

# NHTSA ccmMercury Routing Slip



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

Printed: 3/6/2019

CL-11185390-9296

<b>NHTSA #:</b> ES19-000751	<b>Rec'd Date:</b> 3/6/2019	<b>Referred By:</b> NAD-200
<b>XREF #:</b>	<b>Doc Type:</b> GEN	<b>Doc Date:</b> 2/11/2019
<b>Delivery:</b> CRT	<b>Address To:</b> NOA001	<b>Due Date:</b> 4/4/2019
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject:</b> LETTER FROM [REDACTED] REGARDING ISSUES WITH HIS 2016 CHEVROLET MALIBU LX AND FEELING LIKE HE IS BEING PENALIZED FOR THE LAST 10 MONTHS ON THE MALIBU AND IS SEEKING HELP TO RESOLVE THE PROBLEM		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> AA FOR ENFORCEMENT	<b>Signature:</b> JEFFREY GIUSEPPE	
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Cleared For:</b>
<b>File Loc:</b>	<b>XREF File:</b>	<b>Closed Date:</b>
<b>Added By:</b> TMAPP x62870	<b>Modified By:</b> TAMMY.MAPP	
<b>Most Recent Comment:</b>		

2019 MAR -6 P 4:14  
EXPLICIT ESTABLISHED  
REAL VENDORIAL

**Author:**

[REDACTED]  
[REDACTED]  
Tel: [REDACTED] Fax: E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	3/6/2019	4/4/2019	

RR  
3.7.19  
W

[REDACTED]  
Lakeland, FL [REDACTED]  
[REDACTED]

EXCLUSIVE RECEIPT  
RECEIVED NHTSA  
2019 MAR -6 P 4:00

Administrator NHTSA  
1200 New Jersey Ave S,E.  
Washington, DC 20590

February 11, 2019

I am a retired GM employee with approximately 38 years of service at the GM Technical Center in Warren Michigan. I was a Senior Manufacturing Engineering Technician responsible for Robotic MiG Welding Applications.

**Episode 1**

On **December 6, 2016** we leased a 2016 Chevrolet Malibu LX. Vehicle # 1G1ZE5ST8G [REDACTED] from Regal Chevrolet, Lakeland. It was a great car until returning Eastbound on Interstate 4 from the Tampa International Airport on **May ??, 2018**. I was in the center lane travelling at 70 mph when suddenly the engine showed **Engine Power is Reduced** bringing the vehicle to an almost stopped condition. I was able to maneuver to the shoulder. I called Roadside Assistance. They were no help at all, saying they could come and pick up the vehicle, but could not accommodate the 4 passengers. I had to call Uber to take us 25 miles to our home with a \$40-dollar charge.

They had the vehicle for approximately 1 week and performed various tests, including start-up and road tests and could not find any problems

ES19-000751

### ***Episode 2***

**August 1, 2018** My wife went shopping at the local Walmart. When she attempted to start the vehicle, all that happened was a whirring sound. I arrived found the same condition. Call dealership for a tow truck. No solution.

### ***Episode 3***

Approximately **September 3, 2018** I was travelling on I-4 center in the lane at 70 mph approaching the Polk Parkway suddenly the dash panel showed the error code **Engine Power is Reduced** and the engine almost quit. I was able to maneuver up the incline. And pull over on the shoulder. this was about 3 pm and I knew the dealership was still open. They gave me a loaner and said they would call when finished. Well They did call asked if one of their techs who lived in Orlando could drive the car for a week to see if it could happen to him. As it turned out nothing happened

### ***Episode 4***

Returning home on Eastbound Interstate 4 from the Tampa International Airport on **November 12, 2018**. I was in the center lane travelling at 70 mph when suddenly the engine quit and showed **Engine Power is Reduced** fortunately, I was able to maneuver to the shoulder. I called Roadside Assistance. They were no help at all, saying they could come and pick up the vehicle, but could not accommodate the 4 passengers. I had to call Uber to take us 10 miles to our home with a \$20-dollar charge. They had the vehicle for approximately 2 weeks and performed various tests, and could not find any Problem

### ***Episode 5***

Same as above, on **January 19, 2018** except this time we knew the drill called Roadside Assistance. They said a tow truck will be on the way. The tow company called and said place keys on right front tire and they will be there shortly. Called Uber to get us home

After all these episodes, especially the last one, My son (who I had picked up at the airport and involved in the last episode last night) and I went to the dealer (Regal Chevrolet) and requested a sales person. I told him I have had it with my **2016 Chevrolet Malibu**, and began to relay all the problems I've been having and since the present vehicle poses a definite safety hazard I want another vehicle, and I was not going to pay any more than I am with the Malibu He just laughed and said that's not going to happen. This was at 9:30 am. I made him aware that I still had 1 year to go on my lease. He said I would have to pay that back.

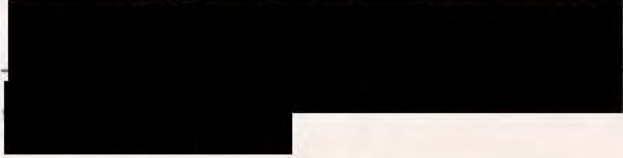
I iterated that the vehicle was a dangerous accident waiting to happen. He then said he would see what he could do. The conversation continued with another sales person , plus the sales manager. They presented many iterations on the monthly payment. The Chevrolet Cruze that I wanted to replace the Malibu with was listed @ **\$ 28,605.03. with a monthly payment of\$ 408.42 for 80 months to GTE Financial**

**The Malibu was listed \$ 25,895.00 and my mothly lease payment is \$ 358.64 for 48 months.**

Obviusly the payment on the Cruze being \$ 50 higher per month and the longer 80 months, amounts to nearly the amount left on my lease on the Malibu. Coincidence?

I feel I am being penalized for the last 10 months on the Malibu. The vehicle is a potential death trap, and I still have to pay for it because they could not find the fault after 4 service attempts. If it can't be corrected it,They can't sell it, and they expect me to still pay the balance on the vehicle !!!

Thanking you in advance and waiting to hear from you at your earliest convience.

  
\_\_\_\_\_  
**Copy of GM Letter**



regallakeland.com



925 Bartow Rd. Lakeland, FL 33801  
Ph (863) 687-8000  
State of Florida MV# 80684



2615 Lakeland Hills Blvd. Lakeland, FL 33805  
Ph (863) 687-8000  
State of Florida MV# 16217



1025 Bartow Rd. Lakeland, FL 33801  
Ph (863) 687-8000  
State of Florida MV# 91621

### We Service All Makes & Models

CELL: [REDACTED]

CUSTOMER NO.	LISA GUTHRIE		220	TAG NO.	11/12/18	INVOICE DATE
LABOR RATE	LICENSE NO.	MILEAGE	17,647	COLOR	CHAMPAGNE S	
YEAR / MAKE / MODEL	16/CHEVROLET/MALIBU/LT			DELIVERY DATE	01/21/16	DELIVERY MILES
VEHICLE I.D. NO.	1G1ZE5ST8GF			SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE	10/20/18			
BUSINESS PHONE	EMAIL					MO: [REDACTED]

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 10/17/2020 / 31312 MI 97PNA/C AIR CONDITIONING SVC \*  
 \*\*\*\*\*

All General Motors replacement parts warranty is 2 years unlimited mileage. Technical ordered exchange parts are warranted for 12 months/12,000 miles which ever occurs 1st. Aftermarket parts warranty vary, please see your service advisor for further information.  
 This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."  
 You have the option of test driving your vehicle before signing this invoice.  
 \*\*\* THANK YOU FOR ALLOWING US TO SERVE YOU.\*\*\*

[REDACTED SIGNATURE]  
 CUSTOMER SIGNATURE

**Our Business is Your Business.**  
 email us at [service@regallakeland.com](mailto:service@regallakeland.com)  
 with any comments on how we can better serve you.

**ALL INSURANCE REPAIRS**  
 NOTE: You are 100% responsible for payments if the insurance company defaults or delays in payment for this repair work.

