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

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer Number [redacted]

Invoice No: [redacted]

WARRANTY

DUPLICATE 1

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	CAMPAIGN 15389						
	CAUSE: REPROGRAM TRANSMISSION CONTROL MODULE						
	CONCERN CODE:						
	CAMPAIGN CAMPAIGN						
	90587	WC		0.50		60.20	60.20
				0	0	TPARTS	
				1000	6020	TLABOR	

9101534 .5

TECH: 90587 ACTUAL HRS.: 0.93 SOLD HRS.: 0.50

SALE-LBR:	60.20 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	60.20
COST-LBR:	10.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	10.00

1740 REPROGRAM TRANSMISSION CONTROL MODULE REPROGRAMMED
TRANSMISSION CONTROL MODULE

****

C	CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS						
	IS BUBBLING AT THE TOP JUST UNDER THE SCREEN						
	CAUSE: FOUND BUBBLES ON RADIO						
	CONCERN CODE:						
	3420700 RADIO CONTROL ASSEMBLY REPLACEMENT						
	90587	WC		1.00		120.40	120.40
	1 23233090 F-CONTROL				1078.65	0.00	0.00
	FC: PART#: 23233090 COUNT: 1			0	0	TPARTS	
	CLAIM TYPE:						
	AUTH CODE:						
				2000	12040	TLABOR	

TECH: 90587 ACTUAL HRS.: 4.82 SOLD HRS.: 1.00

SALE-LBR:	120.40 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	120.40
COST-LBR:	20.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	20.00

1740 FOUND BUBBLES ON RADIO REPLACED CENTER STACK

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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 retu[redacted]nt of the Amount Due.

DATE [redacted] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

DealerCARE

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

DUPLICATE 1

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	RENTAL VEHICLE PROVIDED BY ENTERPRISE.							
CAUSE: RENTAL								
CONCERN CODE:								
	ERENTAL	RENTAL VEHICLE PROVIDED BY ENTERPRISE.						
		9100	WC	0.00			0.00	0.00
					0	0 TPARTS		
					0	0 TLABOR		
SUBL	ENTERPRISE PO#LCA38733							
			WC				329.00	329.00

TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 329.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 329.00

****

TECH: 90587 ACTUAL HRS.: 5.75 SOLD HRS.: 1.5
TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 180.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 509.60
COST-LBR: 30.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 359.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-04-15	08:45	13:34	4.82	W	90587	C	
	13:34	14:30	0.93	W	90587	B	
	14:30	14:31	0.02	W	90587	A	
	14:31	14:31	0.00	W	90587	E	
08-06-15	10:51	11:32	0.68	W	90587	G	

COST, SALE, & COMP TOTALS 35900 50960 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $126.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 180.60
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 329.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 509.60
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 509.60

Warranty Copy

ARMS® LINDSAY CADILLAC

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D653883-1638
Alternate Invoice Number: 1W84N8

Bill To: 470053
LINDSAY CADILLAC
ATTN: GINO PELLEGRINO
1525 KENWOOD
ALEXANDRIA, , VA 22302

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1638)
1525 KENWOOD AVENUE
ALEXANDRIA, VA 223022319
(703) 578-2905

ADDITIONAL INFORMATION:
PO Number :493707 GP

Owner's Vehicle: 2015 CADILLAC ESCAL
Additional Driver:

Repair Facility:
LINDSAY CADILLAC SVC- ALEX
ALEXANDRIA,, VA 22302
(703) 998-6600

RENTAL DETAIL:

Rental Period: 7/30/15 to 8/7/15 (9 days)
Billed Period: 7/30/15 to 8/7/15 (8 days)

Products and Services	Rate	Amount
8 DAYS @	34.39	$275.12
1 MISC EXP	250.00	$250.00
Taxes and Surcharges		
8 VLF DR	0.15	$1.20
1 SALES TAX%	10.00%	$27.64
	Total Charges:	$554.00
	Less Amount Received:	$250.00
	Total Amount Due:	$304.00

ENSURE RENTAL VIN IS PROVIDED
Reason for ___ day(s) rental:
☐ Part(s) delay
☐ No technical solution
☐ Vehicle inoperable
** Authorize as needed **

WEEKEND RADIO

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
7/30/15 4:45 PM	2014	CHEV	CAMA	2G1FB1E35E[redacted]	23494	23916	422	$34.39

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (16WW)
PO BOX 727

LANHAM, MD 20703-0727
Federal ID:26-4532512

Total Charges:	$554.00
Less Amount Received:	$250.00
Total Amount Due.....	**$304.00**

Please Include on your check:
Invoice: D653883-1638

[redacted]

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

DUPLICATE 1

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Email:

Cell:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FF[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE DRIVER SIDE MIRROR TURNS BLACK WHEN THE CAR IS
RUNNING. THE MIRROR JUST DIMS TO THE POINT YOU CAN NOT SEE AT
NIGHT
CAUSE: COULD NOT DUPLICATE CUSTOMERS CONCERN
ELECT ELECTRICAL REPAIR
90587 IGP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
1740 COULD NOT DUPLICATE CUSTOMERS CONCERN NO FURTHER REPAIRS AT
THIS TIME

****

B CAMPAIGN 15389
CAUSE: REPROGRAM TRANSMISSION CONTROL MODULE
CAMPAIGN CAMPAIGN
90587 WC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
1740 REPROGRAM TRANSMISSION CONTROL MODULE REPROGRAMMED
TRANSMISSION CONTROL MODULE

****

C CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS
IS BUBBLING AT THE TOP JUST UNDER THE SCREEN
CAUSE: FOUND BUBBLES ON RADIO
3420700 RADIO CONTROL ASSEMBLY REPLACEMENT
90587 WC (N/C)
1 23233090 F-CONTROL (N/C)
FC: PART#: 23233090 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
1740 FOUND BUBBLES ON RADIO REPLACED CENTER STACK

****

RENTAL VEHICLE PROVIDED BY ENTERPRISE.
CAUSE: RENTAL
RENTAL RENTAL VEHICLE PROVIDED BY ENTERPRISE.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Service File Copy

Customer Number [redacted]

[redacted]

Invoice No: [redacted]

INVOICE

DUPLICATE 1

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
9100 WC			(N/C)
SUBL ENTERPRISE PO#LCA38733			
WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
B PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION			
MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION			
90587 IGP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
1740 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.			
**********			
F PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.			
IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.			
9100 IGP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
**********			
G** CUSTOMER CALLED IN AND STATED THE STEERING WHEEL SEEMS TO BE OFF CENTER			
CAUSE: PERFORM ALIGNMENT			
SUSP STEERING/SUSPENSION REPAIR			
90587 IGP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:			0.00
1740 PERFORM ALIGNMENT PERFORMED ALIGNMENT. ALIGNMENT SEEMS TO BE FINE. DID NOT MAKE ANY ADJUSTMENTS TO VEHICLE. TEST DROVE VEHICLE, VEHICLE DROVE NORMAL.			
**********			

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Service File Copy

CSI Customer See Gino for Sergio Rather is a Problem

[redacted]

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

WORKORDER

PAGE 2

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

BUS:			VIN	LICENSE	MILEAGE IN/ OUT	TAG
COLOR	YEAR	MAKE/MODEL			1740/1747	[redacted]
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1F[redacted]			

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 30JUL15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
30JUL2015 16:26		

Gino called

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	ELECT		WC	CUSTOMER STATES THE DRIVER SIDE MIRROR TURNS BLACK WHEN THE CAR IS RUNNING. THE MIRROR JUST DIMS TO THE POINT YOU CAN NOT SEE AT NIGHT |CC:
# B	CAMPAIGN		WC	CAMPAIGN 15389 |CC:
# C	INT		WC	CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS IS BUBBLING AT THE TOP JUST UNDER THE SCREEN |CC:
# D	ERENTAL		WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE. |CC:
# E	MPIV		IGP	PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION |CC:
# F	IWASH		IGP	PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. |CC:

6:35 pm Closed

Name Dost / DP Director

90587 0X5 FD062 910554

90587 1X0 3420700

CORE PART REC'D

[redacted]tion
Sig[redacted]
Lin[redacted]
Date[redacted]

Shop Lit Customer Called in and said Steering Wheel is off

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of [redacted] for [redacted] any other [redacted]

PARTS: All parts installed are new unless otherwise indicated. Upon request replaced parts will be returned to you (except any part which is required to returned to a manufacturer or distributor under a warranty agreement, trade agreement or core charge agreement for a reconditioned part). You may be requir to pay an additional fee for the return of parts subject to a trade-in or core char agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCE TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROV YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPL THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE W NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCE IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIO WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIM
(initials) (initials) (initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
	$		
[redacted] Estimate	$		

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 30JUL15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
30JUL2015 16:26		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE (initials) _____ ORAL ESTIMATE (initials) _____ NO ESTIMATE (initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate	$		

▶ Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-998-6600
www.elindsay.com

PO: LCA38733
PAGE: 1 OF 1
PO DATE: 30JUL2015
PRINT DATE: 30JUL2015 16:27
TELEPHONE:
REQUESTOR: 90535
ISSUED BY: pellegri
SHIP VIA:
COMMENT: ENTERPRISE

18101
ENTERPRISE RENTAL CAR
GROUP ACCT RECEIVABLE DEPT

LANHAM MD 20703-0727

AUTHORIZING SIGNATURE

ORDER AMOUNT: $47.00

RO NO.	DESCRIPTION	AMOUNT
[redacted]	ENTERPRISE	47.00

CUSTOMER#: [redacted]

NAME: [redacted]

TOTAL FREIGHT: 0.00
TOTAL TAX: 0.00

PURCHASE ORDER

VENDOR COPY

LINDSAY
You'll Love it at Lindsay
Cadillac.

