

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received 18-APR-2016		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10860083	
Address [REDACTED]		Evening Telephone Number Same		E-mail Address [REDACTED]	
City CINCINNATI		State OH		Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2G4WC582471 [REDACTED]		Make BUICK		Model LACROSSE	
Model Year 2007		Engine: 3.8 Liter No: Cylinders 6		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		Original Owner ☐	
Dealer's City		State		Zip Code	
Transmission Type 4 Speed AUTOMATIC		☒ Antilock Brakes ☒ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 28-APR-2015			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: LIGHTING (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2007 BUICK LACROSSE. THE CONTACT STATED THAT THERE WAS A FAILURE THAT PROGRESSED IN WHICH THE LOW BEAM HEAD LAMPS RANDOMLY SHORTED. THE CONTACT HAD TO APPLY THE HIGH BEAMS EACH TIME THE FAILURE HAPPENED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V755000 (EXTERIOR LIGHTING) AND THE DEALER WAS UNABLE TO PROVIDE A PERMANENT REMEDY FOR THE CONDITION FOR OVER A YEAR. THE DEALER STATED A YEAR AGO THAT THEY PROVIDED A TEMPORARY SOLUTION. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My 2007 Buick Lacrosse CX has been at the Joseph Buick dealership three times for the same problem. This last time, I had to have it towed in and they have had it for almost three weeks now with no results. I have been told that they were able to duplicate the stall condition. I want my car fixed and hopefully this will get resolved soon. The way I feel it is a safety hazard and dangerous to drive. I thank you for all your help.

Sincerely, [Redacted]

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

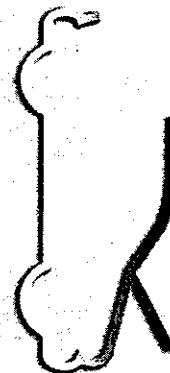
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Date 12/08/2006 Stock No. [REDACTED] Serial No. 2G4WC582471 [REDACTED]

Purchaser's Name _____

Purchaser's Address [REDACTED] CINCINNATI OH

Residence Phone _____ Business Phone _____

Please enter my order for 2007 BUICK ☐ NEW ☐ CAR

Series **LACROSSE CX** Body Type **4DR** Color **PLATINUM**

Fill Out This Section If Used Car Is To Be Traded In

Year and Make 1996 BUICK

Serial No. 264WB52K3T1

Balance Owed to

Address

Used Car Allowance	\$ 2500.00
--------------------	------------

Balance Owed on Car (\$ N/A)

Net Allowance on Used Car	\$ 2500.00
---------------------------	------------

Partial Payment or Credit Balance	\$	N/A
-----------------------------------	----	-----

Cash on Delivery	\$	N/A
------------------	----	-----

Customer Rebate	\$	N/A
-----------------	----	-----

GM Master Card Rebate	\$	N/A
-----------------------	----	-----

Total Credit (Transfer to right column)	\$ 2500.00
---	------------

Type of guarantee (if any):

NEW CAR

APPROVED

Purchaser's Signature _____

Mileage of Car Delivered _____

As of 12/08/2006 . Customer _____

Mileage of Car traded in _____

As of _____ Customer _____

Cash Delivered Price on Unit	\$ 23270.00
------------------------------	-------------

Sub-Total	\$ 23270.00
-----------	-------------

Local Taxes (if any) \$ 1359.80

Tide, Documentary Fee	\$	189.25
-----------------------	----	--------

Total of Above Items	\$ 24819.05
----------------------	-------------

Total Credit	\$ 2500.00
--------------	------------

Balance Due	\$ 22319.05
-------------	-------------

ALL DEPOSITS ARE NON-REFUNDABLE

Regardless of the mileage appearing on the odometer, the seller, Dugan, makes no warranty or representation as to the extent the motor vehicle has been used or driven.

All used car warranties are exactly as stated in writing under "Type of used car guarantee (if any)."

I have read all of the matter hereof, and agree to it as a part of this order. This comprises the entire agreement affecting this order and no other agreement or understanding of any nature has been made or entered into.

