

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: 09-MAY-2022 Repository <input type="checkbox"/> Reference No. 11463863	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	Email Address
Address			
City	State	ZIP Code	Evening Telephone Number
Wylie	TX		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		MAKE	Model
1gnsckc9[REDACTED]		CHEVROLET	TAHOE
Date Purchased	Dealer's Name and Telephone Number		Model Year
	Lone Star Cadillac 9728404100		2018
Original Owner	Dealer's City	STATE	ZIP Code
<input type="checkbox"/>	Garland	TX	75041
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			30-APR-2022
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 060000 ENGINE (PWS)		Failure Mileage	Failure Speed
		22949.0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DGTMAL 9ABC035)	<input type="checkbox"/> Original Requirement	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Reported to Police N			
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
The contact owns a 2018 Chevrolet Tahoe. The contact stated while driving at various speeds, the vehicle stalled with the check engine warning light illuminated on the instrument panel. Recently, the contact had the vehicle towed to a dealer where they diagnosed the vehicle with engine failure. The contact was notified of the diagnosis and the dealer recommended that the engine be replaced. The manufacturer was notified of the failure and the contact was provided a case number. The vehicle was not repaired and remained in the possession of the dealer. The failure mileage was 22,949.			
Please See ALL ATTACHED INVOICES			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

Subject REFERENCE # 11463863

To: [REDACTED]

From: [REDACTED]

Date Sat, Sep 10, 2022 at 12:15 PM

Dear Mr. Reid:

Our failure started on April 30, 2022, and was towed to Lone Star Chevrolet. Prior to that date, we've had to tow our vehicle twice due to battery failure...the battery has been replaced 3 times prior to April 30th 2022.

Tech Advisor, Ruben Martinez, at Lone Star Cadillac, informed us that there were a litany of mechanical problems over 18 to be precise before there were any mentioning of engine failure replacement:

1. WHEEL SPEED SENSOR REPLACEMENT
2. BRAKE CONTROL MODULE REPLACEMENT
3. INJECTOR REPLACEMENT,
4. BOTH FUEL LINES & INTAKE GASKETS REPLACEMENT
5. ANTILOCK BRAKING SYSTEM
6. SLIPPING TRANSMISSION
7. REPLACE BRAKES
8. BRAKE FLUID EXCHANGE
7. REPLACE LEAKING HEATER HOSE
8. ACCELERATOR PEDAL DAMAGE
9. COMPLETE REAR DIFFERENTIAL FLUID EXCHANGE
10. AUTOMATIC TRANSMISSION FLUID EXCHANGE
11. SPARK PLUGS REPLACEMENT
12. FUEL INJECTOR SERVICE FLUSH
13. ENGINE AIR FILTER REPLACEMENT
14. AC CABIN AIR FILTER
15. Engine oil leaks
16. TRANSMISSION Oil leaks
17. Drive axle leaks
18. Engine cooling leaks
19. BRAKE fluid leaks
20. Engine Replacement

We were told by GM Representatives that they were going to replace the engine and after engine replacement we would need to accept the car before all work would be completed. It was stated by Ruben Martinez, Tech Advisor, that most of all the above stated problems was caused by GM DEFECTIVE ENGINE from day one.

[REDACTED]
[REDACTED]
Wylie, TX [REDACTED]
[REDACTED]
[REDACTED]

CUSTOMER #: [REDACTED]

PRE-WORKORDER

LONE STAR CADILLAC

11675 Lyndon B Johnson FWY
Garland, TX 75041
Phone: (972) 840-4100 · Fax: (972) 920-3315
www.dallascadillac.com

Page 2 of 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: Ruber Martinez

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Brown	2018	Chevrolet TAHOE	1GNSSCKC9JR [REDACTED]	[REDACTED]	22949	3091	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01/01/2018							08/01/2022
R.O. OPENED		READY		OPTIONS:			
04/30/2022							

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# J	TU10	Spark Plugs - Replace		714.23
# K	BR001	Miscellaneous Brakes - Repair		631.67
# L	LOFS	OIL AND FILTER SERVICE SYNTHETIC OIL WITH ENGINE OIL TREATMENT		99.95
# M	ATF	AUTOMATIC TRANSMISSION FLUID EXCHANGE WITH INSPECTION OF COOLER LINES AND SURROUNDING COMPONENTS		399.99
# N	RDS	COMPLETE REAR DIFFERENTIAL FLUID EXCHANGE		175.00
# O	AF	ENGINE AIR FILTER REPLACEMENT-		79.95
# P	CAF	AC CABIN FILTER REPLACEMENT		99.95
# Q	LOAN	GARLAND CADILLAC LOANER VEHICLE		0.00
Subtotal				5191.70
Shop Charges				50.00
Sales Tax				131.84
Total				5373.54

Printed On 08/01/2022 11:49 AM

Estimate Expires on 10/30/2022

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE §. 70.001

I, the undersigned am the person or the authorized agent of the person who is obligated to pay for repairs to the vehicle described in this Repair Order. I understand that the Dealership may retain possession of the vehicle until the amount due for the repairs is paid. I further understand that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with S. 9.609 of the Texas Business & Commerce Code until the amount due is paid.

