

NEF-010  
CL- 10859759-3531

[Redacted]  
New York, NY [Redacted]  
Tel. [Redacted]

**NATIONAL HIGHWAY TRAFFIC SAFETY ADM.**

1200 NEW JERSEY AVENUE S.E.  
Washington , DC 20590

APR 4 2016

Attention Administrator:

My name is [Redacted] I own a Buick Regal 2003 Vin # 2G4WB52K131 [Redacted] I was sent the first important letter on December 20015, second letter came on February 20016, in order for me to make appointment to bring my car in since the parts needed were available, took my car to Potamkin Chevrolet Buick dealer 706 11<sup>th</sup> Avenue NY, NY 10019, Tel. # 212 399-4400 on March 9, 20016, left the car the whole day by 6pm I was given a call to come p/u car since parts were not available, was given a appointment to come back Monday March 14, 8:am, took car back to dealer and waited since I was told it would take about an hour to repair, waited for 4 hour was told if I could leave car overnight it would be repaired by next morning, it was not. By Thursday March 17, 20016, I decided to go pick up my car wether it was ready or not. I was given the same story , the part had not arrived yet, they would call me when they arrive, today is Friday March 25, and I still have not heard from them. I don't know what else to do, Please advice.

[Redacted]

NM  
41516  
SMD

*P.L. See attached*

*campaign ID number  
↓  
ID. # 15V701*

*Lim. model # 15757*

# POTAMKIN

CADILLAC BUICK CHEVROLET GMC

706 Eleventh Avenue

New York, NY 10019

212-399-4400

N.Y.S REPAIR SHOP REG. NO. R-7117473

CUSTOMER #: [REDACTED]

[REDACTED]

[REDACTED]

WORKORDER

NEW YORK, NY [REDACTED]

PAGE 2

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 9122 DAMATO, EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	03	BUICK REGAL	2G4WB52K131 [REDACTED]	[REDACTED]	70120/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 IS							
01JAN03 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.8_LITER_SFI					
14MAR2016 10:15							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 15757 W CAMPAIGN:15757 UNDER HOOD FIRE | CC:

*Took car 3/14/16  
 P/u 3/17/16*

*Nothing was done*

*Cadillac*

**BUICK**



**CHEVROLET**



Any warranties on the products sold hereby are those made by the manufacturers. The seller hereby disclaims all warranties either express 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. Those parts and accessories that are not supplied or marketed by general motors are not warranted by general motors, nor are they warranted by the selling dealer. Ask your service representative for specific warranty information on these products.

**TERMS: STRICTLY CASH OR CREDIT CARD.** I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I 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 above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

X  CLIENT  AGENT  TOW IN

MINIMUM DIAGNOSTIC CHG. \$ \_\_\_\_\_ CUST. INT. \_\_\_\_\_

ALL PARTS ARE NEW EXCEPT AS NOTED

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL. INITIALS \_\_\_\_\_ PRE-INSPECTION PRICE \_\_\_\_\_

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED SAVE

INITIALS X CUSTOMER SIGNATURE \$ \_\_\_\_\_ PARTS, MAT'L & LABOR \_\_\_\_\_

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE \_\_\_\_\_

CUSTOMER #: [REDACTED]

\*INVOICE\*

**POTAMKIN**  
CADILLAC BUICK CHEVROLET GMC  
706 Eleventh Avenue  
New York, NY 10019  
212-399-4400  
N.Y.S REPAIR SHOP REG. NO. R-7117473

NEW YORK, NY [REDACTED]

PAGE 1

HOME: [REDACTED]  
BUS: [REDACTED]

SERVICE ADVISOR: 9122 EDWARD DAMATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	03	BUICK REGAL	2G4WB52K131 [REDACTED]	[REDACTED]	70093/70095	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 DD			19:00 09MAR16		0.00	CASH	09MAR16

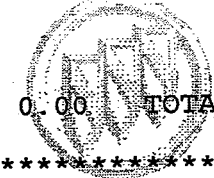
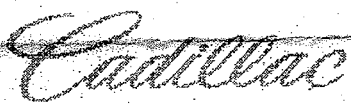
R.O. OPENED READY OPTIONS: ENG:3.8 LITER\_SFI

08:39 09MAR16 17:38 09MAR16

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A NEED BY NOON PLEASE  
00 APPOINTMENT CONVERSION (N/C)  
1935 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B UNDER HOOD FIRE  
CAUSE: P/O.O  
SOP PARTS ON ORDER (N/C)  
1935 W 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
PARTS ORDERED  
\*\*\*\*\*



BUICK



CHEVROLET

**NO CHARGE**

Any warranties on the products sold hereby are those made by the manufacturers. The seller hereby disclaims all warranties either express 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. Those parts and accessories that are not supplied or marketed by general motors are not warranted by general motors, nor are they warranted by the selling dealer. Ask your service representative for specific warranty information on these products.

TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I 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 above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to complete the repairs.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X CLIENT  AGENT  TOW IN

CUSTOMER #:

POTAMKII

CADILLAC BUICK CHEVROLET  
706 Eleventh Avenue  
New York, NY 10011  
212-399-4400

WORKORDER

NEW YORK, NY

PAGE 2

N.Y.S REPAIR SHOP REG. NO. R-7

HOME:

BUS:

SERVICE ADVISOR: 9122 DAMATO, EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
BLUE	03	BUICK REGAL	2G4WB52K131		70093/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
01JAN03 IS			19:00 09MAR16		0.00	CASH	
01JAN03 DD							
R.O. OPENED	READY	OPTIONS: ENG:3.8 LITER_SFI					
09MAR2016 08:39							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 00 ISP NEED BY NOON PLEASE

# B 15757

W CAMPAIGN:15757 UNDER HOOD FIRE |CC:



Cadillac

BUICK



CHEVROLET

GMC

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TERMS: STRICTLY CASH OR CREDIT CARD. I hereby authorize the repair work herein set forth to be done and agree to pay for all necessary material in connection therewith. I 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 above vehicle to secure the amount of repairs and material. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Storage charged \$50.00 per day 24 hrs. after notification of work completion or if no work is done then from date of receipt. All repairs are to be completed in a reasonable period, not to exceed 12 business days. However, I consent that such 12 day period be extended for a reasonable period as you may require to

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	E
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

X

CLIENT  AGENT  TOW IN

MINIMUM DIAGNOSTIC CHG. \$

CUST. INT.

ALL PARTS ARE NEW EXCEPT AS NOTED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE PARTS

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL

INITIALS

PRE-INSPECTION PRICE

CUSTOMER SIGNATURE

PARTS, MAT'L & LABOR

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL AS OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE



New York, NY

NEW YORK NY 100

25 MAR 2015 PM 9 L



MAYA  
ANGELOU

A bird does not sing  
because it has a throat  
answer, it sings because  
it has a song.

Administrator  
National Highway Traffic Safety  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20590

20590

