

Bumper to Bumper Limited Warranty	07/16/2010	05/01/2006	21 MI	05/01/2009	36,021 MI
Emission Select Component Ltd Wty	07/16/2010	05/01/2006	21 MI	05/01/2014	80,021 MI
Corrosion Limited Warranty	07/16/2010	05/01/2006	21 MI	05/01/2012	100,021 MI
Emission Select State Component Lty Wty	07/16/2010	05/01/2006	21 MI	05/01/2013	70,021 MI
Emission Limited Warranty	07/16/2010	05/01/2006	21 MI	05/01/2009	50,021 MI
Powertrain Limited Warranty	07/16/2010	05/01/2006	21 MI	05/01/2011	100,021 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/21/2011	39672	ZREG---Regular Vehicle Transaction		F2383 - Ring Gear And Pinion - Rear Differential - Replace	55,662 MI
06/02/2010	98941	ZREG---Regular Vehicle Transaction		F2283 - Differential Drive Pinion Gear Bearing Replacement	48,875 MI
01/26/2009	079455	ZREG---Regular Vehicle Transaction		F2283 - Differential Drive Pinion Gear Bearing Replacement	33,567 MI
01/26/2009	079455	ZREG---Regular Vehicle Transaction		B4281 - Front Side Door Inside Handle Replacement - Left Side	33,567 MI
01/26/2009	079455	ZREG---Regular Vehicle Transaction		T2020 - Towing	33,567 MI
01/19/2009	079110	ZREG---Regular Vehicle Transaction		K7253 - Forward Clutch Sprag Replacement	33,526 MI
01/19/2009	079110	ZREG---Regular Vehicle Transaction		T2020 - Towing	33,526 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		Y0152 - 07033 - Service Update - Reprogram BCM	27,245 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		C0331 - Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace	27,245 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		C0330 - Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace	27,245 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		B1785 - Rear Window Wiper Arm Replacement	27,245 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		C0034 - Windshield Replacement	27,245 MI
04/14/2008	065598	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	27,245 MI
01/05/2006	A10242	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

April 11, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMER

## View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

## Vehicle Information

VIN: 1GNFC13J17R [REDACTED] Model: CC10706-2007 TAHOE 4X2 LT  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

## For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Job Card Date: 02/21/2011

Job Card Number: 39672

Repair Service Agent: 114549  
 CAMINO REAL CHEVROLET  
 2401 S ATLANTIC BLVD  
 MONTEREY PARK CA 91754-6807  
 3232643050

Odometer Reading: 55,662 MI  
 Authorization Code:

Process Date:  
 03/07/2011

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Warranty

Customer Complaint Code:  
 0126-Drivability - Noise

Job Card Line #: 1 Transaction Adjustment: Cause Code: 3051-Rotating Part - Worn/Stripped  
 Labour Op F2383-Ring Gear And Pinion - Rear Differential - Replace

Causal Part Number 00000000019180885-GEARKIT,DIFFRING&amp;PINION(3)

→ [See other Parts and/or Net Items](#)

Line Total: USD 1,461.16

Job Card Date: 06/02/2010

Job Card Number: 98941

Repair Service Agent: 114547  
 MAURICE J. SOPP & SON  
 6400 S ATLANTIC BLVD  
 BELL CA 90201-2597  
 3235628600

Odometer Reading: 48,875 MI  
 Authorization Code:

Process Date:  
 06/07/2010

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense  
 Category:  
 Warranty

Customer Complaint Code:  
 0121-Drivability -  
 Responsiveness

Job Card Line #: 24 Transaction Adjustment: Cause Code: 4019-Interface (Gasket, Seal, Hose, Weld..) - Corrosion

Labour Op F2283-Differential Drive Pinion Gear Bearing Replacement

Causal Part Number 00000000089021677-LUBRICANT,GRSYNTHETIC(SAE75W)

→ [See other Parts and/or Net Items](#)

Line Total: USD 550.37

---

**Job Card Date:** 01/26/2009**Job Card Number:** 079455

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 33,567 MI  
**Authorization Code:**

---

**Process Date:**  
02/03/2009**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Warranty**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 1                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** F2283-Differential Drive Pinion Gear Bearing Replacement**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 649.04