Customer X _____ Date _____

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component and do not authorize completion of a repair or service, I will pay any charge imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purpose; and (5) I expressly consent to receiving text messages and/or other electronic communications regarding the repairs/services I requested at any telephone number and address I provide you even if the contact results in a charge to me.

Customer X _____ Date _____ Time _____

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE FOR THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE INITIALING BESIDE ONE OF THE FOLLOWING CHOICES.

Initials WRITTEN ESTIMATE Initials ORAL ESTIMATE Initials NO ESTIMATE

STORAGE CHARGES: I understand that a storage charge equal to \$20.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 5 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PRELIMINARY ESTIMATE \$ _____

SHOP SUPPLY COSTS: A charge equal to 12.5% of the total cost of labor and parts, not to exceed \$50.00, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection or returned to you (unless subject to a manufacturer's warranty, core charge, or otherwise specified).

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)



- Dashboard
- Appointments
- Next Appointment
- Customers
- Repair Orders
- RO Dash
- Parts

RO # [Redacted] Tag # 3091 [193]

RO Status: Pending Approval [Move To]

Time Line

In Status Since: 05/04/2022 08:11:47 AM
 Last Checked: 05/08/2022 08:47:00 AM
 Created: 04/30/2022 03:29:00 PM

Advisor: Ruben Martinez

Tech: Humberto Chavez

Tag #: 3091

RO Type: Express Waiter CPO
 Internal Warranty

Waiting For: Customer Parts
 Warranty

Inspection Form: Lone Star Cadillac - SPS

Customer & Advisor Notes

Save ASR Info

Save Customer Info

Number: [Redacted]
 Name: [Redacted]
 Email: [Redacted]
 Phone: M: [Redacted] Preferred
 Promised Date: 05/04/2022
 Promised Time: 6:00 PM
 VIN: 1GNSSCKC9JR [Redacted]
 Vehicle: 2018 Chevrolet TAHOE
 Mileage: 22949

Lines (Sold/Req): 10 / 16
 Hours (Sold/Req): 356.60 / 370.10
 Price: \$1773.06
 Shop Charges: 50.00
 Tax: 44.62
 Discount: 0.00
 Total Price: \$1867.68

- All Items: VIR Repair Estimate Inspection Form Email Inspection Form
- Quotes: Customer Detailed Copy Customer Summary Copy Shop Copy
- Declined Items: VIR Repair Estimate
- Parts: Parts Estimate Request Pick Order Pick Order & Email Pick Order - Primary Lines

VIR Printed: 0
 VIR Emailed: 0

- Misc: [Parts Dashboard](#) [View Vehicle History](#) [Customer Special Instructions](#) [Media](#)

MessengerEdge Communication

SENT	FROM	TO	SUBJECT	MESSAGE
05/04/2022 7:56 AM	Ruben Martinez		Parts Estimate	
05/03/2022 2:36 PM	George Amett III	Ruben Martinez	RO [Redacted]	WHICH HOSE?
05/03/2022 2:01 PM	Ruben Martinez		Being Inspected	
05/03/2022 1:59 PM	Ruben Martinez		Parts Estimate	

New Message

Print

P&A fuel inj., both fuel lines, intake gaskets
 P&A brake control module

Save Notes

Save & Notify

Serviced Summary

Sync RO to DMS & Notify

Back

Appv	Done	Color	SSR	Service Name	Notes	SC's	Int	Wnty	No Parts	hrs	Labor	Parts Discount	Price	Added By	Action
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Customer Initial Concerns

					<input checked="" type="checkbox"/> Customer states the note of issue with Antilock Braking System is inside cluster of vehicle check and advise					175	1	0.00	0.00	1InspectPro	[Redacted] 193
--	--	--	--	--	--	--	--	--	--	-----	---	------	------	-------------	----------------

<input checked="" type="checkbox"/>	Customer states when vehicle is in motion the transmission starts slipping and hesitant check and advise			175	1	0.00	0.00	InspectPro	193	
<input checked="" type="checkbox"/>	PERFORM WORLD CLASS COMPLIMENTARY MULTI POINT INSPECTION			0.0	0.00	0.00	0.00	0.00	InspectPro	193

