Dec 2007 16:18:37 -0800 (PST)
 Return-Path: <US_CTS_Ownership@dell.com>
 Received: from ausc60ps301.us.dell.com (ausc60ps301.us.dell.com [143.166.148.206])
 by mx.google.com with ESMTP id b8sil709786rvf.2007.12.14.16.18.36;
 Fri, 14 Dec 2007 16:18:37 -0800 (PST)
 Received-SPF: pass (google.com: domain of US_CTS_Ownership@dell.com designates 143.166.148.206 as permitted sender) client-ip=143.166.148.20
 Authentication-Results: mx.google.com; spf=pass (google.com: domain of US_CTS_Ownership@dell.com designates 143.166.148.206 as permitted sender)
 Date: Fri, 14 Dec 2007 16:18:37 -0800 (PST)
 X-IronPort-AV: E=Sophos;i="4.24.170,1196661600";
 d="scan'208";a="451281860"
 Message-ID: <21319679.1197677915770.JavaMail.SYSTEM@smtp-out.us.dell.com>
 From: US CTS_Ownership@dell.com
 To: [REDACTED]
 Subject: Dell Inc. Case # [REDACTED] Team DEL014 Email #-58262941-# Confirmation
 Mime-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: 7bit

Dear EVELIN REY,

Thank you for contacting Dell's Technical Support. It was a pleasure working with you to resolve the issue you had with your system.

Case # [REDACTED]
 Dispatch # 097863657

In order to perform the necessary repairs to your system, we have made arrangements to have your system returned to the repair depot for ser
 Per our conversation, Dell will be shipping a box to send the system to the repair depot. There will be an instruction sheet for packaging
 Once you have the system packaged for shipping, please call the number listed on the instruction sheet to arrange for pickup by DHL. Be sur
 If you need further assistance with case # [REDACTED], you may contact your case owner via email. Simply reply to this email. Do Not change t

- 1.) Best time to reach you
- 2.) Include phone number
- 3.) Include your case # [REDACTED] in the email message
- 4.) Brief description of the current state of your issue

For all new issues, please contact a live Dell Consumer Hardware Warranty Support agent by going to <http://support.dell.com/chat>. An easy &
 Not sure when your system warranty expires? Interested in looking up your system warranty expiration dates go to <http://support.dell.com/sup>

Time really flies. Don't let your system's warranty lapse and risk costly repairs and downtime.
 Call 1-800-999-3355 Press 1 to enter an extension and
 Dial extension 7244331
 To extend or upgrade your original warranty and service contract terms today!

Visit the Dell Community Forum, where Dell users of all skill levels come together to ask questions, share experiences, and learn at <http://>

Dell Support Tool

Dell Support 3 is a complimentary, automated upgrade and notification system for your computer that offers you software updates and informat
 Get the Dell Support Tool at www.support.dell.com/DSPhone

NOTE: Dell Support 3.0 is for Microsoft Windows XP only.

In an effort to continuously improve your customer service experience Dell randomly surveys our customers. You may receive one of these surv
 For expedited service to our premium tech agents please use YOUR express service code when calling Dell tech support at 1-800-624-9896. Your
 For expedited service to our premium tech agents please use YOUR express service code when calling Dell tech support at 1-800-624-9896. Your

Respectfully,

Roni
 01170606

090504CBB1673

Exh. 10 Page 2 of 10

Delivered-To: [REDACTED]
 Received: by 10.70.30.12 with SMTP id d12cs104205wxd;
 Fri, 11 Jan 2008 12:46:31 -0800 (PST)
 Received: by 10.100.214.15 with SMTP id m15mr7706378ang.0.1200084391790;
 Fri, 11 Jan 2008 12:46:31 -0800 (PST)
 Return-Path: <US_XPS_Ownership@dell.com>
 Received: from ausc60pc101.us.dell.com (ausc60pc101.us.dell.com [143.166.85.206])
 by mx.google.com with ESMTTP id c14si5425022ana.21.2008.01.11.12.46.31;
 Fri, 11 Jan 2008 12:46:31 -0800 (PST)
 Received-SPF: pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted sender) client-ip=143.166.85.206;
 Authentication-Results: mx.google.com; spf=pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted send
 X-IronPort-AV: E=Sophos;i="4.24,273,1196661600";
 d="scan'208";a="530927934"
 Message-ID: <23787304.1200084391217.JavaMail.processscem@AUSAMERKANAAPF7>
 Date: Fri, 11 Jan 2008 14:46:31 -0600 (CST)
 From: US_XPS_Ownership <US_XPS_Ownership@dell.com>
 To: Evelyn Rey <evelyn.rey@gmail.com>
 Subject: Re: Dell Inc. Case #182364198 Team OKCXPS001 Email #-59841297-# Confirmation (XMM61426354I57L0KM)
 Mime-Version: 1.0
 Content-Type: text/plain; charset=iso-8859-1
 Content-Transfer-Encoding: 7bit
 x-mailer: KANA Response 9.1.0.35

Thank you for contacting the Dell XPS Ownership Team.
 Your tracking number is #91509047464 shipped via DHL. You can track your shipment from DHLs Website: <http://track.dhl-usa.com//TrackByNbr.a>

Original Message Follows:

Hi,
 I'm still waiting for the box to arrive, in order to send my laptop for repair.
 Just to confirm my address is [REDACTED]

Thanks,
 [REDACTED]

On Jan 7, 2008 10:23 PM, <US_XPS_Ownership@dell.com> wrote:

Dear [REDACTED],

Thank you for contacting Dell Technical Support. It was a pleasure working with you to resolve the issue you had with your system.

The following information relates to your recent call.

Case # [REDACTED]
 Service Call / Dispatch Reference #098633820

In order to perform the necessary repairs to your system, we have made arrangements to have your system returned to the repair depot. Per ou

If you need a status update on this service, please go to <http://support.dell.com>,

1. Log in to "My Account"
2. Click "My Order Status"
3. Click "My Support" and select "Service Call Status"
4. Enter either your Service Tag or Service Call /Dispatch Reference # or to obtain current status

If you need further assistance with case # [REDACTED], you may contact Dell via email or telephone.

If you choose to use email, please reply to this email, and include the following information:

1. Preferred method of contact (phone or e-mail)
2. Best time to reach you
3. Include phone number if phone is preferred method of contact

For any new issues please contact Dell Technical Support by sending an email from the following web page <http://support.dell.com> or via the

For expedited service to our premium tech agents please use YOUR express service code when calling Dell tech support at 1-800-232-8544. Your

Respectfully,

Michael
 Rep ID 01150170
 Resolution Specialist
 Dell Technical Support

Evelyn.M.Rey

090504CBB1673

Exh. 10 Page 3 of 10

Delivered-To: [REDACTED]
Received: by 10.70.30.12 with SMTP id d12cs411422wxd;
Mon, 7 Jan 2008 19:23:56 -0800 (PST)
Received: by 10.65.252.13 with SMTP id e13mr43879143qbs.84.1199762635703;
Mon, 07 Jan 2008 19:23:55 -0800 (PST)
Return-Path: <US_XPS_Ownership@dell.com>
Received: from ausc60pc101.us.dell.com (ausc60pc101.us.dell.com [143.166.85.206])
by mx.google.com with ESMTSP id f13sil3306117qba.20.2008.01.07.19.23.55;
Mon, 07 Jan 2008 19:23:55 -0800 (PST)
Received-SPF: pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted sender) client-ip=143.166.85.206;
Authentication-Results: mx.google.com; spf=pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted send
Date: Mon, 07 Jan 2008 19:23:55 -0800 (PST)
X-IronPort-AV: E=Sophos;i="4.24,255,1196661600";
d="scan'208";a="524298201"
Message-ID: <12508720.1199762634823.JavaMail.SYSTEM@smtp-out.us.dell.com>
From: US_XPS_Ownership@dell.com
To: [REDACTED]
Subject: Dell Inc. Case # [REDACTED] Team OKCXPS001 Email #-59841297-# Confirmation
Mime-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit

Dear [REDACTED],

Thank you for contacting Dell Technical Support. It was a pleasure working with you to resolve the issue you had with your system.

The following information relates to your recent call.

Case # [REDACTED]
Service Call / Dispatch Reference #098633820

In order to perform the necessary repairs to your system, we have made arrangements to have your system returned to the repair depot. Per ou

If you need a status update on this service, please go to <http://support.dell.com>,

1. Log in to "My Account"
2. Click "My Order Status"
3. Click "My Support" and select "Service Call Status"
4. Enter either your Service Tag or Service Call /Dispatch Reference # or to obtain current status

If you need further assistance with case # [REDACTED], you may contact Dell via email or telephone.

If you choose to use email, please reply to this email, and include the following information:

1. Preferred method of contact (phone or e-mail)
2. Best time to reach you
3. Include phone number if phone is preferred method of contact

For any new issues please contact Dell Technical Support by sending an email from the following web page <http://support.dell.com> or via the

For expedited service to our premium tech agents please use YOUR express service code when calling Dell tech support at 1-800-232-8544. Your

Respectfully,

Michael
Rep ID 01150170
Resolution Specialist
Dell Technical Support

090504CBB1673

Exh. 10 Page 4 of 10

Delivered-To: [REDACTED]
 Received: by 10.70.30.12 with SMTP id d12cs411422wxd;
 Mon, 7 Jan 2008 19:23:56 -0800 (PST)
 Received: by 10.65.252.13 with SMTP id e13mr43879143qbs.84.1199762635703;
 Mon, 07 Jan 2008 19:23:55 -0800 (PST)
 Return-Path: <US_XPS_Ownership@dell.com>
 Received: from ausc60pc101.us.dell.com (ausc60pc101.us.dell.com [143.166.85.206])
 by mx.google.com with ESMTP id f13si13306117qba.20.2008.01.07.19.23.55;
 Mon, 07 Jan 2008 19:23:55 -0800 (PST)
 Received-SPF: pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted sender) client-ip=143.166.85.206;
 Authentication-Results: mx.google.com; spf=pass (google.com: domain of US_XPS_Ownership@dell.com designates 143.166.85.206 as permitted send
 Date: Mon, 07 Jan 2008 19:23:55 -0800 (PST)
 X-IronPort-AV: E=Sophos;i="4.24,255,1196661600";
 d="scan'208";a="524298201"
 Message-ID: <12508720.1199762634823.JavaMail.SYSTEM@smtp-out.us.dell.com>
 From: US_XPS_Ownership@dell.com
 To: [REDACTED]
 Subject: Dell Inc. Case # [REDACTED] Team OKCXP5001 Email #-59841297-# Confirmation
 Mime-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: 7bit

Dear [REDACTED],

Thank you for contacting Dell Technical Support. It was a pleasure working with you to resolve the issue you had with your system.

The following information relates to your recent call.

Case # [REDACTED]
 Service Call / Dispatch Reference #098633820

In order to perform the necessary repairs to your system, we have made arrangements to have your system returned to the repair depot. Per ou

If you need a status update on this service, please go to <http://support.dell.com>,

1. Log in to "My Account"
2. Click "My Order Status"
3. Click "My Support" and select "Service Call Status"
4. Enter either your Service Tag or Service Call /Dispatch Reference # or to obtain current status

If you need further assistance with case # [REDACTED], you may contact Dell via email or telephone.

If you choose to use email, please reply to this email, and include the following information:

1. Preferred method of contact (phone or e-mail)
2. Best time to reach you
3. Include phone number if phone is preferred method of contact

For any new issues please contact Dell Technical Support by sending an email from the following web page <http://support.dell.com> or via the

For expedited service to our premium tech agents please use YOUR express service code when calling Dell tech support at 1-800-232-8544. Your

Respectfully,

Michael
 Rep ID 01150170
 Resolution Specialist
 Dell Technical Support

090504CBB1673

Exh. 10 Page 5 of 10

X-Gmail-Received: 19b5a8eb960flb64b4a3c60638falaf2f6ad3e40
 Delivered-To: [REDACTED]
 Received: by 10.67.117.7 with SMTP id u7cs181134ugm;
 Mon, 25 Sep 2006 06:33:51 -0700 (PDT)
 Received: by 10.90.34.9 with SMTP id h9mrl264753agh;
 Mon, 25 Sep 2006 06:33:51 -0700 (PDT)
 Return-Path: <ANSWERCTR@exchange.appl.ge.com>
 Received: from ext-nj2ut-12.online-age.net (ext-nj2ut-12.online-age.net [64.14.54.245])
 by mx.gmail.com with ESMTPE id 6si2642308wr1.2006.09.25.06.33.50;
 Mon, 25 Sep 2006 06:33:51 -0700 (PDT)
 Received-SPF: neutral (gmail.com: 64.14.54.245 is neither permitted nor denied by best guess record for domain of ANSWERCTR@exchange.appl.ge
 Received: from int-nj2ut-2.online-age.net (int-nj2ut-2.online-age.net [3.159.237.71])
 by ext-nj2ut-12.online-age.net (8.13.6/8.13.6/20051114-SVWS-TLS-DNSBL) with ESMTPE id k8PDXmXo003855
 for [REDACTED]; Mon, 25 Sep 2006 09:33:49 -0400
 Received: from AP3EXVW01APPLGE.appl.ge.com (int-nj2ut-2.online-age.net [3.159.237.71])
 by int-nj2ut-2.online-age.net (8.13.6/8.13.6/20050510-SVWS) with SMTP id k8PDXilg028441
 for [REDACTED]; Mon, 25 Sep 2006 09:33:48 -0400
 Message-Id: <200609251333.k8PDXilg028441@int-nj2ut-2.online-age.net>
 Received: from 3.130.163.181 by AP3EXVW01APPLGE.appl.ge.com (InterScan E-Mail VirusWall NT); Mon, 25 Sep 2006 09:33:44 -0400
 Received: from exchange.appl.ge.com (AP1CEM01CLGE.appl.ge.com [3.130.161.104]) by AP3EXBH01APPLGE.appl.ge.com with SMTP (Microsoft Exchange
 id S3J76YPP; Mon, 25 Sep 2006 09:33:44 -0400
 From: ANSWERCTR@exchange.appl.ge.com
 To: [REDACTED]
 Subject: AT20060924_0000000107 Operating an appliance or understanding an appliance feature
 Date: Mon, 25 Sep 2006 09:33:42 -0400
 MIME-Version: 1.0
 Content-type: text/plain; charset=Windows-1252
 Content-Transfer-Encoding: quoted-printable
 X-Mailer: Cisco E-Mail Manager NT; Build: CEM-5.0.0711-B-711

Please include the following line in all replies.
 Tracking number: AT20060924_0000000107

Hello [REDACTED],

Thank you for contacting GE Appliances. I am happy to assist you.=20

I am sorry to hear about this unfortunate experience. We recognize this=20
 as an opportunity to work with you to resolve this issue and welcome your=
 feedback.=20

We would like to thoroughly understand your situation and feel that can=20
 be best accomplished by speaking to you directly. The GE Internet=20
 Response Team is able to assist with information on product features, use=
 =20
 and care of your appliances, and basic trouble shooting. GE Consumer=20
 Relations is the management advisory team that has the authority to=20
 address any concerns you have experienced with our products and services. =
 =20
 Please call the Consumer Relations office on their priority number at=20
 1-888-348-7563, M-F, 8am-6pm, EDT to discuss your concerns. In addition, =
 =20
 I am forwarding this email to them.=20

We truly hope this matter can be resolved to your satisfaction.

