

NEF-010

CA-11066212-1803

To;

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

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AND

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

[REDACTED]

JAN 26 2018

Whittier, CA [REDACTED]

We are writing to inform the National Highway Traffic Safety Administration AND General Motor Division Customer Assistance Center that our 2015 Chevrolet Volt (VIN # 1G1RC6E47FU [REDACTED]) is defective and could cause a crash, injury or death. We purchased the vehicle from Premier Chevrolet (6195 Auto Center Drive, Buena Park, CA 90621) on January 17, 2015. We have been driving the vehicle from the date of purchase to the present. During that time, we contacted GM and opened customer complaint cases [REDACTED]

Below is the visits historical itinerary to Premier Chevrolet dealership Service Department;

- March 07, 2015 - Liftgate strut Rod Detaches
- April 11, 2015 - flat tire
- May 13, 2015 - flat tire
- August 11, 2015 - engine overheating episode
- December 08, 2015 - flat tire
- June 18, 2016 - Standard Service
- September 09, 2016 - wheel alignment and standard service
- January 21, 2017 - check engine light on and standard service
- February 17, 2017 - opened GM case [REDACTED]
- March 31, 2017 - wheel alignment
- July 29, 2017 - standard service
- November 27, 2017 - dashboard messages "Engine Not Available", "Propulsion Power Is Reduced". Car stalled evening of 11/27/17 but by morning dashboard message no longer appeared. Car was not towed to dealer
- December 02, 2017 - dashboard messages "Engine Not Available", "Propulsion Power Is Reduced". Car stalled 12/01/17 and towed to dealer
- December 06, 2017 - dashboard messages "Engine Not Available", "Propulsion Power Is Reduced". Car stalled 12/05/17 and towed to dealer
- December 11, 2017 - opened GM case [REDACTED]

The only "Loss Of Engine" episode we did not tow our vehicle to the dealer was on Nov. 27, 2017. The most recent Dec. 02 & 06, 2017 "Loss Of Engine" episodes occurred while on the 5 & 10 Fwy's, respectively, driving home from work. These incidents created an extremely dangerous driving condition which could have ended in a crash, injury, or death.

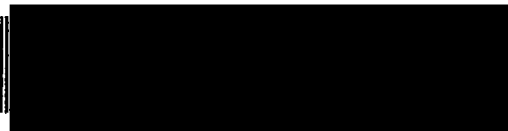
We do not feel safe driving this vehicle any longer. It is therefore our request that GM present to us available options for complete replacement and / or complete refund. We appreciate your expedient attention to this very serious matter. In addition to continuing car payments, we have been amassing public transit costs (to work and every-day errands) since Dec. 06, 2017.

Sincerely,

[REDACTED]

RBZ

NAM
1/26/18
UD



REGISTRATION CARD VALID FROM: 01/18/2018 TO: 01/18/2019

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	KC	120	11	[REDACTED]
BODY TYPE MODEL	MP	NO				VEHICLE ID NUMBER
4D	Q	YY				1G1RC6E47FU [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		11/20/17	19	11/20/17	8	[REDACTED]

PR EXP DATE: 01/18/2018

REGISTERED OWNER
[REDACTED]

MISC#: [REDACTED] AMOUNT PAID \$ 326.00

AMOUNT DUE	AMOUNT RECVD
\$ 326.00	CASH : 326.00
	CHCK :
	CRDT :

WHITTIER
CA [REDACTED]