Additional Service Recommendations

Send Approval Request

<input checked="" type="checkbox"/>	Automatic Transmission - Diagnosis			2.3	402.5	0.00	0.00	402.5	5020
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Cooling System Diagnosis	Notes:	hrs	Labor	Parts	Price	5020	<input type="button" value="Save"/>
Details:		2.5	437.50	71.03	508.53		<input type="button" value="Cancel"/>
Cooling System Diagnosis			Misc	Disc(-)			<input type="button" value="Service Pricing"/>
			0.00	0.00			

Description:	Cause:	Correction:	Labor Grd	Skill Code
Cooling System Diagnosis	outlet coolant hose at heater leaking	Replace outlet heater hose and retest address additional leaks as needed.	None	A
			Labor Type	Disp CD
			CC	S10
			Technician	
			Humberto Chavez	

<input checked="" type="checkbox"/>	Brake Fluid Exchange (Flush)			1	175	26.99	0.00	201.99	5020
<input checked="" type="checkbox"/>	Wheel Speed Sensor - Rear - Replace			0.8	140	48.4	0.00	188.4	5020
<input checked="" type="checkbox"/>	Injector - Replace			4.2	735	701.56	0.00	1436.56	5020
<input checked="" type="checkbox"/>	Fuel System/Injector Service (Flush)			1.2	210	41.98	0.00	251.98	5020
<input checked="" type="checkbox"/>	Spark Plugs - Replace			3.5	599.99	114.24	0.00	714.23	5020
			adjust labor						
			1.8						
<input checked="" type="checkbox"/>	Miscellaneous Brakes - Repair			2.5	437.5	184.17	0.00	631.67	5020
			adjust labor						
			3.0						
<input checked="" type="checkbox"/>	OIL AND FILTER SERVICE SYNTHETIC OIL WITH ENGINE OIL TREATMENT			0.3	33.15	66.8	0.00	99.95	1002527
<input checked="" type="checkbox"/>	AUTOMATIC TRANSMISSION FLUID EXCHANGE WITH INSPECTION OF COOLER LINES AND SURROUNDING COMPONENTS			1	157	122.95	0.00	399.99	1002527
<input checked="" type="checkbox"/>	COMPLETE REAR DIFFERENTIAL FLUID EXCHANGE			0.5	89.95	80	0.00	175	1002527
<input checked="" type="checkbox"/>	ENGINE AIR FILTER REPLACEMENT-			0.0	35	44.95	0.00	79.95	1002527
<input checked="" type="checkbox"/>	AC CABIN FILTER REPLACEMENT			0.3	65	34.95	0.00	99.95	1002527

<input checked="" type="checkbox"/>	Customer states when vehicle is in motion the transmission starts slipping and hesitant check and advise			175	1	0.00	0.00	1	InspectPro	193
<input checked="" type="checkbox"/>	PERFORM WORLD CLASS COMPLIMENTARY MULTI POINT INSPECTION			0.0	0.00	0.00	0.00	0.00	InspectPro	193

Additional Service Recommendations

[Send Approval Request](#)

<input checked="" type="checkbox"/>	Automatic Transmission - Diagnosis			2.3	402.5	0.00	0.00	402.5	5020	
<input checked="" type="checkbox"/>	Cooling System Diagnosis	adjust labor 2.0		2.5	437.5	71.03	0.00	508.53	5020	
<input checked="" type="checkbox"/>	Brake Fluid Exchange (Flush)			1	175	26.99	0.00	201.99	5020	
<input checked="" type="checkbox"/>	Wheel Speed Sensor - Rear - Replace			0.8	140	48.4	0.00	188.4	5020	
<input checked="" type="checkbox"/>	Injector - Replace			4.2	735	701.56	0.00	1436.56	5020	
<input checked="" type="checkbox"/>	Fuel System/Injector Service (Flush)			1.2	210	41.98	0.00	251.98	5020	
<input checked="" type="checkbox"/>	Spark Plugs - Replace	adjust labor 1.6		3.5	599.99	114.24	0.00	714.23	5020	
<input checked="" type="checkbox"/>	Miscellaneous Brakes - Repair	adjust labor 3.0		2.5	437.5	164.17	0.00	601.67	5020	
<input checked="" type="checkbox"/>	OIL AND FILTER SERVICE SYNTHETIC OIL WITH ENGINE OIL TREATMENT			0.3	33.15	66.8	0.00	99.95	1002527	
<input checked="" type="checkbox"/>	AUTOMATIC TRANSMISSION FLUID EXCHANGE WITH INSPECTION OF COOLER LINES AND SURROUNDING COMPONENTS			1	157	122.95	0.00	279.95	1002527	
<input checked="" type="checkbox"/>	COMPLETE REAR DIFFERENTIAL FLUID EXCHANGE			0.5	89.95	80	0.00	169.95	1002527	
<input checked="" type="checkbox"/>	ENGINE AIR FILTER REPLACEMENT-			0.0	35	44.95	0.00	79.95	1002527	
<input checked="" type="checkbox"/>	AC CABIN FILTER REPLACEMENT			0.3	65	34.95	0.00	99.95	1002527	