THIS ORDER IS NOT BINDING UNTIL ACCEPTED BY DEALER

The customer certifies that he/she is 18 YEARS OF AGE or over and warrants that he/she is the true and lawful owner of the car traded in and that it is free of all encumbrances whatsoever except as noted above.

Purchaser's Signature _____ Approved Dealer _____

Witnessed By Salesman DAVE MATER Date 12/08/2006

TO

FINANCE CO'

RATE	N/A
------	-----

MONTHS 1

INSURANCE	N/A
-----------	-----

Approved

TO BE COMPLETED BY CUSTOMER:

Name

Address

City/State/Zipcode Cinti, OH.

SSN

DOB

Day Phone

ve. Phone

TRANSFER

DO NOT WRITE BELOW THIS LINE: RH

Title Fee

25.00

Memo & Lien

Late Fee

O.S.I

Price

12,500.00

30 Day Tag

Sales Tax

812.50

Notary

1.50

Mileage

Total \$

839.00

Cash

Check #

1292

THESE FEES DO NOT INCLUDE LICENSE PLATE FEES.

Year

2007

Make

BUIC

VIN

Date

4-14-12

Per

BT

Purchased From:

Completed Title #:

Picked Up By:

We will not be responsible for titles not picked up after six months or that are lost to the U.S. Mail.

State of Ohio
Department of Public Safety
Bureau of Motor Vehicles

GABRIELLE A. SIZEMORE
10553-B HARRISON AVENUE
HARRISON OH 45030
(513) 367-2229

RECEIPT

Apr 14 2012 10:40 AM
0:2615785 BEVERLY

Customer:

Title Service

Vehicle: 2007 BUIC

VIN:

Cust Phone

Pick up title after:

1:00 PM on

Tuesday, April 17, 2012

Title Sales Tax

New Title Fee

OR Title Svc Fee

Subtotal

812.50

15.00

10.00

837.50

Notary Fee 2

1.50

Prt: Apr 14 2012 10:40 AM

Units: 2

TOTAL:

839.00

Payment

Check to Agency

839.00

PLEASE DRIVE SAFELY

OHIO CERTIFICATE OF TITLE

ISSUING CITY BUTLER
RESIDENT CITY HAMILTON

STATE OF OHIO
ORIGINAL

No. [REDACTED]

ISSUE DATE
04/17/2012

IDENTIFICATION NUMBER
2G4WC582471 [REDACTED]
COMMENTS

PURCHASE PRICE
\$12,500.00
TAX
\$812.50
MUG BRAND ACTUAL

YEAR 2007 MAKE BUICK
BODY TYPE MODEL LCX
MILEAGE 5,535 EVIDENCE OH [REDACTED]
MAKE DESCRIPTION BUICK
MODEL DESCRIPTION

CONVERSION

BRAND(S)
OWNER

CINCINNATI, OH [REDACTED]

PREVIOUS OWNER

CINCINNATI, OH [REDACTED]

PLATE # [REDACTED]

EXP. DATE 06/30/12

WEIGHT

LIEN DISCHARGE

Lienholder

by:

Authorized signature

date

CLERK OF COURTS LIEN CANCELLATION

by:

Deputy Clerk

date

LIEN DISCHARGE

Lienholder

by:

Authorized signature

date

CLERK OF COURTS LIEN CANCELLATION

by:

Deputy Clerk

date

WITNESS MY HAND AND OFFICIAL SEAL THIS 17th DAY OF APRIL, 2012
(SEAL)



* %

*

%

MARY L. SWAIN
CLERK OF COURTS

G

JACOBSON
JACOBSON

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.



JOSEPH

BUICK • GMC TRUCK

8700 COLERAIN AVE.

CINCINNATI, OH 45251

Ph: (513) 741-1000

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

SERVICE HOURS

MON-thru-FRI 7:30 A.M. - 6:00 P.M.

SAT 8:00 A.M. - 12:00 NOON

The seller, JOSEPH BUICK GMC Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOSEPH BUICK GMC Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item(s).