---

**Job Card Date:** 01/26/2009**Job Card Number:** 079455

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 33,567 MI  
**Authorization Code:**

---

**Process Date:**  
02/03/2009**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Warranty**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 2                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** B4281-Front Side Door Inside Handle Replacement - Left Side**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 69.19

---

**Job Card Date:** 01/26/2009**Job Card Number:** 079455

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 33,567 MI  
**Authorization Code:**

---

**Process Date:**  
02/03/2009**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Warranty**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 3                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** T2020-Towing**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 75.00

---

**Job Card Date:** 01/19/2009**Job Card Number:** 079110Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 33,526 MI  
Authorization Code:Process Date:  
01/30/2009Transaction Type:  
ZREG—Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K7253-Forward Clutch Sprag Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 857.71

---

**Job Card Date:** 01/19/2009**Job Card Number:** 079110Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 33,526 MI  
Authorization Code:Process Date:  
01/30/2009Transaction Type:  
ZREG—Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op T2020-Towing

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 75.00

---

**Job Card Date:** 04/14/2008**Job Card Number:** 065598Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 27,245 MI  
Authorization Code:Process Date:  
04/29/2008Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Y0152-07033 - Service Update - Reprogram BCM

Causal Part Number

Line Total: USD 34.05

---

**Job Card Date:** 04/14/2008**Job Card Number:** 065598

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 27,245 MI  
**Authorization Code:**

---

**Process Date:**  
04/29/2008**Transaction Type:**  
ZREG---Regular Vehicle Transaction**Transaction Expense Category:****Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 2**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op** C0331-Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace**Causal Part Number**→[See other Parts and/or Net Items](#)**Line Total:** USD 80.87

---

**Job Card Date:** 04/14/2008**Job Card Number:** 065598

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 27,245 MI  
**Authorization Code:**

---

**Process Date:**  
04/29/2008**Transaction Type:**  
ZREG---Regular Vehicle Transaction**Transaction Expense Category:****Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 3**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op** C0330-Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace**Causal Part Number**→[See other Parts and/or Net Items](#)**Line Total:** USD 80.87

---

**Job Card Date:** 04/14/2008**Job Card Number:** 065598

---

**Repair Service Agent:** 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600**Odometer Reading:** 27,245 MI  
**Authorization Code:**

---

**Process Date:**  
04/29/2008**Transaction Type:**  
ZREG---Regular Vehicle Transaction**Transaction Expense Category:****Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 4**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op** B1785-Rear Window Wiper Arm Replacement**Causal Part Number**→[See other Parts and/or Net Items](#)**Line Total:** USD 44.61

**Job Card Date:** 04/14/2008**Job Card Number:** 065598Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 27,245 MI  
Authorization Code: WProcess Date:  
05/09/2008Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 5                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op C0034-Windshield Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 282.90

**Job Card Date:** 04/14/2008**Job Card Number:** 065598Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 27,245 MI  
Authorization Code:Process Date:  
04/29/2008Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 6                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op R4490-Remote Control Door Lock Transmitter Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 127.97

**Job Card Date:** 01/05/2006**Job Card Number:** A10242Repair Service Agent: 114547  
MAURICE J. SOPP & SON  
6400 S ATLANTIC BLVD  
BELL CA 90201-2597  
3235628600Odometer Reading: 0 MI  
Authorization Code:Process Date:  
01/10/2006Transaction Type:  
ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 111.47





**VIA FAX ONLY**

April 13, 2011

Mick Gonzalez  
Western Region-10  
Miklos.gonzalez@gm.com

Re: [REDACTED] v. General Motors Company  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Gonzalez:

The above Chevrolet customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to General Motors' local counsel for handling. Our records indicate that Paul Byrne was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Camino Real Chevrolet □ 114549  
2401 S Atlantic Blvd  
Monterey Park, CA 91754

GM's attorney now handling this case:  
Amy Sjolander - (310) 788-2828  
Ruben & Sjolander

GM Legal Assistant involved:  
Greg Garguilo (512) 386-0772

Customer's attorney now handling the case:  
Larry Chae, The Bickel Law Firm - 619-374-4100

Please have the designated Field Representative(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against General Motors. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motors' attorney.

