

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ---- 11462114-----
Date: Monday, August 29, 2022 10:23:01 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

		Waynesburg Carriage Co.			
173 Mill Street, P.O. Box 75 • Waynesburg, OH 44688 Phone: 330-866-9451 or Toll Free 1-800-837-8128 www.wbcarriage.com					
VIN: 5GAE R23D99J		YEAR: 2009		MAKE: BUICK	
MODEL: ENCLAVE CX		COLOR: O		NORTH LAWRENCE OH	
REG. NO: 42286		REG. DATE: 06/27/09		REG. TYPE: OH	
REG. STATE: OH		REG. EXPIRATION: 06/06/10		REG. TYPE: OH	
REG. TYPE: OH		REG. TYPE: OH		REG. TYPE: OH	
(1) POWER LIFTGATE INOPERATIVE REPLACED BOTH POWER LIFTGATES					
Labor		TO GO		.00	
84298335 (STRUT)		1		33.87	
84298334 (STRUT)		1		33.87	
Total Parts		.00		67.74	
Total Repair (Customer)		.00		67.74	
(Tech:06) A					
WAYNEBURG CARRIAGE CO. 173 MILL STREET WAYNEBURG, OH 44688 (800)837-8128					
SALES					
MD 98% SALE 120 TRUCK					
REF#					
Buick 3					
04/20/09					
TRUCK ID 52103405/2830					
APPR CODE 00/80					
VISA					
Chip					
AMOUNT \$72.14					
SURCHARGE \$2.16					
TOTAL \$74.30					
APPROVED					
CAPITAL ONE VISA					
AID 00000000310					
TVR 30 30 30 30					
TSE 18 30					
THANK YOU PLEASE COME AGAIN					
CUSTOMER COPY					
Next Service OCT '22 1/2BE-OIL-FILTER					
DISCLAIMER OF WARRANTIES Any warranty on the product shall be void if the product is not used as intended. The dealer hereby warrants that all accessories shown are new and in good condition. Any product shown is for informational purposes only. Any product shown is for informational purposes only. Any product shown is for informational purposes only.					
X CUSTOMER SIGNATURE					
Page 1 of 1 Job					
Customer Copy					
Labor Rate 90.00					

Recall - liftgate

CUSTOMER #

INVOICES

Ron Marhofer Auto, Inc.
DBA Ron Marhofer GMC, Inc.
5617 Whipple Ave NW
North Canton, OH 44720
330-968-1500

NORTH

HONDA

DUE

PAGE 1

SERVICE ADVISOR: 896 BENJAMIN E. WEINICHERK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MLEAGEIN / OUT	TAG
	09	BUICK ENCLAVE	SGAER230990		31243/31343	
DEL. DATE	MOD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT
01JAN09	01JAN2012	17:00	260CT16			CASH
A.G. OPENED	READY	OPTIONS	DLR:RMA ENG 13.6 Miles	BT		260CT16

09:03 260CT16	09:26 260CT16	LIST	NET	TOTAL
LINE 600000 TECH TYPE HOURS				
A(15240) REPROGRAM ACCESSORY AND LIFT GATE CONTROL MODULE WITH SPS				
CAUSE:				

9101493 15240 REPROGRAM ACCESSORY AND LIFT GATE
CONTROL MODULE WITH SPS
432 WS94
PC: 0021 PART#: COUNT:
CLAIM TYPE: ZPAT
AUTH CODE:

(N/C)

1,11143 4323 REPROGRAMMED LIFTGATE CONTROL MODULE.

Toll Free Phone Number:
800-711-3213

Called Justin Wayne - Waynesburg Carriage
830 Thur. - 28 Apr 330 694 5628
173 mill \$1
OK w/ GM? Waynesburg OH
than go to Wayne 41688

GM will deal w/ dealer

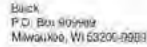
will hear from GM in 24 hr. They will call Marhofer

Case #

1866-740-5600 ext 522550 Tr Mad

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTAL
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PROVIDED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION THAT THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART RETURNED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE MAINTAINED FOR 11 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. PLEASE NOTE THAT VEHICLE NOT PICKED UP WITHIN 5 BUSINESS DAYS OF COMPLETION WILL BE SUBJECT TO A STORAGE FEE OF \$20.00 PER DAY.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS OIL LUBE	0.00
		SMILEY AMOUNT	0.00
		AMC CHARGE	0.00
		TOTAL CHARGES	0.00
		LESS VOS / DISCOUNTS	0.00
		SALES TAX	0.00
(SIGN) DEALER, SERVICE MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT	0.00

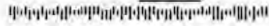
CUSTOMER COPY



DOI: 10.1002/jbm.b.10069

LEADERSHIP [REDACTED] (002842)

NORTH LAWRENCE, OH



November 2015

This notice applies to your vehicle, VIN: 5GAER23D99J

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2009 model year Buick Enclave was involved in GM recall 15240. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2009 model year Buick Enclave vehicles built prior to March 1, 2012 and equipped with a power lift gate. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15240.
- Schedule an appointment with your Buick dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which the gas struts that hold the lift gate up may prematurely wear. Your vehicle has a Prop Rod Recovery system intended to accomplish a controlled, slow return of the lift gate to the closed position if the lift gate's gas struts are no longer capable of supporting the weight of the lift gate. However, in some cases, the lift gate's Prop Rod Recovery system software may be unable to detect/stop a lift gate with prematurely worn gas struts from falling too quickly after the lift gate is opened. If the open lift gate unexpectedly falls, it may strike a person, increasing the risk of injury.

What will we do?

Your Buick dealer will reprogram your vehicle's Accessory and Lift Gate Control Module with a new software calibration intended to mitigate the condition described above.



Additionally, after reprogramming your vehicle, your dealer will verify power lift gate operation. If this functionality check reveals that the reprogramming was ineffective because one or both gas struts are no longer capable of supporting the weight of the lift gate, your dealer will replace both struts. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the approximate service correction time of 30 minutes.

What should you do?

You should contact your Buick dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Because you have already had this condition repaired, you do not need to take your vehicle to your dealer for this recall. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2016, unless state law specifies a longer reimbursement period.

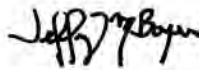
Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7800 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V415.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

new cust. serv.
866 467 9700



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #15240

On Fri, Aug 12, 2022 at 7:20 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation