



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 100381

Date Received

08-APR-2008

Repository ☐

Reference No.
10224008

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

LELAND

State

NC

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/21/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GKEK13Z04R

Make

GMC

Model

YUKON

Model Year

2004

Date Purchased

Aug 17-APR-04

Dealer's Name and Telephone Number For service

BOB KING BUICK PONTIAC GMC INC 9107993521

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

WILMINGTON

State

NC

Zip Code

28406

Transmission Type

AUTOMATIC

☒

☒

Antilock Brakes

Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-MAR-2008

Failure Mileage

48448

Failure Speed

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

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 2004 GMC YUKON. THE CONTACT NOTICED A LEAK UNDER THE HOOD OF HIS VEHICLE. THE MANUFACTURER ADVISED HIM TO TAKE THE VEHICLE TO A DEALER AND THEY STATED THAT THE HYDRO BOOST FAILED. THE CONTACT WOULD HAVE TO PAY \$863 TO REPAIR THE VEHICLE. THE MECHANIC INFORMED HIM THAT HE COULD HAVE RUN OUT OF POWER STEERING AND BRAKE FLUID, AND THE SEAL FAILED AND WAS LEAKING. THE FAILURE COULD HAVE CAUSED A CRASH DUE TO THE LOSS OF THE FLUIDS IN THE VEHICLE AND THE INABILITY TO BRAKE. THE BRAKES AND THE FLUIDS ARE ONE UNIT. THE FOUR WHEEL DRIVE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. A GMC REPRESENTATIVE STATED THAT HE WOULD CALL THE CONTACT IN 24 HOURS TO DISCUSS WHETHER OR NOT THEY WILL PAY FOR THE PARTS OR A PORTION OF THE REPAIRS. THE CURRENT MILEAGE WAS 48,498 AND FAILURE MILEAGE WAS 48,448.

GMC Rep never called back or returned calls

\$ 313.26 for hydroboost part and \$ 223.56 to repair at Paul's Auto 313.26 223.56 536.82 total cost
See attached for details

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.

Dot Auto Safety

Re: 2004 Yukon hydro-boost recall

To Whom it May Concern:

On March 31, 2008, my husband noticed a leak under his car. I made an appointment for Friday April 4th at Karl's Automotive, in Wilmington. The mechanic said that the hydro-boost seal was leaking. He also said, that because the hydro-boost was leaking and was almost out of power steering fluid, we could have lost our brakes and power steering. He told me to check with GMC to see if it had a recall.

I called GMC recall and there weren't any recalls on my husband's vehicle. I called to talk to a representative about the problem. The car only had 48,448 miles on it. I spoke to John Roberts and told him there were no recalls but this part should not be having a problem since we maintain the vehicle constantly and my husband treats his vehicle like it was gold. We also told him we do not have an extended warranty.

After getting the information about the car and the problem, John Roberts said, GMC was going to take care of this problem at no cost to me. I was pleased since we spent over \$50,000 for this vehicle and it should not have parts breaking down in such a short time with low mileage. He asked me to take it to a local GMC dealer and he set up the appointment to check the car out for 4pm on 4/4/08. We brought it in and they told us the vehicle needs a hydro-boost unit and power steering pressure hose and the est. cost would be \$863.16.

The GMC case number was _____

On Monday, we received a call from a Martin Fishman, a representative of GMC, and he told me he spoke to the manager of Bob King dealer and they both said there is nothing they can do for me since my husband's car was not under extended warranty and there was no recall. They knew this from the beginning before we ever brought the car into the dealer. They told me my husband had to pay for a new hydro-boost and the labor and they were not going to do anything for him. I said, my husband maintains this vehicle constantly and this is not a part that needs to be maintained and the mileage is low and should not be having a problem with it unless there is a defect in the part. He didn't care and told me again there was nothing he could do. So I asked him if GMC provided the parts, then I would agree to pay for the labor as a compromise. He said he would get back to me within 24 hours and never did. I called both John Roberts and Martin Fishman several times and left messages but was ignored.

I was told by Lou of Karl's Automotive that there was a recall on the hydro-boost on 2004 Yukon's – GM recall # 04004 – I went on the web site to find recalls on the vehicle and found that this was true. When I called Bob King service manager Jeff Slagel and told him, what my mechanic said, he said that my mechanic probably had out of date paperwork. This recall site said the report date was January 28, 2004. This did not make sense because recalls are not out of date.

I spoke to the manager of Bob King dealership of Wilmington and he told me it was only on certain parts that were made that the hydro-boost was replaced already and it did not concern new vehicles. According to the assigned Recall #04V-045 by the National Highway Traffic Safety Administration, this recall some of this vehicle type were **produced** with an out-of-specification brake hydro-boost housing relief valve bore. The manager said the valve core would not produce a leak and that I needed to purchase a new hydro-boost unit. According to the recall report, it says if the hydro-boost housing relief valve bore was out-of-specification the results would be, the valve-O ring seal may fracture.

According to the manager, he said the relief valve bore would not create a leak and that it was two different parts and one had nothing to do with the other because my husband needed a whole hydro-boost unit, and it was not the brake hydro-boost housing relief valve bore. I said, how do you know it is not the relief valve bore, he said, a pressure test. If the hydro-boost was leaking and the seal was broken, then how accurate would this test be? It just seems to me that if a part has a recall, then if the customer has a problem with that part, then maybe that part was defective and the company should take care of the cost and the problem. With GMC, the dealer's manager and the service manager, don't seem to think so and will not take any responsibility for a part that GMC put in the vehicle which should have lasted the life of the car, especially since it is not maintained part for the consumer. Since this affects the brake and power steering and is one unit and is not maintained by the consumer, how would the consumer know if there was a problem unless he saw it by accident, like we did or lost his power steering & brakes and wrecked his car or God forbid, takes his life?

The vehicle was purchased at Minchew Motors, in Wallace, NC. Husband was the only owner of the vehicle. Vehicle #ID 1GKEK13Z04R [REDACTED] Aug 2004

Sincerely,

[REDACTED]
Leland, NC [REDACTED]
[REDACTED]

*we have the ^{old} part
that was replaced
with a new one
in case it is needed*

KARS INC. OF WILMINGTON
dba KARL'S AUTO REPAIR & SERVICE

1423 S. 42nd ST.
 WILMINGTON, N.C. 28403
 (910) 793-4777



SOLD TO

H. Phone

B. Phone

Vehicle

Mileage

04 GMC YUKON TA Unit#:

In: 40426 Out:

Vin: 1GKEK13Z041

Plate No.

Cust. No.

Technician:

006

INVOICE # 24187

Date- 04/04/08

SERVICE DESCRIPTION

RESET TIRE PRESSURE LIGHT.....NC
 CHECK FOUR WHEEL DRIVE LIGHT COMES ON; PULLED CODE
 C0303, TRANSFER CASE A AND B POSITION CIRCUIT FAULT.
 TESTED OPERATION, NORMAL, CLEARED CODE.
 ...NOTE...ENGAGE FOUR WHEEL DRIVE SYSTEM OCCASIONALLY
 CHECK FOR FLUID LEAK; FOUND BRAKE HYDRO BOOST LEAKING.
 CLEANED UNIT AND TOPPED OFF POWER STEERING SYSTEM.
 ...NOTE... HYDROBOOST LEAKING
 JD

0.50

008

34.75

18667905700

eft

42816

Martin fishman
 eft 22324

Jeff Slagel
 4PM

DOT
 # Complaint #
 10224008

GMC # John Roberts
 71-617404466

NEEDS SERVICE:

PARTS DESCRIPTION

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL
DEGREASER	ENGINE DEGREASER	1.0	2.89	2.89	P/SFLUID	P/STEERING FLUID	1.0	5.99	5.99

416.74
 46.63
 463.37

228.80
 132.00
 360.80

THANK YOU AND HAVE A NICE DAY!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TAX2 0.00
 Shop Fee 1.12
 Access 0.00
 Inspection 0.00
 Services 34.75
 Parts 8.88
 Sub-total 44.75
 Tax 0.60