Add ASR From

Onstar Diagnostics

Apply To All

Inspection Type

Damage

No visible damage

No damage inspection performed

Customer states when vehicle is in motion the transmission starts slipping and hesistant check and advise 175 1 0.00 0.00 [InspectPro](#) 193

PERFORM WORLD CLASS COMPLIMENTARY MULTI POINT INSPECTION 0.0 0.00 0.00 0.00 0.00 [InspectPro](#) 193

Additional Service Recommendations

[Send Approval Request](#)

Automatic Transmission - Diagnosis 2.3 402.5 0.00 0.00 402.5 5020

Cooling System Diagnosis 2.50 437.50 71.03 0.00 508.53 5020
adjust labor 2.0

Brake Fluid Exchange (Flush) 1 175 26.99 0.00 201.99 5020

Wheel Speed Sensor - Rear - Replace 0.80 140.00 48.40 0.00 188.40 5020

Injector - Replace 4.2 735 701.58 0.00 1436.58 5020

Fuel System/Injector Service (Flush) 1.2 210 41.98 0.00 251.98 5020

Spark Plugs - Replace 3.50 589.99 114.24 0.00 714.23 5020
adjust labor 1.8

Miscellaneous Brakes - Repair		Notes:	hrs	Labor	Parts	Price	5020	Save
Details:			2.5	437.50	194.17	631.67		Cancel
Miscellaneous Brakes - Repair				Misc	Disc(-)			Service Pricing
				0.00	0.00			
Description:	Cause:	Correction:	Labor Grid	Skill Code				
Miscellaneous Brakes - Repair	U04175 71 no comm from brake control module	Replace brake control module.	None	A				
			Labor Type	Disp CD	Technician			
			CC	S10	ANY TECHNICIAN			

OIL AND FILTER SERVICE SYNTHETIC OIL WITH ENGINE OIL TREATMENT 0.3 33.15 66.8 0.00 99.951002527

AUTOMATIC TRANSMISSION FLUID EXCHANGE WITH INSPECTION OF COOLER LINES AND SURROUNDING COMPONENTS 1 157 122.95 0.00 399.991002527

COMPLETE REAR DIFFERENTIAL FLUID EXCHANGE 0.5 89.95 80 0.00 1751002527

ENGINE AIR FILTER REPLACEMENT- 0.0 35 44.95 0.00 79.951002527

AC CABIN FILTER REPLACEMENT 0.3 65 34.95 0.00 99.951002527

	Express Health Check	
<input checked="" type="checkbox"/>	Driver Front - Recommended PSI	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Driver Rear - Recommended PSI	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Passenger Rear - Recommended PSI	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Passenger Front - Recommended PSI	x
35	80 75 70 65 60 55 50 36 35 34 32 30	

SAVE

Lights, Battery, Oil Life		
<input type="checkbox"/>	Apply To All	
<input checked="" type="checkbox"/>	Exterior lights - headlamps, tail lamps, turn signals, etc.	x
<input checked="" type="checkbox"/>	Battery Condition	x
<input checked="" type="checkbox"/>	Battery cables and connections	x

SAVE

Tires and Tread Depth		
<input checked="" type="checkbox"/>	Driver Front - PSI set to	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Driver Rear - PSI set to	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Passenger Rear - PSI set to	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Passenger Front - PSI set to	x
35	80 75 70 65 60 55 50 36 35 34 32 30	
<input checked="" type="checkbox"/>	Rotation needed	x
No	Yes No N/A	
<input checked="" type="checkbox"/>	Alignment needed	x
No	Yes No	
<input checked="" type="checkbox"/>	Balance needed	x
No	Yes No	
<input checked="" type="checkbox"/>	Driver Front - Tread Depth	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Driver Rear - Tread Depth	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Passenger Rear - Tread Depth	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Passenger Front - Tread Depth	x
6	1 2 3 4 5 6 7 8 9 10 11 12	