LIENHOLDER
U S BANK N A
PO BOX 3427

OSHKOSH
WI 54903



2015 Chevrolet Volt

11 messages



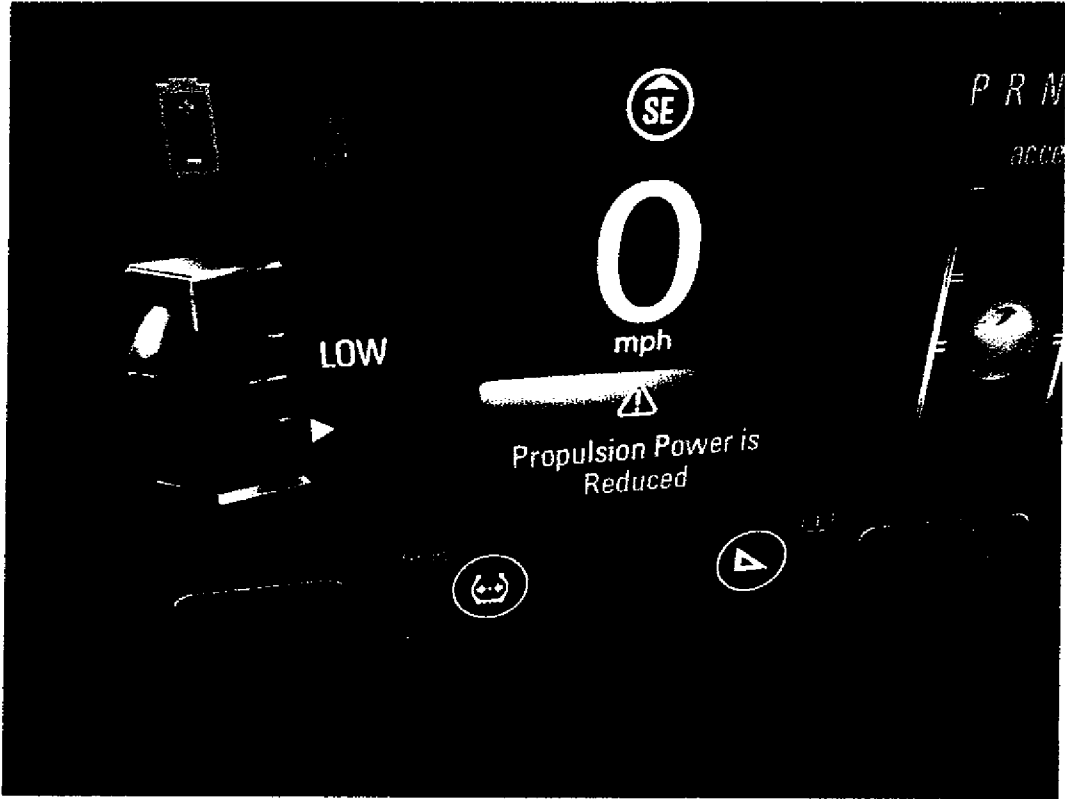
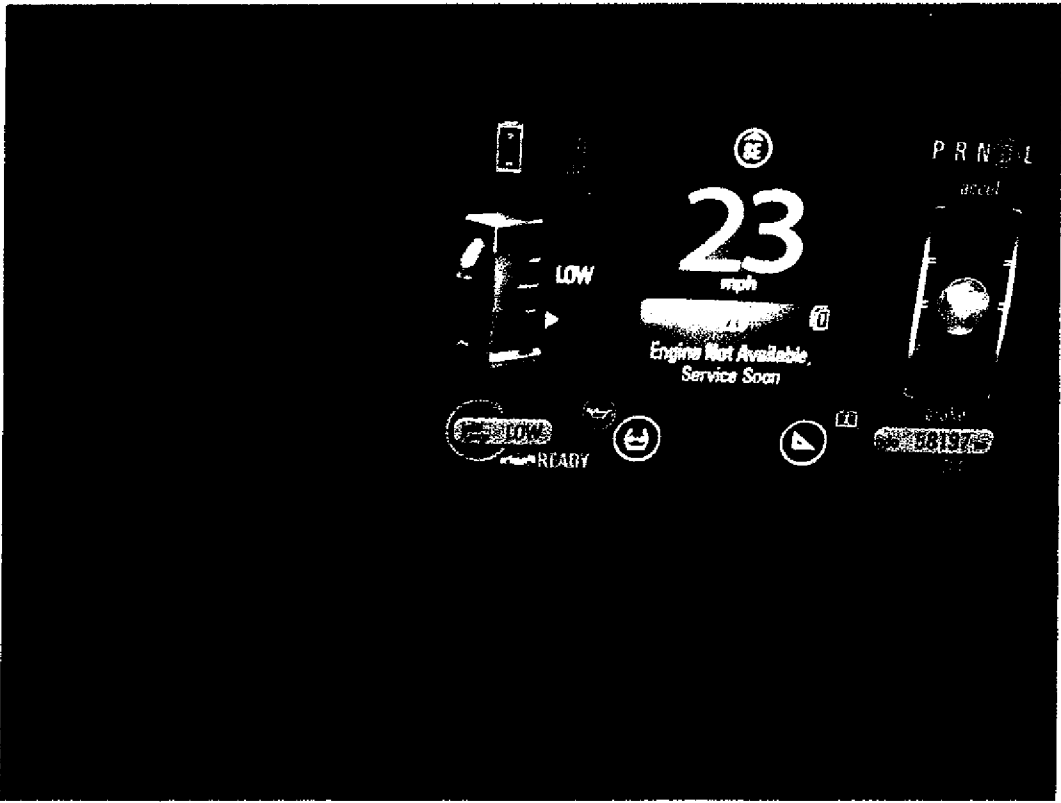
Thu, Dec 7, 2017 at 7:57 AM

To: acarreno@premierautomotive.com

Cc: 

Good morning Al;
Thank you very much for your assistance this morning.

Please find images attached.





acarreno@premierautomotive.com <acarreno@premierautomotive.com>

Thu, Dec 7, 2017 at 11:46 AM

To: [REDACTED]

Hello [REDACTED] as soon as I find out what we need to do to correct this problem I will let you know. i will not be in tomorrow but if there is a update my co-worker will call you. sorry for the trouble you have had with this Volt. Talk to you soon.

Thank You

Al Carreno

[Quoted text hidden]

acarreno@premierautomotive.com <acarreno@premierautomotive.com>

Thu, Dec 7, 2017 at 11:47 AM

To: [REDACTED]

Hello

-----Original Message-----

From: [REDACTED]

Sent: Thursday, December 7, 2017 10:57am

To: acarreno@premierautomotive.com

Cc: "[REDACTED]"

Subject: [REDACTED] 2015 Chevrolet Volt

[Quoted text hidden]

[REDACTED]

Thu, Dec 7, 2017 at 2:08 PM

[Quoted text hidden]

[REDACTED]

Thu, Dec 7, 2017 at 2:45 PM

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

Thank you AI for all your assistance.

In the meantime, can I stop by tomorrow because I need GM to provide a rental.

I am riding the train right now and it is not cheap or convenient for as much driving as I need to do for my work.

Thanks in advance.

[REDACTED]

On Thu, Dec 7, 2017 at 11:46 AM, acarreno@premierautomotive.com <acarreno@premierautomotive.com> wrote:

[Quoted text hidden]

acarreno@premierautomotive.com <acarreno@premierautomotive.com>

Mon, Dec 11, 2017 at 10:05 AM

To: [REDACTED]

Hello [REDACTED] GM number 1800-222-1020 sorry about the inconvenience.

-----Original Message-----

From: [REDACTED]

Sent: Thursday, December 7, 2017 5:45pm

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

[Quoted text hidden]

acarreno@premierautomotive.com <acarreno@premierautomotive.com>

Mon, Dec 11, 2017 at 10:10 AM

To: [REDACTED]

[REDACTED] are you in a rental car?

-----Original Message-----

From: [REDACTED]

Sent: Thursday, December 7, 2017 5:45pm

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

[Quoted text hidden]

Mon, Dec 11, 2017 at 10:28 AM

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Thank you Al . . . no I am not in a rental car - I am on the train . . . I need GM to arrange for a rental car.

[Quoted text hidden]

Tue, Dec 12, 2017 at 1:29 PM

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

Hello Al;

This is [REDACTED] Please keep us posted with any news regarding our 2015 Volt diagnostic status.

Thanks,

[Quoted text hidden]

Sat, Dec 23, 2017 at 12:02 PM

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

Hello Al - this is [REDACTED] regarding the 2015 Volt.

It would be nice if you could give us your status. On our end, we have been in communication with GM directly. They are currently finishing their review. No word yet however.

Please call me at [REDACTED] with your update.

On Mon, Dec 11, 2017 at 10:10 AM, acarreno@premierautomotive.com <acarreno@premierautomotive.com> wrote:

[Quoted text hidden]

acarreno@premierautomotive.com <acarreno@premierautomotive.com>

Tue, Dec 26, 2017 at 9:43 AM

To: [REDACTED]

Good Morning [REDACTED], i am back from the the holiday weekend, your vehicle is ready and has been ready we have been driving it periodically through the days here. it never failed I will driving it today again. You could pick vehicle up anytime.