Total \$ 45.35

AUTO SUPPLY CO, INC, WLM-22
2351 Carolina Beach Road
Wilmington, NC 28401
(910)343-1301

I N V O I C E

Page : 1
Invoice : 22-094037
Inv Date : 04/11/08

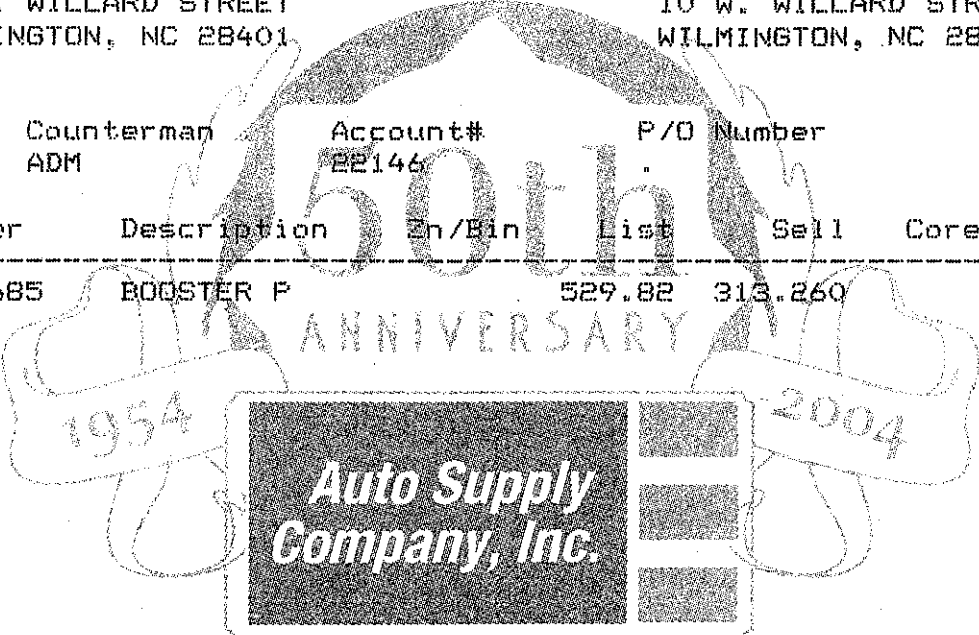
[Redacted] parts

Bill To : GREENFIELD TRANS. SERVICE
10 W. WILLARD STREET
WILMINGTON, NC 28401

Ship To : GREENFIELD TRANS. SERVICE
10 W. WILLARD STREET
WILMINGTON, NC 28401

Ship Via Counterman Account# P/O Number 03:35PM
ADM 22146 . 04/11/08

Qty	Part Number	Description	Zn/Bin	List	Sell	Core	Ext	Prc	Tx
1	A17 178-0685	BOOSTER P		529.82	313.260		313.26	E	

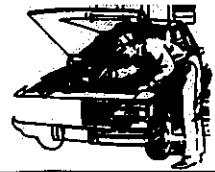


Signature : [Redacted]

supplycompanyinc.com
Sub Total : 313.26
Tax : 0.00
Total Due : 313.26

KARS INC. OF WILMINGTON dba KARL'S AUTO REPAIR & SERVICE

1423 S. 42nd ST.
WILMINGTON, N.C. 28403
(910) 793-4777



LELAND, NC

H. Phone 04 GMC YUKON TA Unit#:
B. Phone In: 68844 Out: Vin: 1GNEK13204
Vehicle
Mileage 24266 Date- 04/16/08

Plate No.

Cust. No.

Technician:

INVOICE #

HRS

TECH

AMT

SYSTEM WITH NEW FLUID AND RETESTED.