LINDSAY CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA. 22302
703 - 998-6600
[redacted]

TAG: [redacted] LICENSE: _____ YR: ___ MAKE/MODEL _____ COLOR _____

VIN: _____ MILEAGE: 17940

NAME _____ BEST CONTACT NO: ( ) _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ EMAIL: _____

HOME: ( ) _____ BUSINESS: ( ) _____ CELL: ( ) _____

Finish on Radio ~~Display~~ Controls are bubbling up at top of controls near the screen

Drivers side mirror is always dark when car is on

After 48 hours of work completion, there will be a $45.00/day charge added until pickup. I hereby authorize the above repairs to be done along with the necessary material, and hereby grant you or any employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgment without process against me in your favor in the amount due, together with cost and reasonable attorney fees, and to waive and release all errors which may intervene in any such procedure and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Co. is not responsible for loss or damage to vehicles or articles in case of fire, theft or any other cause beyond our control.

In the event I fail to pay for this transaction and the invoice is referred to an attorney or agent for collection, then I (customer) shall be liable for any costs and attorney fees incurred by the dealership for such collection efforts. I agree that in the event of a dispute, the forum for resolutions shall be the City of Alexandria. Additionally, I agree that Virginia law applies to any and all disputes.

The dealership is not responsible for personal property left in the vehicle. Any and all personal property should be removed prior to service. I agree, as a condition of service being provided, to hold the dealership harmless for any and all claims for loss of personal property left in the vehicle.

_____ DATE

FUEL IN

E

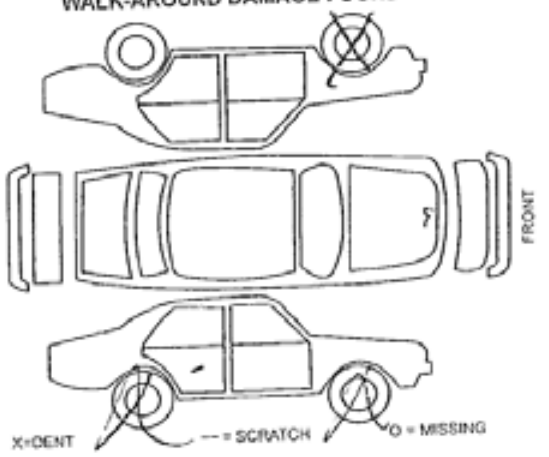
1/4

1/2

3/4

F

WALK-AROUND DAMAGE FOUND



☐ NO DAMAGE FOUND

Estampe 703-266-2988

Vehicle Report

Printed on: 07/30/2015 04:30:31

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] Vehicle Model: 2015 ESCALADE ESV 4WD

Delivery Date: 05/02/2015

Mileage : 1740

Service Consultant : Gino Pellegrino

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	WEH8D348

Required Field Actions

Number	Type	Description	Release Date	Status
15389	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Premium Care Maintenance	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Bumper to Bumper Limited Warranty	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Corrosion Limited Warranty	05/02/2015	101 MI	05/02/2021	999999 MI	Applicable
Emission Limited Warranty	05/02/2015	101 MI	05/02/2018	50101 MI	Applicable
PVPP Limited Warranty with deductible	05/02/2015	101 MI	05/02/2018	150101 MI	Applicable
Emission Select Component Ltd Wty	05/02/2015	101 MI	05/02/2023	80101 MI	Applicable
Emission Select State Component Ltd Wty	05/02/2015	101 MI	05/02/2022	70101 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0338	One or More Key Transmitter(s) Inoperative/Not Detected or Passive Entry Inop While Transmitter Functions Operate as Intended	07/13/2015
EI	PIE0341	Service Park Assist Message or Park Assist Blocked Message Displayed in DIC	06/05/2015
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
03/11/2015	[redacted]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	04/14/2015	[redacted]	MA	ACCESSORIES	1	W	1 MI
	04/13/2015	[redacted]	MA	PDI GM	1	W	1 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

SPECMO ENTERPRISES

1200 E. Avis
Madison Heights, MI 48071
(248) 307-2570

Core Return Authorization

[redacted]

Pre-Exchange Order #: 2363246

** This is not an Invoice **

Important: You must return this RA with your core for this order.

Bill To:	Ship To:
Lindsay Cadillac 1525 Kenwood AVE. Alexandria VA 22302 (703) 647-8670	Lindsay Cadillac 1525 Kenwood AVE. Alexandria VA 22302 Route#:

Order Date: 8/3/2015
Ship Date: 8/3/2015

Cust#: [redacted]

Order Placed By: Tony Melendez
Specmo CSR: Stephanie Keil

Part # Ordered: 23233090
Unit Type: Radios
Description: 15-16 (Escalade) AFS NAV RSE T
Part# Acquired By: Off Unit

Part # Shipped: 23233090
Ordered Via: SpecmoWeb
Description: 15-16 (Escalade) AFS NAV RSE TS
Serial # : 6115082547800220

RO # [redacted]

RO Date: 7/30/2015

PO #: [redacted]

Core Value: $747.06
Exchange Price: $647.06
Shipping Method: FedEx Overnight
Estimated Freight: $0.00

ARS# [redacted]

VIN #: 1GYS4TKJ1FR[redacted]

Year: 2015
Make: Cadillac
Model: Escalade ESV
Mileage: 1740
Delivery Date: 5/2/2015
Engine Hours:

Description of Failure:
Display is delaminating

Special Material Note:

Remarks: BB 05/02/2019 50,101 MI - FedEx O.N. per dlr - SK

Important Warranty Information

If the exchange core you are returning with this Return Authorization was:

Under GM Factory Warranty at the time of this service, please enclose a copy of the applicable RO.

VERY IMPORTANT: The defective core associated with this order must be returned to Specmo within 30 days to avoid being charged the non-refundable "Core Value" amount noted on this order by GM Customer Care and Aftersales. Warranty type or charges may change upon core receipt and review.

6/14

Year: 16

Date 8/6/15 11:03 AM

Cadillac : Escalade : 4X4 : 2015 : with 22" Wheel (RPO QST)

Front : Left				Front : Right		
Actual	Before	Specified Range		Actual	Before	Specified Range
-0.5°	-0.5°	-0.9° 0.7°	Camber	-0.5°	-0.5°	-0.9° 0.7°
3.6°	3.6°	2.1° 4.1°	Caster	3.7°	3.7°	2.1° 4.1°
0.00°	0.05°	-0.05° 0.15°	Toe	0.05°	0.05°	-0.05° 0.15°
11.4°	11.4°		SAI	11.7°	11.7°	
10.9°	10.9°		Included Angle	11.2°	11.2°	
			Turning Angle Diff.			

Front			
	Actual	Before	Specified Range
Cross Camber	0.7°	0.8°	-0.8° 0.8°
Cross Caster	-0.1°	-0.1°	-1.0° 1.0°
Cross SAI	-0.2°	-0.2°	
Total Toe	0.30°	0.31°	-0.10° 0.30°
Cross Turn Diff.			

Rear : Left				Rear : Right		
Actual	Before	Specified Range		Actual	Before	Specified Range
-0.1°	-0.1°		Camber	-0.1°	-0.1°	
-0.16°	-0.16°		Toe	0.15°	0.15°	

Rear			
	Actual	Before	Specified Range
Cross Camber	-0.1°	-0.1°	
Total Toe	-0.01°	0.00°	
Thrust Angle			-0.40° 0.40°

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

Cell:

Email:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF					
CAUSE: CHEAP OFF WOOD TRIM.					
CONCERN CODE:					
1031640 INSTRUMENT PANEL TRIM PLATE REPLACEMENT - RIGHT SIDE					
90373 WC 0.20				24.08	24.08
1 23232884 F-PLATE			213.94	213.94	213.94
1 FRT FREIGHT			11.27	11.27	11.27
FC: PART#: 23486735 COUNT: 0	12328	22521 TPARTS			
CLAIM TYPE:					
AUTH CODE:					
	480	2408 TLABOR			
SUBL ENTERPRISE PO#LCA40251 WC				47.00	47.00
TECH: 90373 ACTUAL HRS.: 0.36 SOLD HRS.: 0.20					
SALE-LBR: 24.08 PTS: 225.21 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 296.29					
COST-LBR: 4.80 PTS: 123.28 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 175.08					
5849 CHEAP OFF WOOD TRIM. REPLACE RIGHT SIDE INSTRUMENT PANEL TRIM PLATE PER SERVICE DIRECTOR.					
**********					
D CUSTOMER STATES THE ARM REST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT					
CAUSE: NO PROBLEM FOUND					
CONCERN CODE;					
1049929 INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOMER CONCERN NOT DUPLICATED (CCND)					
90373 WC 0.30				36.12	36.12
	0	0 TPARTS			
	720	3612 TLABOR			

581.07

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on 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 [redacted] ent of the Amount Due.

