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NWS-200

CL-10556706-3895

EXECUTIVE SECRETARIAT

2013 DEC 13 A 9 28

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 (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8650	
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

NAM
12/13
SMD

2003 Buick Truck Rendezvous V6-3.4L VIN E

Vehicle » Technical Service Bulletins » Recalls » Safety » Recall - Replacement of Fuel Tank

06230A: Product Safety - Fuel Tank Housing Fracture-Replace Fuel Tank
(Jul 21, 2008)

Subject:

06230A -- Fuel Tank Housing Fracture -- Replace Fuel Tank

Models:

2002-2004 Buick Rendezvous

2001-2004 Chevrolet Venture (Regular Wheelbase)

2001-2004 Pontiac Aztek, Montana (Regular Wheelbase)

The Parts Information section in this bulletin has been revised to include additional gasket part numbers. Discard all copies of bulletin 06230, issued November 2007.

Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2004 Buick Rendezvous; 2001-2004 Chevrolet Venture (regular wheelbase), and Pontiac Aztek and Montana (regular wheelbase) vehicles. Variations in the manufacturing process or exposure to high temperatures may lead to a fracture of the fuel tank inlet check valve (ICV) on some of these vehicles. A fracture may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank. If this condition occurred and a sufficient amount of fuel leaked out, and if an ignition source was present, a vehicle fire could occur.

Correction

Dealers are to replace the fuel tank.

Vehicles Involved

Year	Division	Model	From	Through
2002	Buick	Rendezvous	2S500093	2S609042
2003	Buick	Rendezvous	3S500381	3S610198
2004	Buick	Rendezvous	4X500059	4S547079
2001	Chevrolet	Venture	1D100243	1D339568
2002	Chevrolet	Venture	2D100159	2D307132
2003	Chevrolet	Venture	3D100071	3D325716
2004	Chevrolet	Venture	4D100148	4D187088
2001	Pontiac	Aztek	1S500170	1S550080

2002	Pontiac	Aztek	2S549384	2S608951
2003	Pontiac	Aztek	3S500689	3S609928
2004	Pontiac	Aztek	4S500064	4S547226
2001	Pontiac	Montana	1D100277	1D339039
2002	Pontiac	Montana	2D100124	2D305093
2003	Pontiac	Montana	3D100064	3D326081
2004	Pontiac	Montana	4D104194	4D173320

Involved are 2002-2004 Buick Rendezvous; 2001-2004 Chevrolet Venture (regular wheelbase), and Pontiac Aztek and Montana (regular wheelbase) vehicles built within the VIN breakpoints shown above.

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 GM DealerWorld Recall Information. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

Part Number	Description	Qty/ Vehicle
10346662	Tank, Fuel (Rendezvous, Aztek)	1
10345684	Tank, Fuel (Venture, Montana)	1
10447781	Gasket, Fuel Sdr (2001 Venture, Montana)	1
25712454	Seal, Fuel Sdr (2002 Venture, Montana)	1
15103734	Gasket, Fuel Sdr (2001-03 Aztek, 2002-03 Rendezvous)	1
22681652	Gasket, Fuel Sdr (2003-04 Venture, Montana; 2004 Aztek, Rendezvous)	1

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.

Service Procedure

1. Remove the fuel tank from the vehicle. Refer to Fuel Tank Replacement in SI.
2. Install the new fuel tank. Refer to Fuel Tank Replacement in SI.

Customer Reimbursement

All customer requests for reimbursement of previously paid repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers and are to be submitted by December 31, 2008.

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

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

Claim Information

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours	Net Item
Replace Fuel Tank	2	--	*	MA-96	V1704	1.4	N/A
Customer Reimbursement (US CAC)	N/A	N/A	N/A	MA-96	V1705	0.2	**
<p>* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up for the fuel tank and gasket needed to complete the repair.</p> <p>** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.</p>							
<p>Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.</p>							

Submit a Product Recall Claim with the information shown above.

Customer Notification

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

Dealer Recall Responsibility

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.

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired 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 shown 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.

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

^ Approved, you will receive a check.

^ Denied, you will receive a letter with the reason(s) for the denial, or

^ Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form shown with the customer letter to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at the number listed on your customer letter.

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

Disclaimer

Chuck Nash Auto Group
3209 IH 35 N
San Marcos, TX 78666
512-353-7788
Merchant ID

1679772686

Date: 11/22/2013 Time: 12:00 PM

Trans Type: Credit Sale

Transaction #: 190966755

Name: 

Account: *****

Exp Date:

Card Type:

Entry: Swiped

Invoice #: 239115

Auth Code: 002044

Result: APPROVED

Message: AP

Batch Num: 0022

Tran Id 003326612018632

Val Code LRGX

Description _____

Subtotal: \$200.00

Total Amt (USD): \$200.00

No Signature Required

Cardholder Copy

Retain this copy for statement verification

CUSTOMER #: 25863

239115



INVOICE



SAN MARCOS, TX

PAGE 1

P.O. BOX 1007
SAN MARCOS, TEXAS 78667
SAN MARCOS (512) 353-7788 · AUSTIN (512) 477-3236
1-800-460-6274
www.chucknash.com

HOME:
BUS: CELL:

SERVICE ADVISOR: 587 TODD TAPP

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for Buick Rend and service dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A /CUSTOMER STATES THAT THERE IS A STRONG FUEL SMELL
CAUSE:
L1260 FUEL TANK REPLACEMENT
589 WC (N/C)
1 10346662 TANK (N/C)
1 22681652 SEAL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A 200.00
134103 fuel leak cust stated fuel could be smelled around vehicle.
fuel tank was found to be leaking. fuel tank removed and replaced with
new tank. vehicle test driven. no fuel leaks from new tank.