NOTE: PART SUPPLIED BY OWNER

TT

NEEDS SERVICE:

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL
P/S FLUID	P/STEERING FLUID	1.5	5.99	8.99					

THANK YOU AND HAVE A NICE DAY!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

*Labm
to install
parts*

TAX2	0.00
Shop Fee	5.46
	8.00
Access	0.00
Inspection	202.50
Services	3.99
Parts	222.55
Sub-total	0.61
Tax	

Total \$

BOB KING AUTOMALL
SPG REPAIR ESTIMATE

ESTIMATE # RO592057

ESTIMATE DATE: 04/04/2008

VEHICLE: Yukon
ADVISOR # 351 JEFFREY BRIAN SLAGEL
CUSTOMER # [REDACTED]
ADDRESS: [REDACTED]

VIN: 1GKEK13Z04R [REDACTED]

LELAND, NC [REDACTED]

(H) [REDACTED]
(B) [REDACTED] (EXT)

CUSTOMER QUOTE

OPERATION: H1320 Hydraulic Power Brake Booster, r&r 03/04

LABOR HOURS: 2.50

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	GM15854058	BOOSTER	408.00	408.00
1	GM89020661	FLUID	8.74	8.74

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
11	SHOP SUPPLIES		9.97	4.58

LABOR \$: 228.80
PARTS \$: 416.74
GOG \$: 0.00
MISC. \$: 4.58
TAX \$: 28.44

SUBTOTAL \$: 678.56

OPERATION: E8622 Power Steering Hoses, Pressure r&r 4x4 04/06

LABOR HOURS: 1.40

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	GM15077529	HOSE	37.89	37.89
1	GM89020661	FLUID	8.74	8.74

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
11	SHOP SUPPLIES		9.97	2.64

LABOR \$: 132.00
PARTS \$: 46.63
GOG \$: 0.00
MISC. \$: 2.64
TAX \$: 3.33

SUBTOTAL \$: 184.60

Martin Fishman
4/4/08

recall #

? 34V045000 - hydro boost relief valve

BOB KING AUTOMALL
SPG REPAIR ESTIMATE

ESTIMATE # RO592057

ESTIMATE DATE: 04/04/2008

VEHICLE: Yukon

VIN: 1GKEK13Z04R

ADVISOR # 351 JEFFREY BRIAN SLAGEL

CUSTOMER # 140393

ADDRESS:

(H)

(B)

(EXT)

LELAND, NC

CUSTOMER QUOTE

TOTAL LABOR \$:	360.80
TOTAL PARTS \$:	463.37
TOTAL GOG \$:	0.00
TOTAL MISC. \$:	7.22
TOTAL TAX \$:	31.77

ESTIMATE TOTAL \$: 863.16

CUSTOMER SIGNATURE _____

From: <Richard.Willard@dot.gov>
 To: [REDACTED]
 Sent: Wednesday, April 16, 2008 2:52 PM
 Subject: RE: recall

*Car was bought
 Aug 2004*

According to our database, and the limited information I fed it, there are 6 recalls that could potentially involve your husband's 2004 GMC Yukon; two of which involve replacement parts. In all cases, more information is needed to know which actually apply.

Recall Information	Products	Influencing Inv	Recall Comm
Recalls Search > Recalls List			

Recalls Search Results									
☐ Select All		☐ Deselect All							
	Recall Num	Manufacturer	Subject	Influenced By	NHTSA INV Num	Recall Type	Planned Beginning Owner Notification	Planned Ending Owner Notification	Planned Dealer Notification
☐	07E106000	FEDERAL-MOGUL CORPORATION	REPLACEMENT WHEEL HUB ASSEMBLIES	MFR	...	D	01/08/2008		
☐	06E043000	HONEYWELL INTERNATIONAL, INC.	AFTERMARKET FUEL FILTERS/FUEL LEAK	MFR	...	D			05/31/2008
☐	06V289000	GENERAL MOTORS CORP.	FUEL RAIL DAMPER RETAINER CLIP/WORKHORSE	MFR	...	D			
☐	05V043000	GENERAL MOTORS CORP.	HYDRO-BOOST/HYDRAULIC BRAKE/BOSCH	MFR	...	D			
☐	05V163000	GENERAL MOTORS CORP.	SEAT BELT ROUTING	MFR	...	D	07/21/2005		07/14/2005
☐	04V045000	GENERAL MOTORS CORP.	GM/FMVSS 135/BRAKE VALVE	MFR	...	C			
Print		Annotate							

Add		First
------------------------------------	--	--------------------------------------

If the vehicle has not been equipped with a Federal-Mogul replacement wheel hub, or a Honeywell aftermarket fuel filter, those two recalls will obviously not apply.

