



Mark [redacted] [redacted]@gmail.com

**Costco claim# [redacted]-GD-01**

2 messages

**[redacted] (Saint Peter)** <[redacted]@ghpa.com> Fri, Sep 17, 2021 at 2:07 PM  
To: "[redacted]@gmail.com" <[redacted]@gmail.com>

Mark,

Per our conversation, I have been able to complete my investigation into your claim of bad gas from Costco gas station #053-1111, in Coralville, Iowa on July 23, 2021.

After careful consideration and review of the facts & documentation that you submitted, including that the warehouse sold 2,452 gallons of premium fuel and a customer count of 2,045 member purchasing gas on **July 23, 2021**, and the gas report logs show the samples clear with no water present; and 10% ethanol. We see no evidence of wrong doing on the part of Costco. Your claim has been reviewed and the assessment has determined that the symptoms you describe match the most common gasoline quality complaint in America. Phase separation of water and ethanol will often be described by mechanics as water in the gas, low octane, low or high ethanol percentage, or just "contaminated or bad gas." We have service departments and mechanics who blame the fuel retailer because there isn't a good understanding of the chemistry of ethanol and fuel.

Costco sells fuel containing 10% ethanol because that is the national ethanol mandate established by the federal Renewable Fuels Standard of 2007. Since virtually all gas stations sell E10 fuel (gasoline with 10% ethanol) per the federal rule, phase separation can occur with gas from any brand station.

There have been no other instances reported similar in nature, and therefore; we must respectfully decline payment for your damages.

Costco values you as a member. We would like to be in a position to assist all of Costco's members when an incident such as this occurs; however, we hope you understand why this is not possible.