



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received **2008 APR 16 AM 7:35** Repository ☐

14-MAR-2008 Reference No.
10221188

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **ALBANY** State **NY** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address
Evening Telephone Number

Do you authorize the manufacturer of your vehicle?
In the absence of your name or address to the vehicle manufacturer? **YES**
Signature of Owner **[REDACTED]** Date **4/16/08**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GKDT13S3 [REDACTED]		Make GMC	Model ENVOY	Model Year 2003
Date Purchased 01-MAR-03	Dealer's Name and Telephone Number MARSHALL'S GARAGE		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒	Dealer's City RAVINA	State NY	Zip Code	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-MAR-2008	Failure Mileage 59000	Failure Speed 0	
--	---------------------------------	---------------------------	--

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 GMC ENVOY. THE CONTACT SMELLED GASOLINE, BUT DID NOT PAY IT ANY ATTENTION INITIALLY. HIS SON ENTERED THE VEHICLE LATER AND ALSO SMELLED THE STRONG ODOR. THE FOLLOWING DAY THE CONTACT FILLED UP THE TANK WITH GASOLINE AND THE SMELL INTENSIFIED. WHEN HE ARRIVED HOME, HE NOTICED A FUEL LEAK BY THE REAR DRIVER SIDE WHEEL. A MECHANIC STATED THAT THE LEAK ORIGINATED FROM THE TOP OF THE FUEL TANK WHERE THE FUEL PUMP CONNECTS. THE CONTACT DROPPED THE VEHICLE OFF AT THE DEALER THE NEXT DAY AND THEY STATED THAT THE LEAK ORIGINATED FROM THE GAS TANK, AND IT NEEDED TO BE COMPLETELY REPLACED. THE VEHICLE IS STILL AT THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 59,000.

I do authorize NHTSA to provide a copy of this report.

Include, if available: Police

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From:

Albany, N.Y.

Home Phone:

Day phone:

To: National Highway Traffic Safety Administration
Reference No. 10221188

In response to your letter dated March 14, 2003. First, I would like to give my authorization for a copy of this report to be given to the manufacturer.

I have had numerous problems with my 2003 GMC Envoy, the most recent being the leaking of fuel from my fuel pump and gas tank.

When I last dealt with GMC and the Better Business Bureau, I stated that this vehicle should be replaced because of all these problems. Now I have a fuel leak problem which I feel is very dangerous.

I spoke to Maria Dalglish, a GMC representative and Steve Lambert, a GMC supervisor about having my vehicle repaired under their warranty policy. As part of the emission system, the fuel tank and fuel pump carries a 7 year-70,000 mile warranty.

I was told by both of these people that "because of the age and mileage of my vehicle, coupled with the severe weather that we get in the Northeast", that they could not honor the warranty. This is contrary to their policy because my vehicle is less than 7 years old and only have 59,000 miles.

The purpose of my buying an SUV were all the reasons that they listed for not honoring the warranty. Plus, in their warranty booklet, they never mentioned that the Northeast east would be excluded for warranty purposes because of their severe winters.

I will attache copies of the numerous problems that I have had with this vehicle. Included will be the most recent copy from Goldstein Buick-GMC. As you will see, they recommend replacing the fuel tank and sender (fuel pump?) At a cost of \$1800 dollars. I will also send a copy of GMC's warranty which I feel should cover this expense.

This comes from GMC 2003, warranty manual.

Sincerely yours,

3/24/08

out back

8695262

3 7 1 8 5 1



INVOICE

ALAN BUICK, INC. dba GOLDSTEIN BUICK - GMC

1671 Central Ave · P.O. Box 12130

Albany NY 12212-2130

Phone: (518) 869-2291 · Fax: (518) 869-2027

www.goldsteinauto.com

buickserv@goldstein.com

ALBANY, NY

HOME: BUS:

N.Y.S. Motor Vehicle Reg. No. 7002493

PAGE 1

SERVICE ADVISOR: 3860 LLOYD BISHOP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332		59496/59496	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN03 IS						
01JAN03 DD		23:54	11MAR08		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:				
11MAR08	13MAR08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A FUEL LEA NEAR FUEL TANK

60 NEEDS FUEL TANKN AND SENDER SENDER ROTTED OUT

TANK HAS CRACK (DECLINED REPAIRS(1800.00)

