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NVS-200

NOV 05 2014
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

10-28-2014

Dear, Administrator

My Name Is [REDACTED]
And my CAR WAS in a Recall
and Had to pay DX Hard for,
SERVICE Theft DETERRANT ON.
I REPLACED Theft module And
KEYS.

need Help getting Refund on
SERVICE.

[REDACTED]



1857 Edwards Lake Rd
Birmingham, AL 35235
(205) 836-2000

RO: [REDACTED]
Cashier: 001047 15:29-1
Date Returned: 08/20/2014
Status: REPRINT
CLOSED
IN:0924OUT:1528
VIN:2G4WD552071 [REDACTED]
2007 BUIC LACROSSE C
Miles-In: 195982 Out: 195982
Delivered: 07/07/2014

Customer: [REDACTED]

Home: [REDACTED]

Advisor: 001047-OLIN TAYLOR

Work: [REDACTED]

Hat: 999

Date In: 08/19/2014

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCP	001163			Labor Total:	332.50
CUSTOMER STATES STARTING DISABLED--SERVICE THEFT						
DETERENT MESSAGE ON						
PREVIOUSLY DIAGNOSED						
REPLACED PK3 THEFT MODULE AND KEYS						
-REPROGRAMED THEFT DETERENT-RETEST-PASSED						
Parts:	1	SO 15851512		MODULE	2.195	94.16
	2	89024245		KEY	2.187	29.82
					Total Parts:	153.80
					Operation Total:	486.30

SO = Special Order Parts

Customer Pay Labor:	332.50
Customer Pay Parts:	153.80
SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL:	5.00
Customer Pay Subtotal:	491.30
Customer Pay Sales Tax:	15.38
Customer Total Due:	506.68

Cash: 506.68

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. ALL REPAIRS SUBJECT TO A MINIMUM OF 5 HOUR DIAGNOSTIC TIME.

Signature: _____

Signature not on file

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Courtesy Buick GMC hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Courtesy Buick GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Courtesy Buick GMC in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 35% HANDLING CHARGE.

NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.
ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING

COURTESY

BUICK GMC

1857 Edwards Lake Rd
Birmingham, AL 35233
(205) 836-2000

RO: [REDACTED]
Cashier: 001047 13:57-1
Date Returned: 07/17/2014

OPEN
IN: 1623OUT: 1320

Customer: [REDACTED]

VIN: 2G4WD552071 [REDACTED]
2007 BUICK LACROSSE C
Miles-In: 195981 Out: 195981

Home: [REDACTED]

Work: [REDACTED]

Advisor: 001047-DHILL TAYLOR

Hat: 824

Date In: 07/07/2014

OP	Acct	Task	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCP	00116		CUSTOMER STATES STARTING DISABLED-SERVICE THEFT DETERENT	Labor Total:	95.00
				MESSAGES ON		
				SCAN AND TEST SYS--FOUND PK3 MODULE FAULTY		
				RECOMMEND 2 VSSS AND PK3 MODULE-EST:\$555+TAX		
				CUST DECLINED REPAIRS		
Operation Total:						95.00

Customer Pay Labor: 95.00
Customer Total Due: 95.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control, or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs therefor. ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: _____

Signature not on file

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Courtesy Buick GMC hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Courtesy Buick GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Courtesy Buick GMC in no way affects the terms of the manufacturer's warranty.

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IMPORTANT SAFETY RECALL

August 2014

[REDACTED]
Birmingham, AL [REDACTED]

Dear [REDACTED]

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

General Motors has decided that a defect which relates to motor vehicle safety exists in your 2007 model year Buick LaCrosse. 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

- This notice applies to your 2007 model year Buick LaCrosse, VIN 2G4WD552071 [REDACTED]
- Your vehicle is involved in GM recall 14299.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, we will notify you to schedule an appointment with your GM dealer for this repair.
- The recall repairs will be performed for you at **no charge**.

Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking will be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will install two 13mm key rings and key insert into all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.

We are working as quickly as possible to obtain parts. We will send you another letter as soon as parts are available **so** that you can schedule an appointment with your dealer to **have** your vehicle repaired.

What should you do?

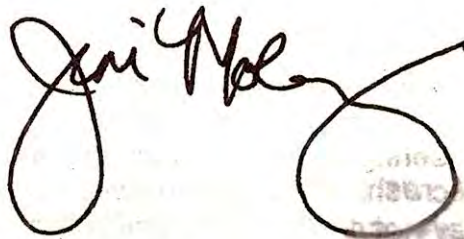
When we notify you that parts are available, you should contact your GM dealer to arrange a service appointment. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V355.

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

A handwritten signature in dark ink, appearing to read "Jim Moloney", with a large, stylized loop at the end.

Jim Moloney
General Director – Customer & Relationship Services

GM Recall Number: 14299

Rosewell, LN

BIRMINGHAM AL 350

29 OCT 2014 PM 2 L



National Highway Traffic
Safety Administration
1200, NEW Jersey AVE,
SE, Washington, DC 20590