DATE C[redacted] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
TECH: 90373 ACTUAL HRS.: 0.38 SOLD HRS.: 0.30					
SALE-LBR: 36.12 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB:				0.00 TOTAL	36.12
COST-LBR: 7.20 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB:				0.00 TOTAL	7.20
5849 UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.					
**********					
E CADILLAC PREMIUM CARE - OIL CHANGE					
CAUSE: MAINT					
CONCERN CODE:					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE				27.09	27.09
90651 WC 0.30			8.60	8.21	8.21
1 19330000 (S)FILTER			6.67	6.67	53.36
8 19259487 OIL					
FC: PART#: 19330000 COUNT: 1	3222	6157 TPARTS			
CLAIM TYPE:					
AUTH CODE:	540	2709 TLABOR			
TECH: 90651 ACTUAL HRS.: 0.38 SOLD HRS.: 0.30					
SALE-LBR: 27.09 PTS: 61.57 MSC: 0.00 LUB: 0.00 SUB:				0.00 TOTAL	88.66
COST-LBR: 5.40 PTS: 32.22 MSC: 0.00 LUB: 0.00 SUB:				0.00 TOTAL	37.62
5849 DEXOS OIL CHANGE					
**********					
F CADILLAC PREMIUM CARE - TIRE ROTATION					
CAUSE: MAINT					
CONCERN CODE:					
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION				18.06	18.06
90651 WC 0.30					
	0	0 TPARTS			
	540	1806 TLABOR			

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TECH: 90651 ACTUAL HRS.: 0.16 SOLD HRS.: 0.30

SALE-LBR: 18.06 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 18.06
COST-LBR: 5.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 5.40

5849 TIRES ROTATED

****

I** CAMPAIGN 15304
CAUSE: CAMPAIGN.#15304.
CONCERN CODE:
CAMPAIGN CAMPAIGN
90373 WC 0.40 48.16 48.16

0 0 TPARTS
960 4816 TLABOR

TECH: 90373 ACTUAL HRS.: 0.70 SOLD HRS.: 0.40

SALE-LBR: 48.16 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 48.16
COST-LBR: 9.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 9.60

5849 CAMPAIGN.#15304. REPROGRAM TRANSFER CASE SHIFT CONTROL MODULE.
PROGRAM CODE:1AA81. SETUP CODE:FD32F.

****

J** CAMPAIGN 15472
CAUSE: CAMPAIGN. #15472.
CONCERN CODE:
CAMPAIGN CAMPAIGN
90373 WC 1.20 144.48 144.48

0 0 TPARTS
2880 14448 TLABOR

TECH: 90373 ACTUAL HRS.: 0.25 SOLD HRS.: 1.20

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

Invoice No [redacted]

WARRANTY

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
SALE-LBR:	144.48 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL		144.48
COST-LBR:	28.80 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL		28.80

5849 CAMPAIGN. #15472. REPROGRAM HMI & VPC (INC BATTERY & STEERING SHAFT INSPECT) PROGRAM CODE:6D3B9.

****

TECH: 90373 ACTUAL HRS.: 1.69 SOLD HRS.: 2.1
TECH: 90651 ACTUAL HRS.: 0.54 SOLD HRS.: 0.6

SALE-LBR:	297.99 PTS:	286.78 MSC:	0.00 LUB:	0.00 SUB:	47.00 TOTAL		631.77
COST-LBR:	61.20 PTS:	155.50 MSC:	0.00 LUB:	0.00 SUB:	47.00 TOTAL		263.70

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-10-15	08:33	08:52	0.32	W	90373	A	
	08:52	09:34	0.70	W	90373	I	
	09:35	09:50	0.25	W	90373	J	
	09:54	10:08	0.23	W	90373	K	
	10:08	10:08	0.00	W	90373	D	
	14:31	14:54	0.38	W	90651	E	
	14:55	15:05	0.16	W	90651	F	
	15:06	15:06	0.00	W	90651	G	
11-11-15	11:26	11:28	0.04	W	90373	A	
	11:28	11:51	0.38	W	90373	D	
11-12-15	13:11	13:12	0.02	W	90306	B	
	13:12	13:13	0.02	W	90306	C	

COST, SALE, & COMP TOTALS 26370 63177 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 297.99
PARTS AMOUNT	$ 286.78
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 47.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 631.77
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 631.77

Warranty Copy

ARMS® LINDSAY CADILLAC

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D655966-1638
Alternate Invoice Number: 2SV44Z

Bill To: 470053
LINDSAY CADILLAC
ATTN: GINO PELLEGRINO
1525 KENWOOD
ALEXANDRIA, , VA 22302

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1638)
1525 KENWOOD AVENUE
ALEXANDRIA, VA 223022319
(703) 578-2905

ADDITIONAL INFORMATION:
PO Number [redacted]

Owner's Vehicle: 2015 CADILLAC
Additional Driver:

Repair Facility:
LINDSAY CADILLAC SVC- ALEX
ALEXANDRIA,, VA 22302
(703) 998-8600

RENTAL DETAIL:

Rental Period: 11/9/15 to 11/13/15 (5 days)
Billed Period: 11/9/15 to 11/13/15 (4 days)

Products and Services	Rate	Amount
4 DAYS @	42.57	$170.28
Taxes and Surcharges		
4 VLF DR	0.15	$0.60
1 SALES TAX%	10.00%	$17.09
	Total Charges:	$188.00
	Less Amount Received:	$0.00
	Total Amount Due:	**$188.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
11/9/15 3:18 PM	2016	GMC	YUXL	1GKS2GKC4GR[redacted]	3323	3500	177	$42.57

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (16WW)
PO BOX 727

LANHAM, MD 20703-0727
Federal ID:26-4532512

Total Charges: $188.00
Less Amount Received: $0.00
Total Amount Due..... **$188.00**

Please include on your check:
Invoice: D655966-1638

[redacted]

Customer Number [redacted]

[redacted]

Invoice No [redacted]

INVOICE

Cell:

Drive right.

LINDSAY

CADILLAC OF

1525 KENWO

ALEXANDRIA,

703-647-8640 · FA.

www.elinds

SERVICE ADVISOR: *90535 GINO PELLEGR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEA
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30JUL15			09NOV1519:00		129.99	CASH

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET

\ CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT
TO THE RADIO HAS CRACKED AND BORKEN OFF
'AUSE: CHEAP OFF WOOD TRIM.
1031640 INSTRUMENT PANEL TRIM PLATE REPLACEMENT -
RIGHT SIDE
90373 WC
1 23232884 P-PLATE
1 FRT FREIGHT
FC: PART#: 23486735 COUNT: 0
CLAIM TYPE:
AUTH CODE:

3L ENTERPRISE PO#LCA40251
WC
:TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
49 CHEAP OFF WOOD TRIM. REPLACE RIGHT SIDE INSTRUMENT PANEL TRIM
ATE PER SERVICE DIRECTOR.
****
JSTOMER STATES THAT WHEN COLD THE STEERING WHEEL MAKES NOISE
3E: STEERING SHAFT WAS NOISY.
SUSP STEERING/SUSPENSION REPAIR
90306 IGP
HAZ HAZARDOUS WASTE DOCUMENTATION FEE
S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
9 STEERING SHAFT WAS NOISY. TEST DROVE VEHICLE. NOISE WAS NOT
RD ON MULTIPLE TEST DRIVES. INSPECTED STEERING SYSTEM. NO CONCERNS
? FOUND. LUBRICATED STEERING COLUMN AND SHAFT.
****
TOMER STATES THE STEERING WHEEL IS OFF CENTER
: UNABLE TO DUPLICATE A CONCERN.
SUSP STEERING/SUSPENSION REPAIR
90306 IGP
HAZ HAZARDOUS WASTE DOCUMENTATION FEE
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

TY STATEMENT AND DISCLAIMER: PLEASE SEE THE HIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF IR INVOICE.

below, you acknowledge that you were notified of and the Dealership to perform the services/repairs itemized oice and that you received for had the opportunity to y replaced parts as requested by you. The vehicle is ed to you in exchange for your payment of the Amount

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TO
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY	

. Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

[redacted]

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.ellindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58.09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

5849 UNABLE TO DUPLICATE A CONCERN. TEST DROVE VEHICLE. STEERING WHEEL AS CENTERED DURING TEST DROVE. NO REPAIRS PERFORMED.

****

D CUSTOMER STATES THE ARM REST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT

CAUSE: NO PROBLEM FOUND

1049929 INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOMER CONCERN NOT DUPLICATED (CCND)

90373 WC

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

5849 UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.

****

E CADILLAC PREMIUM CARE - OIL CHANGE

CAUSE: MAINT

0600503 CADILLAC PREMIUM CARE - OIL CHANGE

90651 WC

1 19330000 (S)FILTER (N/C)

8 19259487 OIL (N/C)

FC: PART#: 19330000 COUNT: 1 (N/C)

CLAIM TYPE:

AUTH CODE:

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

5849 DEXOS OIL CHANGE

****

CADILLAC PREMIUM CARE - TIRE ROTATION

USE: MAINT

0600513 CADILLAC PREMIUM CARE - TIRE ROTATION

90651 WC

RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

849 TIRES ROTATED

****

PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION

RRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE LERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF S REPAIR INVOICE.

signing below, you acknowledge that you were notified of and orized the Dealership to perform the services/repairs itemized vis Invoice and that you received (or had the opportunity to ect) any replaced parts as requested by you. The vehicle is g returned to you in exchange for your payment of the Amount

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

[redacted]

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

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ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.clindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS — LIST NET TOTAL

MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION
90651 IGP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
5849 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.
****

H PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
9100 IGP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
****

I** CAMPAIGN 15304
CAUSE: CAMPAIGN.#15304.
CAMPAIGN CAMPAIGN
90373 WC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
5849 CAMPAIGN.#15304. REPROGRAM TRANSFER CASE SHIFT CONTROL MODULE. PROGRAM CODE:1AA81. SETUP CODE:FD32F.
****

J** CAMPAIGN 15472
CAUSE: CAMPAIGN. #15472.
CAMPAIGN CAMPAIGN
90373 WC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00
5849 CAMPAIGN. #15472. REPROGRAM HMI & VPC (INC BATTERY & STEERING SHAFT INSPECT) PROGRAM CODE:6D3B9.
****

K** CUSTOMER ASKED TO HAVE ANY SERVICE UPDATES DONE AND OR PROGRAMING
ELECT ELECTRICAL REPAIR
90373 IGP (N/C)

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Service File Copy

Customer Number: [redacted]

[redacted]

Email:

Invoice No: [redacted]

INVOICE

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

5849 CHECK NAV/RADIO UPDATE. ALL UP TO DATE.

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Service File Copy

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

BUS:	CELL:					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1F[redacted]		5849/58641	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
09NOV2015 14:58		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	INT [redacted]		WC	CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF |CC: 1031840 0X2
# C	SUSP		WC	CUSTOMER STATES THAT WHEN COLD THE STEERING WHEEL MAKES NOISE |CC:
# D	INT 90373		WC	CUSTOMER STATES THE STEERING WHEEL IS OFF CENTER |CC:
# E	06 [redacted]		WC	CUSTOMER STATES THE ARM REST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT |CC: NPT 1049929 0X3
# F	0600513		WC	CADILLAC PREMIUM CARE - OIL CHANGE |CC:

CC[redacted]

CADILLAC PREMIUM CARE - TIRE ROTATION |CC:

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of [redacted] Dealership is not responsible for loss of [redacted] vehicle in case of fire, theft, or any other [redacted]

Date 11-9-15

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

Drive right.