CUSTOMER NO.	ADVISOR RICHARD KOLDE	TAG NO. 412	INVOICE DATE 09/06/13	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 15,131	COLOR
	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX		DELIVERY DATE	DELIVERY MILES
CIN, OH	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 4 7 1		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/06/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
 # 1 29BUZ ENGINE EMISSION 1 TECH(S): 7615 285.00
 CUSTOMER STATES VEHICLE QUITS WHILE DRIVEN, WOULD RESTART
 THINE STALLS. NO WARNING LIGHTS
 SCAN TEST NO CODES CHECK FUEL PRESSURE-GOOD
 CHECK IGNITION FOR SPARK
 REPLACE CRANK SHAFT SENSOR **9-06-13**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	10456161	SENSOR 2.383	77.70
JOB # 1 TOTAL PARTS				77.70
JOB # 1 TOTAL LABOR & PARTS				362.70

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	10	SHOP SUPPLIES	
TOTAL - MISC			19.95

TOTALS

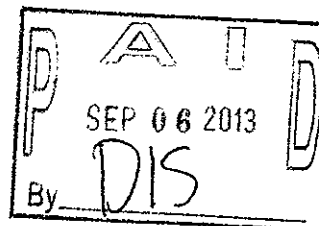
TOTAL LABOR....	285.00
TOTAL PARTS....	77.70
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	25.83

***IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THE REPAIRS TO YOUR VEHICLE, CALL 741-1000

THANK YOU.

TOTAL INVOICE \$ 408.48

CUSTOMER SIGNATURE





JOSEPH

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8700 COLERAIN AVE.

CINCINNATI, OH 45251

Ph: (513) 741-1000

SERVICE HOURS

MON-thru-FRI

7:30 A.M. - 6:00 P.M.

* * * * *

SAT

8:00 A.M. - 12:00 NOON

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID KELSEY	TAG NO. 7783	INVOICE DATE 08/08/14	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,277	COLOR
CIN, OH [REDACTED]	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 4 7 1	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/06/14	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		
MO: 22279				

LABOR & PARTS
J# 1-29BUZ ENGINE EMISSION 1 TECH(S) 7812 WARRANTY
 OWNER STATES VEHICLE DIED WHILE DRIVING PREVIOUS WAS BUCKING
 AND HESITATING WHILE DRIVING AT HWY SPEED. BEING TOWED BY
 AAA
 WRONG KEY
 PARTS WARRANTY FROM RO 285245 AT 15131 MILES ON 9-06-2013
 4020340
 REPLACE SHORTED CRANKSHAFT SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10456161	SENSOR 2.383		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2-29BUZAPROB1 ENGINE EMISSION 2 TECH(S) 7812 237.50
 Added Operation (KELSEY @ 08/08/2014 09:52)
 VEHICLE STILL BUCKS AFTER REPLACING CRANK SENSOR
 IGNITION MODULE IS INTERNALLY OPEN INTERMITTANTLY ON
 COIL 1 AND 4
 REPLACE IGNITION MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	19245558	*MODULE 2.383	381.98	381.98
				JOB # 2 TOTAL PARTS	381.98
				JOB # 2 TOTAL LABOR & PARTS	619.48

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # A	10	SHOP SUPPLIES		16.63
TOTAL - MISC				16.63

COMMENTS
 TOW IN CALL 602-2719 EST 98.00



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8700 COLERAIN AVE.

CINCINNATI, OH 45251

Ph: (513) 741-1000

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SERVICE HOURS

MON-thru-FRI

7:30 A.M. - 6:00 P.M.

SAT

8:00 A.M. - 12:00 NOON

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	DAVID KELSEY	7783	08/08/14	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	07/BUICK/LACROSSE/4DR SDN CX	22,277		
CIN, OH	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	2 G 4 W C 5 8 2 4 7 1			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			08/06/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 22279

TOTALS

***IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THE REPAIRS TO YOUR VEHICLE, CALL 741-1000

THANK YOU.