**PARTS GUARANTEE**  
 All parts are new or remanufactured unless otherwise indicated.  
 \*U/Used R/Rebuilt RC/Reconditioned  
 NC/No Chg/Warranty RD Reduced/Warranty

**SERVICE & PARTS DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 6:00 PM  
 SAT.  
 7:30 AM TO 5:00 PM  
**BODY SHOP DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 5:30 PM

**ACTIVE DELIVERY SIGN OFF**  
 My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.  
 Date \_\_\_\_\_  
 ADVISOR SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company BIRMINGHAM, AL 35202-0001

# THANK YOU!

A 4



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Ph (863) 687-8000  
State of Florida MV# 91621

We Service All Makes & Models

CELL: [REDACTED]

CUSTOMER NO	ADVISOR <b>LISA GUTHRIE</b>	220	TAG NO	INVOICE DATE <b>11/12/18</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>17,647</b>	COLOR <b>CHAMPAGNE S</b>
LAKELAND, FL	YEAR / MAKE / MODEL <b>16/CHEVROLET/MALIBU/LT</b>	DELIVERY DATE <b>01/21/16</b>	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. <b>1G1ZE5ST8GF</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/20/18</b>	
[REDACTED]	BUSINESS PHONE	EMAIL	MO: [REDACTED]	

JOB# 1 CHARGES-----

LABOR-----  
**J# 1 19PNZ SES/CHECK ENGINE LIT TECH(S):749 WARRANTY**  
 CUSTOMER STATES VEHICLE WAS TOWED IN LAST NIGHT VEHICLE STALLED OUT WHEN DRIVING ON 1-4 PLEASE ADVISE ON VEHICLE, CUSTOMER STATES REDUCED ENGINE POWER LIGHT IS COMING ON TESTED OPERATION ON VEHICLE FOLLOWED PIP FOR SALL CONDITION ON VEHICLE PER BULLITEN DUE TO CODES P0101 STORED IN VEHICLE TEST DROVE AND CHECKED FOR BULLETINS AND UPDATES ON VEHICLE PERFORMED UPDATE RE TORQUED INTAKE MANIFOLD BOLTS ON VEHICLE

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 LOANER ADD LOANER (CHEVY) TOTAL - MISC WARRANTY 0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
**J# 2 92PNZ COURTESY INSPECTION TECH(S):749 INTERNAL**  
 CUSTOMER REQUESTS COURTESY INSPECTION THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE COMPLETED

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
**J# 3+20PNZECORA REAPPLY ECOBLOCK TECH(S):305 INTERNAL**  
 Added Operation (LISA @ 10/20/2018 09:33)  
 REAPPLY ECOBLOCK PROTECTION RECOMMENDED TWICE A YEAR COMPLETED

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
**J# 4+19PNZ4 HARD START TECH(S):749 WARRANTY**  
 Added Operation (LISA @ 11/12/2018 13:37)  
 CUSTOMER STATES VEHICLE STALLED OUT WHEN DRIVING (PF) TESTED AND PEROFMRED 13-08-116-001D AND FOUND AFTER MARKET ALD PLUGGED INTO VEHICLE POSSIBLE CAUSING ISSUES ON VEHICLE UNABLE TO CONFIRM CONCERN

**Our Business is Your Business.**  
 email us at [service@regallakeland.com](mailto:service@regallakeland.com) with any comments on how we can better serve you.

**ALL INSURANCE REPAIRS**  
 NOTE: You are 100% responsible for payments if the insurance company defaults or delays in payment for this repair work.

**PARTS GUARANTEE**  
 All parts are new or remanufactured unless otherwise indicated.  
 \*U/Used R/Rebuilt RC/Reconditioned  
 NC/No Chg/Warranty RD Reduced/Warranty

**SERVICE & PARTS DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 6:00 PM  
 SAT.  
 7:30 AM TO 5:00 PM  
**BODY SHOP DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 5:30 PM

**ACTIVE DELIVERY SIGN OFF**

My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.