LINDSAY
CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 3

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

BUS:						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849/ /	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
09NOV2015 14:58		

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G MPIV		IGP	PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION |CC:
# H IWASH		IGP	PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. |CC:

#I Campaign 90373 Campaign 15304 9101695 0X4
1AA81/FD3 2TF

#J Campaign 90373 Campaign 15472 9101708 1X2
60389

#K ELECT 90373 Check For Program updates and or Radio & Nav updates

Okay [redacted] tion
Sig: [redacted]
Line:
Date: Time:

Okay [redacted] ration
Sig: [redacted]
Line:
Date: Time:

Okay [redacted] tion
Sig: [redacted]
Line:

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

Date

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part. You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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_____ WRITTEN ESTIMATE (initials) _____ ORAL ESTIMATE (initials) _____ NO ESTIMATE (initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

Drive right.

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www.ellindsay.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1F[redacted]		5849/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
09NOV2015 14:58		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION
[redacted]	90535	1740	08AUG15			
			ELECT	90587	IGP	ELECTRICAL REPAIR
			CAMPAIGN	90587	WC	CAMPAIGN
			3420700	90587	WC	RADIO CONTROL ASSEMBLY REPLACEMENT
			ERENTAL	9100	WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE
			9999		WC	ENTERPRISE
			MPIV	90587	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			SUSP	90587	IGP	STEERING/SUSPENSION REPAIR

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

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PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate	$		

LINDSAY
You'll Love it at Lindsay Cadillac.

LINDSAY CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA. 22302
703 - 998-6600

TAG: [redacted] LICENSE: _____ YR: ___ MAKE/MODEL _____ COLOR _____

VIN: _____ MILEAGE: 5849

NAME _____ BEST CONTACT NO: ( ) _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ EMAIL: _____

HOME: ( ) _____ BUSINESS: ( ) _____ CELL: ( ) _____

Wood grain on Dash Passenger side
cracked

Tire Rotation 22

ter 48 hours of work completion, there will be a $45.00/day charge added until pickup. I hereby horize the above repairs to be done along with the necessary material, and hereby grant you or any ployees permission to operate the vehicle herein described on streets, highways or elsewhere for the pose of testing or inspection. I further agree that in the event possession of the car is given to me ore payment has been made or before uncertified checks cleared, I will immediately pay the amount upon demand and to secure said payment I authorize any attorney of any court of record to appear my behalf in any such court and confess judgment without process against me in your favor in the unt due, together with cost and reasonable attorney fees, and to waive and release all errors which intervene in any such procedure and to consent to immediate execution upon any such judgement by ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Co. is responsible for loss or damage to vehicles or articles in case of fire, theft or any other cause beyond control.

e event I fail to pay for this transaction and the invoice is referred to an attorney or agent for ction, then I (customer) shall be liable for any costs and attorney fees incurred by the dealership for collection efforts. I agree that in the event of a dispute, the forum for resolutions shall be the City exandria. Additionally, I agree that Virginia law applies to any and all disputes.

lealership is not responsible for personal property left in the vehicle. Any and all personal property d be removed prior to service. I agree, as a condition of service being provided, to hold the rship harmless for any and all claims for loss of personal property left in the vehicle.

FUEL IN

E

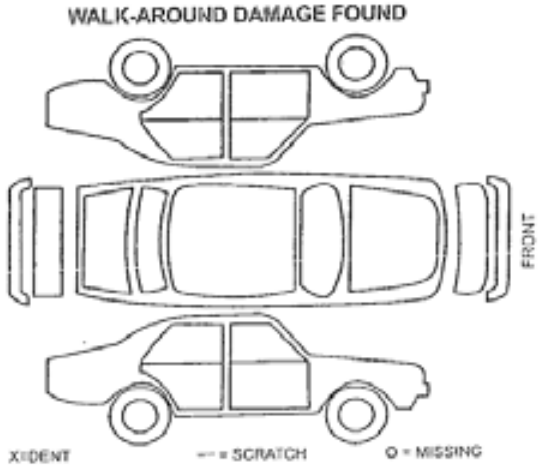
1/4

1/2

3/4

F

WALK-AROUND DAMAGE FOUND



Vehicle Report

Printed on: 11/09/2015 03:03:02

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 05/02/2015

Service Consultant : Gino Pellegrino **Mileage :** 5849

Vehicle Summary

OnStar Status	Diagnostics Report	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	WEH8D348

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Open
[redacted]	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
[redacted]	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Premium Care Maintenance	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Bumper to Bumper Limited Warranty	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Corrosion Limited Warranty	05/02/2015	101 MI	05/02/2021	999999 MI	Applicable
Emission Limited Warranty	05/02/2015	101 MI	05/02/2018	50101 MI	Applicable
PVPP Limited Warranty with deductible	05/02/2015	101 MI	05/02/2018	150101 MI	Applicable
Emission Select Component Ltd Wty	05/02/2015	101 MI	05/02/2023	80101 MI	Applicable
Emission Select State Component Ltd Wty	05/02/2015	101 MI	05/02/2022	70101 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	Number	Description	Date Posted
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/30/2015	[redacted]	ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZFAT	9101554	N150389 - Transmission Control Module Reprogramming with SPS	1740 MI	Warranty
07/30/2015	[redacted]	ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 MI	Warranty

Vehicle Report

Printed on: 11/09/2015 03:03:02

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD **Delivery Date:** 05/02/2015

Service Consultant : Gino Pellegrino **Mileage :** 5849

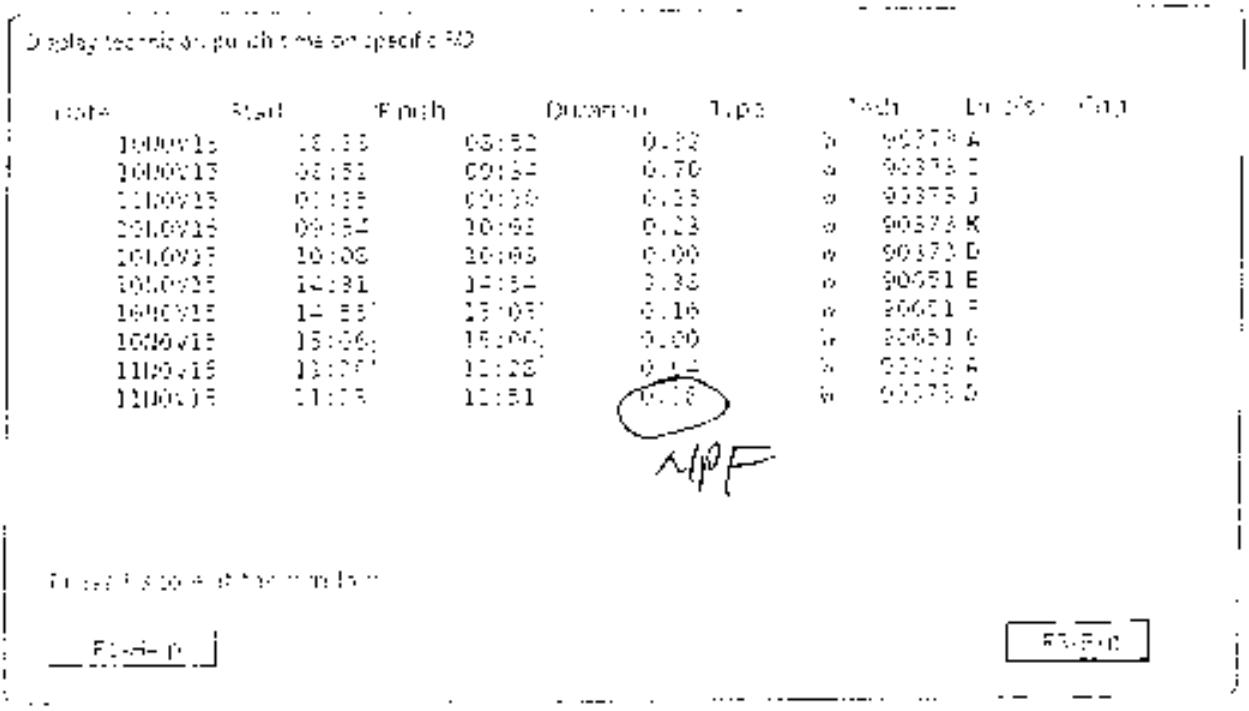
Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/30/2015	[redacted]	ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 MI	Warranty
07/30/2015		ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 MI	Warranty
03/11/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
08/08/2015	[redacted]	VA	ELECTRICAL REPAIR	7	I,W	1740 MI
04/14/2015		MA	ACCESSORIES	1	W	1 MI
04/13/2015		MA	PDI GM	1	W	1 MI

UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.