SAVE

System, Fluids & Visible Leak Inspection		
<input type="checkbox"/>	Apply To All	
<input checked="" type="checkbox"/>	Engine Oil	x
Not Filled	Filled Not Filled Filled Not Filled Filled Not Filled	
<input checked="" type="checkbox"/>	Transmission	x
Not Filled	Filled Not Filled Filled Not Filled Filled Not Filled NA	
<input checked="" type="checkbox"/>	Drive axle	x
Not Filled	Filled Not Filled Filled Not Filled Filled Not Filled NA	
<input checked="" type="checkbox"/>	Transfer case	x
NA	Filled Not Filled Filled Not Filled Filled Not Filled NA	
<input checked="" type="checkbox"/>	Engine cooling system	x
Not Filled	Filled Not Filled Filled Not Filled Filled Not Filled	
<input checked="" type="checkbox"/>	Power steering	x
NA	Filled Not Filled Filled Not Filled Filled Not Filled NA	
<input checked="" type="checkbox"/>	Fuel system - including gas cap seating	x
<input checked="" type="checkbox"/>	Brake fluid reservoir	x
Not Filled	Filled Not Filled Filled Not Filled Filled Not Filled	
<input checked="" type="checkbox"/>	Shocks and struts - check operation	x
<input checked="" type="checkbox"/>	Windshield washer	x
Filled	Filled Not Filled Filled Not Filled Filled Not Filled	
<input checked="" type="checkbox"/>	Diesel exhaust fluid	x
NA	Filled Not Filled Filled Not Filled Filled Not Filled NA	

SAVE

Brakes		
<input checked="" type="checkbox"/>	Driver Front - Brake Lining	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Driver Rear - Brake Lining	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Passenger Rear - Brake Lining	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Passenger Front - Brake Lining	x
6	1 2 3 4 5 6 7 8 9 10 11 12	
<input checked="" type="checkbox"/>	Brake system - including lines and hoses	x
<input checked="" type="checkbox"/>	Parking Brake	x

SAVE

Additional Checks		
<input type="checkbox"/>	Apply To All	
<input checked="" type="checkbox"/>	Horn	x

SAVE

▼ Windshield & Wipers

Apply To All

Wiper Blade - Driver Front x

Wiper Blade - Passenger front x

Wiper Blade - Rear x

Windshield condition x

SAVE

Ignition lock cylinder operation x

Starter switch operation x

Check that floor mats do not interfere with pedals, are the correct size and are secured properly x

Accelerator pedal high effort or damage x

Safety belts, buckles, latch plates, retractors and anchors x

Passenger compartment air filter x

Engine air filter x

Hoses: engine, power steering and HVAC x

Belts: engine, accessory, serpentine and/or v-drive x

Steering components and steering linkage x

CV drive axle boots or driveshafts and U-joints x

Chassis components lubrication x

Exhaust system components x

Evaporative control system x

SAVE

▼ Inspection Comments

Comments:

SAVE

[Legend](#)



Print

View SPAC Case Details

Details of SPAC Case Number: [REDACTED]

Customer Code: [REDACTED]

Order Number: [REDACTED]

Ship Express Direct

Backorder Quantity: 1

Shipped Date:

Tracking Number:

Part Number: 19368175

Cancelled Date:

Notes :
****052522 HR 11 MIN 28 SEC 58
SPAC CASE RE-OPENED BECAUSE VIP UNCANCELLED
****052522 HR 09 MIN 01 SEC 10
DUP VIN ON G05 [REDACTED]

SPAC CASE RESULTS

Part Number	SPAC Case Number	Control Number	Facility	Order Number	Quantity	Order Date (mm/dd/yyyy)	Order Type	Status
19368175	[REDACTED]	[REDACTED]	088	[REDACTED]	1	05/04/2022	CSO	PEN0

~~NO~~ ~~NOTE~~
~~to Pending status~~

~~Engine Replacement~~

~~ROT# [REDACTED]~~

~~[REDACTED]~~

~~Has our loaner~~

~~[REDACTED]~~

~~G.M.~~

~~1-855-462-2731~~

COMPLAINT ACTIVITY REPORT Case # [REDACTED] BBB Serving North Central Texas

Consumer Info: [REDACTED]

Business Info: Lone Star Cadillac

Wylie, TX

972 840-4100

Location involved: (Same as above)