Sincerely,=20

Jodie
 GE Internet Response Team

> -----Original Message-----
 > From: evelyn.rey@gmail.com
 > Sent: Sep 24, 2006 1:03:48 PM EDT
 > To: ANSWERCTR@exchange.appl.ge.com
 > =20
 > Ename=09=09: ANSWERCTR@exchange.appl.ge.com
 > Mailsubject=09=09: Operating an appliance or understanding an appliance f=
 eature
 > First Name=09=09: Evelin
 > Last Name=09=09: Rey
 > Street Address=09=09: 12960 sw 133 terrace
 > City=09=09: miami
 > State=09=09: FL
 > Zip Code=09=09: 33186
 > Country=09=09: United States
 > Phone=09=09: 305-253-9979
 > Fax=09=09: --
 > EMail Address=09=09: evelyn.rey@gmail.com
 > Model Number=09=09: JVM1631WJ03
 > Serial Number=09=09: AL902769U
 > Installation Date=09=09: =20
 > Comments=09=09: This is my second issue with your product is the last mon=
 th. back on August I complaint of lack of customer service from your part =
 case#5679904.
 > I believe it's totally unacceptable that for a brand new microwave unit I =
 have to call every month to get it repair, and that I have to be on the pho=
 ne with your customer service line to make sure the technician have order t=
 he piece for the unit, which I believe this have not being done jet.

090504CBB1673

Exh. 10 Page 6 of 10

> On saturday 09/16 a tech came to my house to see what was wrong and he told me that for saturday September 23 will be ready.....I'm still waiting.
> I have not received a phone call from nobody, I have not received the FedEx deliver as I was told from your customer service Rep.
> I love the microwave and would hate being without it, since I work full time and have three teenaged sons the microwave makes my life much easier. Please let me hear from a supervisor or manager regarding this unfortunate situation I don't feel like wait another three weeks to have fixed like happened the last time.
> I can be reach at [REDACTED] after 4:45pm
>=20
>=20
>=20

Order Number: MIA717444RIS
 Date Printed: 7/13/2007
 Date Open: 5/30/2007
 Store Name: Service
 BRANDSMART SERVICE CORPORATION
 3381 SW 42nd Street
 Hollywood FL 33312
 Phone: (305)624-5444
 Sales Person: Woldryne Fils Aime
 Customer: [REDACTED]
 Primary Phone: [REDACTED]
 Alternate Phone: [REDACTED]

Repair Order



Product Name	Brand	Model	SerialNo	Invoice	Date of Purchase	Extended Warranty Number
Plasma	SAMSUNG	HPS1253X/XAA	[REDACTED]		6/11/2006	

Customer Complaint: PIC DISTORTED

Charges Summary			Parts Summary				
Type	Source	Fee	Qty	Part Number	Description	Price	Extended
Labor	Samsung	\$249.95					

Sub Total: \$0.00
 Tax: \$0.00
 Total: \$0.00
 Deposit: \$0.00
 Amount Due: \$0.00

DELIVER

Special Instructions and Order History

Date	Instructions
05/30/2007 13:53	Order Created
05/30/2007 13:53	CUST AWARE OF VERBAL
05/30/2007 13:53	MS AWARE UNIT HAS TO BE ACCESSIBLE
06/09/2007 10:44	l/m v/ pm
06/11/2007 15:27	TECH REPORT y-board. p/o
06/23/2007 11:30	l/m sch for 07/03/07
06/29/2007 10:56	l/m v/ pm
07/03/2007 14:53	TECH REPORT panel bad. p/u/schd for 7-10...per tech orlando ok p/u. adv tech of date
07/09/2007 15:22	MS OK PM T/E V/ADDRESS
07/10/2007 13:13	CREW REPORT COMPLETE P/U CUST STATED THAT THERE IS A BLACK LINE ACROSS SCREEN
07/11/2007 16:14	D34
07/13/2007 08:13	p/w to billing dept
07/13/2007 10:20	LIM ON AM STATING DEL ON TUES

Service Performed

07/13/2007 08:03 REPAIR/BUFFER DIR OK

Customer Claim Check

Order Number: MIA717444RIS
 Product: Plasma
 Brand: SAMSUNG
 Model: HPS4253X/XAA
 Serial Number: [REDACTED]



BRANDSMART SERVICE CORPORATION
 3381 SW 42nd Street
 Hollywood FL 33312
 (305)624-5444

*Equipment can only be picked up with this claim check.

Legal Statements:

I understand that I am responsible for any charges against my units repair that are not covered (cabinet part physical damage, cleanings, consumable items) by the manufacturer of this unit or by my extended warranty company, and I agree to pay an estimate fee of \$30.00 / \$50.00 if I decide to refuse the repairs myself. I also understand that all deposits / estimate fees are non-refundable and that I will be responsible for storage fees the amount of \$1.00 per day if I do not claim my item within 30 days of notification.

Please read carefully, initial one of the statements below, and sign:

- I request a written estimate.
- I do not request a written estimate as long as the repair costs do not exceed \$..... The shop may not exceed this amount without my written or oral approval.
- I do not request a written estimate.

Signed: _____ Date: _____

REPLACED TV

OUTSIDE



3426273

RECEIPT 0043426273 12/11/07
 HighlandsMart U.S.A. *****
 16051 SOUTH DIXIE HIGHWAY
 MIAMI FL 33157
 (786) 242 6200



PAID BY JIKON, MAURILIO CARDIANCE 13.43
 521 DONALD JOHNSON 13.43
 JvM15400M WOW 1 188.88
 L SCUFFY990WALT/TI 300Ph #A
 Warranty Parts 12 month Labor 12 month
 In Home Service 30 DAY RETURN
 SERVO EXLUD WARRA 1 0.00 0.00
 APPL/SOLD/MAURILIO JIKON

FOR SERVICE, DELIVERY, or SALES CALL:
 (786) 242 6200

***** TOTAL PIECES 1 *****

Sales Amount: 188.88
 Sales Tax: 13.22
 Total: 202.10



CHANGE

WARRANTY INFORMATION
 COURSE! ...
 es for a ...
 the purcha ...
 rtable pe ...
 t for ...
 days of ...
 of the d ...
 COURSE! ...
 t and si ...

MICROWAVE

(b)(3):Exemption 3 for fairness

 GE CONSUMER HOME SERVICES
 SERVICE: 1-800-GE CARES
 PARTS: 1-800-626-2002
 Invoice Number: 328347
 Technician Number: 133 04 0133
 Invoice Date: 12/11/2007
 Service Address



Ex: 0000

Product:

(b)(3):Eye

REFRIGERATOR
 Model No: BSS22JETANK
 Serial No: [REDACTED]
 Installation Date: 6/29/2006
 Reason for Service: 27/PANEL IS NOT
 RESPONDING /115/NOISES

Contract Number:
 Labor: \$ 0.00
 FREEZER EVAPORATOR FAN \$ 69.95
 Home Call Charge \$ 69.95
 total Labor

Parts:

Qty	Part #	Unit Price	Total Price
1	WR62X10074	92.40	0.00
1	MOTOR DC EVAP FAN		0.00
1	FREEZER EVAPORATOR FAN		0.00
Total Parts			\$ 0.00
Total Amount:			\$ 69.95
Subtotal			\$ 0.00
Tax			\$ 69.95
Total Amount			\$ 69.95
Amount Paid			\$ 69.95
Card			\$ 69.95

Expire Date: 6/30/2010
 Approval Code: [REDACTED]

THANK YOU FOR USING GE CONSUMER
 SERVICE! PLEASE VISIT OUR WEBSITE AT
 WWW.GEAPPLIANCES.COM

Signature:

(b)(3):Exemption 3 for fairness

March 5, 2009

RE: Preliminary Evaluation in Association with Heating, Ventilating and Air Conditioning (HVAC) Component Issues

Project Location: [REDACTED]

Project Address: [REDACTED]

Dear Mr. and Mrs. [REDACTED],

I am Lennar's Division President in Southeast Florida. As you know, on February 24, 2009, ENVIRON International Corporation ("ENVIRON") conducted a preliminary evaluation of your home. Lennar selected ENVIRON because of their long-standing reputation as experts in the fields of human health and environmental risk assessment. We have tremendous confidence in their testing procedures and in the veteran scientists with whom we have been working.

Enclosed for your review are the results of the air quality assessment performed at your home, along with a letter from ENVIRON which provides you with some additional information. As you can see from the attached letter, ENVIRON has concluded that there is no indication that the conditions identified in your home would have any human health effects.

Based on our ongoing investigation, we believe that certain drywall installed in your home by an independent contractor may contain naturally occurring sulfur that has produced low levels of sulfur-containing gas. We are continuing to actively investigate and pursue this matter on your behalf. Please know that we continue to stand by our homes and are fully committed to resolving these issues. We are working as quickly as possible to find a long-term solution that will be the least disruptive to you and your family.

Please contact me at your earliest convenience so that we can discuss these issues further. Again, we apologize for any inconvenience.

Sincerely,


Carlos Gonzalez

cc: Cosmo Perez
Bob DeMott, PhD
Jamie Poole, PhD





WORK AUTHORIZATION AGREEMENT

I. Scope of Work

The repair work at your Home will include the following:

- Relocating you and your family to a comparable temporary residence pursuant to the terms and conditions set forth in our Sublease Agreement;
- Moving your furniture from your Home using a reputable insured moving company to your temporary residence and/or a secure storage facility;
- Removing and replacing all defective drywall in your Home;
- Repairing or replacing other affected building materials in your Home, including, **but not limited to**, affected HVAC systems, plumbing components, as well as affected electrical components, including affected wiring, switches, and receptacles;
- Finishing and painting all new drywall;
- Repairing or replacing, as necessary, all materials affected by the repair process in your Home, which may include but is not limited to flooring, wall coverings and tile, cabinets and countertops, sinks, toilets, bathtubs and shower enclosures, appliances, mirrors, lighting and plumbing fixtures, and wood trim and molding;
- HEPA vacuuming your Home to remove all construction dust;
- Cleaning and restoring your Home to pre-repair condition; and
- Moving your furniture and belongings back to your Home.

A supplemental description of the above-mentioned repair work, including detailed specifications and other special instructions, as agreed upon between you and Lennar, is set forth on a separate "Home Repair Specifications Sheet." which is incorporated herein.

- 1 -

Initials: _____ / _____
LENNAR / Homeowner

IDI 090504CBB1673

Addendum:

The attached Official Report(s) was received following submission of the report and is attached as an addendum.

Attachment:

EXHIBIT 13 – Email (Questions/Responses) from Florida Dept. of Health

Morelli-Linen, Renee

From: [REDACTED]
Sent: Thursday, June 04, 2009 11:19 PM
To: Morelli-Linen, Renee
Subject: Fwd: Drywall made in China (May 09 HSE 21 R) (NRR)

Rene,

This is the response from the DOH.

Thanks

----- Forwarded message -----

From: <Clark_Eldredge@doh.state.fl.us>
Date: Wed, May 27, 2009 at 12:50 PM
Subject: RE:Drywall made in China (May 09 HSE 21 R) (NRR)
To: [REDACTED]

Dear [REDACTED]:

I apologize for the significant delay in responding to your email. I thought I had replied to your email since it is similar to others I had received. A recent check of emails proved otherwise. To answer your questions:

1.- Is this remodeling and rip out of the drywalls is legal?
A. - Only normal building code and permitting requirements apply at this time.

2.-Where are those toxic material are going to be throwed?
A. - Currently there are no identified hazards specific to this drywall that would limit its disposal. All drywall is known to release hydrogen sulfide gas as it decomposes in a landfill. The Department of Environmental Protection currently recommends that dedicated loads of drywall be disposed in a class 1 landfill with a gas collection system to control the release of hydrogen sulfide. Direct additional questions of disposal to DEP Solid Waste section (<http://www.dep.state.fl.us/waste/>).

3.-The men working inside the house are not using any safety precautions including personal protective equipment... It is safe for those men?
A. - Currently there are no identified hazards specific to this drywall that would require any special personal protection gear. Workers should be using appropriate protection practices for any normal demolition/remodeling project. We have requested a National Institute for Occupational Safety and Health to perform a Health Hazard Evaluation (<http://www.cdc.gov/niosh/hhe/>) specifically to answer this concern.

4. An strong smells is getting out of that house, it is normal and safe?
There is currently no data to answer that question. All air testing we have received related to day time indoor levels of the drywall do not represent any acute health risk. You are generally able to smell reduced sulfur cases at concentrations a hundred times lower than those where the concern for acute health risks begin. Of course this does not mean that the these activities could not create transient levels of the gases which exceed the most conservative safety levels. That is one of the questions to be addressed in the Health Hazard Evaluation.

Sincerely,

Clark Eldredge
Radon and Indoor Air Program
Florida Department of Health
Phone: (850)245-4288
Fl Toll Free: (800)543-8279

FDOH Mission: Promote, protect and improve the health of all people in Florida.

Please take a moment to tell us how we are doing...

http://www.surveymonkey.com/s.aspx?sm=xZrIJf55HcEzlgNNifmk8Q_3d_3d

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: [REDACTED]
Sent: Wednesday, May 06, 2009 10:53 PM
To: zzzz Feedback, HSE
Subject: Information - Drywall made in China

Dear Sir,

I live in a community with many houses tested and diagnosed with Chinese Drywall. a house located in [REDACTED], is currently been under construction, the house have the infected drywalls, and I have few simple questions that I need some answers for my tranquility.

- 1.- Is this remodeling and rip out of the drywalls is legal?
- 2.-Where are those toxic material are going to be throwed?
- 3.-The men working inside the house are not using any safety precautions including personal protective equipment... It is safe for those men?
4. An strong smells is getting out of that house, it is normal and safe?

I would like to know if the constructor is aware of all the problems is causing the construction in our community.

Thank you for your consideration in this matter.

--


Doc No: I0930544A

Issue: 26

03/24/2009

03/20/2009 21:28:17

Name =
Address =
City =
State =
Zip = 3
Email =
Telephone =
Name of victim =
Victim's Address =
Victim's City =
Victim's State =
Victim's Zip =
Victim's Telephone =

Incident Description = I recently discovered that the house that I bought two years ago was build with chinese drywalls, my family and self presents multiple simptoms related to having this poisons drywalls. My wife have new sinus problems, headaches, fatigue, red eyes, depression. my son constantly is having nose bleed, headaches, red eyes, body iching and I was recently diagnosed with sleep apnea. Beside all the problem the house is encounter, new A/C broke down, 3 TV's broke down, microwave replaced twice, refrigerator broke, fans, computers, cell phones, jewelery damage.

This is a serius safety issue we are confronting ad we need immediate help from the state, and nation. we are dozens of families with same issues and we need help to get this problem resolve as soon as possible, our helath is in danger.

My family is getting sick every single day more and more and we need someone to get involve and help us immediately.

Victim's age at time of incident =

Victim's sex =

Date of incident = 03/2009

Product involved = Chinese drywall installed by Lenar Homes Builders

Product brand name/manufacturer = Lennar Homes

Manufacturer street address = Lennar Homes - Tuscany Village Kendall Florida

Place where manufactured (City and State or Country) = Miami Florida

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 =

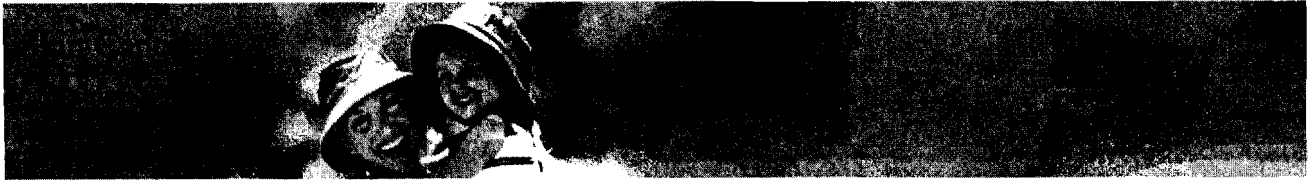
Date product purchased =

Product involved still available = yes

Have you contacted the manufacturer = yes

If not, do you plan to contact them =

Name Release = Do not release name



- HOME
- ACTION NEWS
- ACCUWEATHER
- TRAFFIC
- BUSINESS
- FEATURES
- SPORTS
- ON 6ABC
- RESOURCES
- CONTACT US
- JOBS

- TEXT SIZE:
- [A](#)
- [A](#)
- [A](#)
- [A](#)

Site Search

Go site web

Girl Killed in Tragic Accident



April 17, 2006 - It was only a few weeks ago that the young victim's great grandmother passed away. This time though, the Christman family faces an unimaginable loss.