-----Original Message-----

From: [REDACTED]

Sent: Saturday, December 23, 2017 3:02pm

To: "acarreno@premierautomotive.com" <acarreno@premierautomotive.com>

Cc: [REDACTED]

[Quoted text hidden]

JNIT# FU [REDACTED]
 CUSTOMER #: FO [REDACTED]

PREMIER CHEVROLET OF BUENA PARK
 6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044
 premierchevroletofbuenapark.com

WORKORDER
 PAGE 1

Whittier, CA

SERVICE ADVISOR: 263 HOLLON, STEVEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		2788/ [REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
L7JAN15	DD30JUL14		** WAITER **		120.00 CASH	
R.O. OPENED	READY	OPTIONS: STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC				
07MAR2015 08:01						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	22		W	#14274: Customer Satisfaction - Liftgate Strut Rod Detaches CC:

B TP ISP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

COMPANY NAME GMPP
 COMPANY PHONE
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

<p>"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</p> <p>"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.</p> <p>"TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.</p>	<p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.</p> <p><input type="checkbox"/> SAVE PARTS</p> <p>ALL PARTS SPECIAL ORDERED NON-RETURNABLE ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p>	<p>HAZARDOUS WASTE DISPOSAL \$ 0.00</p> <p>TEARDOWN ESTIMATE \$ _____</p> <p>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.</p>	
	<p>REVISD EST \$ PH NO. CONTACTED DATE TIME CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY</p>	<p>REVISD EST \$ PH NO. CONTACTED DATE TIME CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY</p>	<p>REVISD EST \$ PH NO. CONTACTED DATE TIME CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY</p>
	<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract</p>		
	<p>X</p>		

EPA # CAL000399186
 BAR # ARD270109

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

premierchevroletofbuenapark.com

INVOICE

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 263 STEVEN HOLLON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		2788 / 2788	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR15	15	07MAR15	07MAR15		120.00	CASH	07MAR15
R.O. OPENED	READY	OPTIONS:					
08:01	08:45	STK:FU [REDACTED]		ENG:1.4 LITER MFI DOHC			

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

A #14274: Customer Satisfaction - Liftgate Strut Rod Detaches
 CAUSE:

22 CAMPAIGN

- 109 W
- 1 23282828 F-(S)STRUT
- 1 23282827 F-(S)STRUT

(N/C)
 (N/C)
 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
 ,,,,2788 9101157 0.20 Liftgate Strut Replacement (all struts).

0.00

B STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR
 TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND
 TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 TP STATE LAW REQUIRES US TO CHECK YOUR TIRE
 PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW
 REQUIRES US TO CHECK YOUR TIRE PRESSURE AND
 TO SET YOUR TIRE PRESSURE TO MANUFACTURES
 SPECIFICATIONS

(N/C)
 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
 ,,,,2788 38/38

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
X		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

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INVOICE

PAGE 1

Whittier, CA

HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 263 STEVEN HOLLON

CO	VIN	LICENSE	MILEAGE IN / OUT	TAG
ASHEN GRAY 15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]	11862/11862	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.
17JAN15	IS30JUL14		WAIT 11AUG15	
R.O. OPENED	READY	OPTIONS:	SOLD-STK: FU [REDACTED]	ENG: 1.4 LITER MFI DOHC
			120.00	CASH
				11AUG15

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

A C/S WHEN COMING OVER THE GRAPEVINE THE ENGINE LOST POWER, HAD A MESSAGE THAT SAID OVER HEATING. IT WENT OVER FINE BUT ON THE WAY BACK IS WHEN IT ACTED UP.

CAUSE: .
 13 BODY ELECTRICAL
 314 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 , , , , 11862 unable to duplicate customer concern, no current or history
 , , , , codes, charged battery and road tested, 0 duplication

B 2 YEAR CHEVROLET MAINTENANCE, ROTATE TIRES
 CAUSE: .
 0600723 2 YEAR CHEVROLET MAINTENANCE CHANGE OIL AND FILTER AND ROTATE TIRES
 314 WM (N/C)
 1 55352643 (S) FILTER (N/C)
 1 HZFILT HAZARDOUS WASTE FILTER (N/C)
 4 19293001 5W30DEXOSB (N/C)
 4 HZW HAZARDOUS WASTE OIL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 , , , , 11862 lof rot 0600723 0.50 lof rot

C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 314 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D COMPLIMENTARY MULTI POINT INSPECTION

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	
X		SUBLET AMOUNT	
CUSTOMER SIGNATURE		MISC. CHARGES	
		TOTAL CHARGES	
CUSTOMER SIGNATURE		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK
 6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044
 premierchevroletofbuenapark.com

WORKORDER

PAGE 1

Whittier, CA

SERVICE ADVISOR: 263 HOLLON, STEVEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		11862 /	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17JAN15	DD30JUL14		** WAITER **		120.00 CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC				
11AUG2015 07:54						

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 13		W	C/S WHEN COMING OVER THE GRAPEVINE THE ENGINE LOST POWER, HAD A MESSAGE THAT SAID OVER HEATING. IT WENT OVER FINE BUT ON THE WAY BACK IS WHEN IT ACTED UP. CC:

# B 0600723		WM	2 YEAR CHEVROLET MAINTENANCE, ROTATE TIRES CC:
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# C TP		ISP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
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# D MPI		ISP	COMPLIMENTARY MULTI POINT INSPECTION
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COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

<p>"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</p> <p>"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.</p>	<p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.</p> <p><input type="checkbox"/> SAVE PARTS</p> <p>ALL PARTS SPECIAL ORDERED NON-RETURNABLE</p> <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p>	<p>HAZARDOUS WASTE DISPOSAL \$ _____</p> <p>TEARDOWN ESTIMATE \$ _____</p>	<p>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.</p>			
	<p>REVISED EST \$ _____</p>	<p>PH NO. CONTACTED _____</p>	<p>DATE _____</p>	<p>TIME _____</p>	<p>CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON</p>	<p>BY _____</p>
	<p>REVISED EST \$ _____</p>	<p>PH NO. CONTACTED _____</p>	<p>DATE _____</p>	<p>TIME _____</p>	<p>CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON</p>	<p>BY _____</p>
	<p>REVISED EST \$ _____</p>	<p>PH NO. CONTACTED _____</p>	<p>DATE _____</p>	<p>TIME _____</p>	<p>CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON</p>	<p>BY _____</p>
<p>EPA # CAL000399186 BAR # ARD270109</p>		<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract</p> <p>X</p>				

