



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
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

Date Received	Repository <input type="checkbox"/>
20-FEB-2018	Reference No. 11073784
APR 12 2018	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NEW BEDFORD	State MA	Zip Code

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 1GKET16P836	Make GMC	Model ENVOY	Model Year 2003
Date Purchased 7/21/2003	Dealer's Name and Telephone Number ALDEN BROWN GMC 508-999-3300	Engine: No: Cylinders 8	Fuel Type: REG
Original Owner <input checked="" type="checkbox"/>	Dealer's City NEW BEDFORD	State MA	Zip Code 02740
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain 4WD	Multiple Failure: FRAME/CHASSIS
		Incident Date(s) 09-JAN-2018	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 90000	Failure Speed 25
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make COOPER	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: NEW BEDFORD
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2003 GMC ENVOY. WHILE DRIVING APPROXIMATELY 25 MPH, THE FRONT END OF THE VEHICLE COLLAPSED. THE VEHICLE WAS TOWED TO A LOCAL DEALER (ROBERTSON'S GMC TRUCK, 2680 CRANBERRY HWY, WAREHAM, MA 02571) WHERE IT WAS DIAGNOSED THAT THE FRAME ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND OFFERED NO FURTHER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000. THE VIN WAS 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 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)

ON 1/9/18 I WAS DRIVING IN 4WD MODE ON SNOW AND ICE RUTS ON THE HIGHWAY AND NEW BEDFORD STARTS WHEN I LOST SAFE STEERING CONTROL. I WAS ABLE TO DRIVE HOME VERY SLOWLY AND HAD THE ENVOY TOWED TO ANDEN BUI/GMC TO BE TOLD IT HAD A RUSTY/CRAKED FRAME ON THE PASSENGER SIDE AND A RUSTY/CRAKED LOWER CONTROL ARM ON THE DRIVER'S SIDE. I HAD IT TOWED TO ROBERTSON'S GMC WHERE IT HAD BEEN SERVICED AND INSPECTED ON 8/4/17 AND 12/26/17 WITH A FRAME PASS AND FRONT END PASS ON THE MASS RMV INSPECTION AND THEIR MULTI-POINT WHICHE INSPECTION. PLEASE SEE ENCLOSED DOCUMENTATION.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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?



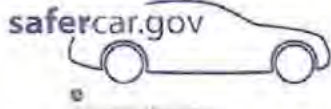
If so:
Use the enclosed form to file a report.

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



Complaint Number: 11071689

Vehicle Identification Number: 1GKET16P836 [REDACTED]

Your Vehicle's Make Model and Model Year: GMC ENVOY XL 2003

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Body, Suspension

What happened?

We purchased our 2003 GMC Envoy XL SLE 8 Cylinder brand new at Aiden Buick in Fairhaven, Mass in July 2003; for the past 3 years we had it serviced at Robertson's GMC 2680 Cranberry Highway, Wareham, Mass. 02571.508-291-0044. We had it reconditioned at this dealership last year, spending \$4000.00; we had it inspected at this dealership with the Massachusetts Vehicle Check; it passed the Front End Check and Frame Check on 8/4/17. I was driving the vehicle in late December, and hit several deep potholes caused by an ice storm; shortly thereafter I lost steering control of the vehicle. I had it towed to Aiden Buick/GMC in Fairhaven, Mass, to be told that the entire frame had collapsed due to extensive corrosion and rust. I had it towed to Robertson's GMC in Wareham and filed a claim with Commerce Ins. Co, to hopefully cover the damage to the frame; Commerce denied the claim, stating "The frame assembly was severely rotted and this extensive rot allowed the right front control arm to break away from the mounting point on the frame rail. GMC issued a Technical Service Bulletin stating that some Envoy Models suffered from extensive frame corrosion. Why did Robertson's GMC pass the vehicle on the safety check, and why was I not informed of the vehicle's frame corrosion before I spent the \$4000.00 reconditioning it? Why is frame check and front end check listed as Pass on my vehicle when this corrosion and rust was present at time of inspection? Fortunately neither I nor any of my family members were injured while driving/riding in this vehicle.