TOTAL LABOR....	237.50
TOTAL PARTS....	381.98
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	16.63
TOTAL MISC DISC	0.00
TOTAL TAX.....	42.94

TOTAL INVOICE \$ 679.05

CUSTOMER SIGNATURE

AUG 08 2014
DIS



JOSEPH

BUICK • GMC TRUCK

8700 COLERAIN AVE.

CINCINNATI, OH 45251

Ph: (513) 741-1000

SERVICE HOURS

MON-thru-FRI

7:30 A.M. - 6:00 P.M.

SAT

8:00 A.M. - 12:00 NOON

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CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	JEFFREY ANNA	7824	10/08/14	[REDACTED]
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			23,646	[REDACTED]
	YEAR / MAKE / MODEL	DELIVERY DATE		
	07/BUICK/LACROSSE/4DR SDN CX	10/08/14		
CIN, OH	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	2 G 4 W C 5 8 2 4 7 1			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			10/08/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]	MO: 23646		

LABOR & PARTS

J# 1 06BUZ14299 UNINTENDED KEY ROTAT TECH(S): 7017 WARRANTY

CUSTOMER REQUEST COMPLETION OF RECALL 14299 UNINTENDED

IGNITION KEY ROTATION

RECALL

INSTALL KEY INSERT AND KEY RINGS.

9100637 .4

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	4		23232599	RING 2.187		WARRANTY
JOB # 1	4		23279477	COVER 2.187		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

COMMENTS

WAIT

TOTALS

***IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THE REPAIRS TO YOUR VEHICLE, CALL 741-1000

THANK YOU.

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

TOTAL INVOICE \$ 0.00

Completion of Recall

CUSTOMER SIGNATURE



JOSEPH

BUICK • GMC TRUCK

8700 COLERAIN AVE.

CINCINNATI, OH 45251

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SERVICE HOURS

MON-thru-FRI
7:30 A.M. - 6:00 P.M.

SAT

8:00 A.M. - 12:00 NOON

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	RTCK KOLDE	1470	04/28/15
	LABOR RATE	MILEAGE	COLOR
		27,346	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	07/BUICK/LACROSSE/4DR SDN CX		
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	2 G 4 W C 5 8 2 4 7 1		
	R.T.E. NO.	P.O. NO.	R.O. DATE
			04/28/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	
		MO: 27346	

LABOR & PARTS

J# 1 06BUZ

CAMPAIGNS

TECH(S): 7615

WARRANTY

CUSTOMER STATES THE LOW BEAM HEADLIGHT HAVE GONE OUT. RECALL #14271 NOT COMPLETE. WE WILL NEED TO DO TEMP REPAIR AS PER GM UNTIL THE RECALL IS FINALIZED.
★ HEADLAMP MODULE SHORTED
REPLACE HEADLAMP RELAY MODULE
5430510 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15016745	RELAY 2.485		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAITER/WASH

TOTALS

***IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THE REPAIRS TO YOUR VEHICLE, CALL 741-1000

THANK YOU.

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

*Temporary Recall Repair
on Headlamp Relay Module*



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7:30 A.M. - 6:00 P.M.

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8:00 A.M. - 12:00 NOON

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL
	RICK KOLDE	1832	04/14/16	
	LICENSE NO.	35,107	COLOR	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	07/BUICK/LACROSSE/4DR SDN CX		SELLING DEALER NO.	PRODUCTION DATE
CIN, OH	VEHICLE I.D. NO.		R.O. DATE	
	2G4WC582471		04/14/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35107

TOTALS

*****THANK YOU FOR CHOOSING JOSEPH BUICK GMC FOR YOUR AUTOMOTIVE NEEDS. FOR ANY FUTURE SERVICE CALL 513-741-0089 OR SCHEDULE ONLINE AT JOSEPHBUICKGMC.COM.

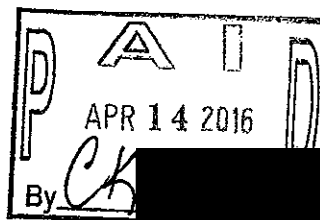
HAVE A GREAT DAY!