23-year-old Samantha Green was walking along Delaware Avenue in Palmerton with her 2-and-4-year-old daughters, Koryn and Sydney Christman. The children were riding along the sidewalk on a battery-powered toy truck when an out of control car sped right at them.

The vehicle slammed into Samantha and the toy truck with the girls inside, continuing to clip cars and poles until coming to a stop against a tree.

Samantha was seriously injured. Sydney the four-year-old walked away with bumps and bruises. But the two-year-old Koryn was killed instantly.

Lorraine Christman, Koryn's grandmother, says the worst part is, that she knows the person who was behind the wheel.

He's identified as 89-year-old Kenneth Flexer; a man described by many as sweet and generous, and known by nearly everyone in town. Lorraine says she's not angry at Kenny, but that doesn't mean she's not crushed.

The mother, Samantha Green, and the driver, Kenneth Flexer, remain at Lehigh Valley Hospital. Green is being treated for several broken bones, including a broken hip. Flexer remains in the intensive care unit with a broken neck.

The investigation continues, but at this time Flexer has not been charged with a crime.

Copyright Action News, 2006. All Rights Reserved.


[Print story](#)

[Email Friend](#)

[E-Mail story](#) [Newsletters](#) [RSS](#)




More Stories

Today's Headlines

- [2 Duke Lacrosse Players Arrested](#)
- [Medical Choppers Called to Accident](#)
- [Gas Prices Push Inflation](#) | 
- [Bush Picks New Budget Director](#)

[more of Today's Headlines](#)

News

- [2 Duke Lacrosse Players Arrested](#)
- [Home Invasion Ends](#) | 
- [More Details About Local Quakes](#) |  
- [Wilmington Man, 77, Beaten](#)

[more News](#) | [archive](#)

Girl on tricycle killed in bus crash

ASSOCIATED PRESS

PASADENA — A young girl riding a tricycle was killed when she was struck by a transit bus Thursday night, police said.

The 3- or 4-year-old girl was hit shortly before 8 p.m. and was pronounced dead at the scene, said police Sgt. Percy

Tucker.

Detectives were questioning the bus driver.

Investigators with the Metropolitan Transportation Authority said witnesses told them the bus was traveling northbound and had just gone through a lighted intersection when the girl rode her tricycle out of a driveway and into the street.

"The bus wasn't able to stop and struck and killed the child," said MTA spokesman Bill Heard.

"It's a very tragic thing that happened here," Heard said. "The bus operator was extremely upset, and because he was so upset, the police took him to headquarters so we haven't been able to speak to him."

SGVT-6-30-06

**Order 7 Day Delivery
Get a Free Gift
Subscribe Now**

Advertisement

Wayne

[Local News](#) [Sports](#) [Autos](#) [Insider](#) [Entertainment](#) [Weblogs](#) [Forums](#) [Photos](#)



[In Metro/State](#)

[RSS](#)

[Main Index](#)

[- News Talk](#)

[Wayne](#)

[Oakland](#)

[Macomb](#)

[Livingston](#)

[Commuting](#)

[Obituaries](#)

[- Death Notices](#)

[Schools](#)

[Special Reports](#)

[Detroit History](#)

[Michigan's Best](#)

Thursday, September 28, 2006

N0690400A 10/2/06 issue 1

[Print this](#) [Comment on this](#) [E-mail this](#)

Wayne Briefs

Advertisement

[GET FREE HEADLINES BY E-MAIL](#)

SEARCH

1-week archive:
Thu Fri Sat Sun
Mon Tue Wed Today

[Advanced Search](#)

[Essentials](#)

[Homepage](#)

[Photo Galleries](#)

[Photo Store](#)

[Multimedia](#)

[Weather](#)

[Horoscope](#)

[Lottery](#)

[Crossword](#)

Inkster

Gunman sought after shooting outside store

Police are searching for a man who shot another man several times Wednesday night in the parking lot of an Inkster party store. About 7:20 p.m., an unidentified man was shot in the arm outside the Daly Stop on Beech Daly Road following what appeared to be a failed

drug deal, said Lt. Michael Krause of the Dearborn Heights Police Department. The victim fled to a home on nearby Norfolk, in Dearborn Heights, but the shooter escaped. The victim was taken to a local hospital.

Dearborn

Carpet Xpress owner faces felony charges

Michigan Attorney General Mike Cox on Wednesday filed charges against the owner of Carpet Xpress & Flooring, alleging he billed customers for services he never delivered. Solomon Melesse faces up to five years in prison and a \$10,000 fine for two felony charges of false pretenses. Cox's office received 40 complaints claiming the business failed to deliver carpets or issue refunds at the store in Ingham County.

Wayne

Appeals Court allows suit against care facility

The relatives of a woman who died of infected bedsores may sue Tendercare Inc.'s Wayne

- [Printer friendly version](#)
- [Comment on this story](#)
- [Send this story to a friend](#)
- [Get Home Delivery](#)

**Detroit Free Press
CLASSIFIEDS
The Detroit News**

Bargain
Bonanza

If it's \$350
or less, it's
probably
listed here!

[VIEW ADS >](#)



~~X~~ NO MFRS/PRVTLBLRS OR PRODUCTS IDENTIFIED

EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG

41250 m 5/10/09

WITH PORTIONS REMOVED: _____

INCIDENT INVESTIGATION TERMINATION REPORT			
1. TASK NO. 090504CBB1670	2. TIME EXPENDED 2	3. DATE INITIATED 5/4/09	
4. HOSPITAL NO.	5. RECORD NO.	6. AGE unk	7. SEX female
8. DATE OF TREATMENT none	9. INJURY unknown	10. BODY PART All	11. DISPOSITION
12. PRODUCT Drywall	13. PRODUCT CODE 1876	14. ORGANIZATION CODE 810	15. INVESTIGATOR ID 9102
16. CATID NO.	17. SPECIAL STUDY NO.	18. TERMINATION CODE	
19. RECORD OF ATTEMPTS TO CONTACT			
DATE	TIME	METHOD	RESPONSE
5/5/09	10:00 am	Phone	Left message, no reponse
5/5/09	10:00 am	E-mail	Sent E-mail, no response
5/14/09	10:00 am	Phone	Left message, no response
5/14/09	10:00 am	E-mail	Sent E-mail, no response
5/20/09	10:00 am	E-mail	Complainant declines further
			investigation by CPSC.
6/10/09	10:00 am	E-mail	One last request to consumer
6/10/09	10:00 am	phone	for on-site investigation.
			No response to either.
20. REASON FOR TERMINATION:			
Complainant indicated that she did not have time for an on-site investigation. See attached E-mail.			
21 REVIEWED BY: ID NO. MO DAY YR			
SVM 9001		6/11/09	

Dunlap, Glenn

From: Dunlap, Glenn
Sent: Tuesday, May 05, 2009 1:54 PM
To: [REDACTED]
Subject: Chinese Sheetrock

Hi Mrs. [REDACTED]

I have been asked to document all the problems and details regarding your Chinese Sheetrock.

I will be in Miami this week and home to interview and get all the particulars next week.

My cell phone is below. Please let me know when would be a good time for you.

Glenn Dunlap
Product Safety Investigator
US Consumer Product Safety Commission
2344 Pear Tree Court
Orlando, FL 32807
407-671-5737 Orlando Field Office
866-768-0572 fax
786-546-0650 cell phone
GDunlap@cpsc.gov
www.cpsc.gov

Dunlap, Glenn

From: Dunlap, Glenn
Sent: Thursday, May 14, 2009 12:07 PM
To: [REDACTED]
Subject: Chinese Sheetrock

Dear Ms. [REDACTED]

I would like to see if I can photograph and document your Chinese Sheetrock problem with your home for one of the following times:

Thursday Evening 5-14-09

Or

Friday Morning, 10:00AM 5-15-09

Can you please let me know which date would work for you?

Glenn Dunlap
Product Safety Investigator
US Consumer Product Safety Commission
2344 Pear Tree Court
Orlando, FL 32807
407-671-5737 Orlando Field Office
866-768-0572 fax
786-546-0650 cell phone
GDunlap@cpsc.gov
www.cpsc.gov

From: Dunlap, Glenn
Sent: Tuesday, May 05, 2009 1:54 PM
To: [REDACTED]
Subject: Chinese Sheetrock

Hi Mrs. [REDACTED]

I have been asked to document all the problems and details regarding your Chinese Sheetrock.

I will be in Miami this week and home to interview and get all the particulars next week.

My cell phone is below. Please let me know when would be a good time for you.

Glenn Dunlap
Product Safety Investigator
US Consumer Product Safety Commission
2344 Pear Tree Court
Orlando, FL 32807
407-671-5737 Orlando Field Office
866-768-0572 fax
786-546-0650 cell phone
GDunlap@cpsc.gov
www.cpsc.gov

Dunlap, Glenn

From: [REDACTED]
Sent: Wednesday, May 20, 2009 8:39 AM
To: Dunlap, Glenn
Subject: Re: Chinese Sheetrock Revised Previous appointment dates incorrect

Glenn,

I appreciate your interest, but I really can't commit to either date or time right now. We have moved out of the home and are in a rental house for the duration.

Thanks.

----- "Dunlap wrote:

> Dear Ms. [REDACTED],
>
> Sorry, my dates were one week off in the prior message. I meant for appointments for next
> Thurs or Friday.
>
> I would like to see if I can photograph and document your Chinese Sheetrock problem with
> your home for one of the following times:
>
> Thursday Evening 5-21-09
> Or
> Friday Morning, 10:00AM 5-22-09
>
> Can you please let me know which date would work for you?
>
> Glenn Dunlap
> Product Safety Investigator
> US Consumer Product Safety Commission
> 2344 Pear Tree Court
> Orlando, FL 32807
> 407-671-5737 Orlando Field Office
> 866-768-0572 fax
> 786-546-0650 cell phone
> GDunlap@cpsc.gov
> www.cpsc.gov
>
> From: Dunlap, Glenn
> Sent: Tuesday, May 05, 2009 1:54 PM
> To: [REDACTED]
> Subject: Chinese Sheetrock
>
> Hi Mrs. [REDACTED],
>
> I have been asked to document all the problems and details regarding your Chinese
> Sheetrock.
>
> I will be in Miami this week and home to interview and get all the particulars next week.
>
> My cell phone is below. Please let me know when would be a good time for you.
>
> Glenn Dunlap
> Product Safety Investigator

Dunlap, Glenn

From: Dunlap, Glenn
Sent: Wednesday, June 10, 2009 9:18 AM
To: [REDACTED]
Subject: RE: Chinese Sheetrock Revised Previous appointment dates incorrect

Hi [REDACTED],

I was closing out your case when my supervisor asked that I contact you one more time.

One very important item about your case is that it is NOT Chinese Drywall but product by Georgia Pacific.

Most of the data in the news etc. is because of Chinese Drywall and this would be very important data to show that there are now problems with domestic drywall.

Please let me know either way as soon as possible.

Glenn Dunlap
Product Safety Investigator
US Consumer Product Safety Commission
2344 Pear Tree Court
Orlando, FL 32807
407-671-5737 Orlando Field Office
866-768-0572 fax
786-546-0650 cell phone
GDunlap@cpsc.gov
www.cpsc.gov

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

From: [REDACTED]
Sent: Wednesday, May 20, 2009 8:39 AM
To: Dunlap, Glenn
Subject: Re: Chinese Sheetrock Revised Previous appointment dates incorrect

Glenn,

I appreciate your interest, but I really can't commit to either date or time right now. We have moved out of the home and are in a rental house for the duration.

Thanks,

[REDACTED]
----- "Dunlap wrote:

> Dear Ms. [REDACTED]
>
> Sorry, my dates were one week off in the prior message. I meant for appointments for next
Thurs or Friday.
>
> I would like to see if I can photograph and document your Chinese Sheetrock problem with
your home for one of the following times:
>
> Thursday Evening 5-21-09
> Or
> Friday Morning, 10:00AM 5-22-09
>

04/09/2009 14:33:31

Name =
Address =
City =
State =
Zip = 3
Email =
Telephone =
Name of
Victim's
Victim's
Victim's
Victim's
Victim's

Incident Description = Black copper in the A/C units and throughout the home, strange smell in home, black ground wires, siver has turned black on mirrors, jewelry has tarnished. Occupants complaining of headaches, sore throats, nose bleeds, tingling skin, numb lips, and coughing. Family dog is having unexplained seizures since living in home for 4 months.

Victim's age at time of incident = various
Victim's sex = female
Date of incident = ongoing
Product involved = Drywall
Product brand name/manufacturer = Georgia Pacific
Manufacturer street address = Atlanta, GA
Place where manufactured (City and State or Country) = Edmonton, Alberta, Canada and British Columbia
Product model and serial number, manufacture date = Manuf date: 04-10-06
Product damaged, repaired or modified = no
If yes, before or after the incident =
Description of damage, repair or modification =
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 manufacturer only

1. Task Number 090504CBB1678		2. Investigator's ID 9160		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2007 07 01	5. Date Initiated YR MO DAY 2009 05 28		
6. Synopsis of Accident or Complaint UPC A 51 YOF, 63 YOM and 18 YOM (Wheelchair bound) reported numerous health issues, 2 air conditioner coil failures, and corrosion to metal objects since purchase of their custom built home in July 2007. The homeowners believe Chinese drywall used in homes construction is emitting odors into home environment resulting in health issues and mechanical failures. Homeowners have been contacted by News media and have hired an attorney.				
<p>CPSA 6(b)(1) CLEARED for PUBLIC</p> <p><input checked="" type="checkbox"/> NO MFRS/PRVTLBLRS OR PRODUCTS IDENTIFIED</p> <p><input checked="" type="checkbox"/> EXCEPTED BY: PETITION RULEMAKING ADMIN. PRCDG <i>we 5/18/10</i></p> <p><input checked="" type="checkbox"/> WITH PORTIONS REMOVED: <i>250</i></p>				
7. Location (Home, School, etc) 1 - HOME		8. City PARKLAND		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name UNKNOWN		10C. Model Number 000
10D. Manufacturer Name and Address WCI BUILDERS 24301 Walden Center Drive Bonita Springs, FL 34134				
11A. Second Product 0		11B. Trade/Brand Name NONE		11C. Model Number NONE
11D. Manufacturer Name and Address NONE				
12. Age of Victim 51	13. Sex 2 - Female	14. Disposition 0 - No Injury	15. Injury Diagnosis 70 - No Injury	
16. Body Part(s) Involved 99 - NO INJURY	17. Respondent 1 - Victim/Complainant	18. Type of Investigation 2 - Telephone	19. Time Spent (Operational / Travel) 9 / 0	
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 type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Verbal <input type="radio"/> Yes for Manuf. Only				
24. Review Date 06/03/2009	25. Reviewed By 9057		26. Regional Office Director Dennis R. Blasius	
27. Distribution Blasius, Dennis; Rose, Blake; Woodard, Dean			28. Source Document Number 10930775A	

090504CBB1678

This investigation was initiated by an internet consumer complaint reported by a homeowner in Parkland, FL. The information contained in this report was obtained during a May 29, 2009 telephone interview with the homeowners at their home in Parkland, Florida.