Date \_\_\_\_\_

ADVISOR SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company BAWNTKME C2828974 Q (09/17)

#3



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925 Bartow Rd. Lakeland, FL 33801  
Ph (863) 687-8000  
State of Florida MV# 80684

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State of Florida MV# 16217

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Ph (863) 687-8000  
State of Florida MV# 91621

### We Service All Makes & Models

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	JAY MUSLEH	1957	TAG NO.	09/10/18	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	17,167
[REDACTED]	[REDACTED]	YEAR / MAKE / MODEL	16/CHEVROLET/MALIBU/LT		DELIVERY DATE	01/21/16	
LAKELAND, FL	[REDACTED]	VEHICLE ID. NO.	1G1ZE5ST8GF		SELLING DEALER NO.	[REDACTED]	
[REDACTED]	[REDACTED]	R.O. DATE	09/04/18		PRODUCTION DATE	[REDACTED]	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	EMAIL	[REDACTED]	MO:	[REDACTED]

#### JOB# 1 CHARGES

LABOR  
 J# 1 14PNZ ENGINE CONCERN TECH(S):553 WARRANTY  
 CUSTOMER STATES WHILE DRIVING CAR JUST SHUT OFF PLEASE  
 LIGHT CAME ON AND SAID LOW POWER MODE ADVISE  
 TEST DROVE FOR 10MILES COLD NOT FIND ANYTHING WRONG AT THIS  
 TIME CODE FOR LOW VOLTAGE  
 COULD NOT FIND ANYTHING AT THIS TIME NO REPAIRS DONE

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
	[REDACTED]			09/10/18	TOW BILL	
				09/10/18	RENTAL	
TOTAL - SUBLET						0.00

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 TOTALS

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 09/01/2020 / 30132 MI 97PNA/C AIR CONDITIONING SVC \*  
 \*\*\*\*\*

All General Motors replacement parts warranty is 2 years  
 unlimited mileage. Technician ordered exchange parts are  
 warrantied for 12 months/12,000 miles which ever occurs 1st.  
 Aftermarket parts warranty vary, please see your service  
 advisor for further information.  
 This invoice explains the charges for the work that has been  
 performed. If you have any questions or concerns please  
 have our cashier call our Service Manager.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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 to the motor vehicle repair facility for miscellaneous  
 shop supplies or waste oil disposal."  
 You have the option of test driving your vehicle before  
 signing this invoice.  
 \*\*\* THANK YOU FOR ALLOWING US TO SERVE YOU.\*\*\*

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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 with any comments on how we can better  
 serve you.

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 \*U/Used R/Rebuilt RC/Reconditioned  
 NC/No Chg/Warranty RD Reduced/Warranty

**SERVICE & PARTS DEPT. HOURS**  
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 7:00 AM TO 6:00 PM  
 SAT.  
 7:30 AM TO 5:00 PM  
**BODY SHOP DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 5:30 PM

**ACTIVE DELIVERY SIGN OFF**

My Service Advisor has explained all  
 repairs that were Completed on my vehicle  
 including my charges.

Date \_\_\_\_\_

ADVISOR SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company (R&R) MV# 09117

#2



GOPY

regallakeland.com



CHEVROLET
925 Bartow Rd. Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 80684



2615 Lakeland Hills Blvd. Lakeland, FL 33805
Ph (863) 687-8000
State of Florida MV# 16217



1025 Bartow Rd. Lakeland, FL 33801
Ph (863) 687-8000
State of Florida MV# 91621

We Service All Makes & Models

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO, ADVISOR (THOMAS SWEDBERG), TAG NO (145), INVOICE DATE (08/06/18), LABOR RATE, LICENSE NO, MILEAGE (14,961), COLOR (CHAMPAGNE S), YEAR/MAKE/MODEL (16/CHEVROLET/MALIBU/LT), DELIVERY DATE (01/21/16), VEHICLE I.D. NO (1G1ZE5ST8GF), F.T.E. NO, P.O. NO, F.O. DATE (08/06/18), BUSINESS PHONE, and EMAIL.

