

Odessa, FL.
Ph. [REDACTED]

NATIONAL Highway Traffic Safety Administration

ATTN: MR. MARK ROSEKIND

17 JUNE 2015

1200 NEW JERSEY AVE. S.E.

CL-10731086-5420

WASHINGTON D.C. 20590

SIR:

JUN-25-2015

SUBJECT: GENERAL MOTORS PLASTIC MANIFOLDS.

I AM WRITING TO YOU TO ASCERTAIN IF NHTSA
HAS ANY RECORDS TO ASSIST ME IN MY REQUEST TO BUICK DIV./
GENERAL MOTORS FOR REIMBURSEMENT OF TWO ENGINE REPAIRS TO
MY 1999 BUICK PARK AVENUE.

ON 28 JULY 2003 MY BUICK PARK AVENUE STOPPED RUNNING
AT 31,766 MILES. AGAIN LAST FALL, ON 13 NOV. 2014, AFTER
ANOTHER 43,107 MILES MY BUICK AGAIN STOPPED RUNNING. BOTH
TIMES I HAD MY BUICK TOWED TO CENTURY BUICK, TAMPA, FL.,
FOR ENGINE REPAIRS. BOTH TIMES THE PROBLEM WAS PLASTIC
MANIFOLDS. I CONTEND THAT THESE PLASTIC MANIFOLDS WERE
DEFECTIVE AND SHOULD HAVE BEEN RECALLED AND THAT I AM
INTITLED TO REIMBURSEMENT FOR COSTS INCURRED TO REPLACE
THESE DEFECTIVE PLASTIC MANIFOLDS.

I WROTE TWO LETTERS TO BUICK DIV., AND ONE
LETTER TO GENERAL MOTORS. BUICK DIV., INFORMED ME THAT
MY BUICK IS OVER SEVEN YEARS OLD AND THAT THEY HAVE NO
RECORDS OF ANY VEHICLES OVER SEVEN YEARS OLD. THAT IT IS
AGAINST THEIR 'POLICY' TO ALLOW ANY CLAIMS ON VEHICLES

ET
06/25/15
SHD

OVER SEVEN YEARS OLD.

I NEED SOMEONE LIKE YOU WITH THE KNOWLEDGE AND AUTHORITY TO STATE THAT GENERAL MOTORS RECALLED, OR SHOULD HAVE RECALLED, BUICK PARK AVENUE FOR FAULTY PLASTIC MANIFOLDS, ON/OR ABOUT 2003 AND 2014.

IT APPEARS TO ME THAT GENERAL MOTORS IS OF THE OPINION THEY ARE TOO LARGE AND POWERFUL TO HAVE TO CONSIDER MY CLAIM FOR REIMBURSEMENT.

ANY ASSISTANCE THAT NHTSA CAN PROVIDE ME REGARDING THIS MATTER WILL BE GREATLY APPRECIATED.

SINCERELY

BUICK CASE # [REDACTED], PER SENIOR ADVISOR DONNA SEYMORE.

GENERAL MOTORS CASE # [REDACTED] PER LATOSHA JACKSON. HE COULD OFFER NO HELP.

MY BUICK VIN # 164CW52K7X4 [REDACTED]

SERVICE INVOICE, dtd 7/28/2003 (ATTACHED).

SERVICE INVOICE, dtd 13 NOV. 14 (ATTACHED).



MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

CENTURY BUICK
4400 N. Dale Mabry/P.O. Box 22002
Tampa, FL 33622
(813) 872-7746

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 7/28/2003 7:03 DATE/TIME OUT: 7/28/2003 15:06
TAG# [REDACTED] SA: ANTHONY MARTIN DOC COUNT: 1 PAGE: 1

[REDACTED] 02 1G4CW52K7X4 [REDACTED]
1999 BUICK PARK AVE
ENGINE: L36 3.8LV6
[REDACTED]
MILES IN/OUT 31766 / 31770

LINE 1 TOWED IN--WONT START

REPAIR 1 CK COMPRESSION ,REPLACE PLENTUM ,CLEAN CYLINDERS
OPCODE: MISC SALE TYPE: CASH - GM \$304.00
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	17113136 MANIFOLD	N	1	295.580	CASH - GM	\$295.58
GM	12346290 COOLANT	N	1	14.950	CASH - GM	\$14.95
GM	403 BRAKE CLE	N	1	4.950	CASH - GM	\$4.95

NET ITEM: T Benfield Towing - Buick SALE TYPE
PO#: 53114 CASH - GM \$60.00

LINE TOTAL \$679.48

LINE 2 FUEL INJECTOR SERVICE

REPAIR 1 FUEL INDUCTION SERVICE
OPCODE: FUEL SALE TYPE: CASH - GM \$68.00
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	2038K INDUC.KIT	N	1	41.950	CASH - GM	\$41.95

LINE TOTAL \$109.95

LINE 3 TUNE ENGINE 6 CYL PLATINUM

REPAIR 1 TUNE ENGINE WITH PLATINUM PLUG
OPCODE: TUPB SALE TYPE: CASH - GM \$74.05
PRIMARY TECH: 149

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12568387 SPARK PLU	N	6	8.550	CASH - GM	\$51.30

LINE TOTAL \$125.35

LINE 4 MR. GOODWRENCH QUICK LUBE PLUS

A charge representing cost for items such as shop supplies and/or waste disposal has been applied to this bill. This charge represents 8% of labor not to exceed \$20.00. All parts and labor are guaranteed for 12 months or 12,000 miles unless otherwise specified. All replacement parts are new unless otherwise specified.