SUMMARY

On March 30, 2009, a 51 year-old female homeowner reported that she and her sixty-three year-old spouse and eighteen year-old son have developed a number of health issues and symptoms directly attributable to Chinese Drywall installed in their home. They believe that since moving into their custom built home in July 2007 that their exposure to odors and fumes emitted from the Chinese Drywall has caused all family members to have suffered adverse health effects. The most severe health effects have been headaches, respiratory and sinus infections in addition to other related illnesses while living in the home.

In April 2009, the home owners reported ceasing their home mortgage payments and filed suit against the homebuilder. As of the time of this report, the homeowners are currently living in the home and are attempting to locate a replacement home. The homeowners reported that their son is confined to a wheelchair and they have experienced difficulty in locating a handicapped accessible home.

Health Effects

The following adverse health effects have been reported by each of the three family members residing in the home:

Sherri Rojhani, a 51 year-old female, reported as of February 2009, a persistent cough and difficulty breathing while in the home. She has visited her physician and was prescribed medication and an "inhaler" for her symptoms. Mrs. Rojani stated that she suffered from asthma nearly twenty years ago however has not experienced asthma symptoms or had difficulty breathing prior to moving into her home.

██████████, a 63 year-old male, reported severe recurring headaches and chronic sinus infections. ██████████ had an MRI performed in January 2009 and CT scan in May 2009 and has visited his physician several times this year. He stated that it was difficult for him to estimate exactly when his symptoms condition began however his headaches worsened in winter 2008. He stated that as of a few days ago of this report, he experienced a bloody nose, shortness of breath and eye irritation.

090504CBB1678

SUMMARY CONTINUED:

██████████ travels frequently and he stated that his headaches and sinus condition are less severe when he is away from his home for long periods of time. He estimated that within an hour of arriving home, his headaches become more pronounced and he experiences respiratory and sinus problems. He believes his health problems are directly related to the odors and smells throughout his home.

██████████ is the 18 year-old son who lives at home and is in a wheelchair has reportedly been experiencing eye irritation such as red, burning and crusted eyes. Mrs. Rojhani stated that he has visited an ophthalmologist and received medication in the form of eye drops to treat his current eye condition.

Mrs. Rojhani also reported her son was diagnosed with a skin lesion in December 2008. In January 2009, a pathology report recommended the skin lesion be removed which was surgically removed in April 2009.

Prior to moving into the home in July 2007, the homeowners reported that all family members were in good health and had none of the adverse health effects described in this report prior to their living in the home. The homeowners stated that it was difficult to estimate when they had each started to experience their current health problems. No other persons or pets live in the home.

The homeowners stated they would voluntarily provide copies of their family medical records in support of their complaint to the Commission. During the telephone interview with the homeowners, they stated they would email or fax photographs, medical records and copies of maintenance records and invoices. The homeowners stated they intended to forward the information in the next several days of this report.

House Construction

The homeowners reported construction began on their home in 2006 and was completed in July 2007. The family of three moved into the home that month and has lived there to date on a full-time basis. The homeowners reported the builder as WCI Builders, headquartered in Bonita Springs, Florida.

The home was described as a customized handicapped accessible ranch style home, approximately 2600 square feet with an attached garage. Metal studs were used primarily in the construction of the home with small amounts of wood studs use. The homeowners stated that they painted the master bathroom and installed marble flooring since moving into the house.

090504CBB1678

SUMMARY CONTINUED:

In September through October of 2008, the homeowners reported noticing sulfur odors similar to "rotten egg" smells in the bathroom sink water. They reported people visiting their home commented on noticing those same odors and smells in various parts of their home. The homeowners stated that when they are away from their home for a number of hours, they arrive home and notice the odors upon arrival. The odors are the strongest in the bathroom, their son's bedroom and a corner section of their living room.

In April, 2008, a water leak in the ceiling damaged drywall in their son's bedroom and drywall original to the home had to be replaced. After replacing the drywall and repairing the leak damage to their son's bedroom, the homeowners reported that the sulfur odors became greater. They specifically noted a corner area of the bedroom had a greater odor than other parts of the room.

Corrosion

In October 2008, the homeowners reported experiencing problems with the operation of their original central air conditioning unit that sits inside their finished garage. They reported blackened metal wiring, coils and a large amount of corrosion to their air conditioning system. After several service calls over a two month period, the air conditioner coils were twice replaced, a coolant leak was identified and the thermostat and circuit board were replaced in December 2009. The homeowners reported a more recent service call to address similar operational problems with the unit in February 2009.

They reported that due to the problems with their central air conditioning system, they were unable to obtain an extended warranty after repairs were performed. The homeowners placed several calls to the warranty office for their unit several times and were unable to get an explanation for the unusual high amount of replacement work performed on their air conditioning unit. They were recently informed by the servicing air conditioner contractor that their warranty expired on May 24, 2009. The homeowners stated that they do have before and after repair photographs of the air conditioning unit and would provide them to the Commission.

The homeowners stated that they have also experienced flickering lights on a regular basis and the air conditioner circuit breaker had tripped during operation. Upon further examination, electrical outlet covers were removed to uncover pitted and blackened copper ground wires in every outlet of the home. No other electrical problems or problems with appliances were reported in the home.

090504CBB1678

SUMMARY CONTINUED:

The homeowners did report numerous signs of corrosion to fixtures in the home such as pitted and tarnished bathroom faucets, shower heads, silver candlesticks, copper kettle, silver and gold jewelry, silver picture frames and other metal objects in the house. Mrs. Rojhani reported changing discolored metal light fixtures and replacing them with more modern fixtures made of Lucite or non-metal material.

Note:

During the interview, the homeowners indicated that they have contacted and met the news media and are pursuing the drywall matter further through their attorney.

090504CBB1678

ATTACHMENTS

Exhibit A – Missing Documents Form

Exhibit B - Contact Information

090504CBB1678

Exhibit A – Missing Documents Form

Task No. 090504CBB1678

Date: 6-1-2009

STATUS OF MISSING DOCUMENT (S)

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

- 1. Homeowner's Photographs
- 2. Medical Records of the 3 family members
- 3. Maintenance Records / Invoices
- 4. _____
- 5. _____

Date: 6-1-2009 **Investigator No:** 9160

Regional office: _____ **Supervisor No:** _____

090504CBB1678

Exhibit B – Contact Information

██████ Sherri Rojhani, Homeowners (*Contacted 5-28, 29, 2009*)
8269 NW 124 Terrace
Parkland, FL 33076
Home: (954) 752-0405
Email: irism44@hotmail.com

Doc No: I0930775A

Issue: 27

04/01/2009

03/30/2009 17:01:04

Name = (b)(6)
Address = (b)(6)
City = P
State =
Zip = 33
Email =
Telephone
Name of
Victim's
Victim's City = Parkland
Victim's State = Florida
Victim's Zip = 33076
Victim's Telephone = (b)(6)

Incident Description = Chronic respiratory issues from sulfuric acid degassing of chinese drywall found in homes of Heron Bay. Chronic cough and frequent cold/allergy symptoms that were not present before. Replacement of copper wiring in appliances, and air conditioning coils (twice) and circuit board and thermostat all due to corrosion/discoloration (they all turned black) in the house and garage.

Victim's age at time of incident = 50
Victim's sex = female
Date of incident = 2007
Product involved = Chinese Drywall
Product brand name/manufacturer =
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 =
Date product purchased = The home was purchased in May, 2007, but was built by the end of 2006
Product involved still available = yes
Have you contacted the manufacturer = no
If not, do you plan to contact them = yes
Name Release = Release name to manufacturer only

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)(6)
S

4/2/09
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.

X

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

1. Task Number 090505CBB1683		2. Investigator's ID 9102		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 03 29	5. Date Initiated YR MO DAY 2009 05 05		
6. Synopsis of Accident or Complaint UPC 0-81099-00035-5 The family of three noticed a sulphur smell immediately upon moving into their new home in 2005. The wife and son began having respiratory and sinus problems immediately and the husband two months later. The home's A/C coil was replaced in August of 2006. The family thought the cause of their health problems was due to curing carpet, paint and the new environment until they saw a report on the news of their same health issues. MFR/PRVLR NOTIFIED COMMENTS: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> OVERRULED; <input type="checkbox"/> ATTACHED <input checked="" type="checkbox"/> EXCISIONS/FOIA EXS? (6, 25(c)) <input checked="" type="checkbox"/> DO NOT RE-NOTIFY <input type="checkbox"/> RE-NOTIFY <i>WJG/SLP/BCD</i>				
7. Location (Home, School, etc) 1 - HOME		8. City SATSUMA		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name USG SHEETROCK		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address USG CORPORATION 550 West Adams Street Chicago, IL 60661				
11A. Second Product 381 - Air Conditioners		11B. Trade/Brand Name GOODMAN		11C. Model Number G0183770080
11D. Manufacturer Name and Address GOODMAN MANUFACTURING CORPORATION 1501 Seamist Houston, TX 77008				
12. Age of Victim 45	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) 13 / 4
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 type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 06/11/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Woodard, Dean; Rose, Blake; Blasius, Dennis			28. Source Document Number I0930741A	

1. Task Number 090505CBB1683		2. Investigator's ID 9102		EPIDEMIOLOGIC INVESTIGATION REPORT
3. Office Code 810	4. Date of Accident YR MO DAY 2009 03 29	5. Date Initiated YR MO DAY 2009 05 05		
6. Synopsis of Accident or Complaint UPC 0-81099-00035-5 The family of three noticed a sulphur smell immediately upon moving into their new home in 2005. The wife and son began having respiratory and sinus problems immediately and the husband two months later. The home's A/C coil was replaced in August of 2006. The family thought the cause of their health problems was due to curing carpet, paint and the new environment until they saw a report on the news of their same health issues. <i>MIR, PVLBR NOTIFIED 10/19/09</i> <i>COMMENTS: YES NO</i> <i>OVERRULED: ATTACHED</i> <i>DECISIONS/FOLIO: [Signature]</i> <i>DO NOT RE-NOTIFY RE-NOTIFY</i>				
7. Location (Home, School, etc) 1 - HOME		8. City SATSUMA		9. State FL
10A. First Product 1876 - House Structures, Repair Or		10B. Trade/Brand Name USG SHEETROCK		10C. Model Number UNKNOWN
10D. Manufacturer Name and Address USG CORPORATION 550 West Adams Street Chicago, IL 60661				
11A. Second Product 381 - Air Conditioners		11B. Trade/Brand Name GOODMAN		11C. Model Number G0183770080
11D. Manufacturer Name and Address GOODMAN MANUFACTURING CORPORATION 1501 Seamist Houston, TX 77008				
12. Age of Victim 45	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) 13 / 4	
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 type="radio"/> No <input type="radio"/> Verbal <input checked="" type="radio"/> Yes for Manuf. Only				
24. Review Date 06/11/2009	25. Reviewed By 9001		26. Regional Office Director Dennis R. Blasius	
27. Distribution Woodard, Dean; Rose, Blake; Blasius, Dennis			28. Source Document Number 10930741A	

This investigation was initiated by a complaint received by the U.S. Consumer Product Safety Commission.

The information contained in this investigation was supplied by the following sources:

1. An onsite interview with the male owner of the home on 6-02-2009.

Family Members:

Husband – 45 year old male
Wife – 39 year old female
Son – 12 year old male

This incident involves health issues and copper and metal corrosion at the non-seasonal home of the victims over an extended period of time as will be detailed later in this report which the owners believe were caused by contaminated Chinese drywall used in the construction of their home.

The home was 3 bedrooms, 2 bathrooms new construction, 1100 square foot ranch style, wood frame with stucco built in 2005 and occupied by the owners on 6-22-2005 in Satsuma, FL. The owner contacted the CPSC on 3-28-2009 which is the incident date. The home had carpet flooring except in the kitchen and bathrooms.



The home was built by a small local firm who purchased a few parcels of land and built a few homes in 2005. The complainant could not provide any documents on the firm and believed they dissolved the company after the homes had been built. No information on the firm could be located on the Internet. The

complainant could offer no information on the source of the drywall or the subcontractor who installed the drywall.

The female complainant indicated she and her son began having medical symptoms from the tainted drywall immediately after the family moved into the home. The husband began experiencing health effects after about two months.

The male complainant stated he had itchy burning eyes, allergy type respiratory symptoms and sinus irritation. The female complainant was experiencing bloody nose, stuffy nose, burning eyes and constant respiratory type infections. Their son was having ear and sinus infections approximately every three months and was given antibiotics by their physician. The family's German Sheppard was experiencing watery eyes and often refused to come into the home. None of the symptoms existed prior to moving into the home.

The family noticed a "weird sulphur smell mixed with something else, almost a horrible rotten egg smell that almost knocks you over and is even noticeable on the front porch." The odor is more noticeable before or after it rains and was stronger in the bedroom closest to the front of the home. The family was keeping that door closed and had painted the room with *Bear-Home Depot* paint which seemed to slow down and prevent some of the odor. The wife stated she could not sleep in their bedroom without a window being left open all the time. Originally the family did not know the source of the odors so they had been steam cleaning the carpet every three months with no noticeable change in the degree of odor.

The family did not know the source of their medical symptoms and believed it was from the house and the new location of their home. However in February of 2009 they saw a report on the Chinese Drywall on *CNN* and immediately realized that their home must have been constructed from the tainted drywall and was producing the medical symptoms/smell they had not been experiencing prior to moving into the home.

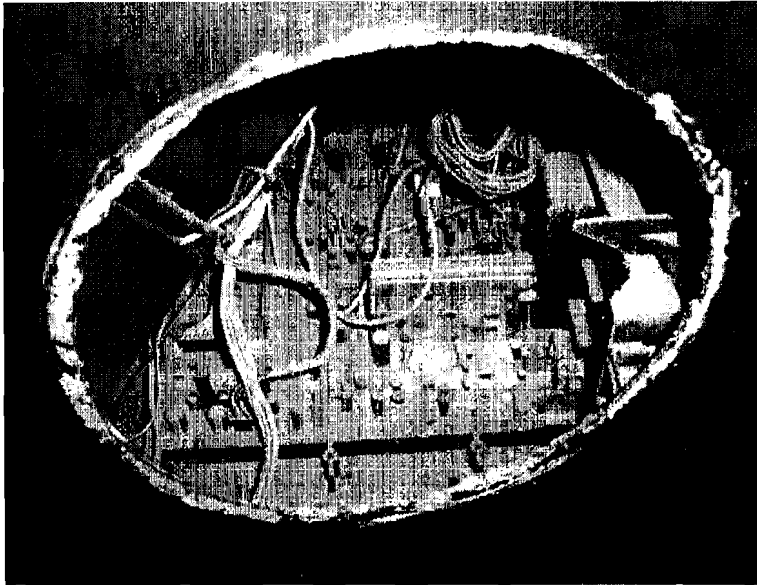
The family had to replace the inside air conditioner coils in August of 2006. Even though the part was still under warranty it cost the family \$900 for the labor repairs. The family indicated they would send a copy of the repair ticket but it had not been received by the time this report was due. Should the report be received it will be submitted as an addendum. The coils were not examined by this investigator due to the difficulty in accessing the unit. The A/C technician stated that the corrosion was caused by sulphur in their water system. However the complainant stated that they do not have a problem with sulphur in the water and in fact is excellent water.