CUSTOMER COPY

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

[REDACTED]
 INVOICE

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044
 premierchevroletofbuenapark.com

Whittier, CA

PAGE 2

HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 263 STEVEN HOLLON

COL	VIN	LICENSE	MILEAGE IN / OUT	TAG			
ASHEN GRAY 15 CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		11862 / 11862	[REDACTED]			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		WAIT 11AUG15		120.00	CASH	11AUG15
R.O. OPENED		READY		OPTIONS: SOLD-STK: FU [REDACTED]		ENG: 1.4 LITER MFI DOHC	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MPI COMPLIMENTARY MULTI POINT INSPECTION							
			314	ISP			(N/C)
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
							TOTAL LINE D:
							0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
X		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
CUSTOMER SIGNATURE		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

premierchevroletofbuenapark.com

INVOICE

PAGE 1

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		4749/74749	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17 JAN 15	15 03 JUL 14		18.00		120.00	CASH	11 APR 15
R/O OPENED	READY	OPTIONS:		SOLD-STK: FU [REDACTED]			ENG: 1.4 LITER MFI DOHC
08:45	10:43	11 APR 15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A								
, REPLACE LT.REAR TIRE ASSEMBLY CUSTOMER REQUESTS TIRES								
TIRES CUSTOMER REQUESTS TIRES								
				290		30.00	30.00	
				1 88875458	139.86	139.86	139.86	
				1 TD TIRE DISPOSAL	1.50	1.50	1.50	
				1 TT TIRE TAX	0.00	0.00	0.00	
PARTS:				139.86	LABOR:	30.00	OTHER:	1.50
TOTAL LINE A:							171.36	
,,,4749 replace rear left tire 0.50 replaced tire mount balance								

 B STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

				290		0.00	0.00	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
TOTAL LINE B:							0.00	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	30.00
		PARTS AMOUNT	139.86
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.50
X		TOTAL CHARGES	171.36
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	11.19
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	182.55

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

premierchevroletofbuenapark.com

INVOICE

Whittier, CA
 HOME [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		4749/4749	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		18:00 11APR15		120.00	CASH	11APR15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC				
08:45 11APR15	10:43 11APR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Moved to: 38734S Line: A							
9996 Moved to: 38734S Line: A							
999IZERO (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B Moved to: 38734S Line: B							
9996 Moved to: 38734S Line: B							
999IZERO (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C 14522 EMISSIONS NONCOMPLIANCE							
CAUSE:							
22 CAMPAIGN							
290 W (N/C)							
1 23342510 F-(S)HOSE (N/C)							
1 23294932 (S)CANISTER (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
,,,4749 emissions compliance 9101063 2.10 camp 14522							

D STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS							
TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS							
290 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO# [REDACTED] ***							
A Moved to: 38734S Line: A							
B Moved to: 38734S Line: B							

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
X		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

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WORKORDER

PAGE 1

Whittier, CA [REDACTED]

SERVICE ADVISOR: 257 STEEL, STEVEN

VIN		LICENSE		MILEAGE IN/OUT		TAG	
1G1RC6E47FU [REDACTED]				479/ [REDACTED]		[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
17 JAN 15	ADD [REDACTED]		18:00 11 APR 15		120.00 CASH		
R.O. OPENED		READY		OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC			
11 APR 2015 08:45							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TIRES		CP	,REPLACE LT.REAR TIRE ASSEMBLY CUSTOMER REQUESTS TIRES
# B	TP		CP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
# C	22		W	14522 EMISSIONS NONCOMPLIANCE CC:
# D	TP		ISP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.
 SAVE PARTS
 ALL PARTS SPECIAL ORDERED NON-RETURNABLE
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

EPA # CAL000399186
 BAR # ARO270109

HAZARDOUS WASTE DISPOSAL		\$ 170.00			
TEARDOWN ESTIMATE \$		This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.			
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract					
X					

CUSTOMER COPY

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

WORKORDER

PAGE 1

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Whittier, CA [REDACTED]

SERVICE ADVISOR: 263 HOLLON, STEVEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		6024/ [REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
17JAN15	DD30JUL14		** WAITER **		120.00 CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4_LITER_MFI_DOHC				
13MAY2015 09:15						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TIRES		CP	RT FRONT TIRE WENT FLAT, HOLE NEAR SIDE, REPLACE TIRE

B TP CP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

jmcmillan@sunedison.com
Jeff

<p>"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</p> <p>"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.</p>	<p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.</p> <p><input type="checkbox"/> SAVE PARTS</p> <p>ALL PARTS SPECIAL ORDERED NON-RETURNABLE ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p>	<p>HAZARDOUS WASTE DISPOSAL \$ 170.00</p> <p>TEARDOWN ESTIMATE \$ _____</p> <p>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.</p>	
	<p><input type="checkbox"/> REVISIED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>	<p><input type="checkbox"/> REVISIED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>	<p><input type="checkbox"/> REVISIED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>
	<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract</p>		
	<p>X</p>		

CUSTOMER COPY

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
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INVOICE

Whittier, CA

PAGE 1

HOME [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 263 STEVEN HOLLON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		6024/6024	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		WAIT 13MAY15		120.00	CASH	13MAY15
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					
09:15	13MAY15	10:02					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RT FRONT TIRE WENT FLAT, HOLE NEAR SIDE, REPLACE TIRE							
TIRES CUSTOMER REQUESTS TIRES							
			999	CP		30.00	30.00
	1	88875458	GY2155517		139.86	139.86	139.86
	1	TD	TIRE DISPOSAL		1.50	1.50	1.50
	1	TT	TIRE TAX		0.00	0.00	0.00
PARTS: 139.86 LABOR: 30.00 OTHER: 1.50					TOTAL LINE A:		171.36

B STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS

TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS

	999	CP				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE B:		0.00

PAID

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	30.00
		PARTS AMOUNT	139.86
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
<input checked="" type="checkbox"/>		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.50
		TOTAL CHARGES	171.36
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	11.19
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	182.55

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
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INVOICE

