

Markey Marine Service, Inc.

CV-10461515-8348

NVS-200

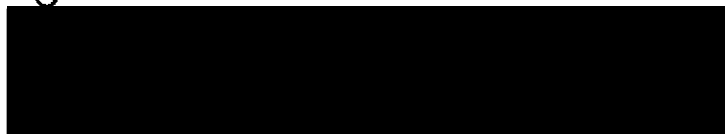
JUN - 1 2012

5/22/12

TO Whom It May Concern.

I just had My 2003 Hummer
in for Service last week + I
asked about a Recall on the
Windshield Wipers that I paid for
+ I was told to Send in My
Paperwork for a possible Reimbursement
for the Recall that we paid for.

Thank you.



See Copies

MC

060512

PW

DADE COUNTY REGISTRATION NO.
MVR# 54090

FLORIDA REGISTRATION NO.
MV# 78847



30501 South Dixie Highway
Homestead, Florida 33030
Phone (305) 247-2121

CVCS19281
MON-FRI: 7:00 A.M. - 7:00 P.M.
SAT: 7:00 A.M. - 5:00 P.M.
CLOSED SUNDAY

CVCS19281

ALL PARTS NEW
UNLESS OTHERWISE
INDICATED.

INVOICE

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OR USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.					
CUSTOMER NO.	41801	ADVISOR	GENERAL ADVISOR	266	TAG NO.
		LABOR RATE	115.00	LICENSE NO.	
		YEAR / MAKE / MODEL	03/HUMMER/H2/4DR WGN	MILEAGE	41,672
KEY LARGO, FL		VEHICLE I.D. NO.	5 G R G N 2 3 U 8 3 H	COLOR	/
OLMSTEAD		F.T.E. NO.		DELIVERY DATE	
RESIDENCE PHONE		P.O. NO.		SELLING DEALER NO.	
BUSINESS PHONE				R.O. DATE	06/01/10
COMMENTS					MO: 41673

LABOR & PARTS
J# 1 50CVZ ENGINE ELECTRICAL UNITS: TECH(\$):365 0.00
C/STATES WIPERS BLADES NOR WORK SOMETIMES
WIPER BLADES MOTOR /PART ONLY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-		
JOB # 1 1 19150497 MOTOR 10.150	446.94	261.08
JOB # 1 TOTAL PARTS		261.08
JOB # 1 TOTAL LABOR & PARTS		261.08

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A A1 SHOP SUPPLIES 15.00
TOTAL - MISC 15.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$375.00 (+TAX)
TECHNICIAN CERTIFICATION-----
365 KENT 00122.MVR-C

TOTALS-----
A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount charged will be 7% of the total invoice with a minimum of \$3.00 and a maximum of \$15.00.

TOTAL LABOR....	0.00
TOTAL PARTS....	261.08
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	19.32

Parts And labor Are Guaranteed For 12 Months 12,000 Miles Unless Specified Otherwise.

TOTAL INVOICE \$ 295.40

If During Your Service Visit, You Were Not Completely Satisfied Please Contact The Service Manager
Bill Mecham 305-242-3524

We Service all Makes & Models

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

Document ID: 2205541

#08243: Product Safety - Front Windshield Wiper Operation - Replace Module Cover - (Oct 30, 2008)



Subject: 08243 — Front Windshield Wiper Operation – Replace Module Cover

Models: 2003 HUMMER H2

Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003 model year HUMMER H2 vehicles. Some of these vehicles have a condition in which water can enter the windshield wiper motor module. If a sufficient amount of water enters the module, the front windshield wipers may work intermittently, may work on the high or low speed only, may self activate, may not park at full down position, or they may become inoperative. If this were to occur in a severe weather situation, driver visibility could be reduced resulting in a vehicle crash without prior warning.

Correction

Dealers are to inspect the windshield wiper module cover, and if necessary, replace the windshield wiper module cover.

Vehicles Involved

Involved are **certain** 2003 model year HUMMER H2 vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	HUMMER	H2	3H115778	3H142067

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

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- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts Information

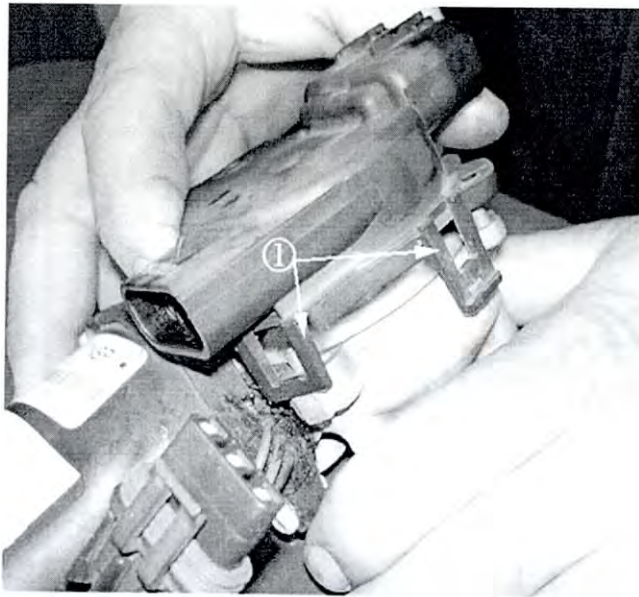
Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Qty/ Vehicle
19120103	Cover, WSW Sys Mdl	1 (If Req'd)