The family indicated that a GFI outlet in the kitchen had been flipping frequently. The outlet cover was removed however the outlet could not be identified or

examined because the façade counter splash plate was too tight to allow access to the outlet mounting screws.

An electric outlet in the living room was removed from the wall and photographed. It showed only mild corrosion. Most of the water supply lines were plastic. Some of the chrome bathroom fixtures showed pitting and corrosion. The family's new laptop computer died in January 2009 and was still broken.

The complainant indicated that the home had a weird gray dust that was always settling on ceiling fan blades and their affects. She stated that within two days of cleaning the ceiling fan blades there would be new grey dust collecting. An excellent example of the grey dust was in a speaker access whole in their son's bedroom television.



The sheetrock in the home was not cut out or examined by the family. However the attic access panel was removed and labeling showed the product to be American products drywall. Please see the photographs in the exhibits

The family had not had any other problems with electrical devices malfunctioning in their home however she stated that the electrical panel would sometimes make a buzzing sound which was not detectable at the time of this inspection by either this investigator or the homeowner. One of the smoke detectors in a bedroom was hard wired to the home's electrical system but it would make a beeping noise and was disconnected. The complainant said he would look for the smoke detector and ship it to this investigator. It had not been received by the time this report was due and will be added as an addendum if received.

The male complainant stated that he worked for a local drywall manufacturer from October 2007 to February 2009. He stated that the firm's web site stated that the firm "has never imported, repackaged or sold Chinese-produced drywall in the North American market." Please see the exhibits. However he stated that the warehouse where he worked had approximately 100 crates of 200 sheets each of drywall. He stated the employees would call it "China Board." He did not know what happened to the supply but eventually it was no longer in their warehouse by December of 2008. He indicated that the plant produced sheetrock in an unknown manner from mined raw material and waste from the local coal plant. The firm would also recycle old drywall in producing new product.

The family had not contacted any other agencies or investigator regarding their home's problems but indicated that another person in the seven homes built by the builder was also experiencing health symptoms. She did not know what they were going to do in the future as they couldn't sell the home and couldn't afford to move to another home and still make payments on this home.

The home owner indicated her permission to release her name only to the manufacturer. She also indicated that discretion should be used in releasing the data from the ex-employer of her husband. The web site for the drywall manufacturer did not list a corporation address but one was found on the Internet and the information is included in the exhibits.

Product Information:

Product: Possible Chinese or American Drywall

Manufacturer: Unknown

Sheetrock in attic access indicated:

USG Sheetrock Brand

Bar Code: 0-81099-00035-5

Manufactured to meet ASTM Standard C36, Conforms to CAN/CSA-A8227-M91, WB2035-12/1-2000

550 West Adams Street
Chicago, IL 60661
United States - Map
+1-312-4364000 (Phone)
+1-312-6724093 (Fax)
www.usg.com

Builder:

J & D McDaniel's Construction

No other data on the firm could be determined.

Drywall Subcontractor:
Unknown

Drywall Supplier:
Unknown

Attachments:

Exhibit #1	Contacts
Exhibit #2	Photographs of the home (18)
Exhibit #3	Release of name form
Exhibit #4	Local drywall plant location and phone numbers-employee
Exhibit #5	Internet statement from the Drywall Manufacturer-employee
Exhibit #6	Internet data on the corporation for the complainant-employee
Exhibit #7	Internet data on the corporation address for the drywall manufacturer of the drywall found in the attic access.

Contacts:

6-02-2009

Terry & Kathy Williquette

110 Indian Mound Rd

Satsuma, FL 32189

386-326-6075

Drywall Employer for the complainant:

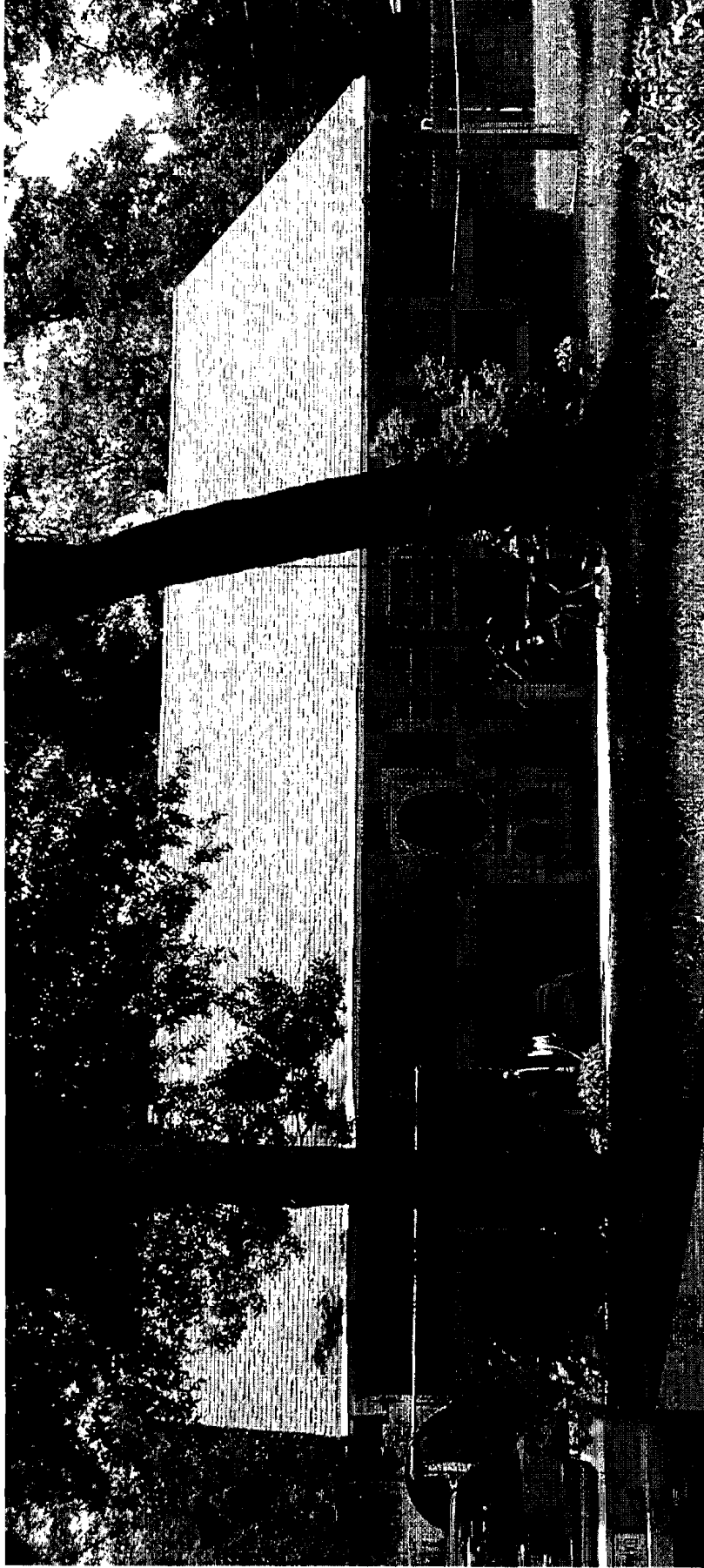
Lafarge North America, Inc (Lafarge North America)