4/17/2008

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Recalls - Search Results**

4 Record(s) Displayed.

Report Date : **April 7, 2008 at 05:43 PM**SEARCH TYPE : **VEHICLE**Make : **GMC**Model : **YUKON****Make : GMC****Model : YUKON****Year : 2004****Manufacturer : GENERAL MOTORS CORP.****Mfr's Report Date : JAN 28, 2004****NHTSA CAMPAIGN ID Number : 04V045000****NHTSA Action Number: N/A****Component: SERVICE BRAKES, HYDRAULIC****Potential Number Of Units Affected : 68875****Summary:**

CERTAIN SPORT UTILITY VEHICLES, PICKUP TRUCKS, AND PASSENGER VANS FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 135, ?PASSENGER CAR BRAKE SYSTEMS.? SOME OF THESE VEHICLES WERE PRODUCED WITH AN OUT-OF-SPECIFICATION BRAKE HYDRO-BOOST HOUSING RELIEF VALVE BORE.

Consequence:

CONSEQUENTLY, THE VALVE O-RING SEAL MAY FRACTURE. STEERING EFFORTS MAY BE SLIGHTLY INCREASED WHILE BRAKING OR PARKING. UNDER CERTAIN DRIVING CONDITIONS, A FRACTURED SEAL MAY REQUIRE A SLIGHT INCREASE IN THE APPLIED BRAKE PEDAL EFFORT TO ACHIEVE THE SAME VEHICLE DECELERATION RATE AS PRIOR TO THE SEAL FRACTURE.

Remedy:

DEALERS ARE TO REPLACE THE HYDRO-BOOST RELIEF VALVE. THE RECALL BEGAN ON JUNE 18, 2004. OWNERS SHOULD CONTACT CADILLAC AT 1-866-982-2339; CHEVROLET AT 1-800-630-2438; GMC AT 1-866-996-9463; OR HUMMER AT 1-866-486-6376.

Notes:

GM RECALL NO. 04004. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Make : GMC**Model : YUKON****Year : 2004****Manufacturer : GENERAL MOTORS CORP.****Mfr's Report Date : APR 22, 2005****NHTSA CAMPAIGN ID Number : 05V163000****NHTSA Action Number: N/A****Component: SEAT BELTS:REAR****Potential Number Of Units Affected : 1359824****Summary:**

ON CERTAIN CREW CAB PICKUP TRUCKS AND SPORT UTILITY VEHICLES, THE 2ND ROW CENTER OCCUPANT SEAT BELT ROUTING MAY MAKE IT DIFFICULT TO POSITION THE LAP PORTION OF THE SAFETY BELT LOW AROUND THE HIPS OF OCCUPANTS, ESPECIALLY SMALLER OCCUPANTS, SEATED IN THIS POSITION. APPROPRIATE USE OF A CHILD SEAT OR BOOSTER SEAT, AS RECOMMENDED FOR SMALL

**ACKNOWLEDGMENT FAX SHEET OF RECEIPT OF NONCOMPLIANCE
INFORMATION REPORT SUBMITTED UNDER 49 CFR PART 573**

Assigned Recall No. **04V-045** by the
National Highway Traffic Safety Administration

Part 573 Report Date: **January 28, 2004** Date Faxed/E-Mailed: **February 6, 2004**

MANUFACTURER: General Motors Corporation

MANUFACTURER CONTACT: Ms. Gay P. Kent, Director, Product Investigations

FAX: 586-947-2318

SUBJECT: 68,875 MY 2003-2004 Cadillac Escalade, EXT, ESV; Chevrolet Tahoe, Suburban, Silverado, Avalanche, Express; GMC Sierra, Yukon, Yukon XL; and Hummer H2 sport utility vehicles, pickup trucks, and passenger vans for failing to comply with the requirements of Federal Motor Vehicle Safety Standard No. 135, "Passenger Car Brake Systems." Some of these vehicles were produced with an out-of-specification brake hydro-boost housing relief valve bore. Consequently, the valve O-ring seal may fracture. Steering efforts may be slightly increased while braking or parking. Under certain driving conditions, a fractured seal may require a slight increase in the applied brake pedal effort to achieve the same vehicle deceleration rate as prior to the seal fracture. GM Recall No. 04004.