Whittier, CA

PAGE 1

HOME [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 263 STEVEN HOLLON

CO	VIN	LICENSE	MILEAGE IN / OUT	TAG
ASHEN GRAY 15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]	19263 / 19263	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.
17JAN15	IS30JUL14		WAIT 08DEC15	
R.O. OPENED	READY	OPTIONS:	SOLD-STK: FU [REDACTED]	ENG: 1.4 LITER MFI DOHC
09:13	08DEC15	10:13	08DEC15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			REPLACE LEFT REAR TIRE				
			TIRES CUSTOMER REQUESTS TIRES				
			313 CP			65.95	65.95
			1 19298854 GY2155517		132.54	132.54	132.54
			1 TD TIRE DISPOSAL		1.50	1.50	1.50
			1 TT TIRE TAX		0.00	0.00	0.00
PARTS:			132.54 LABOR:	65.95 OTHER:	1.50	TOTAL LINE A:	199.99

,,,19263 0.05 replaced left rear tire

B STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

313 CP		0.00	0.00
PARTS:	0.00 LABOR:	0.00 OTHER:	0.00
TOTAL LINE B:			0.00

,,,19263 set tires to 38 psi

DISCOUNT PRICE ADJUST	CP	-35.95	-35.95
-----------------------	----	--------	--------

PAID

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	65.95
		PARTS AMOUNT	132.54
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.50
		TOTAL CHARGES	199.99
		LESS-INSURANCE	35.95
		SALES TAX	8.68
		PLEASE PAY THIS AMOUNT	

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK
 6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044
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WORKORDER
 PAGE 1

Whittier, CA

SERVICE ADVISOR: 263 HOLLON, STEVEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		19263/	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
17JAN15	DD30JUL14		** WAITER **		120.00 CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC				
08DEC2015 09:13						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TIRES		CP	REPLACE LEFT REAR TIRE
# B	TP		CP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

<p>"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</p> <p>"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.</p>	<p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.</p> <p><input type="checkbox"/> SAVE PARTS</p> <p>ALL PARTS SPECIAL ORDERED NON-RETURNABLE</p> <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p>	HAZARDOUS WASTE DISPOSAL \$	<p>TEARDOWN ESTIMATE \$ _____</p> <p>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.</p>				
		REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
		REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
		REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract</p>		<p>X _____</p>					

CUSTOMER COPY

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

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INVOICE

Whittier, CA

PAGE 1

HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]	[REDACTED]	30853 / 30853	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	1930JUL14		18:00 18JUN16		120.00	CASH	18JUN16
R.O. OPENED		READY	OPTIONS:	SOLD-STK: FU [REDACTED]			ENG: 1.4 LITER MFI DOHC
08:07		18JUN16	10:28	18JUN16			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHANGE OIL AND FILTER DEXOS SYNTHETIC-BLEND OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION							
LOFDR CHANGE OIL AND FILTER DEXOS SYNTHETIC-BLEND OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION							
			270	CP		22.70	22.70
1			55352643	(S) FILTER	10.90	10.90	10.90
1			HZFILT	HAZARDOUS WASTE FILTER	0.08	0.08	0.08
5			19293001	5W30DEXOSB	4.05	4.05	20.25
5			HZW	HAZARDOUS WASTE OIL	0.22	0.22	1.10
PARTS: 31.15 LABOR: 22.70 OTHER: 1.18 TOTAL LINE A:							55.03
,,, 30853 SERVICE 0.80 PERFORMED LOF AND ROTATED TIRES.							

B COMPLIMENTARY MULTI POINT INSPECTION							
MPI COMPLIMENTARY MULTI POINT INSPECTION							
			270	ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							0.00

C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS							
TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS							
			270	ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:							0.00

D THROTTLE BODY SERVICE							
PTBS THROTTLE BODY SERVICE							
			270	CP		70.00	70.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	
X		SUBLET AMOUNT	
		MISC. CHARGES	
CUSTOMER SIGNATURE		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

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INVOICE

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Whittier, CA

PAGE 2

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 257 STEVEN STEEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		30853/30853	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17 JUN 15	15 JUN 14		18:00 18 JUN 16		120.00	CASH	18 JUN 16
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					
08:07 18 JUN 16	10:28 18 JUN 16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1				2003 INTAKE CLEANER	9.95	9.95	9.95
PARTS: 9.95 LABOR: 70.00 OTHER: 0.00 TOTAL LINE D:							79.95
,,, 30853 SERVICE 0.60 CLEANED THROTTLE BODY AND REPROGRAMMED IDLE.							

NOTE-NEEDS FRONT END ALIGNMENT
 \$89.95

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	92.70
\$	\$	PARTS AMOUNT	41.10
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.18
		TOTAL CHARGES	134.98
X			
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	3.38
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

BAR # ARD270109

CUSTOMER COPY

EPA #CAL000399186

CUSTOMER # FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

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 BUENA PARK, CA 90621
 (714) 868-4044

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INVOICE

PAGE 1

Whittier, CA [REDACTED]

HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 353 RICARDO COLANGELO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		35752/35759	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		18:00 09SEP16		120.00	CASH	23SEP16
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					
07:43 09SEP16	09:02 23SEP16						

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

A PERFORM FRONT/TWO WHEEL ALIGNMENT - ADJUST SETTINGS TO FACTORY SPECIFICATIONS

CAUSE: PERFORM 2 WHEEL COMPUTERIZED ALIGNMENT

ALIGN2 PERFORM FRONT/TWO WHEEL ALIGNMENT - ADJUST SETTINGS TO FACTORY SPECIFICATIONS

270 CP 89.95 89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE A: 89.95

35759 service 1.00 performed front alignment.

B CUSTOMET STATES CK ENGINE LIGHT ON CK AND ADVISE

CAUSE:

02 EMISSIONS

270 W (N/C)

1 22985723 F-(S)MODULE (N/C)

CORE CHARGE W (N/C)

spac#g01117017

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35759 p26a7 00. internally shorted hybrid power control module 2.

5410140 1.90 checked for power and ground at passenger compartment

coolant control valve. found good circuits. removed r/f seat and

checked for continuity of control circuits from hybrid power control

module 2 to passenger compartment coolant control valve. found good

circuits. replaced module and programmed. test drove 7mi. CB420.