886 N Highway 17

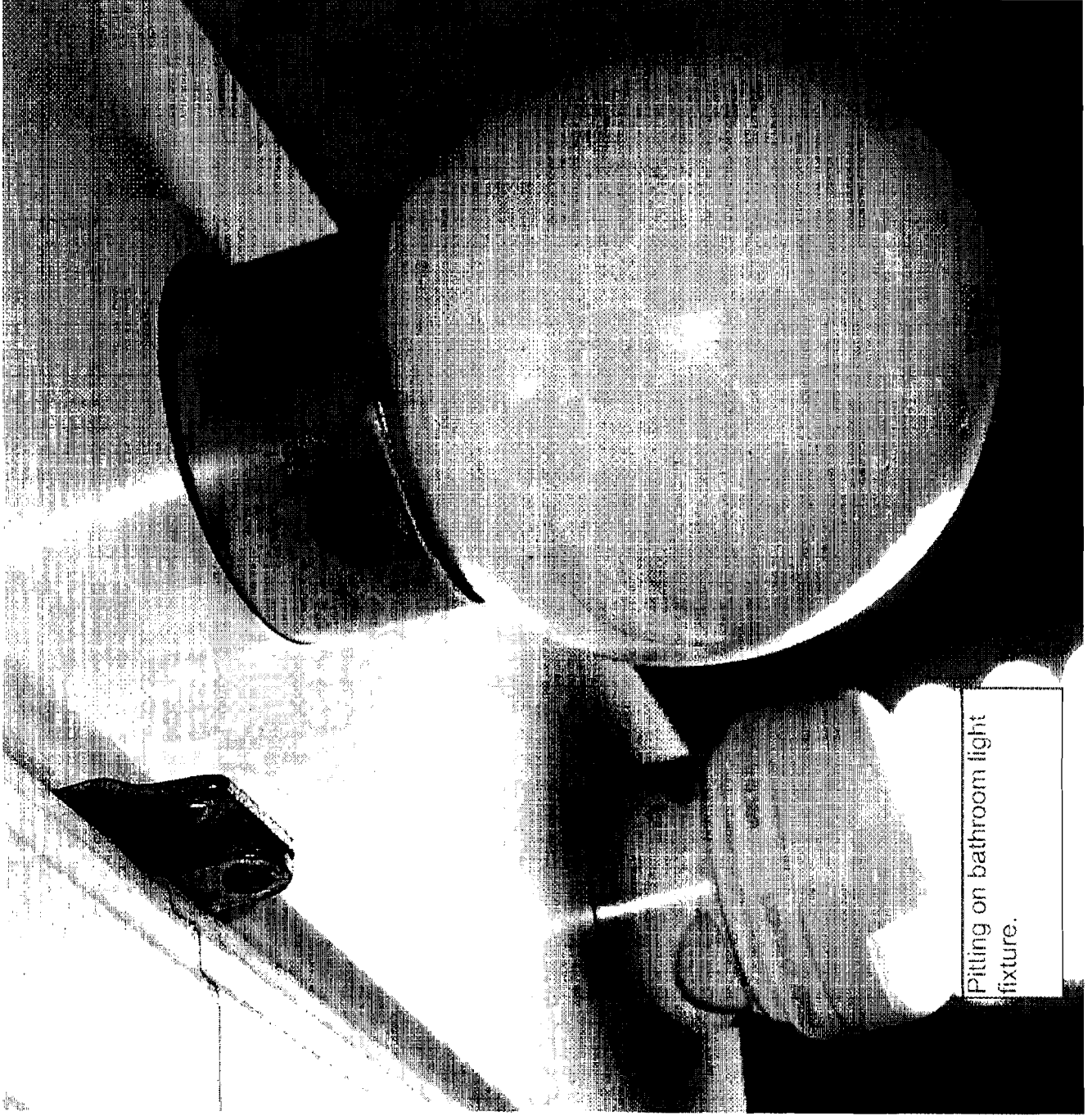
Palatka, FL 32177-8647

Contact Phone: (386) 325-5766

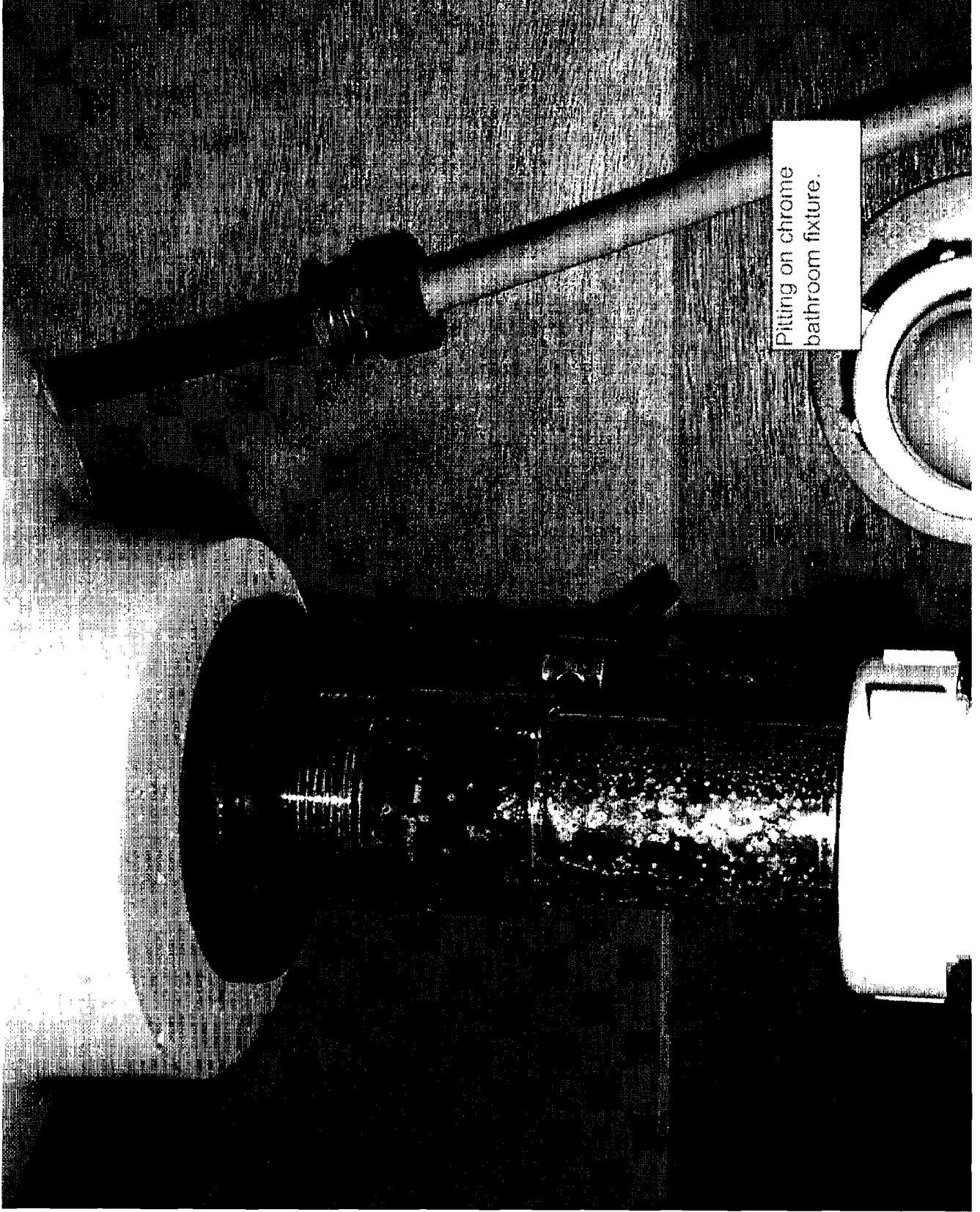
www.lafargenorthamerica.com



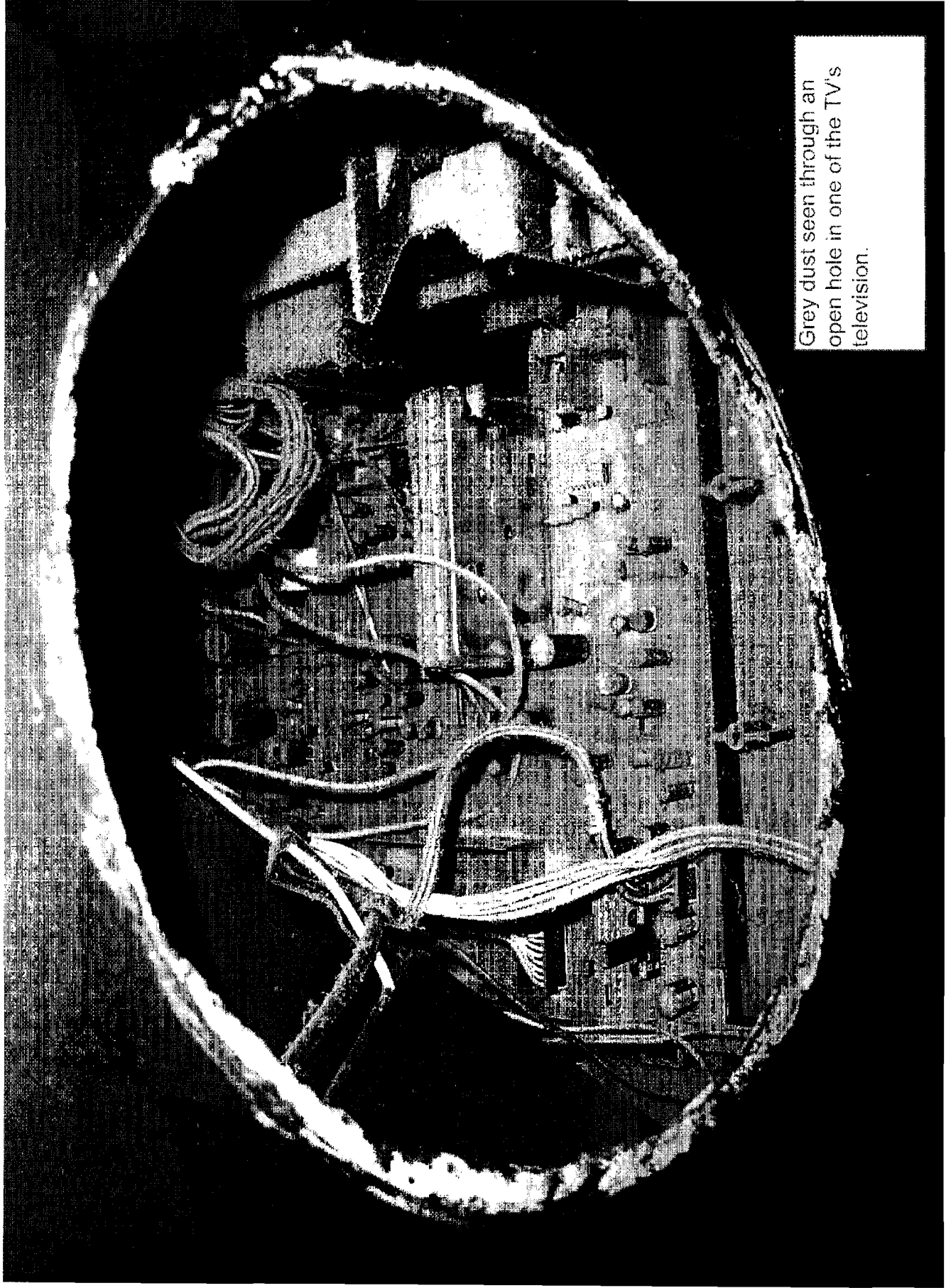
Photograph of the front of
the home taken on
6-02-2009



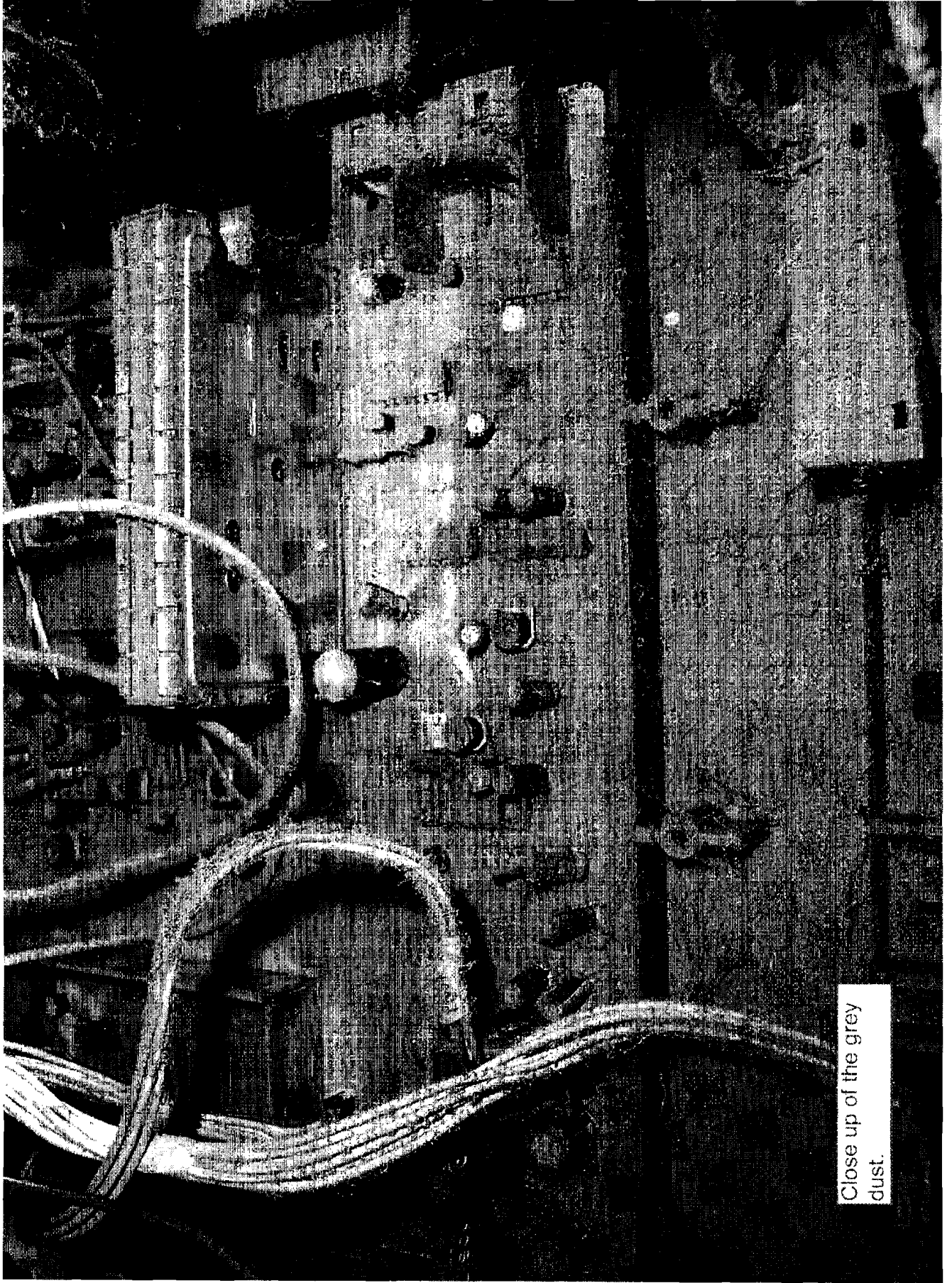
Pitting on bathroom light fixture.



Pitting on chrome
bathroom fixture.



Grey dust seen through an open hole in one of the TV's television.



Close up of the grey
dust.



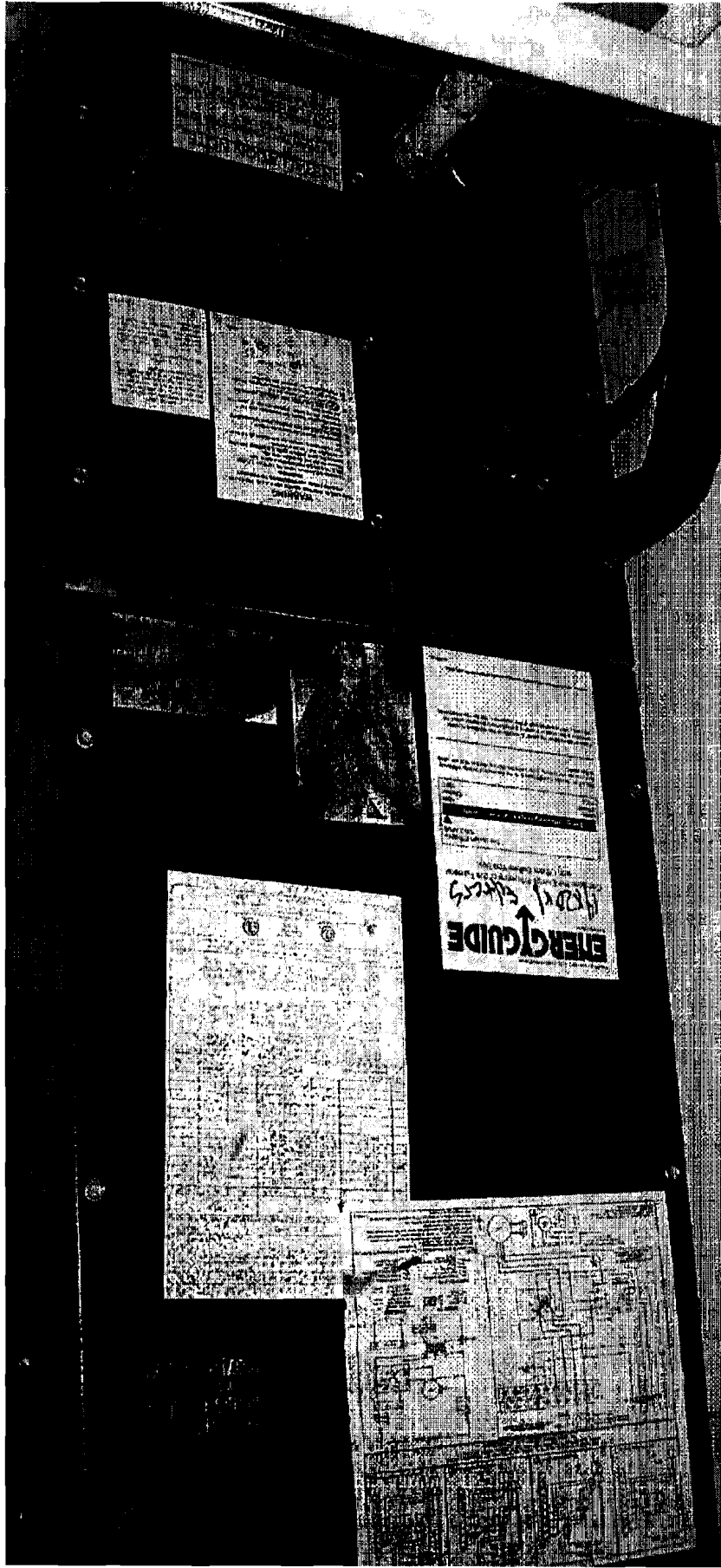
Photograph of the sheetrock and labeling used in the attic access.



Close up photograph of labeling:
USG Sheetrock Brand
Bar Code: 0-81099-00035-5
Manufactured to meet ASTM Standard
C36, Conforms to CAN/CSA-A8227-M91,
WB2035-12/1-2000



Close up of labeling.



Photograph of
the home's A/C
system.

NE CONVIENT PAS AUX INSTALLATIONS DU PLUS DE 150V
EXCEEDING 150V TO
LISTED



®

G0183770080

HEAT PUMP/AIR
CONDITIONER
SECTION

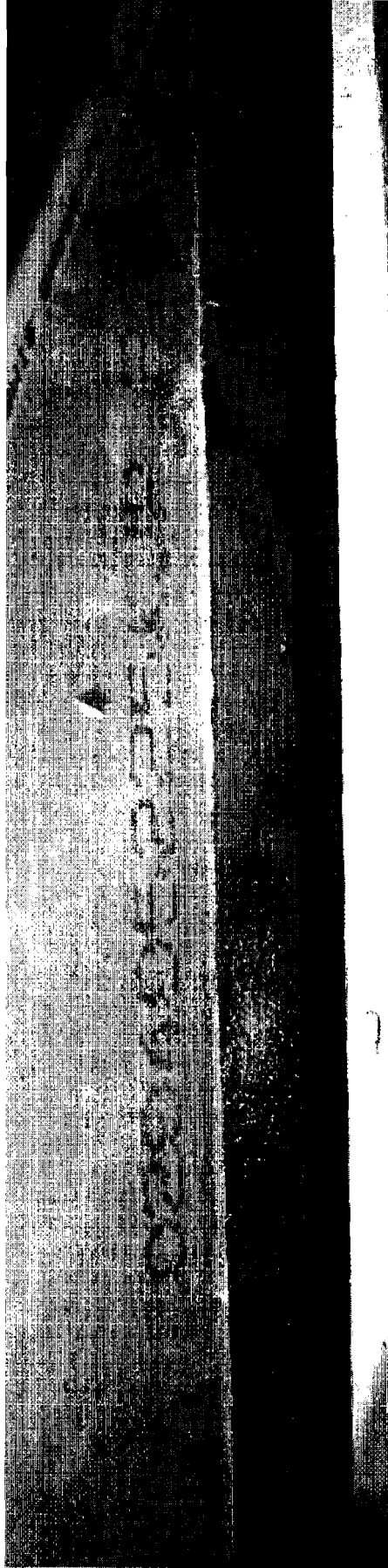


C LISTED ®

GOODMAN MANUFACTURING CO., L.P.
2550 NORTH LOOP WEST, SUITE 400 - HOUSTON, TX 77092

REFRIG. 22 DESIGN PSIG 150 TEST PSIG 150

Close up photograph of
the labeling.



Labeling on the back of
the sheetrock in the attic.



Photograph of the labeling on the back of the sheetrock in the attic.



Photograph of an electrical outlet in the living room.



Close up of the above
from another angle.

FLORIDA PEST CONTROL

IMPORTANT NOTICE TO OWNER

During the course of a pest control treatment, the Control & Chemical Co. cannot be held responsible for the control and prevention of subsequent infestations.

Control & Chemical Co. does not warrant the quality of its work. Please contact us at Florida Pest Control & Chemical Co. for all your pest control needs.

Address: _____
 Phone: _____
 Service Date: _____

DO NOT REMOVE

SIEMENS

Important Data

SAFETY

WARNING

Electrical panel with various components, including a circuit breaker and a fuse. The panel is mounted on a wooden wall.

Photograph of the electrical panel.

SIEMENS

Indoor Load Center

Enclosure Type 1

Model Number
 CS34M1200
 CS34M1200DU
 CS34M1200
 CS34M1200CU

SEE USER MANUAL FOR
 INSTALLATION AND
 MAINTENANCE INSTRUCTIONS

SUITABLE FOR USE AS SERVICE EQUIPMENT WHEN MAIN BREAKER IS INSTALLED. WHEN USED AS SERVICE EQUIPMENT, ONLY THE MAIN BREAKER IS TO BE INSTALLED TO MATCH BREAKER HANDLE.

NEUTRAL SERVICE EQUIPMENT UNLESS NEUTRAL BAR TERMINALS MAY BE USED TO TERMINATE SERVICE EQUIPMENT WIRING IN THE COMBINATION INDICATED FOR EQUIPMENT AND/OR BAR TERMINALS.

IF THE NEUTRAL STRAP IS REMOVED, THE NEUTRAL BAR MUST BE INSTALLED AND BONDED TO THE ELECTRICAL SERVICE POINT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

NEUTRAL STRAP IS NOT TO BE USED AS A SERVICE POINT FOR OTHER EQUIPMENT.

