

NHTSA, U.S.
DEPT. OF TRANSPORTATION
WASHINGTON, D.C. 20590

4/28/08

CL-10227340-1782

2008 MAY 26 7:15:23

2008 MAY -5 A D E F

[REDACTED]
Central City Pa. [REDACTED]
[REDACTED]

Here is a small note to inform you of some shoddy slipshod work that was done at a certified G.M. Buick dealership.

Finishing our vacation in Florida I noticed a noise coming from the front wheel bearing of my wife's 2003 Buick Rendezvous All Wheel Drive SUV. I sent her to ED MORSE AUTO PLAZA 10133 U.S. Highway 19 Port Richey Florida 34668. 727-862 5411. They convinced her that she needed new front brake rotors. Unbelievably, this is what they did. They installed brake rotors for a front wheel drive vehicle instead of the proper all wheel drive rotors.(photos enclosed). The installed rotors are very much smaller in diameter than the proper rotors. This resulted in the brake pads only making contact with about 1/2 of the pads surface, on the very outside edge of the rotor. The brake pads crumbled because of vibration.

We were very fortunate that the shoddy workmanship did not result in any accident or injury. My wife followed me in the Buick over 1000 miles home with the computer flashing BRAKE FAILURE, ALL WHEEL DRIVE FAILURE, off and on at different intervals.

We arrived home safely and took the car to our local dealer (THOMAS BUICK 750 EISENHOWER BLVD. JOHNSTOWN, PA. 15904. 814-266-5844) and had the work preformed properly.

Sincerely [REDACTED]
[REDACTED]

Copies to:
ED MORSE AUTO PLAZA
THOMAS BUICK
BUICK DIVISION, GENERAL MOTORS
NHTSA, U.S. DEPARTMENT OF TRANSPORTATION

ET
05/04/08
2:13
KB



ED MONSEL AUTO PLAZA



10133 U.S. Highway 19
 PORT RICHEY, FLORIDA 34668
 Local: (727) 862-5411
 Toll Free: 1-800-542-5889

STATE OF FLORIDA REGISTRATION NUMBER MV-24547

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.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

X _____
 CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO _____ DRIVER/OWNER INFORMATION -- DIVIDEE: 004177

FOR OFFICE USE _____ VEHICLE INFORMATION

TAG: 1084 ADV: 111 EBEPKND INVOICED: 02/23/2008 10:39:57 AM 03 RENDEZVUS LICENSE NUMBER: _____

CORRECTION CUSTOMER DECLINED RECOMMENDED REPAIRS RND 013 .00
 REPAIRS TO CORRECT CUSTOMER CONCERN WERE OFFERED TO AND DECLINED BY THE CUSTOMER.
 COMMENT CUSTOMER DECLINED RECOMMENDED REPAIRS RECOMMENDED REPAIRS DID NOT ADDRESS CUSTOMER'S PROBLEM
 FACTORY TECH: 013 - BIERACK, ELLIOT CERT# 5972
 TYPE: C TOTAL CHARGE FOR CONCERN .00

CONCERN 39: FOUR WHEEL ALIGNMENT NEEDED \$29.95 OPERATION TECH AMOUNT
 CORRECTION CUSTOMER DECLINED RECOMMENDED REPAIRS RND 013 .00
 REPAIRS TO CORRECT CUSTOMER CONCERN WERE OFFERED TO AND DECLINED BY THE CUSTOMER.
 COMMENT CUSTOMER DECLINED RECOMMENDED REPAIRS
 FACTORY TECH: 013 - BIERACK, ELLIOT CERT# 5972
 TYPE: C TOTAL CHARGE FOR CONCERN .00

CONCERN 51 CUSTOMER STATES, FEELS SOME TYPE OF SHAKING WHEN BRAKES APPLIED, TAKE CUSTOMER FOR TEST DRIVE. OPERATION TECH AMOUNT
 CAUSE REPLACE FRONT ROTORS AND CLEAN HARDWARE ESTERS 013 140.75
 CORRECTION DONE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
010 8012576		92238	ROTOR	28	\$5.00	110.00

 FACTORY TECH: 013 - BIERACK, ELLIOT CERT# 5972
 TYPE: C TOTAL CHARGE FOR CONCERN 250.75
 GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 004177		PAYMENT DISTRIBUTION FOR INVOICE 004177	
PARTS	110.00	TOTAL CHARGE	295.27
SUPPLIES/EPA/HAZ CHARGES	25.00		
LAB-TECHNICAL	140.75		
SUB-TOTAL	275.95		
STATE SALES TAX	16.56		
COUNTY SALES TAX	2.76		
TOTAL CHARGE	295.27		

PAID
 FEB 23 2008

BY: *MC*

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ON LINE SERVICE INVOICING BY: JUST

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TO REORDER FORMS OR SUPPLIES CALL 1-800-986-3339 EXT. 76211