When did this happen? 01/08/2018

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 30

About how many miles were on your vehicle at the time of the incident? 90000

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED]

Address 1 [REDACTED]

Address 2:

City: New Bedford

State : MASSACHUSETTS

ZIP Code : [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone [REDACTED]

February 1, 2018

[REDACTED]
New Bedford, MA [REDACTED]

Named Insured: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 1/8/2018
Policy Number: [REDACTED]
Policy Period: 4/16/2017-4/16/2018

Dear [REDACTED]

This letter is in response to your claim for damages to your 2003 Gmc Envoy Xi, VIN 1GKET16P836 [REDACTED]. The Commerce Insurance Company has completed its investigation into your claim. This letter is to advise you of our findings and our position on your claim.

Pursuant to Massachusetts Automobile Insurance Policy, General Provisions And Exclusions, Page 27, Paragraph 9, it states:

"We will not pay for damage to your auto which is due solely to ordinary wear and tear, freezing, mechanical or electrical failure, or for ordinary road damage to tires. We will, however, pay for this damage if it is the result of some other loss which is covered by this policy."

Therefore, as a result of our investigation and the policy language set forth above, we will be unable to respond to your claim for damage. This decision to decline coverage for your claim is based on the fact that **THE FRAME ASSY IS SEVERELY ROTTED. THIS EXTENSIVE ROT HAS ALLOWED THE RIGHT FRONT LOWER CONTROL ARM TO BREAK AWAY FROM THE MOUNTING POINT ON FRAME RAIL. THERE IS NO SIGNS OF IMPACT TO UNDERCARRIAGE AND PRESENT CONDITION IS DUE TO ROT ONLY.**

Finally, given this coverage denial and our inability to respond to your damages, we would ask you to contact the repair facility and make your personal arrangement with regard to repairs.

If you have any questions, please call me at 1-800-221-1605,, ext. 15230.

Sincerely,

THE COMMERCE INSURANCE COMPANY

Paulo Rego
Claim Representative

MAIL: 11 Gore Rd, Webster, MA 01570

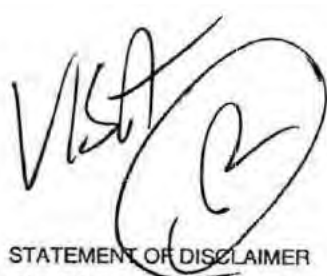
ALDEN BUICK GMC
 6 WHALERS WAY
 FAIRHAVEN MA 02719
 (508) 999-3300
 WWW.ALDENAUTO.COM

NEW BEDFORD, MA		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
rotates his own tires rolands free		1GKET16P836	91759	91759	01/09/18 08:53	01/09/18	
2003 GMC ENVOY XL S (INDIGOBLUE)					01075	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
		\$115.		07/21/03			Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE/TRANS	
				RUI FERREIRA (745)		V8, 5.3L	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B *			A49 1013	0.30	Customer	\$29.70
Concern	CUSTOMER STATES CHECK POWER HARD/STEERING WHEEL PLAY SIDE TO SIDE/					
Cause	WHEN TURNING LEFT @ STOP FEELS LOOSE-ADVISE ROAD TEST/CHECK UNDERCARRIAGE-FOUND RUSTY/CRACKED FRAME PASS SIDE-					
Correction	DRIVERS SIDE LOWER CONTROL ARM RUSTY/CRACKED.					
				Total Hours:	0.30	Line Total... \$29.70

Customer Totals

Charge Description	Amount
Labor	\$29.70
Total Amount Due	\$29.70
TOTAL CASH	\$29.70

VISA


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.

on behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MULTI-POINT VEHICLE INSPECTION REPORT

12/26/2017

Service Advisor: ANDREW STEVENSON

Service Technician: Sprague Justin

2003 GMC ENVOY XL DENALI 4WD

Repair Order: [REDACTED]

Tag: [REDACTED]

VIN: 1GKET16P836 [REDACTED]



Robertson's GMC Truck

Checked and OK

May Require Attention Soon

Requires Immediate Attention

Not Inspected

ONSTAR DIAGNOSTICS

- OnStar Active
- Enrolled in Advanced Diagnostics Report
- Dealer Maintenance Notification
- Service History/Recall Check

ENGINE OIL & FILTER

- Engine oil
- Oil life monitor
- Reset oil life monitor

LIGHTS

- Exterior lights

WINDSHIELD & WIPERS

- Wiper blade-driver
- Wiper blade-passenger
- Wiper blade-rear
- Windshield condition
- Cracks
- Chips

BATTERY

- Battery condition*
- Battery cables & connections
- Battery voltage

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- Engine oil
- Transmission ←
- Drive axle
- Transfer case
- Engine cooling system Filled
- Power steering
- Fuel system
- Brake fluid reservoir
- Windshield washer fluid Filled
- Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before 28 psi set to 35
 Tread depth 8/32
 Wear pattern/damage