2150 CMG

0.00

0.00

N.Y.S. MOTOR VEHICLE SHOP # R7002493

**ESTEEMED GM GOODWRENCH SERVICE PLUS DEALER*

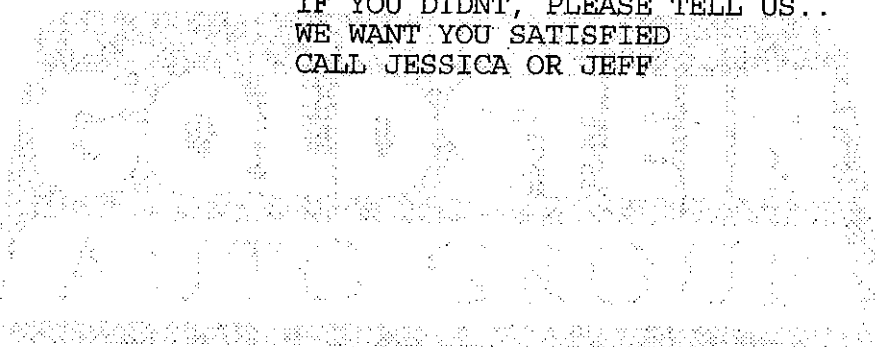
WE APPRECIATE YOUR BUSINESS

IF YOU LIKED OUR SERVICE TELL A FRIEND

IF YOU DIDNT, PLEASE TELL US..

WE WANT YOU SATISFIED

CALL JESSICA OR JEFF



ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Storage will be charged for vehicle left longer than 10 days of a rate \$ 20.00 a day. Labor warranted for 90 days or 4000 miles.



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIALS	0.00
TOTAL CHARGES	0.00
DISC. & COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8695262

360796



INVOICE

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Albany NY 12212-2130

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www.goldsteinauto.com

buickserv@goldstein.com

ALBANY, NY

HOME: [REDACTED] BUS:

N.Y.S. Motor Vehicle Reg. No. 7002493

PAGE 1

SERVICE ADVISOR: 3860 LLOYD BISHOP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	03	GMC ENVOY	1GKDT13S332		52440/52440		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 IS							
01JAN03 DD			23:54 25JUL07		0.00	CASH	25JUL07
R.O. OPENED		READY		OPTIONS: DLR:			
25JUL07		25JUL07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THUMPS ANY SPEED AS DRIVING

60 ROAD TEST CK CODES NEEDS TIRERS, AUTO DRIVE

FLUID CHANGED TO START PER SERVICE LETTER

8895 PORTER,AL LIC#: TH77

CMB

47.50 47.50

B ON DOWN SHIFT TRAQNY SEAMS TO CLUNK

TDRIVELINE BG TRANSFER CASE SERVICE (PART#792)

8895 PORTER,AL LIC#: TH77

CMB

63.07 63.07

2 12378508 FLUID

8.44

8.44 16.88

60 RUNS MUTCH BETTER NEEDS TIRES AT WEAR BARS

8895 PORTER,AL LIC#: TH77

CMB

0.00 0.00

TIRE2 TREAD DEPTH 2/32 OF AN INCH *** TIRES

NEEDED*****

8895 PORTER,AL LIC#: TH77

CMB

0.00 0.00

N.Y.S. MOTOR VEHICLE SHOP # R7002493

**ESTEEMED GM GOODWRENCH SERVICE PLUS DEALER*

WE APPRECIATE YOUR BUSINESS

IF YOU LIKED OUR SERVICE TELL A FRIEND

IF YOU DIDNT, PLEASE TELL US..

WE WANT YOU SATISFIED !!

ALD

DISC

07/25/07

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DESCRIPTION	TOTALS
LABOR AMOUNT	110.57
PARTS AMOUNT	16.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIALS	0.00
TOTAL CHARGES	127.45
DISC. & COUPONS	0.00
SALES TAX	10.20
PLEASE PAY THIS AMOUNT	137.65