Attached is a copy of the case assessment for your review. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.



Page 2

Thank you for your assistance.

Sincerely,

Chevrolet

cc: FILE

LG0080\_CH  
V07012010



April 13, 2011

Amy Sjolander, Esq.  
Ruben & Sjolander  
1875 Century Park E Ste 1050  
Los Angeles, CA 90067

RE: [REDACTED] v. General Motors  
Service Request: 71-931416720  
GM Legal Staff Case: 726072  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman

Dear Ms. Sjolander:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the Reason for Removal section of the Case Assessment form.

In case you need to contact the designated Field Representative, his name is Paul Byrne at PH: 805-279-8324.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

LG0037  
V10132009



<[gm\\_support@radiance.com](mailto:gm_support@radiance.com)>

04/13/2011 05:15 PM

Please respond to  
[marybeth\\_hollman@gmexpert.com](mailto:marybeth_hollman@gmexpert.com)

To <[marybeth\\_hollman@gmexpert.com](mailto:marybeth_hollman@gmexpert.com)>

cc

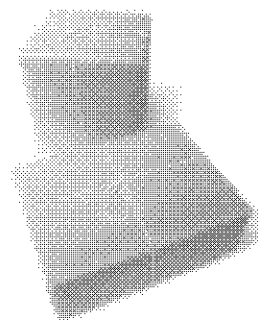
bcc

Subject GM AssetDelivery has delivered a package to all recipients



## Shipping Notification...

A package with the subject [REDACTED] - 726072 / VIN 1GNFC13J17R [REDACTED] sent by [marybeth\\_hollman@gmexpert.com](mailto:marybeth_hollman@gmexpert.com)-src has been delivered to all of the following recipients.



- [adrian.flansburg@rubenandsjolander.com](mailto:adrian.flansburg@rubenandsjolander.com)-src (Delivery Succeeded on April 13, 2011 09:15:00 PM GMT)

The following have been notified of this event:

Sincerely,

### GM AssetDelivery Support Team

[gm\\_support@radiance.com](mailto:gm_support@radiance.com)  
(800) 426-7790 Option 5

This message contains information which may be confidential and privileged. Unless you are the intended recipient (or authorized to receive this message for the intended recipient), you may not use, copy, disseminate or disclose to anyone the message or any information contained in the message. If you have received the message in error, please advise the sender by reply e-mail, and delete the message.

# Capitol Chevrolet repair estimate

Cust. Name: [REDACTED]  
 Address: \_\_\_\_\_  
 Vehicle Make: Chevy  
 Year: 07  
 Model: TAHOE  
 VIN: 1GKFC165473 [REDACTED]  
 License #: \_\_\_\_\_  
 RO #: \_\_\_\_\_

City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 (H) Phone: \_\_\_\_\_  
 (W) Phone: \_\_\_\_\_  
 (Fax) Phone: \_\_\_\_\_  
 Written By: \_\_\_\_\_  
 Date: \_\_\_\_\_

1		88880051 Door Handles #10.57			
2		Interior Front		43.51	
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
			10.57 Totals:		

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

*Estimate you asked for to complete repair on Thomas*

Shop Supplies: \_\_\_\_\_  
 Subtotal: 101.65  
 Tax: \_\_\_\_\_  
 Total Repairs: \_\_\_\_\_  
 Less Discount if Applicable: \_\_\_\_\_  
 Total Repairs after Discount: \_\_\_\_\_

# \$64.65

# Capitol Chevrolet repair estimate

Cust. Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Vehicle Make: \_\_\_\_\_  
 Year: \_\_\_\_\_  
 Model: \_\_\_\_\_  
 VIN: \_\_\_\_\_  
 License #: \_\_\_\_\_  
 RO #: \_\_\_\_\_

City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 (H) Phone: \_\_\_\_\_  
 (W) Phone: \_\_\_\_\_  
 (Fax) Phone: \_\_\_\_\_  
 Written By: \_\_\_\_\_  
 Date: \_\_\_\_\_

1	Front Door	10.57					
2	AB880051						
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
<b>Totals:</b>							

**Shop Supplies:** \_\_\_\_\_  
**Subtotal:** \_\_\_\_\_  
**Tax:** \_\_\_\_\_  
**Total Repairs:** \_\_\_\_\_  
**Less Discount if Applicable:** \_\_\_\_\_  
**Total Repairs after Discount:** \_\_\_\_\_

ATM Brand.