Service Procedure

1. Remove the wiper arms. Lift the arm and raise it approximately 50 mm (2 in) from the glass. Release the locking tab at the base of the arm by sliding the tab outward with a flat bladed tool. With a flat bladed tool, lift the wiper arms off of the post.
2. Remove the air inlet grille panel caps by applying upward pressure to the caps.
3. Remove the air inlet grille panel. The panel has two screws, one on each end of the panel and two push pins in the front of the panel. Use a flat bladed tool to release the four retainers under the panel.
4. Move the panel forward to gain access to the wiper motor.
5. Disconnect the electrical connector from the module.

Wiper Motor Shown Out of Vehicle for Illustration Purposes Only



6. Release the five retainers (1) that retain the cover/module to the motor.



Wiper Motor Shown Out of Vehicle for Illustration Purposes Only



7. Inspect the plastic module cover (2) and metal module (1) sealing surfaces for butyl.
 - If butyl is on either sealing surface, discard the plastic cover and replace it with a new cover. Ensure that all of the butyl is removed from the metal sealing surface BEFORE installing a new cover. Use a flat-blade screw driver or razor blade to remove the butyl from the metal surface.
 - If no butyl is on either sealing surface, re-install the cover. Refer to Step 8.
8. Install the wiper cover/module. Align the retainer with the tang on the motor and push down.
9. Install the electrical connectors to the cover/module.
10. Make sure wipers are operational.
11. Install the air inlet grille panel. Align the air inlet grille to the vehicle and secure by pushing downward on the four retainers. Install the push in retainer and tighten the two end screws.

Tighten

Tighten the screws to 2.5 N·m(22 lb in).

12. Install the air inlet grille panel caps. Align the air inlet grille panel caps to the vehicle and apply downward pressure to the cap until fully seated.
13. Install the wiper arms. Align the key on the wiper arm pivot shaft with the detent on the wiper arm post, and with the locking tab in the open position, slide the wiper arm onto the pivot shaft. Make sure that the wiper arm is fully seated to ensure the locking tab can be engaged.

Customer Reimbursement – For GM US

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

Important: (For GM US Only) Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

Customer Reimbursement – For Canada and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2009.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

Important: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement verification.

Claim Information

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC - FC	Labor Op	Labor Hours	Net Item
Inspect the Windshield Wiper Module Cover – No Further Action Required	N/A	N/A	N/A	MA-96	V1866	0.3	N/A
Inspect & Replace the Windshield Wiper Module Cover	1	—	*	MA-96	V1867	0.4	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1868	0.2	**
* The "Parts Allowance" should be the sum							

total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the module cover needed to complete the repair.

** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

Customer Notification – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Notification – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Dealer Recall Responsibility – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Recall Responsibility

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

November 2008

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2003 model year HUMMER H2 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in safety recall 08243.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled? Your vehicle may have a condition in which water can enter the windshield wiper motor module. If a sufficient amount of water enters the module, the front windshield wipers may work intermittently, may work on the high or low speed only, may self activate, may not park at full down position, or they may become inoperative. If this were to occur in a severe weather situation, driver visibility could be reduced resulting in a vehicle crash without prior warning.

What will we do? Your GM dealer will inspect the windshield wiper module cover, and if necessary, replace the cover. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 20 minutes. If the cover requires replacement, an additional 10 minutes will be required.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Did you already pay for this repair? The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones
HUMMER	1-866-964-8663	

Guam	1-671-648-8450	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure

08243

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

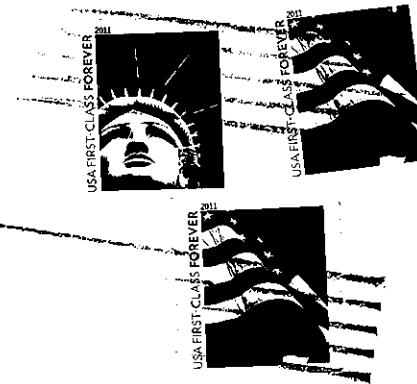


WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION



Markey Marine Service

98250 OVERSEAS HWY.
KEY LARGO, FL 33037



Administrator
National Highway Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington DC 20590.