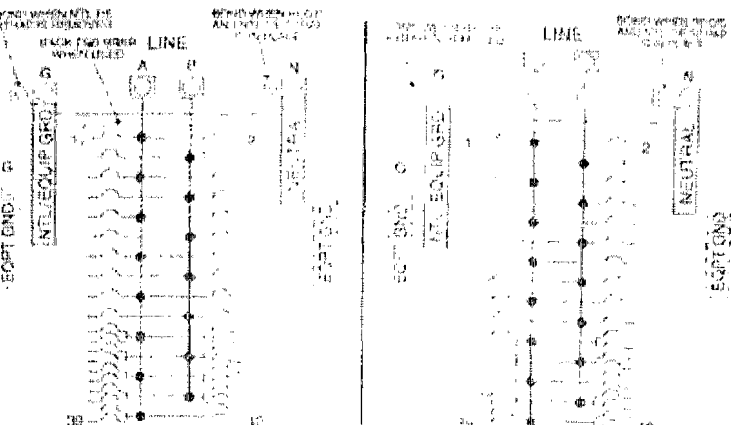
SHORT CIRCUIT CURRENT RATING

FOR USE WITH 120/240V SINGLE PHASE SYSTEMS. THE SHORT CIRCUIT CURRENT RATING OF THE SHORT CIRCUIT BREAKER MUST BE EQUAL TO OR GREATER THAN THE SHORT CIRCUIT CURRENT RATING OF THE SHORT CIRCUIT BREAKER BEING REPLACED. THE SHORT CIRCUIT CURRENT RATING OF THE SHORT CIRCUIT BREAKER BEING REPLACED MUST BE EQUAL TO OR GREATER THAN THE SHORT CIRCUIT CURRENT RATING OF THE SHORT CIRCUIT BREAKER BEING REPLACED.

SHORT CIRCUIT CURRENT RATING (SCCR)	FEEDER BREAKER AND THE BREAKER BEING REPLACED	FEEDER BREAKER AND THE BREAKER BEING REPLACED	FEEDER BREAKER AND THE BREAKER BEING REPLACED	FEEDER BREAKER AND THE BREAKER BEING REPLACED
1000	1000	1000	1000	1000
1500	1500	1500	1500	1500
2000	2000	2000	2000	2000
2500	2500	2500	2500	2500
3000	3000	3000	3000	3000
3500	3500	3500	3500	3500
4000	4000	4000	4000	4000
4500	4500	4500	4500	4500
5000	5000	5000	5000	5000
5500	5500	5500	5500	5500
6000	6000	6000	6000	6000
6500	6500	6500	6500	6500
7000	7000	7000	7000	7000
7500	7500	7500	7500	7500
8000	8000	8000	8000	8000
8500	8500	8500	8500	8500
9000	9000	9000	9000	9000
9500	9500	9500	9500	9500
10000	10000	10000	10000	10000

USE COPPER OR ALUMINUM CABLES

WIRE TYPE	WIRE SIZE	WIRE TYPE	WIRE SIZE
COPPER	10 AWG	ALUMINUM	10 AWG
COPPER	12 AWG	ALUMINUM	12 AWG
COPPER	14 AWG	ALUMINUM	14 AWG
COPPER	16 AWG	ALUMINUM	16 AWG
COPPER	18 AWG	ALUMINUM	18 AWG
COPPER	20 AWG	ALUMINUM	20 AWG
COPPER	22 AWG	ALUMINUM	22 AWG
COPPER	24 AWG	ALUMINUM	24 AWG
COPPER	26 AWG	ALUMINUM	26 AWG
COPPER	28 AWG	ALUMINUM	28 AWG
COPPER	30 AWG	ALUMINUM	30 AWG
COPPER	32 AWG	ALUMINUM	32 AWG
COPPER	34 AWG	ALUMINUM	34 AWG
COPPER	36 AWG	ALUMINUM	36 AWG
COPPER	38 AWG	ALUMINUM	38 AWG
COPPER	40 AWG	ALUMINUM	40 AWG
COPPER	42 AWG	ALUMINUM	42 AWG
COPPER	44 AWG	ALUMINUM	44 AWG
COPPER	46 AWG	ALUMINUM	46 AWG
COPPER	48 AWG	ALUMINUM	48 AWG
COPPER	50 AWG	ALUMINUM	50 AWG



⚠ DANGER

Excessive Voltage
 Will cause death, serious injury
 or substantial property damage.

⚠ PERIGERO

Voltage pericolosa. Causará la
 muerte, lesiones graves o daño
 substancial a la propiedad.

Disconecte e retire todo el equipo a
 ser reparado o reemplazado.

Photograph of electrical panel labelling.

SIEMENS

Indoor Load Center

Catalog Number	Series	Enclosure
G3040B1200	-	Type 1
G3040B1200CU	-	
G3040L1200	-	
G3040L1200CU	-	

RATINGS: 200A MAXIMUM - SEE MAIN BREAKER RATING IF USED.
 BACK-FED BREAKER REQUIRES HOLD-DOWN KIT MBR2.
 120/240 V-, 60 HZ, 1Ø 3W
 208Y/120 V-, 60 HZ, 1Ø 3W

SUITABLE FOR USE AS SERVICE EQUIPMENT WHEN MAIN BREAKER IS INSTALLED. WHEN USED AS SERVICE EQUIPMENT, APPLY LABEL TO FRONT NEXT TO MAIN BREAKER HANDLE

Electrical panel labeling.

S
T
A
E
C
L
T
T
L
E
T
T
E
R

SIEMENS

TYPE QAF 40°C

**Interrupting Rating
10kA 120V ~ 50/60 Hz**

**ARC FAULT
INDICATOR**



LISTED

Issue AB-4331

E82615

HACR

SWD

**Circuit Breaker and
Branch Feeder AFCI**

AFCI

CU/AL Wire 60/75°C

#14-8 AWG 25 lb-in

TEST

15

H0502230167

Close up photograph of
one breaker on the panel.

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)

6-2-09
(Date)

[Contact Us](#) | [myManta](#) | [FAQ](#) | [View Cart](#) | [My Profile](#)

Login:

[Not a member? Learn more.](#)

Wednesday, Jun. 10, 2009
63,778,867 companies



New! Manta Featured Listings. 30-Day Free Trial

COMPANIES: U.S., U.S. Public, Australia, Canada, U.K., Worldwide

RESOURCES: Video, Jobs, Reports, White Papers | JOIN US: Twitter, Facebook

U.S. business name, category, location...

Search

BUSINESS CENTERS: Small Biz, Sales Expertise, HR, Travel, Career, Tech

[Company Profiles](#) > [Find Companies](#) > [Palatka, FL](#) > [Materials & Chemicals](#) > [Cement, Hydraulic](#) > [Cement, hydraulic](#) > [Lafarge North America, Inc Company Profile](#)

[Go to myManta](#)

[Add Company To List](#)

[Set Company Alert](#)

Lafarge North America, Inc (Lafarge North America)

886 N Highway 17, Palatka, FL 32177-8647

Contact Phone: (386) 325-5766

URL (web address): www.lafargenorthamerica.com

Business Category: Mfg Hydraulic Cement Mfg Gypsum Products in Palatka, FL

Industry (SIC): Cement, Hydraulic

Ads by Google

[Online Advertising](#) A fresh online advertising company with strategies that move customers

[Grinding Dust Control!](#) Hoods, Benchtop, & Portable Units . Hepa /Carbon Filters. Quiet & Small

[Companies In Taiwan](#) Access Company Information For Businesses In Taiwan - Free Trial!

The ads are not affiliated with Lafarge North America, Inc

Business Information

This company profile is for the private company Lafarge North America, Inc branch, located in Palatka, FL. Lafarge North America's line of business is mfg hydraulic cement mfg gypsum products.

Company Name: **Lafarge North America, Inc** [Is This Your Company?](#)

Address: 886 N Highway 17, Palatka, FL 32177-8647 ([Map](#))

Alt Business Name: Lafarge North America

Location Type: Branch Location

Est. Annual Sales:

Est. # of Employees:

Est. Empl. at Loc.: 100

Year Started:

State of Incorp:

SIC #Code: 3241

Contact's Name: [Jenny Nielson](#)

Contact's Title: Principal

Parent Company: [Lafarge North America, Inc](#)

Related Info:

Other companies named [Lafarge North America, Inc](#)

More Companies in:

- [This Industry](#)
- [Palatka, FL](#)

Find [Jobs in Palatka, FL](#)

View [Palatka, FL](#) Videos

Your search returned 2 results

[Search Again](#)

 PRINT

Herdon, Virginia
Gypsum Head Office
[Map it!](#)

Phone : 703-480-3800
[Location Details](#)

Palatka, Florida
Palatka Drywall Plant
[Map it!](#)

Phone : 386-325-5766
[Location Details](#)



North America

Materials for building our world

Lafarge Group

Subscribe

Contact Us

Products

Products Home

Cement

Aggregates

Concrete

Asphalt

Gypsum

Ductal

Contacts

Careers

Press Room

Environmental/ES&S/Community

Safety and Health

Supply and Logistics

Home > Products > Gypsum

Search

OK

Gypsum

Lafarge Statement Regarding Chinese Drywall

We stand behind the overall performance and quality of our products which are manufactured here in North America. Lafarge has never imported, repackaged or sold Chinese-produced drywall into the North American market. Lafarge believes in the safety of our drywall products which are manufactured in conformity with all ASTM and UL specifications.

[Gypsum Association Comments on Chinese Drywall](#)

Search Locations

North America

Worldwide

[Advanced search](#)

AIA Courses



See [Lafarge courses](#) registered with the American Institute of Architects

Product News

[Lafarge Launches Improved Rapid Deco L5 Gypsum Board](#)

[Lafarge MaxCem Cement to Help Tuttle Creek Dam Withstand Midwest Earthquake](#)

Featured Project

[Shawnessy LRT Station](#)
Lafarge's Ductal made it possible to achieve the architect's vision for these attractive, durable precast canopies in Calgary, Alberta. The 24 thin-shelled canopies measure 5.5m by 6.1m (18 by 20 feet), are just 20mm (¾-inch) thick and are supported on single columns



Company Profile

Lafarge North America is part of the Lafarge Group. The world leader in building materials, active on five continents, the Lafarge Group holds top-ranking positions in all four of its divisions – cement, aggregates and concrete, roofing and gypsum.

By focusing on the development and improvement of building materials, Lafarge puts the customer at the core of its strategy and offers the construction industry and the general public innovative solutions that will bring more safety, comfort and beauty to our everyday lives.

Lafarge Canada Inc.

606 Cathcart Street
 Montréal, Québec H3B 1L7
www.lafargenorthamerica.com

Limited Warranty

Lafarge warrants that Lafarge Tercem 3000® meets the applicable requirements of ASTM C 1157 and CSA A3001. Lafarge makes no other warranty, whether of merchantability or fitness for a particular purpose with respect to Lafarge Tercem 3000®. Having no control over its use, Lafarge will not guarantee finished work in which Lafarge Tercem 3000 is used.

Please contact your Lafarge Regional Office for specific product information, availability and ordering.

Great Lakes Region

Bingham Farms, Michigan
 Phone: 248-594-1991
 Fax: 248-594-4471

River Region

Lee's Summit, Missouri
 Phone: 816-251-2100
 Fax: 816-347-1884

Western Region

Calgary, Alberta
 Phone: 403-271-9110
 Fax: 403-278-2738

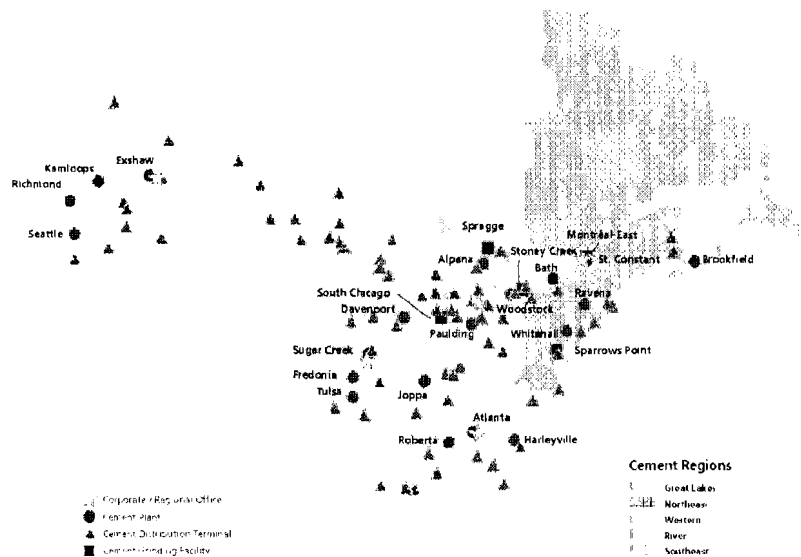
Northeast Region

Montréal, Québec
 Phone: 514-861-1411
 Fax: 514-861-6917

Southeast Region

Alpharetta, Georgia
 Phone: 678-746-2000
 Fax: 678-746-2007

Lafarge North America Cement Operating Regions



Web Image The corporate address for the firm is located on the bottom of page 3.

[Portfolios](#) | [Sign In](#)

[Get quotes](#) [Stock screener](#)

Example: "CSCO" or "Google"

USG Corporation(Public, NYSE:USG) - [Add to Portfolio](#)

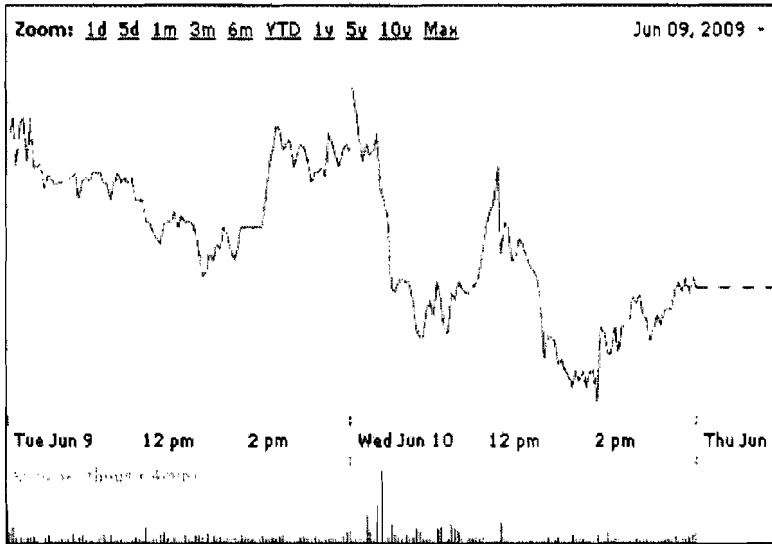
11.88 **Open:** 11.81 **Mkt Cap:** 1.18B **P/E:**
High: 11.91 **52Wk High:** 35.00 **F P/E:**
+0.14 (1.19%) **Low:** 11.74 **52Wk Low:** 4.16 **Beta:** ;
Real-time: 9:33AM EDT **Volume:** 0.00 **Avg Vol:** 1.92M **EPS:** -

NYSE

[Historical](#)

[Compare](#) [Settings](#)

Enter ticker here Nasdaq Dow Jones S&P
 IPII EXP



2008

Tip: You can drag the chart.