JOB# 1 CHARGES

Table for Job #1 charges. Includes LABOR section for ELECTRICAL CONCERN (TECH(S):885) with a description of the issue and a WARRANTY charge. Includes MISC section for LOANER ADD LOANER (CHEVY) with an INTERNAL WARRANTY charge of 0.00. Includes JOB# 1 TOTALS and JOB# 1 JOURNAL PREFIX CVCS.

Our Business is Your Business.
email us at service@regallakeland.com
with any comments on how we can better
serve you.

ALL INSURANCE REPAIRS
NOTE: You are 100% responsible for
payments if the insurance company
defaults or delays in payment for this
repair work.

PARTS GUARANTEE
All parts are new or remanufactured unless
otherwise indicated.
\*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

JOB# 2 CHARGES

Table for Job #2 charges. Includes LABOR section for LOP/ROTATE (TECH(S):885) with a description of maintenance performed and a charge of 34.95. Includes PARTS section for DEXOS OIL CHANGE, FILTER 1.836, and OIL 8.800 with a total charge of 19.95. Includes JOB# 2 TOTALS and JOB# 2 JOURNAL PREFIX CVQS.

SERVICE & PARTS DEPT. HOURS
MON. - FRI.
7:00 AM TO 6:00 PM
SAT.
7:30 AM TO 5:00 PM
BODY SHOP DEPT. HOURS
MON. - FRI.
7:00 AM TO 5:30 PM

JOB# 3 CHARGES

Table for Job #3 charges. Includes LABOR section for COURTESY INSPECTION (TECH(S):885) with a description of the inspection and an INTERNAL charge. Includes JOB# 3 TOTALS and JOB# 3 JOURNAL PREFIX CVQS.

ACTIVE DELIVERY SIGN OFF
My Service Advisor has explained all
repairs that were Completed on my vehicle
including my charges.
Date
ADVISOR SIGNATURE

The Reynolds and Reynolds Company ENHANCED CARE 28874 Q (08/17)



#1



copy

regallakeland.com



925 Bartow Rd. Lakeland, FL 33801  
Ph (863) 887-8000  
State of Florida MV# 80684

2615 Lakeland Hills Blvd. Lakeland, FL 33805  
Ph (863) 887-8000  
State of Florida MV# 16217

1025 Bartow Rd. Lakeland, FL 33801  
Ph (863) 887-8000  
State of Florida MV# 91621

### We Service All Makes & Models

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR <b>JAY MUSLEH</b>	1957	TAG NO.	[REDACTED]	INVOICE DATE <b>05/01/18</b>	[REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE <b>14,960</b>	COLOR <b>CHAMPAGNE S</b>	[REDACTED]	
LAKELAND, FL [REDACTED]		YEAR / MAKE / MODEL <b>16/CHEVROLET/MALIBU/LT</b>			DELIVERY DATE <b>01/21/16</b>	DELIVERY MILES	
[REDACTED]		VEHICLE I.D. NO. <b>1 G 1 Z E 5 S T 8 G F</b>			SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		E.T.E. NO.	E.O. NO.		R.O DATE <b>04/26/18</b>	[REDACTED]	
[REDACTED]		BUSINESS PHONE	EMAIL		MO: [REDACTED]		

JOB# 1 CHARGES-----

LABOR-----  
**J# 1 14PNZ** ENGINE CONCERN TECH(S):159 WARRANTY  
 CUSTOMER STATES CAR WENT IN NO POWER MODE PLEASE ADVISE  
 CAR WAS TOWED IN  
 VERIFIED CONCERN HAS ECM CODES P0107 P0452 P16E4 P92228  
 CASE# 8-4116904874 WAS ADVISE TO INSPECT SENSOR ALL HARNESS  
 CHECK ALL HARNESS IN SEVERAL LOCATIONS TESTED ALL GOOD  
 E

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	88864541	48AGM		WARRANTY
	-1	88864541	CORE RETURN		WARRANTY
				TOTAL - PARTS	0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
		LOANER ADD LOANER (CHEVY)		WARRANTY
				TOTAL - MISC
				0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----  
**J# 2 92PNZ** COURTESY INSPECTION TECH(S):159 INTERNAL  
 CUSTOMER REQUESTS COURTESY INSPECTION  
 THIS IS A VISUAL INSPECTION ONLY AND IS FREE OF CHARGE  
 COMPLETED