Consumer's Original Complaint

VIN# 1GNSSCKC9JR [REDACTED] 2018 CHEVROLET TAHOE PREMIER mileage to date 22949. On April 30, 2022 Tahoe towed to Lone Star Cadillac due to engine failure light and antilock brake light on. 5-3-2022. Martinez called stated a litany of problems approx 12 totaling \$4384.03. On May 5, 2022, Tech Advisor, Ruben Martinez, called and reported that his technician, Humberto Chavez, recommended total "Engine Replacement needing to tear down engine." Extended Warranty Protection Plan Inspector needed to inspect the vehicle. Lone Star needed to tear down for inspection. Lone Star was unable to reproduce the failures due to the engine being torn down. After meeting w/Inspector, Martinez stated that Inspector was not approving a engine replacement. Our confidence has eroded to mistrust and lack of CONFIDENCE. At this time 22500 miles, the Manufacture is only recommending AC Cabin Air Filter to be replaced - a \$40 item. We have reached out to: GM CHEVROLET CASE # [REDACTED] NHTSA CASE # 11463863. EXTENDED WARRANTY CONTRACT# [REDACTED] AND AN AUTHORIZATION 22050300260GM. We have a rental car that's adding up everyday at this time. Only Chevrolet Cust. Svc. Welmina, has followed-up with us asking us what we were seeking: WE ARE SEEKING CUSTOMER BUY BACK OR REPURCHASE AND RENTAL REIMBURSEMENT, WE CAN FURNISH AUDIO VERIFYING ALL CONVERSATIONS BETWEEN LONE STAR, RUBEN MARTINEZ AND FAREEDAH ABDUL-JABBAR UPON REQUEST.

Consumer's Desired Resolution:

GM BUY BACK OR REPURCHASE OF 2018 CHEVY TAHOE PREMIER

BBB Processing

05/10/2022 web BBB Case Received by BBB
 05/11/2022 JMA BBB Case Reviewed by BBB - Member
 05/11/2022 Otto EMAIL Send Acknowledgement to Consumer
 05/11/2022 Otto EMAIL Notify Business of Dispute - Member
 05/11/2022 WEB BBB RECEIVE BUSINESS RESPONSE Contact Name and Title: Andrew Galvani C relations

Contact Phone: 972 840 4132

Contact Email: andrew@lonestarcadillac.com

Spoke with customer and resolved concerns, customer was not clear from our explanation of extended warranty claim and powertrain warranty, simple miscommunication and we are training our staff so not to repeat in the future.

05/12/2022 Otto EMAIL Forward Business response to Consumer
 05/20/2022 Otto BBB No Consumer Response- ANSWERED with Letter
 05/20/2022 Otto EMAIL Inform Business - Case Closed ANSWERED-no response
 05/20/2022 Otto BBB Case closed - ANSWERED
 06/01/2022 JMA BBB ReOpen the Complaint
 05/31/2022 JMA BBB CUSTOMER DISSAT - MEMBER COMPANY BBB REVIEW Customer did not respond because customer did not receive email until today 5/31/22. The complaint email went to SPAM. Customer understands that complaint ID# [REDACTED] is now closed. If customer had received email in a timely manner customer would have answered. At this time, Lone Star Cadillac, and GM Representative Welmina, are doing the best to resolve and remedy the problems with our 2018 Chevy Tahoe Premier 5/31/2022

06/02/2022 JMA EMAIL Customer Dissat Notice to Company
 06/03/2022 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE [REDACTED] has been to our dealership numerous times to to get updates in person and has been communicated to in regards to her replacement engine. We have discussed warranty of new engine we have discussed reimbursements of her rental vehicle charges. after every visit and discussions about the above mentions she leaves in satisfactory about information she has received.

Andrew Galvan
 C.E.M
 Lone Star Cadillac

06/06/2022 Otto EMAIL Send Business' Rebuttal Response to Consumer
 06/07/2022 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER (The consumer indicated he/she DID NOT accept the response from the business)

This evening, Scott a GM Representative, contacted us via phone 6/7/2022 @ 6:01 pm regarding compensation for many of the minor inconveniences we have experienced thus far. He stated that a Brand New GM Engine has been ordered and is on back order and GM will continue to reach out to us weekly or sooner if we desired. He also stated that GM will provide a 5 year/60,000 mile warranty to go with our Brand New Engine, as well as other incentives and offers. We realize that GM and Lone Star Cadillac cannot resolve all our issues at this time due to circumstances beyond their control. I have not received reimbursement for rental charges incurred to date. However, I am encouraged going forward with Lone Star Cadillac and GM Representative, Scott

06/08/2022 JMA MAIL BBB Review Consumers Response

COMPLAINT ACTIVITY REPORT Case # [REDACTED] BBB Serving North Central Texas

Consumer Info: [REDACTED]

Business Info: Lone Star Cadillac

Wylie, TX

972 840-4100

Location Involved: (Same as above)

