

12-29-2019

My Name

Address

Snow Camp N.C.

CL-11298790-8971

General information

Vehicle Care

Factors to be considered

Electrical System remove Fuse and Circuit Breakers

Towing the Vehicle

Jump Starting

Battery light

Engine coming on

Instrument Cluster and Controls

light went out.

Trip Odometer was tamper with
interfess Add ten thousand miles
on 8/29/2019

Same Day

NM
1-10-2020
WD

TERRY LABONTE CHEVROLET

1401 Bridford Parkway
Greensboro, N.C. 27407
(336) 335-1200
Service (336) 335-1250
www.greensborochevy.com

John

11/5/2019

1-800-222-1020

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
07CTZTUNEMENU 03CTZNCSIMIS 00CTZHAGROTATE 92CTZ000000	TUNE ENG MENU 4CYL NCSI&E HAG ROTATE OIL LIFE SYSTEM	MI MO MI		27CTZ15000 39CTZ1000C 92CTZ030000	15000 MI SERVICE *4 WHEEL THRUST 30K MILE SVC	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/25/19		28979	4308	4217	W	13CTZ1	HEATER MALF
12/13/18		26096	120980	4217	W	38CTZ	COMPLIMENTARY INSP
11/05/18		24556	120980	119614	W	07CTZ	ENGINE MINOR
				119614	W	38CTZ	COMPLIMENTARY INSP
				120319	C	01CVZ0001C	*LUBE,OIL, FILTER
				4256	C	38CVZ	COMPLIMENTARY INSP

SALESPERSON NO. 4231 NICHOLAS ERVIN

S E R V I C E

STATE REG

METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ VISA ☐ MASTER CARD	VEHICLE # KL7CJMSB9HE	YEAR/MAKE/MODEL 17/CHEVROLET TRUCK/TRAX/4DR FWD LTZ	PRODUCTION DATE 05/15/17	STOCK NO 16	LICENSE NO 08/29/19
SERVICE CONTRACT GRAPHITE GRAY/JET			DELIVERY DATE 05/15/17	DELIVERY MILES 16	SELLING DEALER NO 08/29/19
TURBO CTZZ AIR COND. P.S. TRANS 28,979 ADVICE 4172 ADJ ROBERT THOMAS			CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
CUSTOMER WAIT ☐ YES ☐ NO BUSINESS PHONE 10:45am 08/29/19 06:00pm			ESTIMATE OF REPAIRS COULD NOT READ MILES DASH NOT WORKING		
APPOINTMENT ☐ Yes ☐ No CELL: WORKING			LABOR RATE		

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS:
X01KB805OL:created 2019-08-27 02:10:00pm taken by Robert Thomas

1 W 10CVZ ELECTRICAL
C/S: C/S GAUGES ON DASH ARE NOT WORKING. PLEASE ADVISE.

2 W 09CVZ DRIVABILITY
C/S: C/S CHECK ENGINE LIGHT IS ON. PLEASE ADVISE.

3 W *38CVZ COMPLIMENTARY INSP
Multi-Point Vehicle Inspection

Customer
Waiting

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.
Customers should inquire of dealership personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

Check this box if you want to retain your non-warranty replaced parts.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.
☐ Please do not contact me as provided above

Customer Initials: I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.



02013897250

TERRY LABONTE CHEVROLET

PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

www.greensborochevy.com

MARK of EXCELLENCE
AWARD WINNER

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

CUSTOMER NO.	ADVISOR ROBERT THOMAS	TAG NO. 4172	INVOICE DATE 09/27/19
LABOR RATE	LICENSE NO.	MILEAGE 38,977	COLOR GRAPHITE GR
YEAR / MAKE / MODEL 17/CHEVROLET TRUCK/TRAX/4DR FWD LTZ	DELIVERY DATE 05/15/17	DELIVERY MILES 16	
SNOW CAMP, NC	VEHICLE I.D. NO. K L 7 C J M S B 9 H	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		DATE 08/29/19
BUSINESS PHONE	COMMENTS	MO	

LABOR & PARTS		
J# 1 10CVZ	ELECTRICAL C/S: C/S GAUGES ON DASH ARE NOT WORKING. PLEASE ADVISE. DIAGNOSED AND FOUND IPC TO BE INOP, NO COMMUNICATIONS FAULT IPC INTERNALLY REPLACED IPC AND PROGRAMED 60YN25630219 FDYN25634502 3431030 0.6	TECH(S):450 WARRANTY
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 09CVZ	DRIVABILITY C/S: C/S CHECK ENGINE LIGHT IS ON. PLEASE ADVISE. RELATED TO LINE 1	TECH(S):450 WARRANTY
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 38CVZ	COMPLIMENTARY INSP Multi-Point Vehicle Inspection CUSTOMER GOODWILL SERVICE PERFORMED COMPLIMENTARY INSPECTION	TECH(S):450 WARRANTY
JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS--
X01KB8050L:created 2019-08-27 02:10:00pm taken by Robert Thomas **yes**

TOTALS--		
ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST.	TOTAL LABOR....	0.00
ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 24 MONTHS/UNLIMITED MILES PARTS & LABOR.	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

FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT GENE WOODSON AT 336-335-1205

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE..... CK#
TYPE..... CK#

TOTAL INVOICE \$ 0.00

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Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

Customer Initials: _____ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and/or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

11-5-2019

Gm Claim number

General Motors Product Field Action
Customer Reimbursement Request Form

Return Call

(John)

1-866-790-5600

Customer Name

Street Address or P. O. Box Number

City: SNOW Camp State: NC Zip Code:

Daytime Telephone Number (include Area Code)

Evening Telephone Number (include Area Code): SAME

Date Request Form and Supporting Documentation Submitted to Dealer: 10-30-2019

Vehicle Identification Number of Involved Vehicle: KL7EJMSB9 (17 Characters)

could not read miles

Mileage at Time of Repair: DASH NOT WORKING Date of Repair: 8-29-2019

Amount of Reimbursement Requested: \$ New CAR Chev Trax Graphite metallic

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

GRAY

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

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

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

e- Customer's Signature

FD

8-29-2019

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

Mr AC Hengler

and Robert Siler

This section to be completed by dealer (please print)

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

Request Denied: Date: Reviewed By:

Reason:

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

VEHICLE REPORT
2017 CHEVROLET TRAX LTZ
VIN: KL7CJMSB9HB [REDACTED]
Odometer: 30000 mi



Subscription Statuses

OnStar Status: Equipped & Active
Advanced Diagnostics Report: ☒ No
DMN Enabled: ☒ No

Radio Status: Equipped & Inactive
Radio ID: CTQ99AHR
Owner Center Status: Insufficient customer information

Most Recent Services

No information found for this vehicle

11/5/2019

Last Maintenance

No information found for this vehicle

Required Field Actions

No information found for this vehicle

GM

Service Contracts

No information found for this vehicle

Service Information

No information found for this vehicle

John

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/29/2019	[REDACTED]	ZREG	3431030	Instrument Cluster Replacement	38977 miles	Warranty
8/29/2019	[REDACTED]	ZREG	0600318	INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	28979 miles	Warranty
2/25/2019	[REDACTED]	ZREG	5430880	Connector with Leads Assembly Replacement	28979 miles	Warranty
12/13/2018	[REDACTED]	ZREG	4025690	Evaporative Emission Canister Purge Solenoid Valve Replacement	26096 miles	Warranty
12/1/2017	[REDACTED]	ZREG	0600723	Chevrolet Factory Maintenance	10584 miles	Warranty
7/18/2017	[REDACTED]	ZREG	0600723	Chevrolet Factory Maintenance	4546 miles	Warranty
1/25/2017	[REDACTED]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet Scheduled Maintenance-2 visits	5/15/2017	16 miles	5/15/2019	24016 miles	☒ Expired
Bumper to Bumper Limited Warranty	5/15/2017	16 miles	5/15/2020	36016 miles	☒ Applicable
Corrosion Limited Warranty	5/15/2017	16 miles	5/15/2023	100016 miles	☒ Applicable
Powertrain Limited Warranty	5/15/2017	16 miles	5/15/2022	60016 miles	☒ Applicable
Special Coverage N192210240	5/15/2017	16 miles	5/15/2027	120016 miles	☒ Applicable

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VEHICLE REPORT
2017 CHEVROLET TRAX LTZ
 VIN: KL7CJMSB9HB [REDACTED]
 Odometer: 30000 mi



Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	5/15/2017	16 miles	5/15/2025	80016 miles	✓ Applicable

Repair Order History (From Dealer Management Systems)

★ Indicates work performed at this dealership

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
9/28/2019	[REDACTED]	NC	ELECTRICAL	3	W	38977 miles
2/27/2019	[REDACTED]	NC	HEATER MALF	2	W	28979 miles
12/20/2018	[REDACTED]	NC	ENGINE MINOR	2	W	26096 miles
11/5/2018	[REDACTED]	NC	*LUBE,OIL, FILTER	6	C	24556 miles
5/14/2018	[REDACTED]	NC	LUBE,OIL,FILTER	6	C	17427 miles
12/29/2017	[REDACTED]	NC	BRAKES	4	I	11661 miles
12/28/2017	[REDACTED]	NC	REAR ALL WTHR MATS	2	I	10585 miles
12/4/2017	[REDACTED]	NC	Q/LUBE&ROTATE	4	C, W	10584 miles
7/21/2017	[REDACTED]	NC	COMPLIMENTARY INSP	2	W	4546 miles
1/31/2017	[REDACTED]	NC	PRE-DELIVERY INSP	8	I	4 miles

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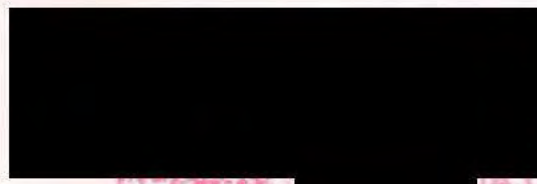
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7019 1120 0001 2755 9860

6649 Bishop Rd
Snow Camp NC 27349



MAILED FROM Z

Administrator NATSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 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:

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DOT



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