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----  
**J# 3+19PNZ** SES/CHECK ENGINE LIT TECH(S):159 WARRANTY  
 Added Operation (LISA @ 04/28/2018 14:37)  
 CHECK ENGINE LIGHT IS ON  
 HAS ECM CODE P0532 WHILE INSPECTIONS FOUND A/C PRESSURE  
 SENSOR IS LEAKING  
 REPLACED SENSOR AND RECHARGED SYSTEM TO SPECS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	13587668	SENSOR 9.275		WARRANTY
				TOTAL - PARTS	0.00

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR-----

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 with any comments on how we can better  
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 SAT.  
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**BODY SHOP DEPT. HOURS**  
 MON. - FRI.  
 7:00 AM TO 5:30 PM

**ACTIVE DELIVERY SIGN OFF**

My Service Advisor has explained all  
 repairs that were Completed on my vehicle  
 including my charges.

Date \_\_\_\_\_

ADVISOR SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company - EMARTIME - CC528174 0. (09/17)



regallakeland.com



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Ph (863) 687-8000  
State of Florida MV# 91621

### We Service All Makes & Models

CELL: [REDACTED] MO: [REDACTED]

CUSTOMER NO.	ADVISOR <b>JAY MUSLEH</b>	TAG NO. <b>1957</b>	INVOICE DATE <b>05/01/18</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>14,960</b>
[REDACTED]	YEAR / MAKE / MODEL <b>16/CHEVROLET/MALIBU/LT</b>	DELIVERY DATE <b>01/21/16</b>	DELIVERY MILES
<b>LAKELAND, FL</b>	VEHICLE I.D. NO. <b>1G1ZE5ST8GF</b>	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/26/18</b>
[REDACTED]	BUSINESS PHONE	EMAIL	

**LABOR**

J# 4+19PNZ5 MISC. COMPLAINTS TECH(S):159 WARRANTY

Added Operation (LISA @ 04/28/2018 14:37)  
TOWED IN CHECK ENGINE LIGHT  
TEST DROVE NOTICED VEHICLE WOULD NOT GO INTO START/  
STOP MODE  
REPLACED BATTERY AND RETEST DROVE VERIFIED REPAIR

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 04/23/2020 / 30232 MI 97PNA/C AIR CONDITIONING SVC \*  
\*\*\*\*\*

All General Motors warranted parts warranty is 2 years unlimited mileage. Technician ordered exchange parts warranted for 12 months/12,000 miles which ever occurs 1st. Aftermarket parts warranty vary, please see your service advisor for further information.  
This invoice explains the charges for the work that has been performed. If you have any questions or concerns please have our cashier call our Service Manager.

Shop Supplies: "Charges represent cost and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste oil disposal."  
You have the option of test driving your vehicle before signing this invoice.  
\*\*\* THANK YOU FOR ALLOWING US TO SERVE YOU.\*\*\*

**Our Business is Your Business.**  
email us at [service@regallakeland.com](mailto:service@regallakeland.com) with any comments on how we can better serve you.

**ALL INSURANCE REPAIRS**  
NOTE: You are 100% responsible for defaults or delays in payment for this repair work.

**PARTS GUARANTEE**  
All parts are new or remanufactured unless otherwise indicated.  
\*U/Used R/Rebuilt RC/Reconditioned  
NC/No Chg/Warranty RD Reduced/Warranty

**SERVICE & PARTS DEPT. HOURS**  
MON. - FRI.  
7:00 AM TO 6:00 PM  
SAT.  
7:30 AM TO 5:00 PM  
**BODY SHOP DEPT. HOURS**  
MON. - FRI.  
7:00 AM TO 5:30 PM

CUSTOMER SIGNATURE \_\_\_\_\_  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**ACTIVE DELIVERY SIGN OFF**

My Service Advisor has explained all repairs that were Completed on my vehicle including my charges.