Test Report

SAY CADILLAC
[illegible]0 AV
VA,
02
USA
70[illegible] 6600

B[illegible]ODE
[illegible]

11/10/2015
[illegible]:50 AM

[illegible]OSTIC [illegible]

[illegible]
[illegible]

RESULTS
GOOD BATTERY
RATED: 660 CCA
MEASURED: 819 CCA
MEASURED VOLTS: 12.53
CHARGE TIME: 00:00:00
HOURS: 0.0

[illegible] OF HEALTH (SOH)
HIGH

LAST 8 OF VIN
[redacted]

[illegible]

[illegible] ID: UNREG

[illegible]

Customer Number [redacted]

Invoice No: [redacted]

WARRANTY

Page 1 of 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883 / 5883	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			16NOV15 WAIT		129.99	CASH	18NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
12:46 16NOV15	16:13 18NOV15	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
B CUSTOMER STATES THE STEERING WHEEL MAKES NOISE WHEN TURNING CUSTOMER SENT VIDOE OF NOISE						
CAUSE: STEERING COLUMN WAS WORN AND NOISY.						
CONCERN CODE:						
7441760 STEERING COLUMN REPLACEMENT						
90306 WC 4.80					577.92	577.92
1 23354099 COLUMN				703.40	703.40	703.40
FC: PART#: 23354099 COUNT: 1		36827	70340 TPARTS			
CLAIM TYPE:						
AUTH CODE:		15840	57792 TLABOR			
TECH: 90306 ACTUAL HRS.: 5.44 SOLD HRS.: 4.80						
SALE-LBR: 577.92 PTS: 703.40 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1281.32						
COST-LBR: 158.40 PTS: 368.27 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 526.67						
5883 STEERING COLUMN WAS WORN AND NOISY. TEST DROVE VEHICLE. NOISE WAS NOT HEARD. LUBRICATED STEERING COLUMN. PI #PIT5312B APPLIES TO A NOISE IN THE COLUMN. INSPECTED LOWER COLUMN FOR LOWER SHAFT OUT OF POSITION. NO CONCERN WAS FOUND. PI #PIT5452 APPLIES TO THIS CONCERN. REMOVED UPPER STEERING COMPONENTS AND INSPECTED BEARING PER PI. NO CONCERNS WERE FOUND. CALLED GM TAC. CASE #[redacted] TAC ADVISED TO REPLACED STEERING COLUMN. REPLACED STEERING COLUMN AND TRANSFERRED PARTS. TEST DROVE VEHICLE. NO NOISES WERE HEARD.						
**********						
E RENTAL VEHICLE PROVIDED BY ENTERPRISE.						
CAUSE: RENTAL						
CONCERN CODE:						
ERENTAL RENTAL VEHICLE PROVIDED BY ENTERPRISE.						
9100 WC 0.00					0.00	0.00
		0	0 TPARTS			
		0	0 TLABOR			
SUBL ENTERPISE PO#LCA40348						

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883 / 5883	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			16NOV15 WAIT		129.99	CASH	18NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
12:46 16NOV15	16:13 18NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WC		141.00	141.00	

TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 141.00 TOTAL 141.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 141.00 TOTAL 141.00

****

TECH: 90306 ACTUAL HRS.: 5.44 SOLD HRS.: 4.8
TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 577.92 PTS: 703.40 MSC: 0.00 LUB: 0.00 SUB: 141.00 TOTAL 1422.32
COST-LBR: 158.40 PTS: 368.27 MSC: 0.00 LUB: 0.00 SUB: 141.00 TOTAL 667.67

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-16-15	14:30	14:31	0.02	W	90373	A	
11-17-15	11:40	11:40	0.00	W	90306	C	
	11:40	13:44	2.06	W	90306	B	
	15:40	19:00	3.33	W	90306	B	
11-18-15	09:33	09:33	0.00	W	90306	B	
	15:53	15:56	0.05	W	90306	B	

COST, SALE, & COMP TOTALS 66767 142232 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 577.92
PARTS AMOUNT	$ 703.40
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 141.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 1422.32
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 1422.32

Warranty Copy

ARMS LINDSAY CADILLAC

Rental Company:	ENTERPRISE RENT-A-CAR
Invoice:	D656092-1638
Alternate Invoice Number:	2VNGK6

Bill To: 470053
LINDSAY CADILLAC
ATTN: GINO PELLEGRINO
1525 KENWOOD
ALEXANDRIA, , VA 22302

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1638)
1525 KENWOOD AVENUE
ALEXANDRIA, VA 223022319
(703) 578-2905

ADDITIONAL INFORMATION:
PO Number [redacted]GP

Owner's Vehicle: 2015 CADILLAC
Additional Driver:

Repair Facility:
LINDSAY CADILLAC SVC- ALEX
ALEXANDRIA,, VA 22302
(703) 998-6600

RENTAL DETAIL:

Rental Period: 11/16/15 to 11/19/15 (3 days)
Billed Period: 11/16/15 to 11/19/15 (3 days)

Products and Services	Rate	Amount
3 DAYS @	42.57	$127.71
Taxes and Surcharges		
3 VLF DR	0.15	$0.45
1 SALES TAX%	10.00%	$12.82
	Total Charges:	$141.00
	Less Amount Received:	$0.00
	Total Amount Due:	**$141.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
11/16/15 12:40 PM	2016	CADI	SRX	3GYFNEE33GS[redacted]	3542	3654	112	$42.57

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (16WW)
PO BOX 727

LANHAM, MD 20703-0727
Federal ID:26-4532512

Total Charges:	$141.00
Less Amount Received:	$0.00
Total Amount Due.....	**$141.00**

Please include on your check:
Invoice: D656092-1638

[redacted]

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883 / 5883	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			16NOV15 WAIT		129.99	CASH	18NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
12:46 16NOV15	16:13 18NOV15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE CENTER CONSOLE IS MAKING NOISE WHEN DRIVING OVER BUMPS. NOISE IS COMING FROM THE LID
INT INTERIOR TRIM REPAIR (N/C)
90373 IGP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
5883 SPECIAL ORDER PART. PART ON BACK ORDER. CUSTOMER WILL BE NOTIFY WHEN PART ARRIVES.
****

B CUSTOMER STATES THE STEERING WHEEL MAKES NOISE WHEN TURNING CUSTOMER SENT VIDOE OF NOISE
CAUSE: STEERING COLUMN WAS WORN AND NOISY.
7441760 STEERING COLUMN REPLACEMENT (N/C)
90306 WC (N/C)
1 23354099 COLUMN
PC: PART#: 23354099 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
5883 STEERING COLUMN WAS WORN AND NOISY. TEST DROVE VEHICLE. NOISE WAS NOT HEARD. LUBRICATED STEERING COLUMN. PI #PIT5312B APPLIES TO A NOISE IN THE COLUMN. INSPECTED LOWER COLUMN FOR LOWER SHAFT OUT OF POSITION. NO CONCERN WAS FOUND. PI #PIT5452 APPLIES TO THIS CONCERN. REMOVED UPPER STEERING COMPONENTS AND INSPECTED BEARING PER PI. NO CONCERNS WERE FOUND. CALLED GM TAC. CASE #[redacted] TAC ADVISED TO REPLACED STEERING COLUMN. REPLACED STEERING COLUMN AND TRANSFERRED PARTS. TEST DROVE VEHICLE. NO NOISES WERE HEARD.
****

C PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION
MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION (N/C)
90306 IGP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
5883 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect [redacted] vehicle is being [redacted] he Amount Due.

DATE [redacted] HORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Service File Copy

Customer Number: [redacted]

Invoice No [redacted]

INVOICE

[redacted]

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883 / 5883	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			16NOV15 WAIT		129.99	CASH	18NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
12:46 16NOV15	16:13 18NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

****

D PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.

IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER

- A $20.00 VALUE.

9100 IGP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E RENTAL VEHICLE PROVIDED BY ENTERPRISE.

CAUSE: RENTAL

ERENTAL RENTAL VEHICLE PROVIDED BY ENTERPRISE.

9100 WC (N/C)

SUBL ENTERPISE PO#LCA40348

WC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $6.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Service File Copy

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

BUS: CUST:

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883/5887	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			** WAITER **		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16NOV2015 12:46		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	INT	90373	WC	CUSTOMER STATES THE CENTER CONSOLE IS MAKING NOISE WHEN DRIVING OVER BUMPS. NOISE IS COMING FROM THE LID |CC: 23263510 SPNC CASE
# B	SUSP		WC	CUSTOMER STATES THE STEERING WHEEL MAKES NOISE WHEN TURNING CUSTOMER SENT VIDOE OF NOISE |CC: 4-1668375587 Ken C2D1B
# C	MPIV		IGP	PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION |CC:
# D	IWASH		IGP	PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. |CC:
# E	ERENTAL		IGP	RENTAL VEHICLE PROVIDED BY ENTERPRISE. |CC:

744 1760

3.0 + 3

3.3

+ 1.5 ohm

4.8

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss [redacted] cle in case of fire, theft, or any oth

Custom[redacted] Date _____

PARTS: All parts installed are now unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
(Initials) (Initials) (Initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: 90535 PELLEGRINO JR,GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5883/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			** WAITER **		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16NOV2015 12:46		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
[redacted]	90535	5849	13NOV15			
			1031640	90373	WC	INSTRUMENT PANEL TRIM PLATE REPLACEMEN
			9999		WC	ENTERPRISE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			1049929	90373	WC	INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOME
			0600503	90651	WC	CADILLAC PREMIUM CARE - OIL CHANGE
			0600513	90651	WC	CADILLAC PREMIUM CARE - TIRE ROTATION
			MPIV	90651	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			CAMPAIGN	90373	WC	CAMPAIGN
			CAMPAIGN	90373	WC	CAMPAIGN
			ELECT	90373	IGP	ELECTRICAL REPAIR
[redacted]	90535	1740	08AUG15			
			ELECT	90587	IGP	ELECTRICAL REPAIR
			CAMPAIGN	90587	WC	CAMPAIGN
			3420700	90587	WC	RADIO CONTROL ASSEMBLY REPLACEMENT
			ERENTAL	9100	WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE
			9999		WC	ENTERPRISE
			MPIV	90587	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU

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Customer X _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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_____ WRITTEN ESTIMATE (initials) _____ ORAL ESTIMATE (initials) _____ NO ESTIMATE (initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

LINDSAY
You'll Love it at Lindsay Cadillac.