TOTAL LABOR....	245.00
TOTAL PARTS....	483.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	17.15
TOTAL MISC DISC	0.00
TOTAL TAX.....	52.21

TOTAL INVOICE \$ 797.96

~~\$ 300.00 Labor~~
\$ 245.00 Labor

CUSTOMER SIGNATURE





JOSEPH

BUICK • GMC TRUCK

8700 COLERAIN AVE.

CINCINNATI, OH 45251

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL IN
	RTCK KOLDE	1832	04/14/16	
	LICENSE NO.	35,107		
	YEAR / MAKE / MODEL	07/BUICK/LACROSSE/4DR SDN CX	DELIVERY DATE	DELIVERY MILES
CIN, OH	VEHICLE I.D. NO.	2 G 4 W C 5 8 2 4 7 1	SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		R.O. DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	04/14/16	
				MO: 35107

LABOR & PARTS

J# 1 29BUZ ENGINE EMISSION 1 TECH(S) 7844 245.00

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND CAR HAS NO POWER. \$98.00+TAXES AS A STARTING POINT. FOUND SHORTED IGNITION COIL THAT CAUSED IGNITION CONTROL MODULE TO FAIL REPLACED IGNITION CONTROL MODULE AND IGNITION COIL 1/4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19353734	COIL 2.170	90.04
JOB # 1	1	19245558	*MODULE 2.383	393.56
JOB # 1 TOTAL PARTS				483.60
JOB # 1 TOTAL LABOR & PARTS				728.60

J# 2 01BUZINSPECT MULTI POINT INSPECT TECH(S) 7844 0.00

PERFORM COMPLIMENTARY GM MULTI POINT INSPECTION. COMPLIMENTARY SERVICE. PERFORM GM MULTI POINT INSPECTION. REVIEW RESULTS WITH CUSTOMER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	10	SHOP SUPPLIES	
TOTAL - MISC			17.15

COMMENTS
DROP OFF

RECOMMENDATIONS

TRANSMISSION FLUID FLUSH \$160.00+TAXES
COOLING SYSTEM FLUSH \$120.00+TAXES
POWER STEERING FLUID FLUSH \$110.00+TAXES
BRAKE FLUID SYSTEM FLUSH \$90.00+TAXES



JOSEPH

BUICK • GMC TRUCK

8700 COLERAIN AVE.

CINCINNATI, OH 45251

Ph: (513) 741-1000

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

SERVICE HOURS

MON-thru-FRI
7:30 A.M. - 6:00 P.M.

SAT

8:00 A.M. - 12:00 NOON

The seller, JOSEPH BUICK GMC Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOSEPH BUICK GMC Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item(s).

CUSTOMER NO. [REDACTED]		ADVISOR RICK KOLDE	TAG NO. 1889	INVOICE DATE 04/26/16	CELL [REDACTED]
[REDACTED]		LICENS. NO.	MILEAGE 35,195	COLOR	
[REDACTED]		YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX	DELIVERY DATE	DELIVERY MILES	
CINCINNATI, OH [REDACTED]		VEHICLE I.D. NO. 2G4WC582471	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS	
				R.O. DATE 04/22/16	
MO: 35195					

LABOR & PARTS

J# 1 29BUZ ENGINE EMISSION 1 TECH(S): 7844 0.00
 CUSTOMER STATES THE CAR WOULD NOT START. THEY WIGGLED WIRES
 FUEL INJECTOR/MODULE/COIL PACK AND THE CAR STARTED. DROVE
 AND CAME TO A STOP AND THE CAR STALLED. CAR STARTED BACK
 UP.
 ALL CHECKS OK. NO PROBLEM FOUND
 ADVISED CUSTOMER ON CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01BUZINSPECT MULTI POINT INSPECT TECH(S): 7844 0.00
 PERFORM COMPLIMENTARY GM MULTI POINT INSPECTION.
 COMPLIMENTARY SERVICE.
 PERFORM GM MULTI POINT INSPECTION. REVIEW RESULTS WITH
 CUSTOMER.