Consumer's Original Complaint

VIN# 1GN5CCK09JR [REDACTED] 2018 CHEVROLET TAHOE PREMIER mileage in (mile) 22949 On April 30 2022, Tahoe towed to Lone Star Cadillac due to engine failure light and anti lock brake light on. 5/3/2022, Martinez called stated a litany of problems approx 12 totaling \$4384 (03. On May 5, 2022 Tech Advisor Ruben Martinez called and reported that his technician, Humberto Chavez, recommended total Engine Replacement, needing to tear down engine. Extended Warranty Protection Plan Inspector needed to inspect the vehicle. Lone Star needed to tear down for inspection. Lone Star was unable to reproduce the failures due to the engine being torn down. After meeting w/inspector, Martinez stated that Inspector was not approving engine replacement. Our confidence has eroded to mistrust and lack of CONFIDENCE. At this time 22500 miles, the Manufacture is only recommending AC Cabin Air Filter to be replaced, a \$40 item. We have reached out to GM CHEVROLET CASE # [REDACTED] NHTSA CASE # 11463863 EXTENDED WARRANTY CONTRACT# [REDACTED] AND AN AUTHORIZATION 22050300260GM. We have a rental car that is adding up everyday at this time. Only Chevrolet Cust Svc. Welfordina has followed-up with us asking us what we were seeking: WE ARE SEEKING CUSTOMER BUY BACK OR REPURCHASE AND RENTAL REIMBURSEMENT. WE CAN FURNISH AUDIO VERIFYING ALL CONVERSATIONS BETWEEN LONE STAR RUBEN MARTINEZ AND FAREEDAH ABDUL JABBAR UPON REQUEST.

Consumer's Desired Resolution:

GM BUY BACK OR REPURCHASE OF 2018 CHEVY TAHOE PREMIER

BBB Processing

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Contact Phone: 972 840-4132

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Spoke with customer and resolved concerns; customer was not clear from our explanation of extended warranty claim and

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05/20/2022 Otto BBB No Consumer Response - ANSWERED with Letter
05/20/2022 Otto EMAIL Inform Business Case Closed ANSWERED-no response
05/20/2022 Otto BBB Case closed - ANSWERED



1-30 at SH205 PO Box 999
 Rockwall Texas 75087
 Phone: (972) 771-5321
 www.lakesidechevrolet.com

SO # [REDACTED]
 Status [REDACTED]
 Printed 11/19/2021 11:41:00 AM

**SERVICE ORDER
 CUSTOMER COPY**

User [REDACTED] Page 1

Customer No [REDACTED]	Advisor Chuck H	Promised 11/19/2021 5:00 PM	Tag 3369
Shop S1	Opened 11/19/2021 11:41 AM	Location	
Priority 2	Cashiered	PO #	

License No [REDACTED]	Odometer In 20908	Odometer Out 20910	InServ Date 11/29/2018	Stock No
Year 2018	Make CHEVROLET	Model TAHOE	Model No	Color UNKNOWN
Vehicle ID No 1GNSCCKC9JF [REDACTED]	Selling Dealer	Extended Warranty	Delivery Date	
Engine Size		Fleet #		

Home [REDACTED]	Bus [REDACTED]
Cell [REDACTED]	Today [REDACTED]
Email	
Fleet Type	Term CASH

Request	Description	Job	CSR	Status
MPI	LOOK OVER VEHICLE	1	004076	Original

Labor	Description	Type	Amount
MPI	LOOK OVER VEHICLE		

Technician	010017 -	Est Parts	0.00
Cause	ALL GOOD AT THIS TIME	Est Labor	0.00
		Parts Total	0.00
		Labor Total	0.00
		Request Total	0.00

Labor	0.00
Parts	0.00
Supplies	0.00
SUB-TOTAL	0.00
Tax	0.00
TOTAL INVOICE	0.00

Note: Vehicle brought to service prior to 3YR bumper to bumper.