LINDSAY CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA. 22302
703 - 998-6600

TAG: [redacted] LICENSE: _____ YR: ___ MAKE/MODEL _____ COLOR _____

VIN: 1GYS4TKJ1FR[redacted] MILEAGE: 55863

NAME _____ BEST CONTACT NO: ( ) _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ EMAIL: _____

HOME: ( ) _____ BUSINESS: ( ) _____ CELL: ( ) _____

steering still making noise
when Turning

Center console glove box lid makes
a Rattle Nois

After 48 hours of work completion, there will be a $45.00/day charge added until pickup. I hereby authorize the above repairs to be done along with the necessary material, and hereby grant you or any employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgment without process against me in your favor in the amount due, together with cost and reasonable attorney fees, and to waive and release all errors which may intervene in any such procedure and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Co. is not responsible for loss or damage to vehicles or articles in case of fire, theft or any other cause beyond our control.

In the event I fail to pay for this transaction and the invoice is referred to an attorney or agent for collection, then I (customer) shall be liable for any costs and attorney fees incurred by the dealership for such collection efforts. I agree that in the event of a dispute, the forum for resolutions shall be the City of Alexandria. Additionally, I agree that Virginia law applies to any and all disputes.

The dealership is not responsible for personal property left in the vehicle. Any and all personal property should be removed prior to service. I agree, as a condition of service being provided, to hold the dealership harmless for any and all claims for loss of personal property left in the vehicle.

FUEL IN

E

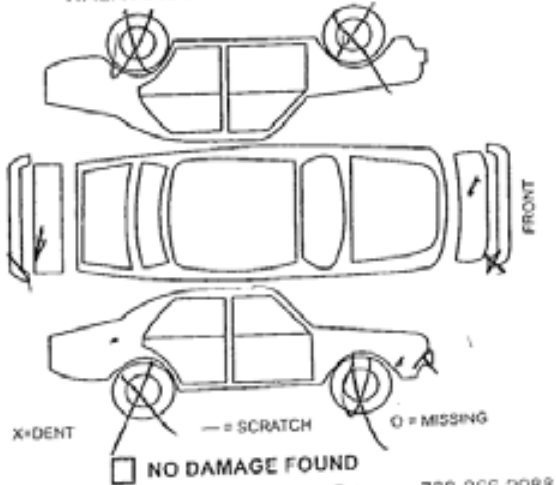
1/4

1/2

3/4

F

WALK-AROUND DAMAGE FOUND



☐ NO DAMAGE FOUND

Estampe 703-266-2988

Date	Start	Finish	Duration	Type	Tech	Line(s)	Chg
16NOV15	14:30	14:31	0.02	W	90373	A	
17NOV15	11:40	11:40	0.00	W	90306	C	
17NOV15	11:40	13:44	2.06	W	90306	B	
17NOV15	15:40	19:00	3.33	W	90306	B	
18NOV15	09:33	09:33	0.00	W	90306	B	
18NOV15	15:53	15:56	0.05	W	90306	B	

TEST DROVE VEHICLE. NOISE WAS NOT HEARD. LUBRICATED STEERING COLUMN. PI #PIT5312B APPLIES TO A NOISE IN THE COLUMN. INSPECTED LOWER COLUMN FOR LOWER SHAFT OUT OF POSITION. NO CONCERN WAS FOUND. PI #PIT5452 APPLIES TO THIS CONCERN. REMOVED UPPER STEERING COMPONENTS AND INSPECTED BEARING PER PI. NO CONCERNS WERE FOUND. CALLED GM TAC. CASE [redacted] TAC ADVISED TO REPLACED STEERING COLUMN. REPLACED STEERING COLUMN AND TRANSFERRED PARTS. TEST DROVE VEHICLE. NO NOISES WERE HEARD.

Customer Number: [redacted]

Invoice No: [redacted]

INTERNAL

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FF[redacted]		5883 / 5883	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			16NOV15 WAIT		129.99	CASH	18NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
12:46 16NOV15	16:13 18NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE CENTER CONSOLE IS MAKING NOISE WHEN DRIVING OVER BUMPS. NOISE IS COMING FROM THE LID

CONCERN CODE:

INT INTERIOR TRIM REPAIR 0.00 0.00

90373 IGP 0.00

5883 SPECIAL ORDER PART. PART ON BACK ORDER. CUSTOMER WILL BE NOTIFY WHEN PART ARRIVES.

****

C PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION

CONCERN CODE:

MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION 0.00 0.00

90306 IGP 0.00

5883 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

****

D PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.

CONCERN CODE:

IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. 0.00 0.00

9100 IGP 0.00

****

COST, SALE, & COMP TOTALS 0 0 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Service File Copy

LINDSAY CADILLAC COMPANY

1525 KENWOOD AVENUE
ALEXANDRIA, VIRGINIA 22302
(703) 647-8640

[redacted]

18NOV15

Dear [redacted]

As part of our dedication to your **Complete Satisfaction**, you may be sent a customer satisfaction survey from Cadillac. Should you receive a survey, I would appreciate it if you would complete it and return it to Cadillac. This survey is my report card and assists Cadillac in evaluating the quality of service I provide.

Completely Satisfied	76% - 100%	Passing
Very Satisfied	51% - 75%	Failing
Satisfied	50%	Failing
Somewhat Satisfied	25% - 49%	Failing
Not At All Satisfied	0% - 24%	Failing

As you can see "**Completely Satisfied**" is my ***only*** passing grade.

It is for this reason that I ask that you mark the survey "**Completely Satisfied**". If for any reason you can not mark "**Completely Satisfied**", please contact me so that I may rectify any remaining concerns you might have regarding your Cadillac.

Thank you for allowing me to serve you. Your opinions will help me serve you better.



Sincerely,

90535 GINO PELLEGRINO JR
Service Advisor
Lindsay Cadillac

PS You can make any comment regarding the car, but please answer "Completely Satisfied" on the survey. That's my personal grade. Thanks Again!!

Visit our Web Site at: www.elindsay.com

EXP800

YOUR SHOP NAME
1000 ANY ST.
YOUR TOWN, STATE
80527
USA
800-555-1212
WEBSITE.COM
STORE ID NUMBER

11/18/2015
9:53 AM

BATTERY TEST

RESULTS:
GOOD BATTERY
VOLTAGE: 12.56V
MEASURED: 801 CCA
RATED: 650 CCA
TEMPERATURE: 76°F

[redacted]



BATTERY MEETS OR EXCEEDS
REQUIRED STANDARDS.

TEST AGAIN AT NEXT
STORE VISIT.

[redacted]

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90344 MARK AHMAD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1F[redacted]		6101 / 6101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			02MAR1619:00		129.99	CASH	02MAR16

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
13:02 02MAR16	13:52 02MAR16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ROADSIDE SERVICE CALL - INOPERABLE			
CAUSE: ROADSIDE CASE#[redacted] LABOR OP#0600002			
CONCERN CODE:			
0600002 ROADSIDE SERVICE CALL - INOPERABLE			
9084 WC 1.00		105.48	105.48
	0	0 TPARTS	
	2350	10548 TLABOR	
TECH: 9084 ACTUAL HRS.: 0.00 SOLD HRS.: 1.00			
SALE-LBR: 105.48 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			105.48
COST-LBR: 23.50 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			23.50
**********			
B BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM			
CAUSE: LABOR OP#0600102			
CONCERN CODE:			
0600102 BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM			
9084 WC 0.70		84.28	84.28
1 88864065 94RPG	246.71	246.71	246.71
CORE CHARGE W		18.00	18.00
-1 88864065 CORE RETURN	18.00	18.00	-18.00
FC: PART#: 88864065 COUNT: 1	12917	24671 TPARTS	
CLAIM TYPE:			
AUTH CODE:			
	1645	8428 TLABOR	
TECH: 9084 ACTUAL HRS.: 0.00 SOLD HRS.: 0.70			
SALE-LBR: 84.28 PTS: 246.71 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			330.99
COST-LBR: 16.45 PTS: 129.17 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			145.62
6101 TECHNICIAN TESTED BATTERY, FOUND BATTERY LOW ON VOLTS AND			

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 • FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90344 MARK AHMAD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		6101 / 6101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			02MAR1619:00		129.99	CASH	02MAR16

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
13:02 02MAR16	13:52 02MAR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CCA'S, TECHNICIAN REPLACED BATTERY UNDER CADILLAC ROADSIDE ASSISTANCE PROGRAM							

****

TECH: 9084 ACTUAL HRS.: 0.00 SOLD HRS.: 1.7

SALE-LBR: 189.76 PTS: 246.71 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 436.47
COST-LBR: 39.95 PTS: 129.17 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 169.12
*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 16912 43647 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 189.76
PARTS AMOUNT	$ 246.71
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 436.47
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 436.47**

Warranty Copy

Copyright 2014 CDK Global, LLC

Customer Number [redacted]

Invoice No: [redacted]

INVOICE

[redacted]

Email:

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90344 MARK AHMAD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		6101 / 6101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			02MAR1619:00		129.99	CASH	02MAR16

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
13:02 02MAR16	13:52 02MAR16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A ROADSIDE SERVICE CALL - INOPERABLE
CAUSE: ROADSIDE CASE#[redacted] LABOR OP#0600002
0600002 ROADSIDE SERVICE CALL - INOPERABLE
9084 WC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
****

B BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM
CAUSE: LABOR OP#0600102
0600102 BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM
9084 WC (N/C)
1 88864065 94RPG (N/C)
CORE CHARGE W (N/C)
-1 88864065 CORE RETURN (N/C)
FC: PART#: 88864065 COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
6101 TECHNICIAN TESTED BATTERY, FOUND BATTERY LOW ON VOLTS AND CCA'S, TECHNICIAN REPLACED BATTERY UNDER CADILLAC ROADSIDE ASSISTANCE PROGRAM
****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Service File Copy

DealerCAR Complete POS ERP Global LLC

Drive right.