Date: \_\_\_\_\_

ADVISOR SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company, FRANKFURT, MO 64501 Q. (866) 771-7711



**COPY**

Date: 1/19/2019  
 Salesperson: Peter Wicher  
 Manager: Clay Mieir  
 Customer ID #: [REDACTED]

**FOR INTERNAL USE ONLY**

**CUSTOMER** [REDACTED] Home Phone: \_\_\_\_\_  
 Address: LAKELAND, FL [REDACTED] Work Phone: \_\_\_\_\_  
POLK CO  
 E-Mail: [REDACTED] Cell Phone: [REDACTED]

**VEHICLE**  
 Stock #: [REDACTED] New / Used: **New** VIN: 1G1BE5SM7[REDACTED] Mileage: \_\_\_\_\_  
 Vehicle: 2019 Chevrolet Cruze Color: Pepperdust Meta  
 Type: LT 4dr Sedan

**TRADE IN**  
 Payoff: \$16,953.28 VIN: 1G1ZE5ST8G[REDACTED] Mileage: 19,506  
 Vehicle: 2016 Chevrolet Malibu Color: CHAMPAGNE SILVE  
 Type: LT w/1LT 4dr Sedan

Loan Payments	Estimated		
	Cash Down	0	500
60 Months	518	508	498
72 Months	446	437	429
84 Months	408	400	392

\* A.P.R. Subject to equity and credit requirements.

Market Value Selling Price	26,790.00
Total Savings	6,452.00
Adjusted Price	20,338.00
Trade Allowance	14,000.00
Trade Difference	6,338.00
Taxable Fees (Estimated)	199.00
Doc Fee	789.00
Tax	1,554.56
Non Tax Fees	208.50
Net Price	9,089.06
Trade Payoff	16,953.28
Balance	26,042.34

**Valuing your trade**

By trading in your car, and receiving a trade-in value of \$14,000.00, you receive a tax savings based on your trade-in amount. So this would be the same as if you were to sell your car for a cash value of \$14,980.00.

Actual Value	\$	14,000.00
Tax Savings	\$	980.00
Relative Allowance	\$	14,980.00

Customer Approval: \_\_\_\_\_ Management Approval: \_\_\_\_\_  
 By signing this authorization form, you certify that the above personal information is correct and accurate, and authorize the release of credit and employment information. By signing above, I provide to the dealership and its affiliates consent to communicate with me about my vehicle or any future vehicles using electronic, verbal and written communications including but not limited to eMail, text messaging, SMS, phone calls and direct mail. Terms and Conditions subject to credit approval. For Information Only. This is not an offer or contract for sale.



GM FINANCIAL LEASING

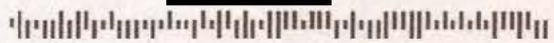
P.O. Box 99605  
Arlington, TX 76096  
1-866-631-0132

Date of Notice:  
February 4, 2019

Account Number:



LAKELAND FL



Dear Customer:

The purpose of this letter is to acknowledge that your lease account shown above has been paid in full as of February 4, 2019. You will receive no further bills unless we receive any additional charges that were incurred during the term of your lease (such as parking tickets or property tax).

Thank you for doing business with GM Financial, we hope you have enjoyed your experience with your 2016 CHEVROLET MALIBU and the service provided by GM Financial. We look forward to serving you again.

You can continue to check out new offers from CHEVROLET online at [www.CHEVROLET.com](http://www.CHEVROLET.com) or by contacting your dealer.

If you have any questions or concerns please contact our Customer service Department at 1-866-631-0132.

Sincerely,

Lease Servicing

GM Financial

[Redacted]  
LAKELAND, FL



W41-306

Administrator NHTSA  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

**Department of Transportation**  
To: W41-306  
Location Code: DOT  
Cost Center: 4 West  
Mail Point: NEC, NOA, NIA  
External Carrier: PRIORITY  
Sender:  
Manufacturer:  
Purchase Order:  
DOT  
3/6/2019 10:45:38 AM

70180680000082639660