ON BEHALF OF THE SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X
 Signature of person responsible or Agent for person responsible

1/19/2021

Repair Order: [REDACTED]

Service Advisor: CHUCK HAWKINS

2018 Chevrolet Tahoe SUV/Crossover

Tag: 3369

VIN: 1GN5CCKC9JR [REDACTED]

Odometer: 20,908 mi



Lakeside Chevrolet

Checked and OK



May Require Attention Soon



Requires Immediate Attention

Not Inspected

ONSTAR DIAGNOSTICS

- OnStar Active
- Enrolled in Advanced Diagnostics Report
- Enrolled in Dealer Maintenance Notification
- Service History/Recall Check

ENGINE OIL & FILTER

- Engine oil
- Oil life monitor 97%
- Reset oil life monitor

EXTERIOR LIGHTS

- Exterior lights

WINDSHIELD & WIPERS

- Wiper blade-driver
- Wiper blade-passenger
- Wiper blade-rear
- Windshield condition

BATTERY

- Battery test results*
- Battery visual inspection
- Battery cables & connections

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- Engine oil
- Transmission
- Drive axle
- Engine cooling system
- Power steering
- Fuel system
- Brake fluid reservoir
- Windshield washer fluid

TIRE INSPECTION

Driver Front psi before 37 psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage	Passenger Front psi before 38 psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage
Driver Rear psi before 37 psi set to 37 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage	Passenger Rear psi before 37 psi set to 37 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage
<input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Balance needed	<input type="checkbox"/> Reset tire pressure monitor <input type="checkbox"/> Tire sealant expiration date:

BRAKES

Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less

Front Brakes <input checked="" type="checkbox"/> Driver front 7mm or greater (OK) <input checked="" type="checkbox"/> Passenger front 7mm or greater (OK)	Rear Brakes <input checked="" type="checkbox"/> Driver rear 7mm or greater (OK) <input checked="" type="checkbox"/> Passenger rear 7mm or greater (OK)
<input checked="" type="checkbox"/> Brake system	<input checked="" type="checkbox"/> Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)

- Safety belt components
- Exhaust system
- Accelerator pedal
- Passenger compartment air filter
- Engine air filter
- Hoses
- Belts
- Shocks and struts
- Steering components
- Axle boots or driveshaft & u-joints
- Compartment lift struts
- Floor mat secured, no interference with pedals

CHECK OPERATION

- Horn
 - Ignition lock
 - Starter switch
 - Evaporative control system
 - Backup camera
- LUBRICATE**
- Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CUSTOMER #: [REDACTED]

[REDACTED]



2005 S. Goliad St
Rockwall, TX 75087
lakesidechevrolet.com
Phone: 972-771-5311
Fax: 972-772-5488

INVOICE

WYLIE, TX [REDACTED]
HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

Service Hours: Mon - Fri 7am - 7pm
Saturday 8am - 2pm

SERVICE ADVISOR: 4076 CHUCK HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
UNKNOWN/UN	18	CHEVROLET Tahoe	1GNSSCKC9JR [REDACTED]	[REDACTED]	22572/22574	T3719	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV18 DD			17:00 07APR22		150.00	CASH	07APR22

R.O. OPENED	READY	OPTIONS:	ENG: 5.3 LITER 1) FALSE
15:20 07APR22	16:15 07APR22		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
REPLACE BATTERY PER CUSTOMER							
9996 REPLACED BATTERY - 42 MONTH REPLACEMENT							
				4188 C		24.95	24.95
				1 88865934 94RPG BAT	259.72	198.00	198.00
PARTS:				198.00 LABOR:	24.95	OTHER:	0.00
REPLACED BATTERY.					TOTAL LINE A:		222.95

*3rd time
pay for...*

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE...</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p>	<p>*SHOP SUPPLY COSTS: We have added a charge equal to 7% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.</p>	DESCRIPTION	TOTALS
	<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	LABOR AMOUNT	24.95
		PARTS AMOUNT	198.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES *	0.00
		TOTAL CHARGES	222.95
		LESS INSURANCE	0.00
		SALES TAX	16.34
		PLEASE PAY THIS AMOUNT	239.29

NOTICE OF WORKER'S LIEN PURSUANT TO TEXAS PROPERTY CODE § 70.001: The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with § 9.605 of the Texas Business & Commerce Code until the amount due is paid.

Sales Receipt

Invoice # [REDACTED]

Clerk ID :puckettl

VISA SALE - APPROVED

\$239.29

DATE:4/7/2022 9:17:18 PM

CARD NO:***** [REDACTED]

EXP DATE:02/23

AUTH CODE [REDACTED]

TRANS TYPE:SALE

TRANS ID: 4293769988

REFID:PAYAPI-D264D0F7-87B0-4D54-A-CARD-06CA-A53B

SWIPE

TERMINAL ID:05772498

AID:A0000000031010

TVR:0000008000

IAD:0601120360A002


TSI:E800

ARC:00

Amount Paid

\$239.29

NORTH DALLAS TX 75208
SAT 10 SEP 2022
AFSM 3/1 21:05:37
75098 0000
09/10/22
14266834
FOLD


PLEASE ADD TO
VQA 11463863
122

Security Administration
ave SE

59¢
259¢