CUSTOMER COPY

MARSHALL'S AUTO EXCHANGE

ROUTE 9W
RAVENA, N.Y. 12143
(518) 756-6161 FAX 518-756-3710
NYS REG REPAIR SHOP #R3010438

CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
								1GKDT13333		6820		08/05/03		53623	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILE		MILEAGE IN		YEAR		MAKE		MODEL		COLOR	
60.00		03/24/03		94		6797		03		GMC		ENVOY		TN	
SERVICE HOURS: MON-FRI 8-5 SATURDAY 8-12								STOCK NO.		PROD. DATE		SERV. ADV.		TAG NO.	
								3T194		00/00/00		48 1669		00000	
								DATE IN		IN-SERV. DATE				TERMS	
								07/29/03		00/00/00				CASH	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/PTY	TYPE	AMOUNT
A						
CUSTOMER STATES TRANSMISSION IS SLIPPING WILL NOT ENGAGE 1ST GEAR						
R&R TRANS TO REPLACE BURNT 2-4 BAND, RESEAL ACCUMULATOR, R&R VALVE						
BODY FOR CLEANING. REPLACED PRESSURE CONTROL SOLENOID.						
	K7271					
	1H		A82 8674		W	
	24224905		VALVE SOL	1	W	
	12378470		FLUID	14	W	
	24210605		SEAL, OIL	1	W	
	8642112		SEAL	1	W	
	8647351		SEAL	1	W	
	8642480		RING	1	W	
	8647351		SEAL	1	W	
X	24201131		BAND ASM-	1	W	
	24208576		FLTR KIT	1	W	
B	CUSTOMER STATES RIGHT REAR WINDOW MOLDING IS COMING OFF					
	RESECURED MOULDING/WEATHERSTRIP					
			A82 8674	1	W	
C	OIL AND FILTER SERVICE					
	PERFORM OIL AND FILTER SERVICE					
	LOF					
			A82 8674			
	89017342		FILTER	1	C	7.00
	5W30Q		QUAKER STATE S	7	C	6.22
					C	15.82

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
The Seller hereby expressly disclaims all warranties with respect to the item/items. The Seller neither makes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

By CRA
On behalf of the person is acknowledged, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER

n
ib
ap
th
use
pay
epre

(DATE)

MARSHALL'S AUTO EXCHANGE

ROUTE 9W

RAVENA, N.Y. 12143

(518) 756-6161 FAX 518-756-3710

NYS REG REPAIR SHOP #R3010438

52422BUT

[REDACTED] ALBANY NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1GKDT13S332 [REDACTED]		4191	06/13/03	52422 PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		03	GMC	ENVOY	TN	00000
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.
	[REDACTED]	[REDACTED]	[REDACTED]	3T194	00/00/00	48 1669
						TERMS
						CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
60.00	03/24/03	94	4191	6/13/03	00/00/00

SERVICE HOURS: MON-FRI 8-5
SATURDAY 8-12

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES AIR CONDITIONER IS BLOWING WARM AIR SWITCH, PRESSURE CYCLING - REPLACE					
	D1180	6C	A82 8674		W	
Auth:	Claim Type:	Complaint Cd:	OJ	LaborHrs: 0.5	OtherHrs: 0.0	
	X	89040362	SWITCH	1	W	
B	CUSTOMER STATES PROVIDE TRANSPORTATION PROVIDED TRANSPORTATION					
	Z7911	98	A33 8730			
Auth:	Claim Type:	Complaint Cd:	MJ	LaborHrs: 0.0	OtherHrs: 0.0	

TOTAL-AMOUNT NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

8695262

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ALAN BUICK, INC.

dba
**GOLDSTEIN
BUICK**

INVOICE

1671 Central Ave
P.O. Box 12130
Albany NY 12212-2130
Phone: (518) 869-2291
Fax: (518) 869-2027

ALBANY, NY

PAGE 1

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 505 CHRIS CONNELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332 [REDACTED]		9327/9327	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			19:00 26SEP03		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]				
24SEP03	24SEP03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES A/C BLOWING WARM AIR

CAUSE: SHORTED

D1002 RESISTOR, BLOWER MOTOR - REPLACE A/C
3859 [REDACTED] LIC#: [REDACTED]

WMB4

1 89040362 SWITCH

FC: 6G

PART#: 89040362

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

B G.M. 1 DAY RENTAL COURTESY

CAUSE: RENTAL

Z7901 G.M. 1 DAY RENTAL COURTESY

100 WMB4

FC: 98 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

C CUSTOMER STATES MOLDING AROUND REAR PLATE ASSEMBLY IS FOLDING INSIDE

CAUSE: REATTACHED TAIL GATE BEZEL MOLDING

B5910 R&R REAR TAIL GATE HANDLE AND BEZEL AND
REATTACHED MOLDING

3859 [REDACTED] LIC#: [REDACTED]

WMB4

FC: 3A PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

D CUSTOMER STATES THERE IS A WIND NOISE COMING FROM L/F WINDOW

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THOSE MADE BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID
PRODUCTS.Storage will be charged for
vehicle left longer than 10
days of a rate \$ 20.00 a day.
Labor warranted for 90 days or
4000 miles.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
PAINT & MATERIALS	
TOTAL CHARGES	
DISC. & COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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2 8 2 7 4 4

