

7/27/21

G.M.C. Buick Division - Customer Service
P.O. Box 33170
Detroit, MI 48232

CL-11428959-3362

AUG13 '21 8:01AM
CRD NEF 109 MAIL

Attached is photo of rear air conditional
line showing a small hole.

This hole was caused by improper
installation. It was not properly suspected
causing line to rub against adjacent tube.

When I asked mechanic if he has seen
this before, "He said No". "It was not properly
installed".

We have purchased a new Buick Enclave every
three years since they were first introduced.
Our second came with a screw thru electric
line to rear trunk lid.

I am asking for full reimbursement (\$1796.72)
for this improperly air conditional line.

I have been loyal to G.M. for over 60 years.
It is time you stepped up.

If I do not receive reimbursement my next
car will be a Toyota.

Respectfully,

Copy to:

J.D. Powers 320 E. Big Beaver Rd. Troy, MI 48063

✓ Nat'l Highway Safety Adm. 1200 New Jersey Ave, West Bldg, Washington D.C. 20591

NORTH MUSKEGON, MICHIGAN

7/26/2021

Gmail - Car parts



Car parts

Mandi Barber <mbarber@oakridgeschools.org>

Sat, Jul 24, 2021 at 9:50 AM

To: [Redacted]

Here are the pictures of your car parts.
Love you,

2 attachments



PXL_20210724_002430296.jpg
3208K

Rear Air Conditional Line



PXL_20210724_002439581.jpg
6545K



CUSTOMER #:



INVOICE

2474 Henry Street
Muskegon, Michigan 49441
SERVICE (231) 755-3711 - FAX (231) 755-8103
BODY SHOP (231) 759-5805 - FAX (231) 755-8208
TOLL FREE 1(800) 323-6164
State Reg. No. F-124940
www.bettengm.com

PAGE 1

N MUSKEGON MT

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 51773 TOM MCKEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	BUICK ENCLAVE	5GAKRCED40		90902/90902		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			WAIT 21JUL21			CASH	23JUL21
R.O. OPENED		READY	OPTIONS:	DLR:1 ENG:3.6_Liter_SIDI			

12:41 21JUL21 08:40 23JUL21

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/SAYS VEHICLE ISNT BLOWING COLD AIR-CHECK
S100 AC

547 BOS, PAUL LIC#: M150250

CEXT

1 23199274 (S)TUBE

40 12356150 R-134A FREON

1 AC58 5/8 AC COUPLER

	750.00	750.00
861.39	861.39	861.39
1.28	1.28	51.20
54.95	54.95	54.95

90902 5.50 VERIFIED CONCERN TEST PRESSURE AND SYSTEM IS RUNNING 0

P.S.I PERFORM LEAK TEST TRACED LEAK TO REAR A/C LINE IN ENG COMPARTMENT

LINE HAS RUBBED THUR FROM P/S LINE GAVE EST FOR REPAIRS SPICED IN NEW

REAR LINE EVAC AND RECHARGE SYSTEM RUN A/C AND IS NOW BLOW GOOD COLD

AIR ROAD TEST VEC RECK FOR LEAKS AND IS OK

B BETTEN COURTESY INSPECTION

CI FRONT BRAKES GETTING LOW, COMMNG UP TO 100,000

MAINT. TRANSMISSION SERVICEFUEL SYSTEM

SERVICE TUNE UP

547 BOS, PAUL LIC#: M150250

INT

(N/C)

EST: 131.00

21JUL21 12:41 SA: 51773

CONTACT:

ENVIRONMENTAL WASTE DISPOSAL AND SHOP SUPPLIES

20.00

Thank You for your Business.

CUSTOMER

ORIGINAL ESTIMATE SUMMARY			HOURS	REPAIRS COMPLETED AND CHECKED BY		ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE	DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL					LABOR AMOUNT	750.00
1 AUTHORIZED ADDITIONS			HOURS	DATE	TIME		PARTS AMOUNT	967.54
PARTS	LABOR	TOTAL					GAS, OIL, LUBE	0.00
			BY				SUBLET AMOUNT	0.00
							MISC. CHARGES	20.00
2 AUTHORIZED ADDITIONS			HOURS	3 AUTHORIZED ADDITIONS			TOTAL CHARGES	1737.54
PARTS	LABOR	TOTAL					PARTS	LABOR
							SALES TAX	59.25
							PLEASE PAY THIS AMOUNT	1796.79

ALL REPAIRS AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE WITH THE

X

ALL REPAIRS AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE WITH THE
MICHIGAN AUTO REPAIR ACT P.A.300.

X

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uskegon, MI
GRAND RAPIDS MI 493

27 JUL 2021 PM 5 L



National Highway Safety Admin
1200 New Jersey Ave-West Bldg
Washington, D.C.
20591

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