Driver Rear
psi before 27 psi set to 35
 Tread depth 8/32
 Wear pattern/damage

Rotation needed
 Alignment needed
 Balance needed

Passenger Front
psi before 29 psi set to 35
 Tread depth 8/32
 Wear pattern/damage

Passenger Rear
psi before 26 psi set to 35
 Tread depth 8/32
 Wear pattern/damage

Reset tire pressure monitor
 Tire sealant expiration date:

BRAKES

Front Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less
Rear Brakes: Good: 4mm or greater OK: 3mm Bad: 2mm or less

Front Brakes

- Driver front 7mm
- Passenger front 7mm

Rear Brakes

- Driver rear 4mm
- Passenger rear 4mm

- Brake system
- Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)

- Exhaust system ←
- Accelerator pedal ←
- Passenger compartment air filter
- Engine air filter
- Hoses
- Belts
- Shocks and struts ←
- Steering components ←
- Axle boots or driveshaft & u-joints ←
- Compartment lift struts ←
- Floor mat fit & wear ←

CHECK OPERATION

- Horn
- Ignition lock
- Starter switch
- Evaporative control system

LUBRICATE

- Chassis components ←

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

MULTI-POINT INSPECTION

██████████

12/26/2017

Repair Order: ██████████

Service Advisor: ANDREW STEVENSON

Service Technician: Sprague Justin

2003 GMC ENVOY XL DENALI 4WD

VIN: 1GKET16P836 ██████████

Odometer: 91545 miles



Robertson's GMC Truck
2650 Cranberry highway
Wareham, MA 02571
(508) 291-0044
andy@robertsonsgmc.com
<http://www.robertsonsgmc.com>

Services Recommended

Estimate

Pending Customer Approval

Recommend Wiper Blade(s) Replacement (Good)

Pending Total

\$0.00

Taxes and additional fees are not included.

Please note that the GM Factory Scheduled and Additional Required Services listed in this maintenance menu have been enhanced to reflect the latest GM maintenance recommendations and the age of some vehicles. As such, maintenance schedule content may vary from the owner's manual of your vehicle. If you have any questions regarding vehicle maintenance or care, please consult your GM dealership Service Consultant for assistance.

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Vehicle Inspection Report

Please Review This Important Information

Congratulations. Your vehicle has PASSED both its SAFETY TEST and its EMISSIONS TEST. The results are summarized in this report.

Questions? Visit www.mass.gov/vehiclecheck or call the Motorist Hotline at 1-866-941-6277. The Hotline is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

Overall Result: Pass

Safety Result	Pass
Emissions Result	Pass
Test Date	8/4/2017
Test Time	1:43:49PM
Test Type	Regular
Sticker Number	[REDACTED]
Inspection Type	Initial
Inspection Count	1

Vehicle Information

VIN	1GKET16P836 [REDACTED]
License Plate	[REDACTED]
Plate Type/State	PAN / MA
Vehicle Type	Truck
Year / Make	2003 GMC
Model	ENVOY XL
Fuel Type	Gasoline
Engine Cyl/Size	8/ 5.3
GVWR	8500
Odometer	89241

Station Information

Name:	ROBERTSONS GMC TRUCK
Address:	2680 CRANBERRY HIGHWAY WAREHAM, MA 02571 508-291-0044
Station Number	[REDACTED]
Workstation Number	ST000383
Inspector Number	*****5102
Test Fee	\$35.00

Safety Inspection Results

Visual Plate Check	Pass	Service Brakes	Pass	Horn Check	Pass
Stop and Tail Lights Check	Pass	Headlamp Check	Pass	Lighting/Reflector Check	Pass
Directional Lights Check	Pass	Frontend Check	Pass	Suspension Check	Pass
Frame Check	Pass	Wipers and Cleaner Check	Pass	Safety Belts Check	Pass
Air Bags Check	Pass	Exhaust Check	Pass	Window Tint Check	Pass
Windshield Check	Pass	Rear View Mirror Check	Pass	Bumpers/Fenders Check	Pass
Fuel Tank Fill Cap Check	Pass	Fuel Tank Fill Neck Check	Pass	Visible Smoke Check	Pass
Vehicle Height Check	Pass	Tires Check	Pass	Parking Brake Check	Pass
Other	Pass				

