

General Motors Product Field Action Customer Reimbursement Request Form

15757
CL-10933549-5909

This section to be completed by customer (please print)

NOV 20 2016

Customer Name: [REDACTED]

Street Address or P. O. Box Number [REDACTED]

City: Quiedo State: FL Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Date Request Form and Supporting Documentation Submitted to Dealer: 8/29/13

Vehicle Identification Number of Involved Vehicle: 2G1WX15K219 [REDACTED]

(17 Characters)

Mileage at Time of Repair: 83926 Date of Repair: 8/6/13

Amount of Reimbursement Requested: \$ 778.25 And 499.69

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED] 11/16/16

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

ET
12/9/16
SMD

CUSTOMER #: [REDACTED]



CARL BLACK ORLANDO



FINO NEW ROADS - LUXURY AS IT SHOULD BE - WE ARE PROFESSIONAL GRADE

11500 E. Colonial Drive, Orlando, FL 32817
Phone (407) 426-3000 Fax (407) 384-8083
www.carlblackorlando.com
STATE REG #MV-61116

INVOICE

PAGE 1

OUR GOAL AT CARL BLACK IS FOR YOU TO BE COMPLETELY SATISFIED!

OVIEDO, FL [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 1158 SEAN WOMER

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN / OUT	TAG
	01	CHEVROLET MONTE CARL	2G1WX15K219 [REDACTED]		113377/113377	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD			WAIT 10NOV16		130.00	CASH	11NOV16

R.O. OPENED	READY	OPTIONS:
11:03 10NOV16	13:17 11NOV16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	GM COURTESY MULTI-POINT INSPECTION						
	GMI GM COURTESY MULTI-POINT INSPECTION						
	939 ICB						(N/C)

B	TOWED IN						
	51 1						
	939 ICB						(N/C)

C	CUSTOMER STATES WHILE DRIVING VEHICLE WILL JUST SHUT OFF . CHECK AND ADVISE.						
	11 ENGINE MINOR						
	939 CP3C					118.75	118.75
	1 22670487 (S) SWITCH				228.10	228.10	228.10
	DIAG BASIC DIAGNOSIS SYSTEM TEST						
	939 CP3C					99.99	99.99

113377 was able to duplicate concern, when jiggling key in lock cylinder vehicle would shut off, when turning turn signal on it would put a parasitic load on the system and cause vehicle to shut off, replaced ignition switch , test drove multiple times after replacement, could not duplicate. 2.90

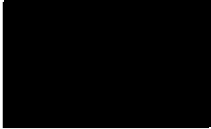
D	CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.						
	11 ENGINE MINOR						
	939 ICB						(N/C)
	113377 tech found cat converter dtc, purge solenoid, both could cause vehicle to stall, declined						

MISC.SHOP/EPA CHARGES							22.35
PAID							
NOV 10 2016							
ALL LUBRICANTS USED IN YOUR VEHICLE MEET OR EXCEED GENERAL MOTORS SPECIFICATIONS ALTHOUGH MAY NOT BE A GENERAL MOTORS PRODUCT AND NOT WARRANTED BY GENERAL MOTORS							

Initial: _____			
WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.		*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		DESCRIPTION	TOTALS
		LABOR AMOUNT	218.74
		PARTS AMOUNT	228.10
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES *	22.35
		TOTAL CHARGES	469.19
LESS INSURANCE	0.00		
SALES TAX	30.50		
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
			499.69

CARL BLACK BUICK PONTIAC
11500 E COLONIAL DR
ORLANDO, FL 32817
MERCHANT # 010172200000

Keved Sale



AVS: Y

EXP.: ****

DATE: 11/11/2016
AUTH NO: 845309

1:19:38 PM

TOTAL: 300.00

CUSTOMER ID:

Customer Copy



1970 Semoran Blvd
 Winter Park, FL 32789
 (407) 645-1234
 Fax: (407) 647-3582

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday



R/O Open Date	R/O Number				
8/06/13					
R/O Close Date	Status				
8/09/13	Pre-Invoice				
Mileage In	Mileage Out				
83926	83927				
Service Advisor / Tag #					
Derek Yeomans					
Vehicle Identification Number					
2G1WX15K219					
Delivery Date	In-Service Date				
2/27/01					
Year	Make	Model	Body	Color	License Number
2001	CHEVROLET	MONTECARLO	2DR CPE	WHITE	

STATE OF FLORIDA REGISTRATION # MV-08525

[REDACTED]		Work Phone	
OVIEDO, FL		[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - Customer Reports: CHECK CHARGING SYSTEM Caused by DIAGNOSED AND FOUND SHIFTER NOT LOCKING IN PLACE AND FOUND LOCK CYLINDER TUMBLERS COMING APART INSIDE CYLINDER Work performed by Donald Kennedy (107) Installed 25832354 :LOCK CYLINDER 1@216.75 Installed 2852058 :KEY 1@12.00 Installed USED SHIFTER :SHIFTER 1@135.00 REPLACED SHIFTER AND IGNITION LOCK CYLINDER Sub Total: 778.25	414.50 216.75 12.00 135.00
#2 * MB4: COMPLETED SERVICE AS REQUESTED Work performed by Donald Kennedy (107) Installed GY314073 :GY P225/6 4@100.00 TIRE FEE Sub Total: 464.00	60.00 400.00 4.00
#3 * 5: COMPLETED FOUR-WHEEL ALIGNMENT AS REQUESTED 05 Work performed by Donald Kennedy (107) Sub Total: 89.95	89.95

VARIABLE LABOR RATE
 THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (S.403.718), AND \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S.403.7185) SHOP SUPPLIES CHARGE REPRESENTS COSTS AND PROFIT TO THE MOTOR REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL (S.559.905(1)(H)).

DISCLAIMER: EXCEPT FOR THE LIMITED WARRANTY PROVIDED ON THE REVERSE, SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO MAKE ANY WARRANTY OR ASSUME FOR SELLER ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS AND/OR SERVICES SOLD UNDER THIS AGREEMENT. IF THE PRODUCTS CARRY MANUFACTURER'S WARRANTY, SUCH WARRANTY IS FROM THE MANUFACTURER AND NOT SELLER.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND SERVICES DESCRIBED HEREIN. I AGREE TO ARBITRATION AND TO THE OTHER TERMS AND CONDITIONS ABOVE AND ON THE REVERSE SIDE OF THIS AGREEMENT.

LABOR	564.45
PARTS	767.75
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	39.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	82.27
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1453.47

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



HOLLER DRIVERS MART
1970 NORTH SEMORAN BLV
WINTER PARK, FL 32792

08/09/2013

10:48:45

Merchant ID:

000000001292722

Terminal ID:

02510922

[REDACTED]

CREDIT CARD

[REDACTED]

CARD #

INVOICE

Batch #:

000970

Approval Code:

252698

Entry Method:

Manual

Approved:

Online

SALE AMOUNT

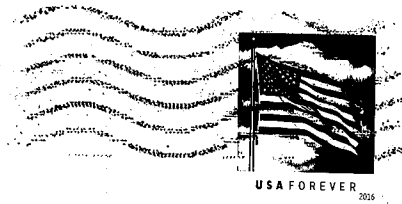
\$1452.47

CUSTOMER COPY

[Redacted]
Owiedo, FL [Redacted]

ORLANDO FL 328

15 NOV 2015 PM 5 L



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

20590-