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

*****THANK YOU FOR CHOOSING JOSEPH BUICK	TOTAL LABOR....	0.00
GMC FOR YOUR AUTOMOTIVE NEEDS. FOR ANY FUTURE	TOTAL PARTS....	0.00
SERVICE CALL 513-741-0089 OR SCHEDULE ONLINE	TOTAL SUBLET...	0.00
AT JOSEPHBUICKGMC.COM.	TOTAL G.O.G....	0.00
HAVE A GREAT DAY!	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



BUICK

2007 LACROSSE CX

Standard Equipment

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

• 4 YEAR/50,000 MILE NEW
VEHICLE LIMITED WARRANTY -
SEE DEALER FOR DETAILS

MECHANICAL

- ENGINE - 3.8L V6
- TRANSMISSION, 4 SPD AUTOMATIC
- ANTILOCK BRAKE SYSTEM,
4 WHEEL DISC
- SUSPENSION SYS. PREMIUM RIDE
- POWER RACK & PINION STEERING

SAFETY & SECURITY

- TRACTION ASSIST
- AIR BAGS, DUAL FRONTAL,
PASSENGER SENSING SYSTEM
- FRT/RR HEAD CURTAIN AIR BAGS
- BATTERY-RUN DOWN PROTECTION
- DAY TIME RUNNING LAMPS
- 1 YR ONSTAR DIRECTIONS W/TURN-
BY-TURN NAVIGATION (ASK DEALER
ABOUT GEOGRAPHIC COVERAGE)
- REAR CHILD SEAT ANCHORS
- REAR CHILD SECURITY LOCKS
- REMOTE KEYLESS ENTRY
- THEFT-DETERRENT SYS-PASS KEY
- TIRE PRESSURE MONITORING SYS

EXTERIOR

- POWER OUTSIDE MIRRORS
- STAINLESS STEEL EXHAUST
- 16" STEEL WHEELS W/COVERS
- 16" ALL SEASON TIRES

INTERIOR

- PWR SEAT ADJUST-DRIVER, 6 WAY
- AIR CONDITIONING
- AIR FILTRATION SYSTEM
- AM/FM STEREO W/CD PLAYER,
AUTOTONE CONTROL, 6 SPEAKERS
- CRUISE CONTROL
- DUAL EXTEND VANITY MIRRORS
- FLOOR MATS, FRONT/REAR
- PWR DOOR LOCKS, PWR WINDOWS
- BUICK QUIETTUNING
- HEAR WINDOW DEFROSTER
- RETAINED ACCESSORY POWER
- TILT STEERING WHEEL

Options & Pricing

MANUFACTURER'S SUGGESTED

STANDARD VEHICLE PRICE

Options installed by the Manufacturer (may replace
standard equipment shown at left)

6 PASSENGER SEATING

- EXT-PLATINUM METALLIC
- INT-GRAY

TOTAL OPTIONS

Visit us at www.buick.com

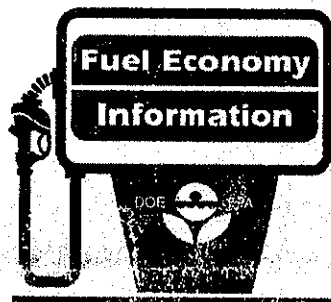
Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer

CITY MPG

20

HIGHWAY MPG

30



ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING
CONDITIONS, DRIVING HABITS AND
VEHICLE'S CONDITION. RESULTS
REPORTED TO EPA INDICATE THAT THE
MAJORITY OF VEHICLES WITH THESE
ESTIMATES WILL ACHIEVE BETWEEN

17 AND 23 MPG IN THE CITY
AND BETWEEN
25 AND 35 MPG ON THE
HIGHWAY.

2007 LACROSSE
3.8 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPEED TRANSMISSION
CATALYST, FEEDBACK FUEL SYSTEM

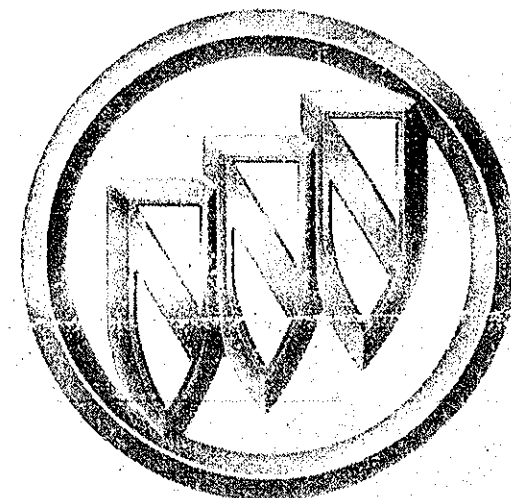
ESTIMATED ANNUAL FUEL COST: \$1,729

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

MID-SIZE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

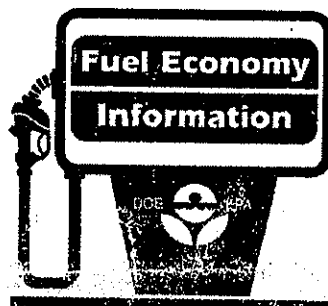
10 TO 30 MPG CITY
AND
16 TO 51 MPG
HIGHWAY.



CITY MPG

HIGHWAY MPG

20



30

MILEAGE

*WITH OPTIONS, DRIVING
HABITS, DRIVING HABITS AND
CONDITION. RESULTS
TO EPA INDICATE THAT THE
OF VEHICLES WITH THESE
S WILL ACHIEVE BETWEEN

23 MPG IN THE CITY
AND BETWEEN
35 MPG ON THE
HIGHWAY.

**2007 LACROSSE
3.6 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPEED TRANSMISSION
CATALYST, FEEDBACK FUEL SYSTEM**

ESTIMATED ANNUAL FUEL COST: \$1,729

**FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS**

MID-SIZE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

10 TO 30 MPG CITY
AND
16 TO 51 MPG
HIGHWAY.

W2E

www.fueleconomy.gov

DELIVERED



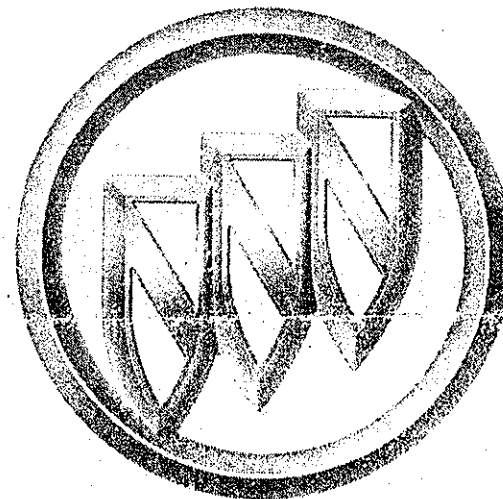
CHEVROLET-BUICK-PONTIAC

45103-0345

ORDER NO KNDSQZ SALL'S CODE E
SALES MODEL CODE 4WC19
DEALER NO 41302
FINAL ASSEMBLY OSHAWA, ON CANADA
VIN 2G4WC58247

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TOTAL VEHICLE & OPTIONS	\$22,600.00
DESTINATION CHARGE	685.00
TOTAL VEHICLE PRICE*	\$23,285.00

JB



FIRST CLASS

W48-226

Bubble Mailer

Scotch™

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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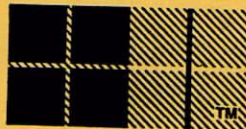
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3M Center, St. Paul, MN 55144-1000

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Call toll-free 1-800-328-6276

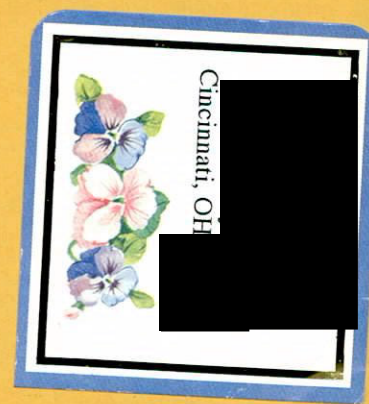
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46-0001-5319-0



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Bubble Mailer

INSIDE DIMENSIONS 9.5 IN x 13.5 IN **SIZE 4** 241 mm x 342 mm