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P.O. Box 12130
Albany NY 12212-2130
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Fax: (518) 869-2027

ALBANY, NY

PAGE 2

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 505 CHRIS CONNELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332 [REDACTED]		9327/9327	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			19:00 26SEP03		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]				
24SEP03	24SEP03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
97				CUSTOMER NEEDS TO MAKE APPT WITH BODY SHOP			
	100		CMB			0.00	0.00

E CUSTOMER STATES THERE IS A WHITE SPOT IN R/R QUARTER PANEL THAT WILL NOT COME OUT, LIKE IT IS IN THE PAINT .							
97				NEEDS TO MAKE APPT WITH BODY SHOP			
	100		CMB			0.00	0.00

SUBL RENTAL PO #117876
WSB4

(N/C)

N.Y.S. MOTOR VEHICLE SHOP # R7002493
 **ESTEEMED GM GOODWRENCH SERVICE PLUS DEALER*
 WE APPRECIATE YOUR BUSINESS
 IF YOU LIKED OUR SERVICE TELL A FRIEND
 IF YOU DIDNT, PLEASE TELL US..
 WE WANT YOU SATISFIED !!

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIALS	0.00
TOTAL CHARGES	0.00
DISC. & COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8695262

287490



ALAN BUICK, INC.

dba
**GOLDSTEIN
BUICK**

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P.O. Box 12130

Albany NY 12212-2130

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PAGE 1

ALBANY, NY

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 505 CHRIS CONNELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S331		13610/13610	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			19:00 11DEC03		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:				
11DEC03	11DEC03					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER SCHEDULED APPOINTMENT QLS

BDC3 CUSTOMER SCHEDULED APPOINTMENT QLS

0.00 0.00

100 CMB

B LUBE, OIL AND FILTER CHANGE, CHECK BELTS, HOSES AND FLUIDS.

CAUSE: FREE LOF, ROTATE PER GM

Z7410 COMPLIMENTARY OIL, LUBER, FILTER CHANGE

3859

LIC#: [REDACTED]

(N/C)

WMG4

(N/C)

1 89017342 FILTER

6 1/5 5W30 OIL

(N/C)

FC: 98 PART#: COUNT:

CLAIM TYPE:

AUTH CODE: G

C CUSTOMER STATES WIND NOISE AT 55 APPT SET BY BDC FOR BODY SHOP

60 SEE BODY SHOP

100 CMB

0.00 0.00

D.G.M. 1 DAY RENTAL COURTESY

CAUSE: GOODWILL RENTEL

Z7901 G.M. 1 DAY RENTAL COURTESY

100 WMB4

(N/C)

FC: MJ PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL ENTERPRISE PO 114256

WSB4

(N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
PAINT & MATERIALS	
TOTAL CHARGES	
DISC. & COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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287490

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BUICK**

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ALBANY, NY

PAGE 2

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 505 CHRIS CONNELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332 [REDACTED]		13610/13610	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			19:00 11DEC03		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]				
11DEC03	11DEC03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

N.Y.S. MOTOR VEHICLE SHOP # R7002493
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Storage will be charged for vehicle left longer than 10 days of a rate \$ 20.00 a day. Labor warranted for 90 days or 4000 miles.



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIALS	0.00
TOTAL CHARGES	0.00
DISC. & COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8695262

291061

INVOICE

ALAN BUICK, INC.

dba
**GOLDSTEIN
BUICK**

1671 Central Ave

P.O. Box 12130

Albany NY 12212-2130

Phone: (518) 869-2291

Fax: (518) 869-2027

PAGE 1

ALBANY, NY

HOME:

BUS:

N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 1994 BARNEY PECOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332		16662/16663	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			19:00 16FEB04		0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:			17FEB2004
16FEB04	17FEB04					

LINE OPCODE TECH TYPE HOURS

A CUST STATES THAT THERE IS AN AIR LEAK IN BOTH FT DOORS
CAUSE: DOOR OUT OF ALIGNMENTB4001 DOOR ASSEMBLY, FRONT - LEFT - ALIGN
291 WBB4B4401 DOOR ASSEMBLY, REAR - LEFT - ALIGN
291 WBB4

(N/C)

FC: PART#: COUNT:

(N/C)

CLAIM TYPE:

AUTH CODE:

ADJUSTED FRONT AND REAR LEFT SIDE DOORS. CHECKED FOR AIR LEAK, NO
PROBLEM AT THIS TIME.