C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

TP STATE LAW REQUIRES US TO CHECK YOUR TIRE

PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES

REQUIRES US TO CHECK YOUR TIRE PRESSURE AND

TO SET YOUR TIRE PRESSURE TO MANUFACTURES

SPECIFICATIONS

270 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	
\$	\$	PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
X CUSTOMER SIGNATURE		LESS INSURANCE	
CUSTOMER SIGNATURE		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

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WORKORDER

PAGE 1

Whittier, CA [REDACTED]

SERVICE ADVISOR: 353 COLANGELO, RICARDO

VIN		LICENSE		MILEAGE IN/ OUT		TAG	
ASHEN GRAY 15		CHEVROLET VOLT		1G1RC6E47FU [REDACTED]		35752/ [REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
17JAN15	DD30JUL14		18:00 09SEP16		120.00 CASH		
R.O. OPENED		READY		OPTIONS: SOLD-STK:FU [REDACTED]		ENG:1.4 LITER MFI DOHC	
09SEP2016 07:43							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A ALIGN2 CP PERFORM FRONT/TWO WHEEL ALIGNMENT - ADJUST SETTINGS TO FACTORY SPECIFICATIONS

B 02 W CUSTOMET STATES CK ENGINE LIGHT ON CK AND ADVISE
 |CC:

C TP ISP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

D MPI ISP COMPLIMENTARY MULTI POINT INSPECTION

COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

<p>"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."</p> <p>"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.</p>	<p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.</p> <p><input type="checkbox"/> SAVE PARTS</p> <p>ALL PARTS SPECIAL ORDERED NON-RETURNABLE</p> <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p>	<p>HAZARDOUS WASTE DISPOSAL \$ 89.95</p> <p>TEARDOWN ESTIMATE \$ _____</p> <p>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.</p>	
	<p>REVISED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>	<p>REVISED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>	<p>REVISED EST \$ _____ PH NO. CONTACTED _____ DATE _____ TIME _____ CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON BY _____</p>
	<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract</p>		
	<p><input checked="" type="checkbox"/> _____</p>		

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

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INVOICE

PAGE 2

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 353 RICARDO COLANGELO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		35752 / 35759	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JAN15	IS30JUL14		18:00 09SEP16		120.00	CASH	23SEP16
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					
07:43 09SEP16	09:02 23SEP16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
...	35752	tire pressures set	tires to 38 psi.				

D COMPLIMENTARY MULTI POINT INSPECTION
 MPI COMPLIMENTARY MULTI POINT INSPECTION

270 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION PROVIDED BY ENTERPRISE RENT A CAR TO AVOID ADDITIONAL CHARGES RETURN VEHICLE WITHIN 3 HOURS OF NOTIFICATION THAT YOUR VEHICLE IS READY FOR PICK UP

CTE CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION PROVIDED BY ENTERPRISE RENT A CAR TO AVOID ADDITIONAL CHARGES RETURN VEHICLE WITHIN 3 HOURS OF NOTIFICATION THAT YOUR VEHICLE IS READY FOR PICK UP

270 W (N/C)
 SUBL WARRENTY PC [REDACTED]
 270 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	89.95
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
X		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
CUSTOMER SIGNATURE		TOTAL CHARGES	89.95
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	89.95

BAR # ARD270109

EPA #CAL000399186

CUSTOMER COPY

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

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INVOICE

DUPLICATE 1
 PAGE 1

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 352 MARCUS CASTRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		42833/42835	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		18:00 30JAN17		125.00	CASH	25JAN17
R.O. OPENED	READY	OPTIONS:		SOLD-STK: FU [REDACTED]			ENG: 1.4 LITER MFI DOHC
08:28 21JAN17	08:01 25JAN17						

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

A GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE
 CAUSE: WARRANTY VALVE

01 OP CODE#4412560
 314 WGMP (N/C)
 1 22987494 (S) VALVE (N/C)
 1 12378390 COOLANT (N/C)
 FC: PART#: 22987494 COUNT: 1
 CLAIM TYPE: RG
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
42833 HEATER SHUTOFF VALVE INTERMITTENTLY STICKING 4412560 1.40
REPLACED HEATER SHUTOFF VALVE FOR PERFORMANCE ISSUES

B INTERMEDIATE SERVICE

INT INTERMEDIATE SERVICE
 314 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CHANGE OIL AND FILTER DEXOS SYNTHETIC-BLEND OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION

LOFDR CHANGE OIL AND FILTER DEXOS SYNTHETIC-BLEND OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION
 314 CP 14.30 14.30
 1 55352643 (S) FILTER 10.90 10.90 10.90
 5 19293001 5W30DEXOSB 4.95 4.95 24.75
 5 HZW HAZARDOUS WASTE OIL 0.22 0.22 1.10

PARTS: 35.65 LABOR: 14.30 OTHER: 1.10 TOTAL LINE C: 51.05
42833 LOF ROT 0.50 LOF ROT

D CUSTOMER REQUESTS FILTER REPLACEMENT

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
X CUSTOMER SIGNATURE		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

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WORKORDER
 PAGE 1

Whittier, CA

SERVICE ADVISOR: 352 CASTRO, MARCUS

ASHEN GRAY 15 CHEVROLET VOLT		VIN 1G1RC6E47FU [REDACTED]		MILEAGE IN/OUT 42833/ [REDACTED]		TAG [REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. #	
17JAN15	DD30JUL14		18:00 21JAN17		125.00 CASH		
R.O. OPENED		READY		OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MPI DOHC			
21JAN2017 08:28							

LINE	OP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	01			CP	GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE
# B	INT			ISP	INTERMEDIATE SERVICE
# C	LOFDR			CP	CHANGE OIL AND FILTER DEXOS SYNTHETIC-BLEND OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION
# D	FILTER			CP	CUSTOMER REQUESTS FILTER REPLACEMENT
# E	CABIN			CP	CUSTOMER REQUEST TO HAVE CABIN FILTER REPLACED
# F	MPI			ISP	COMPLIMENTARY MULTI POINT INSPECTION
# G	TP			ISP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE

"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

 "HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.

 TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

 SAVE PARTS

 ALL PARTS SPECIAL ORDERED NON-RETURNABLE
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

 EPA # CAL000399186
 BAR # ARD270109

HAZARDOUS WASTE DISPOSAL		\$ 314.85			
TEARDOWN ESTIMATE \$		This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.			
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here for the purpose of testing and/or inspection.					