Related Companies

Name	Exchange	Symbol	Last Trade	Change
Eagle Materials, Inc.	NYSE	EXP	23.45	-0.39 (-1.64%)
Sto AG	ETR	STO3	42.10 *	-0.18 (-0.43%)
Placoplatre SA	EPA	MLPLC	471.00 *	0.00 (0.00%)
Imperial Industries, Inc.	NASDAQ	IPII	0.950	0.000 (0.00%)
HeidelbergCement AG	ETR	HEI	29.09 *	+0.39 (1.36%)
Lafarge S.A. (ADR)	OTC	LFRGY	17.00 *	0.00 (0.00%)

[News](#) [Blogs](#) [Feeds](#)

[Newer news](#) | [Latest news](#)

[USG Corp Down 3.7% Since SmarTrend's Sell Recommendation](#)
 Comtex Smartrend - Jun 4, 2009

[USG Corporation's Unit To Temporarily Close A Mill In New Jersey-DJ](#)
 Reuters Key Development - Jun 3, 2009

[Why You Shouldn't Follow Warren Buffett](#)
 Motley Fool - May 30, 2009

[USG: Shaken But Not Unnerved \(USG\)](#)
 Investopedia - May 20, 2009

[USG's asbestos flashback](#)
 Crain's Chicago Business - May 18, 2009

[USG CEO Foote calls loss 'unacceptable'](#)

[Older news](#) | [View all news for USG »](#) | [Subscribe](#)

TD AMERITRADE: Official

Trade free for 30 days + get \$100. Limited time offer. Sign up today.
 TDAMERITRADE.com

Day Trading System

Make \$223/hr Trading Stocks. Minimum Investment: \$25,000.
 DayTradingPro.com

Scottrade - Stock Trading

Open an Account Online Today! \$7 Trades & Powerful Trading Tools
 www.Scottrade.com

V V

Ads by Google

Advertisement

Discussions

["\\$41,961.71 With Two Currency Pairs..."](#)
 villa.k...@gmail.com - Jun 10, 2009 (1 post)
 This is so cool. I trade 2 pairs USD/CHF and EUR/JPY with the
<http://www.forextrio.com>

[30 Days Journal](#)

israel...@gmail.com - Jun 9, 2009 (1 post)
 30 Days a great % Output! Like to know the secret :
<http://www.uforex.us> I am Dam Sure you will be glad what you have done really.

National Gypsum Company	SAU	2090
CHIYODA UTE CO., LTD.	JSD	5387
Kuwait Gypsum Manufacturing & Trading Co	KUW	GYPSUM
Compania Industrial El Volcan S.A.	SCL	VOLCAN

Sector: [Capital Goods](#) > Industry: [Construction - Raw Materials](#)

* Delayed by up to 20 minutes - [Disclaimer](#)

Financials (In millions of USD)

	Q1 (Mar '09)	Annual (2008)	Annual (2007)
<u>Income Statement</u>			
Total Revenue	864.00	4,608.00	5,202.00
Gross Profit	48.00	192.00	599.00
Operating Income	-42.00	-512.00	165.00
Net Income	-42.00	-463.00	76.00
<u>Balance Sheet</u>			
Total Current Assets	1,267.00	1,494.00	1,284.00
Total Assets	4,446.00	4,719.00	4,654.00
Total Current Liabilities	522.00	756.00	567.00
Total Liabilities	2,955.00	3,169.00	2,428.00
Total Equity	1,491.00	1,550.00	2,226.00
<u>Cash Flow</u>			
Net Income/Starting Line	-42.00	-463.00	76.00
Cash from Operating Activities	-30.00	-165.00	1,307.00
Cash from Investing Activities	-16.00	-252.00	-730.00
Cash from Financing Activities	-199.00	608.00	-853.00
Net Change in Cash	-248.00	174.00	-268.00

Key Stats & Ratios

[Trade With 95.82%](#)
[capric..@gmail.com](#) - May 30, 2009 (1 post)
 Trade With 95.82% Accuracy In EVERY SINGLE Market
 Condition <http://www.FixStockTrading.com>

[More discussions »](#)

Events

- May 13, 2009 Annual Shareholders Meeting
- Apr 21, 2009 Q1 2009 Earnings Conference Call [Webcast](#)
- Apr 21, 2009 Q1 2009 Earnings Release

[More events from AOL Finance »](#)

[Add USG to my calendars](#)

More Resources

[Analyst Estimates](#) - MarketWatch

[SEC Filings](#) - EDGAR Online

[Major Holders](#) - MSN Money

[Options](#) - Morningstar

[Research Reports](#) - Yahoo Finance

Officers and directors

- [William C. Foote](#) > Chairman of the Board, Chief Executive Officer
- [James S. Metcalf](#) > President, Chief Operating Officer, Director
- [Richard H. Fleming](#) > Chief Financial Officer, Executive Vice President
- [Stanley L. Ferguson](#) > Executive Vice President, General Counsel
- [D. Rick Lowes](#) > Senior Vice President, Controller
- [Brian J. Cook](#) > Senior Vice President - Human Resources
- [Marcia S. Kaminsky](#) > Senior Vice President - Communications
- [Jennifer F. Scanlon](#) > Vice President, Chief Information Officer
- [Dominic A. Dannessa](#) > Vice President, Chief Technology Officer
- [Karen L. Leets](#) > Vice President, Treasurer

[Full list on Reuters »](#)

	Q1 (Mar '09)	Annual (2008)	Annual (TTM)
Net profit margin	-4.86%	-10.05%	-10.77%
Operating margin	-4.86%	-11.11%	-11.47%
EBITD margin	-	-7.16%	-6.97%
Return on average assets	-3.68%	-9.88%	-10.13%
Return on average equity	-11.08%	-24.52%	-25.25%
Employees	12,800	-	-

[More ratios from Thomson Reuters »](#)

Summary

USG Corporation (USG), through its subsidiaries, is a manufacturer and distributor of building materials, producing a range of products for use in new residential, new nonresidential, and repair and remodel construction, as well as products used in certain industrial processes. The Company is organized into three reportable segments: North American Gypsum, Building Products Distribution and Worldwide Ceilings, the net sales of which accounted for approximately 46%, 38% and 16%, respectively, of its consolidated net sales during the year ended December 31, 2008. North American Gypsum manufactures and markets gypsum and related products in the United States, Canada and Mexico. Building Products Distribution consists of L&W Supply, a specialty building products distribution business in the United States. USG's Worldwide Ceilings segment manufactures and markets interior systems products worldwide. [More from Reuters »](#)

550 West Adams Street
 Chicago, IL 60661
 United States - [Map](#)
 +1-312-4364000 (Phone)
 +1-312-6724093 (Fax)

Company website:
<http://www.usg.com/>
[News Releases](#), [Investor Relations](#),
[Financial Information](#),
[Corporate History/Profile](#), [Executives](#),
[Products/Services](#),
[Employment Opportunities](#)

Google Finance Beta available in: [U.S.](#) - [Canada](#) - [U.K.](#) - [简体中文 \(China\)](#) - [香港版 \(Hong Kong\)](#)

Information is provided 'as is' and solely for informational purposes, not for trading purposes or advice, and may be delayed. To see all exchange delays, please [see disclaimer](#).

©2009 Google [Google Home](#) - [Help](#) - [Privacy Policy](#) - [Terms of Service](#)

DUNAWAY & CROSS

A PROFESSIONAL CORPORATION

SUITE 410

1100 CONNECTICUT AVENUE, N.W.

WASHINGTON, D.C. 20036

(202) 862-9700

FAX (202) 862-9710

MAC S. DUNAWAY
GARY E. CROSS
MATTHEW F. HALL
* NOT ADMITTED IN D.C.

August 6, 2009

Via Fax and First-Class Mail

**Confidential
Business Proprietary**

Ms. Pamela McDonald
Lead, Technical Information Specialist
National Injury Information Clearinghouse
U.S. Consumer Product Safety Commission
4330 East West Highway, Room 502
Bethesda, MD 20814

Re: EIR 090505CBB1683

Dear Ms. McDonald:

This letter is on behalf of the Goodman Company, L.P. ("Goodman" or "the Company") in response to your July 31, 2009 letter to Raymond V. Carroll, Jr. at Goodman regarding Epidemiologic Incident Report ("EIR") 090505CBB1683. **Goodman requests that the undersigned counsel be notified in the event that the CPSC receives an inquiry under the Freedom of Information Act ("FOIA") for disclosure of EIR 090505CBB1683 and/or for these responsive comments.**

EIR 090505CBB1683 concerns alleged drywall issues at a Florida residence. The EIR states that a coil for a Goodman air conditioner at the residence was replaced in August 2006, and it implies that the coil corrosion resulted from the drywall issues. The EIR does not allege or indicate any safety-related potential concerns or problems with the Goodman product.

Please observe that this letter contains business proprietary information. Goodman designates this letter confidential under applicable CPSC regulations, and does not consent to the release of any information.

Very truly yours,

DUNAWAY & CROSS



Matthew F. Hall

Counsel to Goodman Company, L.P.

cc: Raymond Carroll, Esq.



USG Corporation
Legal Department
550 West Adams Street
Chicago, IL 60661-3676
312 436-4000
Fax: 312 672-7721

August 13, 2009

Founded in 1902

By e-mail tstevenson@cpsc.gov

Mr. Todd A. Stevenson
Director, Office of the Secretary
Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814-4408

**Re: FOIA Requests 09-F-00427, 09-F-00495, 09-F-00512, and 09-F-00825:
Chinese Drywall Investigations**

Dear Mr. Stevenson:

This letter is in response to your July 22, 2009 correspondence to United States Gypsum Company regarding the above referenced FOIA requests. We have reviewed all the documents enclosed with your letter, which include the FOIA requests and the CPSC files that the commission is considering producing in response.

United States Gypsum Company has the following comments for your consideration:

1. First, we want to make clear that United States Gypsum Company has never manufactured wallboard in China. Our SHEETROCK® brand gypsum drywall has always been manufactured in North America only. Therefore, we believe that to the extent any CPSC documents mention wallboard made by U.S. Gypsum Company, those documents are not responsive to FOIA requests that are specifically directed at CPSC investigations into Chinese drywall.

Second, in more than 90 years of making wallboard, U.S. Gypsum Company has not had complaints about its SHEETROCK® brand drywall similar to those being made regarding Chinese wallboard.

Third, production of some of these documents by the CPSC in response to Chinese wallboard inquiries would inaccurately and unfairly suggest to the public that our company's primary product, SHEETROCK® brand gypsum drywall, may have been manufactured in China or that the CPSC believes our product may cause problems similar to those that some Chinese wallboard apparently has

Mr. Todd A. Stevenson
August 13, 2009
Page 2

caused. Neither is true, and nothing in the documents sent to us suggests otherwise.

2. The following are brief comments on each of the six files that you sent to us for review :

No. 090504CBB1656

No comment or objection.

No. 09054CBB1662

This investigation file relates to a homeowner who believes that his family has developed numerous health conditions related to Chinese drywall in his home. However, neither the homeowner nor the CPSC investigator was able to locate a label on the drywall to confirm the drywall manufacturer. A letter in the file from drywall supplier Seacoast Supply indicates that it did supply some drywall to the home but that based on the delivery date the drywall delivered was manufactured by U.S. Gypsum Company in the United States and is not Chinese-made drywall.

Because no Chinese drywall has been identified in the home, this investigation file is not responsive to FOIA requests for "Chinese Drywall Files". Further, production of the file at this time – prior to a full inspection of all the wallboard in the home and a full investigation into the health issues described by the homeowners – would inaccurately and unfairly suggest to the public that that the family's health issues are related to U.S. Gypsum wallboard. There is no evidence that this is true and the CPSC file does not reveal any reason to believe that such a suggestion is true.

Therefore, U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090505CBB1683

As with the previous file, this file reports a homeowner complaint that various health symptoms and copper blackening in his house are related to Chinese drywall. Again, there has been no inspection of all of the drywall in the home to confirm the presence of any Chinese material. The only drywall that has been identified in the report is U.S. Gypsum SHEETROCK® brand drywall, which was reportedly visible only in the attic and is not made in China. There is nothing in the file to confirm the presence of any Chinese drywall in the home. We are aware of other homes where Chinese-made ½" drywall was installed in the walls

Mr. Todd A. Stevenson
August 13, 2009
Page 3

of home, and U.S. Gypsum or other 5/8" inch drywall was installed in the ceiling or attic (5/8 inch wallboard typically is used on ceilings, while walls are typically 1/2 inch board).

Production of this complaint file before a full inspection of all the wallboard in the home and before a full investigation into the health issues described by the homeowners, would inaccurately and unfairly suggest to the public that the family's health issues are related to U.S. Gypsum wallboard.

If any of this homeowner's alleged problems are caused by wallboard in the home, it is more likely that the problems are caused by undiscovered Chinese wallboard than by U.S. Gypsum Company wallboard, which has never been associated with the complaints being made regarding Chinese drywall.

U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090505C1688

This investigation was initiated by a tenant who complained of health issues and copper blackening in her rented home. The manufacturer of the drywall in the home is not confirmed; however, the tenant believes her problems are related to Chinese drywall. As with prior claims addressed herein, the only drywall that was accessible and inspected was located in the attic of the home.

There has been no confirmation that any wallboard in the home was manufactured in China and no investigation into what may be causing the tenant's complaints. Because there is only one unverified reference to U.S. Gypsum Company wallboard in the file, production of these documents by the CPSC in response to FOIA requests would unfairly and inaccurately suggest that U.S. Gypsum wallboard may be a part of the tenant's problems – and there is nothing either in the file or outside the file to support that suggestion.

U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090520CBB2638

This file relates to an investigation into a homeowner complaint of health symptoms and electrical component failures that the homeowner believes might be related to Chinese drywall. The CPSC investigator found no evidence of Chinese drywall – although he did obtain information (a purchase receipt

Mr. Todd A. Stevenson
August 13, 2009
Page 4

produced by the homeowner) that suggests that some of the drywall in the house was manufactured by two U.S. companies – United States Gypsum and Georgia Pacific. However, there was no visual confirmation that the wallboard in the home was in fact manufactured by the two companies. The investigator did not notice any unusual smell in the home and found no visible blackening of copper wire or other metal surfaces – the symptoms frequently reported in homes with the Chinese drywall problems.

There is no evidence of Chinese drywall in the home, the CPSC investigator did not observe any unusual smell or copper blackening, and there is no evidence that the wallboard in the home is causing any problems whatsoever. Therefore, this report is not responsive to the FOIA request. Production of these material in response to the pending FOIA requests may inaccurately suggest that the homeowner's reported problems are related to the presence of wallboard manufactured by two U.S. manufacturers, and there is nothing to support that conclusion.

U.S. Gypsum requests that this file not be produced or in the alternative that any mention of our company be deleted.

No. 090504CBB3555

No comment or objection.

Thank you again for the opportunity to comment on the CPSC response to these FOIA requests. We appreciate your consideration of our comments and concerns. Please feel free to call me if you have any questions or require further information. (312-436-4006)

Very truly yours,



John A. Donahue
Senior Corporate Counsel
Telephone: (312) 436-4006

JAD/cw
#172623

03/28/2009 09:14:11

Name = (b)(6)
Address

City = Satsuma

State = Florida

Zip = 32189

Email = kjk4 (b)(6)
Telephone =

Name of Victim =

Victim's Address =

Victim's City =

Victim's State =

Victim's Zip =

Victim's Telephone =

Incident Description = I bought my house in 6-2005 right after it was built. There has been a bad odor in the house ever since we moved in. We always have to crack a window to have fresh air come in. My inside air unit had to have the coils replaced about a year after we moved in. The ac tech said it was from sulfur that caused it. When it gets really humid out and we have the doors and windows open you can smell the odor on the front porch. My outlets are popping all the time and I had to replace 2 of the so far. My room mate always has sinus problems. Her nose is always messed up and our eyes burn alot. My roommate feels better when she's out in the fresh air. We never had this problem when we lived in another house I owned. We don't now where the drywall came from.

Victim's age at time of incident =

Victim's sex =

Date of incident = 2005

Product involved = 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 = yes

Have you contacted the manufacturer = no

If not, do you plan to contact them = no

Name Release = Release name to manufacturer only