LINDSAY
CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

BUS: CELL: SERVICE ADVISOR: 90344 AHMAD, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		6101/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 02MAR16		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
02MAR2016 13:02		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS	
# A	0600002		WC	ROADSIDE SERVICE CALL - INOPERABLE	CC:
# B	0600102		WC	BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM	CC:

PAYMENT TERMS: I hereby authorize and agree to pay for the inspection and repairs, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

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Custo[redacted] Date 3/2/16

[redacted]

WORKORDER

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

Drive right.

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BUS: CELL: SERVICE ADVISOR: 90344 AHMAD,MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
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R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
02MAR2016 13:02		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION
[redacted]	90535	5883	19NOV15			
			INT	90373	IGP	INTERIOR TRIM REPAIR
			7441760	90306	WC	STEERING COLUMN REPLACEMENT
			MPIV	90306	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			ERENTAL	9100	WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE
			9999		WC	ENTERPISE
[redacted]	90535	5849	13NOV15			
			1031640	90373	WC	INSTRUMENT PANEL TRIM PLATE REPLACEMEN
			9999		WC	ENTERPRISE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			1049929	90373	WC	INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOME
			0600503	90651	WC	CADILLAC PREMIUM CARE - OIL CHANGE
			0600513	90651	WC	CADILLAC PREMIUM CARE - TIRE ROTATION
			MPIV	90651	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			CAMPAIGN	90373	WC	CAMPAIGN
			CAMPAIGN	90373	WC	CAMPAIGN
			ELECT	90373	IGP	ELECTRICAL REPAIR
[redacted]	90535	1740	08AUG15			

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Customer X _____ Date _____

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Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

Dealer: 119[redacted]
VIN: 1GYS4TKJ1FR[redacted]

GM VEHICLE QUERY STATUS SUMMARY

QUERY DATE/TIME: 02 MAR 2016 13:01:56 EST

Year	Make	Model	Model Description	Delivery Mileage	Weight	Ship Date
2015		6K15906	ESCALADE ESV 4WD	101 M	3405	

Warranty Start Date	Service Contract	Warranty Block	Branded Title	PDI Status
2015-05-02	No Data Rcv'd	No Data Rcv'd	No Data Rcv'd	Y

*** REQUIRED FIELD ACTIONS ***

Number	Type	Status	Issue Date	Exp. Date	Contact Phone
[redacted]	Customer Satisfaction Program	Open	2016-01-29	2018-02-28	
	Bulletin Description: INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR				
	Labor Op Code: 9101975 15577 - Install New Fuse Block Label				
	Service Update Bulletins	Closed	2015-09-16	Unlimited	
	Bulletin Description: 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*				
	Labor Op Code: 9101695 N150304 - Transfer Case Shift Control Module Reprogramming with SPS				
	Service Update Bulletins	Closed	2015-08-27	Unlimited	
	Bulletin Description: CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN & BATTERY CHECKS				
	Labor Op Code: 9101708 N150472 - Reprogram HMI & VPC (inc battery & steering shaft inspect)				
	Service Update Bulletins	Closed	2015-05-22	Unlimited	
	Bulletin Description: TORQUE CONVERTER CLUTCH (TCC) SHUDDER				
	Labor Op Code: 9101554 N150389 - Transmission Control Module Reprogramming with SPS				

*** RELATED REPAIRS ***

Type	Number	Description	Date
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	2016-01-12

*** ONSTAR /XM RADIO COVERAGE ***

OnStar/XM Radio	Active	Security Code
OnStar	Yes	
OnStar - OVD	Yes	
OnStar - DMN	Yes	
XM Radio	Yes	WEH8D348

*** WARRANTY INFORMATION ***

Status	Description	Warranty Start Date	Warranty Start Odometer	Warranty End Date	Warranty End Odometer

Applicable	Emission Limited Warranty Warranty Notes: 00000000000000000443	2015-05-02	101 M	2018-05-02	50101 M
Applicable	PVPP Limited Warranty with deductible Warranty Notes: 00000000000000400104	2015-05-02	101 M	2018-05-02	150101 M
Applicable	Premium Care Maintenance Warranty Notes: 00000000000000000671	2015-05-02	101 M	2019-05-02	50101 M
Applicable	Bumper to Bumper Limited Warranty Warranty Notes: 00000000000000000384	2015-05-02	101 M	2019-05-02	50101 M
Applicable	Corrosion Limited Warranty Warranty Notes: 00000000000000000431	2015-05-02	101 M	2021-05-02	999999 M
Applicable	Emission Select State Component Ltd Wty Warranty Notes: 00000000000000000456	2015-05-02	101 M	2022-05-02	70101 M
Applicable	Emission Select Component Ltd Wty Warranty Notes: 00000000000000000453	2015-05-02	101 M	2023-05-02	80101 M

*** SERVICE HISTORY ***

Job Card	Line	Repeat	Claim Type	Closed Date	Mileage	Labor Operation
A26353	1		ZPDI	2015-03-11	1 M	0590072 Pre-Delivery Inspection - Base Time
493889	2		ZFAT	2015-09-08	1740 M	9101554 N150389 - Transmission Control Module Reprogramming with SPS
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
499603	1		ZREG	2015-11-16	5849 M	1031640 Instrument Panel Trim Plate Replacement - Right Side
499603	4		ZREG	2015-11-16	5849 M	1049929 Interior Buzz/Squeak/Rattle - Customer Concern Not Duplicate
499603	5		ZREG	2015-11-16	5849 M	0600503 Cadillac Premium Care - Oil Change
499603	6		ZREG	2015-11-16	5849 M	0600513 Cadillac Premium Care - Tire Rotation
499603	9		ZFAT	2015-11-16	5849 M	9101695 N150304 - Transfer Case Shift Control Module Reprogramming w
499603	10		ZFAT	2015-11-16	5849 M	9101708 N150472 - Reprogram HMI & VPC (inc battery & steering shaft
500021	2		ZREG	2015-11-23	5883 M	7441760 Steering Column Replacement
2252388	1		ZREG	2015-08-10	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco
2252388	1		ZREG	2015-08-10	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco
2252388	1		ZREG	2015-08-07	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco

Cadillac Roadside Service

Lindsay Cadillac Company

1525 Kenwood Ave.
Alexandria, VA 22302
(703) 824-9640

RO# _____

CASE # [redacted] DATE: 2-29-16

DELIVERY DATE _____

VIN# 1G4S4TKJ1FR[redacted]

WARRANTY: (circle one)

MILEAGE 6101 TECH# 9084

48/50

NAME [redacted]

CERTIFIED

ADDRESS [redacted]

EXTENDED ROADSIDE
(DID YOU CALL IN? _____)

CITY [redacted] STATE [redacted] ZIP [redacted]

PHONE: HOME ( ) _____ WORK ( ) _____

GOODWILL
AUTH BY _____

ROADSIDE LOCATION: 125 North st NE DC 20002

TIME PAGED: 5:45 pm ARRIVAL TIME: 6:23 FINISH TIME: 7:00 PM

DISTANCE TRAVELED ONE WAY: 17 MILES

Complaint: NO start

Correction: Test Battery showing 1 volts NO CCAS
Tech Replaced Battery

Cause: ANALYZE States
Replace

Battery Tester Code: NO CODES

2015 BLK ESC

QTY.	PART NO. DESCRIPTION			SALE AMOUNT	
1	94RPG				

94RPG
P016R
57747

LABOR		
PARTS		
ACCESSORIES		
GAS, OIL & GREASE		
SUBLET REPAIRS		
TAX		
TOTAL		

727364 VA

[redacted]

I hereby grant you and your employees permission to operate the car herein described on streets, highways or elsewhere for the purpose of testing and or inspection. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared, I will immediately pay the amount due upon demand, and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor in the amount due, together with cost and reasonable attorney fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Company is not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

The Reynolds and Reynolds Company FL60569 0-10-05

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

[redacted]

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90344 MARK AHMAD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		8750 / 8750	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			14MAY1619:00		129.99	CASH	14MAY16

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:24 14MAY16	14:30 14MAY16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ROADSIDE SERVICE CALL - INOPERABLE			
CAUSE: ROADSIDE CASE #[redacted] LABOR OP#0600002			
CONCERN CODE:			
0600002 ROADSIDE SERVICE CALL - INOPERABLE			
9084 WC 1.50		105.48	105.48
	0	0 TPARTS	
	3525	10548 TLABOR	

TECH: 9084 ACTUAL HRS.: 0.00 SOLD HRS.: 1.50

SALE-LBR: 105.48 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 105.48
COST-LBR: 35.25 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 35.25

8750 TECHNICIAN REQUESTED TOWING UPON ARRIVAL, BRAKE LIGHT INDICATOR IS ON

****

TECH: 9084 ACTUAL HRS.: 0.00 SOLD HRS.: 1.5

SALE-LBR: 105.48 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 105.48
COST-LBR: 35.25 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 35.25

*** NO RO PUNCH TIMES ON FILE ***

COST, SALE, & COMP TOTALS 3525 10548 0

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LABOR AMOUNT	$ 105.48
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 105.48
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 105.48

Warranty Copy

DealerCAP Copyright 2014 CDK Global, LLC

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

[redacted]

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

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www.elindsay.com

SERVICE ADVISOR: ***90344 MARK AHMAD***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		8750 / 8750	[redacted]

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R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:24 14MAY16	14:30 14MAY16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ROADSIDE SERVICE CALL - INOPERABLE						
CAUSE: ROADSIDE CASE #[redacted] LABOR OP#0600002							
	0600002			ROADSIDE SERVICE CALL - INOPERABLE			(N/C)
		9084	WC				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
8750 TECHNICIAN REQUESTED TOWING UPON ARRIVAL, BRAKE LIGHT INDICATOR IS ON							
**********							

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SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Service File Copy

DealerCAR Copyright 2014 CDK Global, LLC

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 2

Drive right.