CUSTOMER #: FU [REDACTED]
 UNIT#: FU [REDACTED]

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DUPLICATE 1
 PAGE 3

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 352 MARCUS CASTRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		42833/42835	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		18:00 30JAN17		125.00	CASH	25JAN17
R.O. OPENED	READY	OPTIONS:					
08:28 21JAN17	08:01 25JAN17	SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
7	19286293	ATF/DEXTRON6			5.63	5.63	39.41
7	HZW	HAZARDOUS WASTE OIL			0.22	0.22	1.54
PARTS: 39.41 LABOR: 54.91 OTHER: 1.54 TOTAL LINE H:							95.86

PERFORMED DRAIN AND FILL ONLY

I** CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION PROVIDED BY ENTERPRISE RENT A CAR TO AVOID ADDITIONAL CHARGES RETURN VEHICLE WITHIN 3 HOURS OF NOTIFICATION THAT YOUR VEHICLE IS READY FOR PICK UP

CTE CUSTOMER PROVIDED WITH COURTESY TRANSPORTATION PROVIDED BY ENTERPRISE RENT A CAR TO AVOID ADDITIONAL CHARGES RETURN VEHICLE WITHIN 3 HOURS OF NOTIFICATION THAT YOUR VEHICLE IS READY FOR PICK UP

314 ISP (N/C)

SUBL COURTESY VEHICLE PO# [REDACTED]
 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

PAID NOV 25 2017

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	141.21
		PARTS AMOUNT	143.96
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	2.64
		TOTAL CHARGES	287.81
		CUSTOMER SIGNATURE	LESS INSURANCE
	SALES TAX	11.36	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	299.17

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PO: [REDACTED]
PAGE: 1 OF 1
PO DATE: 23JAN2017
PRINT DATE: 23JAN2017 10:08
TELEPHONE: [REDACTED]
REQUESTOR:
ISSUED BY: marcus
SHIP VIA:
COMMENT:

1083
ENTERPRISE RENT-A-CAR
6731 BEACH BLVD


AUTHORIZING SIGNATURE

BUENA PARK CA 90621-3451

ORDER AMOUNT: \$38.00

RO NO.	DESCRIPTION	AMOUNT
[REDACTED]	COURTESY VEHICLE	38.00
	CUSTOMER#: FU [REDACTED] NAME: C [REDACTED]	

TOTAL FREIGHT: 0.00
TOTAL TAX: 0.00

**PURCHASE
ORDER**

02/17/17

Walt 2015 Repairs Complaint

• not a candidate

Case #

R#

* California Customer Engagement Center

General Motors

(800) 790-5700 #5989520

"Marquisha"

2013 "Roxey"

re iterated this department
do not release documents
any way shape or form.

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

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PAGE 1

Whittier, CA
 HOME: [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 352 MARCUS CASTRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		46584/46584	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		18:00 31MAR17		125.00	CASH	31MAR17
R.O. OPENED	READY	OPTIONS: SOLD-STK: FU [REDACTED] ENG: 1.4 LITER MFI DOHC					
07:54 31MAR17	11:46 31MAR17						

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

A MOUNT AND BALANCE 2 REAR TIRES ON VEHICLE
 TIRES MOUNT AND BALANCED 2 TIRES ON VEHICLE
 314 CP 50.00 50.00
 2 88875458 GY2155517 114.65 114.65 229.30
 2 TD TIRE DISPOSAL 1.50 1.50 3.00
 2 TT TIRE TAX 0.00 0.00 0.00
 PARTS: 229.30 LABOR: 50.00 OTHER: 3.00 TOTAL LINE A: 282.30
46584 RECOMMENDED 2 TIRES 1.00 REPLACED 2 TIRES

B COMPLIMENTARY MULTI POINT INSPECTION
 MPI COMPLIMENTARY MULTI POINT INSPECTION
 314 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
46584 HAS UNEVEN TIRE WEAR, RECOMMEND 4WHEEL ALIGNMENT

C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR
 TIRE PRESSURE STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND
 TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 TP STATE LAW REQUIRES US TO CHECK YOUR TIRE
 PRESSURE AND TO SET YOUR TIRE PRESSURE STATE LAW
 REQUIRES US TO CHECK YOUR TIRE PRESSURE AND
 TO SET YOUR TIRE PRESSURE TO MANUFACTURES
 SPECIFICATIONS
 314 CP 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ALIGNMENT (DMO)

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	50.00
		PARTS AMOUNT	229.30
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	3.00
		TOTAL CHARGES	282.30
		CUSTOMER SIGNATURE	LESS INSURANCE
CUSTOMER SIGNATURE	SALES TAX	17.77	
	PLEASE PAY THIS AMOUNT	300.07	

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

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WORKORDER

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Whittier, CA [REDACTED]

PAGE 1

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 450 LEFFER, CATHERINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		52247/ [REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
17JAN15	DD30JUL14		14:00 29JUL17		125.00 CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC				
29JUL2017 08:36						

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A LOFDR ISP CHANGE OIL AND FILTER DEXOS SYNTHETIC OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION. . NO CHARGE AS PER E-MAIL FROM SANDRA 3/31/2017 CL

B TP ISP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

C MPI ISP COMPLIMENTARY MULTI POINT INSPECTION

COMPANY NAME GMPP
 COMPANY PHONE [REDACTED]
 POLICY NUMBER [REDACTED]
 POLICY TERM 48
 EFFECTIVE DATE 17 JAN 2015
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 20
 END MILES 100000
 COMPONENTS

"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

"HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS

ALL PARTS SPECIAL ORDERED NON-RETURNABLE ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

EPA # CAL000399186
 BAR # ARD270109

HAZARDOUS WASTE DISPOSAL \$ 14.00

TEARDOWN ESTIMATE \$ _____ This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.

REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract

X _____

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

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INVOICE

PAGE 1

Whittier, CA [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 450 CATHERINE LEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		52247/52247	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN15	IS30JUL14		14:00 29JUL17		125.00	CASH	29JUL17
R.O. OPENED	READY	OPTIONS:		SOLD-STK:FU [REDACTED]			ENG:1.4 LITER MFI DOHC
08:36 29JUL17	12:18 29JUL17						

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

A CHANGE OIL AND FILTER DEXOS SYNTHETIC OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION.
 . NO CHARGE AS PER E-MAIL FROM SANDRA 3/31/2017 CL
 LOFDR CHANGE OIL AND FILTER DEXOS SYNTHETIC OIL, INSPECT ALL FLUID LEVELS, ROTATE TIRES, INSPECT BRAKES & PERFORM MULTI-POINT INSPECTION

442 ISP (N/C)
 1 55352643 (S) FILTER (N/C)
 4 88865639 5W30DEXOSB (N/C)
 4 HZW HAZARDOUS WASTE OIL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 , , , , 52247 SERVICE 0.50 LUBE, NEW FILTER, TIRES ROTATED

B STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS
 TP STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET YOUR TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS

442 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 , , , , 52247 ALL TIRES SET TO 35 PSI

C COMPLIMENTARY MULTI POINT INSPECTION
 MPI COMPLIMENTARY MULTI POINT INSPECTION

442 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
X CUSTOMER SIGNATURE		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: FU [REDACTED]
 UNIT# FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK

6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044

premierchevroletofbuenapark.com

INVOICE

PAGE 1

Whittier, CA

HOME: [REDACTED]

BUS: CELL: SERVICE ADVISOR: 409 AL CARRENO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		58138/58138	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
17JAN15	1503JUL14		18:00 02DEC17		125.00	CASH	05DEC17
R.O. OPENED	READY	OPTIONS: SOLD-STK: FU [REDACTED] ENG: 1.4 LITER MFI DOHC					
08:01 02DEC17	14:00 05DEC17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES SES LIGHT CAME ON PLEASE CHECK
 01 ENGINE

198 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 58138 1.00 SCAN ALL MODULES, CODE POACH 00 AT ECM, BECAUSE HYBRID
 PCM 1 REQUEST MIL ILLUMINATION AS PASSED AND FAIL, ALSO CODE P16E0 00,
 ENGINE PERFORMANCE-NO TORQUE DETECTED CODE AT HYBRID PCM AS PASSED AND
 FAILED. CHECK FREEZE FRAME DATA AND FOUND THIS CONCERN HAPPENS OVER 22
 THOUSAND MILES AGO AND NO CHECK ENGINE LIGHT ON AND NO MESSAGES AT DIC
 AT ANY TIME. CLEAR CODES AND DROVE VEHICLE, GOOD PERFORMANCE AT ALL
 TIME. UNABLE DUPLICATE CUSTOMER CONCERN AT TIME OF INSPECTION. A COPY
 OF GDS DATA ATTACHED TO R.O. FOR CUSTOMER.

B. CUSTOMER STATE LOW PROPULSION AND ENGINE OFF LINE MESSAGE ON
 01 ENGINE

198 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 58138 SAME AS LINE A

C STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE. STATE LAW REQUIRES
 US TO CHECK YOUR TIRE PRESSURE AND TO SET TO MANUFACTURES
 SPECIFICATIONS

TP STATE LAW REQUIRES US TO CHECK YOUR TIRE
 PRESSURE. STATE LAW REQUIRES US TO CHECK
 YOUR TIRE PRESSURE AND TO SET TO
 MANUFACTURES SPECIFICATIONS

198 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 58138 CHECK TIRE PRESSURE

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
X		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
CUSTOMER SIGNATURE		LESS INSURANCE	0.00
CUSTOMER SIGNATURE		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

UNIT# FU [REDACTED]
 CUSTOMER #: FU [REDACTED]

PREMIER CHEVROLET OF BUENA PARK
 6195 AUTO CENTER DR.
 BUENA PARK, CA 90621
 (714) 868-4044
 premierchevroletofbuenapark.com

WORKORDER
 PAGE 1

Whittier, CA [REDACTED]

BUS:		CELL:		SERVICE ADVISOR: 409 CARRENO, AL			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ASHEN GRAY	15	CHEVROLET VOLT	1G1RC6E47FU [REDACTED]		58138/	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE	
17JAN15	DD30JUL14		18:00 02DEC17		125.00 CASH		
R.O. OPENED	READY	OPTIONS: SOLD-STK:FU [REDACTED] ENG:1.4 LITER MFI DOHC					
02DEC2017 08:01							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	01		CP	CUSTOMER STATES SES LIGHT CAME ON PLEASE CHECK
# B	01		CP	CUSTOMER STATE LOW PROPULSION AND ENGINE OFF LINE MESSAGE ON
# C	TP		CP	STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE. STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESSURE AND TO SET TO MANUFACTURES SPECIFICATIONS

COMPANY NAME: GMPP
 COMPANY PHONE: [REDACTED]
 POLICY NUMBER: [REDACTED]
 POLICY TERM: 48
 EFFECTIVE DATE: 17 JAN 2015
 DEDUCTIBLE: 100.00
 MILEAGE LIMIT:
 BEGIN MILES: 20
 END MILES: 100000
 COMPONENTS:

"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."
 "HAZARDOUS WASTE DISPOSAL" such as engine oil, automatic transmission fluid, antifreeze, differential fluid and batteries will be charged out as a separate charge if any of these items were removed for disposal.
 TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within [] days of the date shown above if I choose not to authorize the services recommended.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.
 SAVE PARTS
 ALL PARTS SPECIAL ORDERED NON-RETURNABLE
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
 EPA # CAL000399186
 BAR # ARD270109

HAZARDOUS WASTE DISPOSAL		\$ 135.00			
TEARDOWN ESTIMATE \$		This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up.			
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY
REVISED EST \$	PH NO. CONTACTED	DATE	TIME	CONTACTED VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	BY

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

05/05/2017

Plans or content thereof, is
Plans indicated or
Created and deve
Used for any purp
©

16:38 am

12/11/17

GM phone conversation Notes

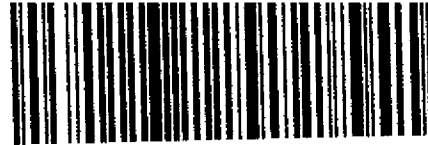
Case Ref #



1222-1025

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7017 0190 0000 8426 2982



1000



20590

U.S. POSTAGE
PAID
WHITTIER, CA
90603
DEC 30, 17
AMOUNT
\$7.15
R2304H109848-2

Department of Transportat

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

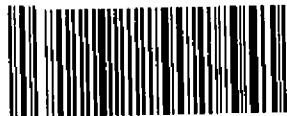
Sender:

Manufacturer:

Purchase Order:

DOT

1/2/2018 1:08:45 PM



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