This is an acknowledgment for this recall. A formal acknowledgment letter will be written only if we have additional comments or concerns.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please provide a draft of the owner notification letter for our review before mailing to consumers.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, owner notification is expected to begin during the second quarter of 2004. Therefore, the first quarterly report will be due by July 30, 2004.

If you have any questions, please call:

 Patricia Wallace, Safety Defects Analyst on (202) 366-5232 or
George Person, Chief on (202) 366-5210
or Fax at (202) 366-7882
or e-mail at patricia.wallace@nhtsa.dot.gov
Recall Management Division



BOB KING BUICK-PONTIAC-GMC, Inc.

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406

Phone (910) 799-3521
Parts Direct (910) 799-0186
www.bobking.com



CELL: 274-8630

CUSTOMER NO.	ADVISOR JEFF SLAGEL	351	TAG NO.	INVOICE DATE 04/04/08	INVOICE NO. GCCS592057
	LABOR RATE	LICENSE NO.	MILEAGE 48,448	COLOR 7	STOCK NO.
LELAND, NC	YEAR / MAKE / MODEL 04/GMC/YUKON/4DR 4WD 1500	VEHICLE I.D. NO. 1 G K E K 1 3 Z 0 4 R		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	P.O. DATE 04/04/08	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS				

MO: 48448

LABOR & PARTS
J# 1 07GCZ

BRAKES

TECH(S): 883

CUSTOMER STATES CHECK HYDRO-BOOSTER FOR LEAK.
DIAGNOSED CONCERN. VEHICLE NEEDS HYDROBOOSTER UNIT AND
POWER STEERING PRESSURE HOSE. EST COST \$863.16

JOB # 1 TOTAL LABOR & PARTS

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
GM CASE #71-617404466

TOTALS

***** IMPORTANT *****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM
THE MANUFACTURER IN THE NEXT FEW WEEKS CONCERNING MY
"PERSONAL" PERFORMANCE WITH HANDLING THIS SERVICE VISIT.
PLEASE ANSWER "EXCELLENT" OR "COMPLETELY SATISFIED".
AN ANSWER OF "GOOD" OR "SATISFIED" IS CONSIDERED FAILING
WHILE "EXCELLENT" OR "COMPLETELY SATISFIED" IS CONSIDERED
THE ONLY PASSING SCORE.!

IF THERE IS ANY REASON YOU CANNOT GRADE YOUR VISIT EXCELLENT
OR COMPLETELY SATISFIED PLEASE CONTACT YOUR SERVICE MANAGER!

I LOOK FORWARD TO READING YOUR COMMENTS ON MY NEXT REPORT.
THANK YOU FOR ALLOWING ME TO SERVICE YOU.

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-Pontiac-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-Pontiac-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

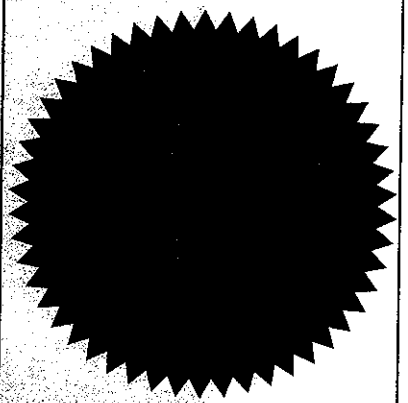
This figure incorporates supplies used in servicing your vehicle (5% of labor charge) which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk

HAZARDOUS WASTE CHARGE

This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle (3% of labor charge). A full list of these materials is available for your inspection at the cashier's desk.



THANK
YOU



THANK YOU
FOR
YOUR
BUSINESS!

THANK YOU
FROM YOUR SERVICE ADVISOR

JEFF SLAGEL

HOURS OF OPERATION

MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

PHONE NUMBERS

(910) 799 - 3520
(800) 262 - 5464