B /RECALL # 02032 OPEN . PERFORM
CAUSE:
V0884 Inspect Driver Airbag - No Action Required
589 WC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
134103 RECALL 0.20 AIR BAG REMOVED AND INSPECTED. SERIAL NUMBER ON
THE BACK OF THE AIR BAG DID NOT MATCH THE NUMBER IN THE RECALL NOTICE
SO THE AIR BAG WAS REINSTALLED. RECALL COMPLETE.

C /RECALL #03030 OPEN .PERFORM
CAUSE:
V1028 Install Liftgate Lock Kit
589 WC (N/C)
1 10351118 LOCK KIT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
134103 recall recall 03030 completed.

D VEHICLE INSPECTION - CUSTOMER
VINSP-C VEHICLE INSPECTION - CUSTOMER
589 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
134103 inspection completed.

NOTICE PURSUANT TO PROPERTY CODE §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NOT ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, WASTE MGMT. FEE/MTL, TOTAL CHARGES, LESS DISCOUNT, SALES TAX, and CUSTOMER SIGNATURE.

X
SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

CUSTOMER #: 25863

239115



INVOICE



SAN MARCOS, TX

PAGE 2

P.O. BOX 1007
SAN MARCOS, TEXAS 78667
SAN MARCOS (512) 353-7788 · AUSTIN (512) 477-3236
1-800-460-6274
www.chucknash.com

HOME: [REDACTED]

SERVICE ADVISOR: 587 TODD TAPP

BUS:		CELL:	SERVICE ADVISOR: 587 TODD TAPP				
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	03	BUICK REND	3G5DA03E23S		134103/134103	T3500	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			15:00 22NOV13			CASH	21NOV13
R.O. OPENED		READY	OPTIONS: DLR:114876 ENG:3.4_Liter_MFI				
16:47 19NOV13		15:53 21NOV13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
E**	\$200.00	CUSTOMER PARTICIPATION						
NWD NO REPAIR PERFORMED AT THIS TIME								
	999	CP				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00	
134103 0.00 NO WORK PERFORMED.								

EST: 79.95 19NOV13 16:47 SA: 587

NOTICE PURSUANT TO PROPERTY CODE §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NOT ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

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. Payable in Hays County, Texas.

I have read, understand and accept all provisions of the Warranty Statement covering this GM vehicle and/or service parts. PARTS AND LABOR WARRANTED 12,000 MILES OR 12 MONTHS.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE MGMT. FEE/MTL	200.00
TOTAL CHARGES	200.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	200.00

Chuck Nash Auto Group
3209 IH 35 N
San Marcos, TX 78666
512-353-7788
Merchant ID

1679772686

Date: 11/22/2013 Time: 12:00 PM

Trans Type: Credit Sale

Transaction #: 190966755

Name: [REDACTED]

Account: ***** [REDACTED]

Exp Date: [REDACTED]

Card Type: [REDACTED]

Entry: Swiped

Invoice #: 239115

Auth Code: 002044

Result: APPROVED

Message: AP

Batch Num: 0022

Tran Id 003326612018632

Val Code LRGX

Description _____

Subtotal: \$200.00

Total Amt (USD): \$200.00

No Signature Required

Cardholder Copy

Retain this copy for statement verification

12/3/13

To Whom This May Concern:

I was informed by "Meneke
Car Care Center" 1252 Hwy. 193
San Marcos, Tx. that I had a
gas leak and that there had
been a "Recall for Gas Tank
Replacement".

I took it to "Chuck Nash" and
was told that I would have to
pay \$200 deductible, because of
expiration date. I was never
informed about this, even though
all my children, grandkids, and
everybody else said they could
smell the gas.

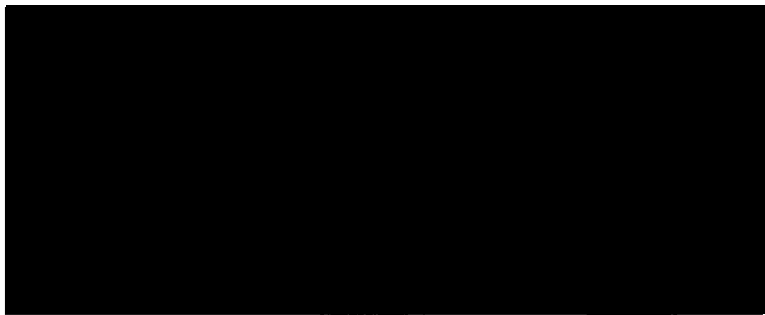
Chuck Nash (Jimmy Castillo) said
I would have to pay \$200 - which
I did cause I'm 70 yrs. old and.

12/3/12

I need my car to go to my
medical and therapy appointments.

I'm on Social Security.
I really don't think that this is
"fair"; since I was never
made aware of this situation -
"But you be the judge!"

Thank you for
your cooperation on this
matter!



San Marcos, TX

P.S. Nobody has ever heard
of having to pay for a "Recall"!