B REPLACE THE REAR LICENCE BRACKET SEAL

CAUSE: SEAL DEFECTIVE

B5910 HANDLE, LIFTGATE OUTSIDE - REPLACE
291 WBB4

1 15170981 SEAL

FC: PART#: COUNT:

(N/C)

CLAIM TYPE:

(N/C)

AUTH CODE:

REMOVED DEFECTIVE REAR LICENSE PLATE FRAME SEAL INSTALLED NEW SEAL.

N.Y.S. MOTOR VEHICLE SHOP # R7002493

**ESTEEMED GM GOODWRENCH SERVICE PLUS DEALER*

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SUBLET AMOUNT	0.00
PAINT & MATERIALS	0.00
TOTAL CHARGES	0.00
SUPPLEMENT CHARGE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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INVOICE

PAGE 2

ALBANY, NY

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 8216 LOU SFARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332 [REDACTED]		23585/23585	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
11JAN2003			23:54 18AUG04		0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR			19AUG2004
18AUG04	19AUG04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CAUSE: a

Z7901 G.M. 1 DAY RENTAL COURTESY
100 WMG4

(N/C)

M0021 MAINTENANCE SERVICE TIRE ROTATION
3873 [REDACTED] LIC#: [REDACTED]
WMG4

(N/C)

CASE # SPOKE W/ ANGELA DAVIS ANGELA SAID WE COULD H- ROUTE
LOF AND ROTATE TO 1-247809495 FOR CUSTOMER GOODWILL FOR INCONVIENCE
H-ROUTE 1 [REDACTED] COURTESY LOF AND ROTATE AS PER ANGELA DAVIS FROM GM
FOR CUSTOMER INCONVIENCE

N.Y.S. MOTOR VEHICLE SHOP # R7002493
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PAINT & MATERIALS	0.00
TOTAL CHARGES	0.00
DISC. & COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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302165

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INVOICE

PAGE 1

ALBANY, NY

HOME: [REDACTED] BUS:
N.Y.S. Motor Vehicle Reg. No. 7002493

SERVICE ADVISOR: 8216 LOU SFARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	03	GMC ENVOY	1GKDT13S332 [REDACTED]		23585/23585	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2003			23:54 18AUG04		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]				
18AUG04	19AUG04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES TOW TRUCK DRIVER SAID BELIEVES IT IS STARTER , CAN'T GET
TRUCK OUT OF GEAR

CAUSE: INTERNALLY SHORTED

N2328 SWITCH IGNITION/KEY WARNING REPLACE

3873

LIC#: [REDACTED]

WMG4

1 12450251 SWITCH

FC: 6G PART#: 1 COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

IGNITION SWITCH INTERNALLY SHORTED

B TRUCK HAS POWER WILL NOT START, CAN TURN KEY BUT WILL NOT GO INTO
NEUTRAL

CAUSE: BLOWN FUSE MASTER

N1726 FUSE, BATTERY MEGA REPLACE

3873

LIC#: [REDACTED]

WMG4

1 12177251 FUSE

1 89017342 FILTER

1 5/5 5 QTS 5W30 OIL

2 1/5 5W30 OIL

B9641 LAMP ASSEMBLY, EXTERIOR STOP, TAIL AND TURN
SIGNAL LEFT REPLACE

3873

LIC#: [REDACTED]

WMG4

1 16532716 BOARD

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

REPLACED MASTER FUSE DUE TO BEING BLOWN REPLACED LEFT REAR TAILLAMP
CIRCUIT SHORTED IN TERNALLY

C** G.M. 1 DAY RENTAL COURTESY

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SALES TAX	
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ALBANY, NY

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SERVICE ADVISOR: 8216 LOU SFARA

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
TAN		03	GMC ENVOY		1GKDT13S332		36825/36825		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN03 IS									
01JAN03 DD			WAIT 10SEP05			0.00	CASH	10SEP05	
R.O. OPENED		READY		OPTIONS:		DLR:			
10SEP05		10SEP05							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	04087	REPLACE 1 OR BOTH TAIL LAMP CIRCUIT BOARDS AND LAMPS				

CAUSE: RECALL

V1265 RECALL 04087 REPLACE 1 OR BOTH TAIL LAMP
CIRCUIT BOARDS AND LAMPS

9640 WMG4

2 16532716 BOARD

FC: MA PART#: COUNT:

CLAIM TYPE:

AUTH CODE: 96

(N/C)

(N/C)

N.Y.S. MOTOR VEHICLE SHOP # R7002493

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PAINT & MATERIALS	0.00
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