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

CENTURY BUICK
4400 N. Dale Mabry/P.O. Box 22002
Tampa, FL 33622
(813) 872-7746

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 7/28/2003 7:03 DATE/TIME OUT: 7/28/2003 15:06
TAG# [REDACTED] SA: ANTHONY MARTIN DOC COUNT: 1 PAGE: 2

02 1G4CW52K7X4 [REDACTED]

REPAIR 1 GOODWRENCH SERVICE PLUS OIL CHANGE
OPCODE: QLP
PRIMARY TECH: 149

SALE TYPE: CASH - GM \$5.00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25010792 OIL FLTR	N	1	5.570	CASH - GM	\$5.57
GM	12345621 OIL10W30B	N	5	1.877	CASH - GM	\$9.38
LINE TOTAL						\$19.95

PLEASE VISIT US ON THE WEB AT [REDACTED]

CUSTOMER SIGNATURE _____

LABOR	\$451.05
LABOR DISCOUNT	\$30.40
PARTS	\$423.68
PARTS DISCOUNT	\$31.55
NET ITEMS	\$60.00
HAZD MATERIALS	\$20.00
TAX (Hillsborough Co)	\$8.33
TAX (Florida Sales T)	\$49.97
CUSTOMER TOTAL	\$951.08
PAYMENT (VISA)	\$951.08

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LOT LOCATION:

CUSTOMER #:



INVOICE

BUICK GMC

3308 West Hillsborough Avenue
Tampa, FL 33614
(813) 872-7746

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-15459

DUPLICATE 3
PAGE 1

ODESSA, FL

HOME:

BUS:

SERVICE ADVISOR: 164 WENDELL POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	99	BUICK PARK AVENUE	1G4CW52K7X4		74873 / 74873	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN99 DD			18:00 14NOV14		0.00	PC
R.O. OPENED	READY	OPTIONS: ENG:3.8 LITER V6 MFI				
07:40 05NOV14	15:04 13NOV14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES; CHECK OVERHEATING AND COOLANT LEAK AND ADVISE

MM REPLACED PLENUM GASKET SET/INTAKE GASKET

SET/VALVE COVER GASKET AND BATTERY

776 CPC

						880.00	880.00
1	89017272	(S) MANIFOLD KIT		160.02	160.02	160.02	
1	89017816	(S) GASKET KIT		83.30	83.30	83.30	
1	89017554	(S) GASKET KIT		58.67	58.67	58.67	
2	25532619	(S) GASKET		34.96	34.96	69.92	
1	24503423	(S) PIPE		21.56	21.56	21.56	
1	12565082	(S) PIPE		8.96	8.96	8.96	
1	24505924	(S) THERMOSTAT		27.34	27.34	27.34	
1	12346290	COOLANT		19.20	19.20	19.20	
1	88864346	SEALANT		15.72	15.72	15.72	
5	12345615	OIL		4.00	4.00	20.00	
1	19210336	(S) FILTER KIT		5.00	5.00	5.00	
1	10409635	(S) CAP		22.10	22.10	22.10	
2	12338017	(S) CLAMP		7.51	7.51	15.02	
1	88863834	18 MONTH FREE		99.95	99.95	99.95	
1	BT	STATE DISPOSAL BATTERY FEE		1.50	1.50	1.50	
1	BATD	DEALER DISPOSAL BATTERY FEE		1.00	1.00	1.00	

B** REPLACE TEMP SENSOR

MM MISC MECHANICAL REPAIR

776 ISP

1 19151900 (S) SWITCH

(N/C)

(N/C)

SHOP SUPPLIES

50.00

WE APPRECIATE YOUR BUSINESS!

OUR TEAM STRIVES FOR EXCELLENCE. IF YOU ARE
NOT COMPLETELY SATISFIED, PLEASE CALL

GUY K. DENIG AT

813-574-6842

WARRANTY DISCLAIMER: PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IS IN ACCORDANCE WITH THIS ESTIMATE AND OR REPAIR ORDER WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, DAMAGE CAUSED BY THEFT, FIRE OR ACTS OF NATURE, OR ANY OTHER INCIDENTAL DAMAGES. ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED.

***SHOP SUPPLY COSTS:** WE HAVE ADDED A CHARGE EQUAL TO 8% OF THE TOTAL COST OF LABOR. NOT TO EXCEED \$50.00, TO THE REPAIR ORDER. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (S.403.718), AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S.403.7185).

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU WERE NOTIFIED OF AND AUTHORIZED THE DEALERSHIP TO PERFORM THE SERVICES/REPAIRS ITEMIZED IN THE INVOICE AND THAT YOU RECEIVED (OR HAD THE OPPORTUNITY TO INSPECT) ANY REPLACED PARTS AS REQUESTED BY YOU. THE VEHICLE IS BEING RETURNED TO YOU IN EXCHANGE FOR YOUR PAYMENT OF THE AMOUNT DUE.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	880.00
PARTS AMOUNT	626.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	52.50
TOTAL CHARGES	1559.26
LESS INSURANCE	100.00
SALES TAX	108.98
PLEASE PAY THIS AMOUNT	1568.24

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER COPY



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TAMPA
SAINT PETERS
17 JUN 2015



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