Safety Inspection Comments

On-Board Diagnostic (OBD) Test Results

OBD Tampering Check	Pass	OBD Connector Result	Pass	OBD MIL Status Result	Pass
OBD Key-On Bulb Check	N/A	OBD Communication Result	Pass	OBD Readiness Monitor Result	Pass
OBD Engine-Running Bulb Check	N/A	OBD RPM Check	Pass	OBD Test QA Check	
OBD Scan Tool Check Result	N/A	Pin 16 Volts Check	13.7		

On-Board Diagnostic (OBD) Monitor Results

Catalyst Monitor	Ready
Catalyst Heater Monitor	Not Supported
Evaporative System Monitor	Not Ready
Secondary Air System Monitor	Not Supported
A/C System Monitor	Not Supported
O2 Sensor Monitor	Ready
O2 Sensor Heater Monitor	Ready
Exhaust Gas Recirculation (EGR) Monitor	Not Supported



U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>

2/8/2018 9:34 AM

Thanks for Letting Us Know About Your Vehicle

To stanoliv@comcast.net

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11071689**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)



2680 Cranberry Highway (Rte 28) • PO Box 231 • Wareham, MA • 02571
 T: (508) 291-0044 • F: (508) 291-0423
 Toll Free: (800) 554-2854
 www.robertsonsgmc.com

INVOICE ORIGINAL
 Work Order # [REDACTED]
 February 15, 2016
 Svc. Adv Moniz, Dennis A
 Cust.Ph. (508) 456-9874
 Tag# 3376
 Page 1 of 2
 02/16/2016 15:52:56

To: [REDACTED] [REDACTED] New Bedford MA [REDACTED]	Year: 2003 Veh Id: [REDACTED] Unit #:															
	<table border="0"> <tr> <td>Make: GMC</td> <td>License #:</td> </tr> <tr> <td>Model: Envoy XI SLT</td> <td>Odo. In: 80,963</td> </tr> <tr> <td>Color: Blue</td> <td>Odo. Out:</td> </tr> <tr> <td>V.I.N.#: 1GKET16P836 [REDACTED]</td> <td>Next Service:</td> </tr> <tr> <td>Date In: 02/15/2016</td> <td>In Service Date: 07/21/2003</td> </tr> <tr> <td>Out: 02/16/2016</td> <td>Cases: 5</td> </tr> <tr> <td>Ext. War: - - (mol) - D: \$0.00</td> <td></td> </tr> <tr> <td>Promised Time: 02/15/2016 11:59:00 PM</td> <td>Call When Ready: No</td> </tr> </table>	Make: GMC	License #:	Model: Envoy XI SLT	Odo. In: 80,963	Color: Blue	Odo. Out:	V.I.N.#: 1GKET16P836 [REDACTED]	Next Service:	Date In: 02/15/2016	In Service Date: 07/21/2003	Out: 02/16/2016	Cases: 5	Ext. War: - - (mol) - D: \$0.00		Promised Time: 02/15/2016 11:59:00 PM
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Promised Time: 02/15/2016 11:59:00 PM	Call When Ready: No															

Case: 1 MPVI-advised on scheduled maintenance needs

Quantity	Description/Correction	Reman	Price	Total	
1.00	DW35433 - Air Filter		\$19.09	\$19.09	
			\$10.00	\$10.00	
Tech Cause: replace air filter Tech Comments: MPVI and replace air filter Completed by Technician number: Kyle					
Misc	\$0.00	Labor \$10.00	Parts \$19.09	Prepaid Parts Amt: \$0.00	Case Total: \$29.09

Case: 2 Blower motor inop on #2 speed

Quantity	Description/Correction	Reman	Price	Total	
			\$0.00	\$0.00	
Tech Cause: quoted Tech Comments: Quote provided for blower motor resistor, Completed by Technician number: Kyle					
Misc	\$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$0.00

Case: 3 Added Operation: Lube, Oil and Filter with Rotate

Quantity	Description/Correction	Reman	Price	Total	
1.00	19210283 - Filter	New	\$0.00	\$0.00	
6.00	19293000 - GM DEXOS	New	\$0.00	\$0.00	
			\$39.95	\$39.95	
Tech Cause: lotr Tech Comments: Perform LOFR Completed by Technician number: Kyle					
Misc		Labor	Parts	Prepaid Parts Amt:	Case Total: \$39.95

GMC CASE #

[REDACTED]

my.gmc.com.



8667903600

Commerce Ins
Envelope papers

Steve Jackson
Commerce Ins.