866-480-3626

CUSTOMER #: 321295

698344

THE HOUSE OF COURTESY  
CAPITOL  
CHEVROLET

EASTERN BYPASS JUST NORTH OF I-85 SALES / SERVICE / PARTS  
711 EASTERN BOULEVARD · MONTGOMERY, AL 36117  
SERVICE (334) 277-7110  
BODY SHOP (334) 277-7150  
TRUCK SHOP (334) 272-8741  
www.capitolchevrolet.com

\*WARRANTY\*

MONTGOMERY, AL

PAGE 1

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 808 GLENDA STEELE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	07	GMC YUKON XL	1GKFC16J4J		126853/126853	T4731	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN07 DD		01JAN2013	WAIT 01NOV10		KLB 0.00	CASH	01NOV10
R.O. OPENED	READY	OPTIONS:	DLR:08057				

11:28 01NOV10 15:35 01NOV10

LINE OPCODE TECH TYPE HOURS

A C/S BOTH FRONT INNER HANDLE ARE PEELING

LIST NET TOTAL

CAUSE:

T5753 BULLETIN 09239

360 COOKS, MICHAEL LIC#: 2997

WT 0.90

1 88880051 HANDLE KI

78.32 78.32

1 88880051 HANDLE KI

13.25 10.57 10.57

1510 2114 TPARTS

2025 7832 TLABOR

126853 PEELING HANDLE. REPLACED HANDLE. 360 GOODWILL REPAIR PER JODY AND GM CASE # 71882534045 BRANDI AT 866-790-5600 EST 31065

\*\*\*\*\*

EVERY EFFORT HAS BEEN MADE TO MAKE YOUR VISIT AN "EXCELLENT" EXPERIENCE. IF WE HAVE NOT MET YOUR EXPECTATIONS, PLEASE LET US KNOW. WE VALUE "YOU" AS OUR CUSTOMER.

THANK YOU,  
CAPITOL CHEVROLET EMPLOYEES

COST, SALE, & COMP TOTALS

3535 9946 0

Arbitration Agreement (Dispute Resolution)

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 8 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties

I authorize the repair work set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to 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. I grant you and/or your employees permission to operate the vehicle on street or elsewhere for the purpose of testing vehicle to assure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Aftermarket or used parts warranties will vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever first occurs.

Dealer Declines the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:

Maintenance Services are based on set Menu prices and are not based on the flat rate pricing. All other billing charges are based on flat rate time not the actual time for the repair. The actual time to perform a repair may take more or less time. Billing is derived by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates (in hours) for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of time studies. The dealership uses a factory and other manuals such as "Chilton" and "Motors" in setting flat rate times.

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	78.32
PARTS AMOUNT	21.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.46
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.46

TERMS: CASH, HONORED CREDIT CARD AND APPROVED CHECKS

WARRANTY COPY

:.  
Facsimile Transmittal  
:.

---

To: Jody Elmore Fax: 334-277-6997  
From: Brandy Fabian Date: November 4, 2010  
Customer Name & SR # [REDACTED] Pages: 2

---

**Notes:**

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$99.46. The pre-authorization # is 96266000000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other

on [REDACTED]  
VIN 1GKFC16J47J [REDACTED]  
126853  
Capital Chevrolet  
Jody Elmore  
Dealer Contact [REDACTED] -8700  
Dealer Phone (334) 272 [REDACTED]  
277-6997  
Dealer BAC 163999  
Dealer Fax 334 698344  
Dealer E-Mail Address jody.elmore@capitalchevrolet.com  
Job Card Number [REDACTED] 242  
Job Card Class [REDACTED]  
Labor Op Code [REDACTED]  
CBMS ALL Chrome Handle Peeling  
Cause Chrome Handle Peeling  
Correction Repaired door handles  
Approved Joe G  
Entered by Joe G  
Date Entered 11/4/10