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BUS: CELL:

SERVICE ADVISOR: 90344 AHMAD, MARK

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14MAY2016 14:24		

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Custom[redacted] 2/24/16

Dealer[redacted]

[redacted]

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE (Initials) _____ ORAL ESTIMATE (Initials) _____ NO ESTIMATE (Initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: 90344 AHMAD,MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		8750/	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 14MAY16		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14MAY2016 14:24		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION
[redacted]	90344	6101	02MAR16			
			0600002	9084	WC	ROADSIDE SERVICE CALL - INOPERABLE
			0600102	9084	WC	BATTERY REPLACEMENT UNDER ROADSIDE PR
	90535	5883	19NOV15			
			INT	90373	IGP	INTERIOR TRIM REPAIR
			7441760	90306	WC	STEERING COLUMN REPLACEMENT
			MPIV	90306	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			ERENTAL	9100	WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE
			9999		WC	ENTERPISE
	90535	5849	13NOV15			
			1031640	90373	WC	INSTRUMENT PANEL TRIM PLATE REPLACEMEN
			9999		WC	ENTERPRISE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			SUSP	90306	IGP	STEERING/SUSPENSION REPAIR
			9997		IGP	HAZARDOUS WASTE DOCUMENTATION FEE
			1049929	90373	WC	INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOME
			0600503	90651	WC	CADILLAC PREMIUM CARE - OIL CHANGE
			0600513	90651	WC	CADILLAC PREMIUM CARE - TIRE ROTATION
			MPIV	90651	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			CAMPAIGN	90373	WC	CAMPAIGN

PAYMENT TERMS: I hereby authorize and agree to pay for the inspection and repairs, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

Customer X _____ Date _____

DealerCAR Copyright 2014 CDK Global, LLC

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 26 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
(Initials) (Initials) (Initials)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate $	$		

Dealer: 119074
VIN: 1GYS4TKJ1FR[redacted]

GM VEHICLE QUERY STATUS SUMMARY

QUERY DATE/TIME: 14 MAY 2016 14:23:57 EDT

Year	Make	Model	Model Description	Delivery Mileage	Weight	Ship Date
2015		6K15906	ESCALADE ESV 4WD	101 M	3405	

Warranty Start Date	Service Contract	Warranty Block	Branded Title	PDI Status
2015-05-02	No Data Rcv'd	No Data Rcv'd	No Data Rcv'd	Y

*** REQUIRED FIELD ACTIONS ***

Number	Type	Status	Issue Date	Exp. Date	Contact Phone
[redacted]	Customer Satisfaction Program	Closed	2016-01-29	2018-02-28	
	Bulletin Description: INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR				
	Labor Op Code: 9101975 15577 - Install New Fuse Block Label				
	Service Update Bulletins	Closed	2015-09-16	Unlimited	
	Bulletin Description: 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*				
	Labor Op Code: 9101695 N150304 - Transfer Case Shift Control Module Reprogramming with SPS				
	Service Update Bulletins	Closed	2015-08-27	Unlimited	
	Bulletin Description: CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN & BATTERY CHECKS				
	Labor Op Code: 9101708 N150472 - Reprogram HMI & VPC (inc battery & steering shaft inspect)				
	Service Update Bulletins	Closed	2015-05-22	Unlimited	
	Bulletin Description: TORQUE CONVERTER CLUTCH (TCC) SHUDDER				
	Labor Op Code: 9101554 N150389 - Transmission Control Module Reprogramming with SPS				

*** RELATED REPAIRS ***

Type	Number	Description	Date
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	2016-01-12
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	2016-03-15

*** ONSTAR /XM RADIO COVERAGE ***

OnStar/XM Radio	Active	Security Code
OnStar	Yes	
OnStar - OVD	Yes	
OnStar - DMN	Yes	
XM Radio	Yes	WEH8D348

*** WARRANTY INFORMATION ***

---Warranty Start--- ----Warranty End----

Status	Description	Date	Odometer	Date	Odometer
Applicable	Emission Limited Warranty Warranty Notes: 00000000000000000443	2015-05-02	101 M	2018-05-02	50101 M
Applicable	PVPP Limited Warranty with deductible Warranty Notes: 00000000000000400104	2015-05-02	101 M	2018-05-02	150101 M
Applicable	Premium Care Maintenance Warranty Notes: 00000000000000000671	2015-05-02	101 M	2019-05-02	50101 M
Applicable	Bumper to Bumper Limited Warranty Warranty Notes: 00000000000000000384	2015-05-02	101 M	2019-05-02	50101 M
Applicable	Corrosion Limited Warranty Warranty Notes: 00000000000000000431	2015-05-02	101 M	2021-05-02	999999 M
Applicable	Emission Select State Component Ltd Wty Warranty Notes: 00000000000000000456	2015-05-02	101 M	2022-05-02	70101 M
Applicable	Emission Select Component Ltd Wty Warranty Notes: 00000000000000000453	2015-05-02	101 M	2023-05-02	80101 M

*** SERVICE HISTORY ***

Job Card	Line	Repeat	Claim Type	Closed Date	Mileage	Labor Operation
A26353	1		ZPDI	2015-03-11	1 M	0590072 Pre-Delivery Inspection - Base Time
493889	2		ZFAT	2015-09-08	1740 M	9101554 N150389 - Transmission Control Module Reprogramming with SPS
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
493889	3		ZREG	2015-09-08	1740 M	3420700 Radio Control Assembly Replacement
499603	1		ZREG	2015-11-16	5849 M	1031640 Instrument Panel Trim Plate Replacement - Right Side
499603	4		ZREG	2015-11-16	5849 M	1049929 Interior Buzz/Squeak/Rattle - Customer Concern Not Duplicate
499603	5		ZREG	2015-11-16	5849 M	0600503 Cadillac Premium Care - Oil Change
499603	6		ZREG	2015-11-16	5849 M	0600513 Cadillac Premium Care - Tire Rotation
499603	9		ZFAT	2015-11-16	5849 M	9101695 N150304 - Transfer Case Shift Control Module Reprogramming w
499603	10		ZFAT	2015-11-16	5849 M	9101708 N150472 - Reprogram HMI & VPC (inc battery & steering shaft
500021	2		ZREG	2015-11-23	5883 M	7441760 Steering Column Replacement
505523	1		ZREG	2016-03-03	6101 M	0600002 CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS
505523	2		ZREG	2016-03-03	6101 M	0600102 Roadside Service - Battery Test & Replace
679672	1		ZREG	2016-05-03	8162 M	7023350 Front Seat Cushion Cover and Pad Replacement
679672	6		ZFAT	2016-05-06	8162 M	9101975 15577 - Install New Fuse Block Label
2252388	1		ZREG	2015-08-10	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco
2252388	1		ZREG	2015-08-10	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco
2252388	1		ZREG	2015-08-07	1740 M	0600458 Control Assembly-Radio Audio (face plate), Return to ACDelco

0026649669	1	ZREG	2016-03-02	5900 M 0600072 ROADSIDE SERVICE (PREMIUM)

Cadillac Roadside Service

Lindsay Cadillac Company

1525 Kenwood Ave.
Alexandria, VA 22302
(703) 824-9640

RO# _____

CASE # [redacted] DATE: 5-13-16 DELIVERY DATE _____

VIN# 1G4S4TKJ1FR[redacted]

MILEAGE 87750 TECH# 4084 WARRANTY: (circle one)

48/50

NAME [redacted] CERTIFIED

ADDRESS _____ EXTENDED ROADSIDE
(DID YOU CALL IN? _____)

CITY [redacted] STATE _____ ZIP _____

PHONE: [redacted] WORK ( ) _____ GOODWILL
AUTH BY _____

ROADSIDE LOCATION: 3700 Four Mile Run ARLington VA

TIME PAGED: 3:48 ARRIVAL TIME: 4:00 pm FINISH TIME: 4:00 pm
RUSH HR

DISTANCE TRAVELED ONE WAY: 1 MILES

Complaint: No Start

Correction: Customer Request towing upon Tech ARRIVAL, Tech Noticed Low Brake Fluid Light

Cause: UNKNOWN Battery Tester Code: _____

2015 ES ESV

QTY.	PART NO. DESCRIPTION			SALE AMOUNT	

LABOR		
PARTS		
ACCESSORIES		
GAS, OIL & GREASE		
SUBLET REPAIRS		
TAX		12
TOTAL		

727364

[redacted]

X _____

I hereby authorize the above repairs to be done along with the necessary material, and hereby grant you and your employees permission to operate the car herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared, I will immediately pay the amount due upon demand, and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor in the amount due, together with cost and reasonable attorney fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Company is not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

The Reynolds and Reynolds Company Pub0709 Q 10/05

PE18-012

GM

3-27-2019

Q3



Customer Number [redacted]

Invoice No: [redacted]

WARRANTY

DUPLICATE 1

Page 1 of 2

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-8607
www.elindsay.com

[redacted]

Email:

Cell:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
B	CAMPAIGN 15389								
	CAUSE: REPROGRAM TRANSMISSION CONTROL MODULE								
	CONCERN CODE:								
	CAMPAIGN CAMPAIGN								
	90587 WC 0.50							60.20	60.20
					0	0 TPARTS			
					1000	6020 TLABOR			

9101534 S

TECH: 90587 ACTUAL HRS.: 0.93 SOLD HRS.: 0.50

SALE-LBR:	60.20	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 60.20
COST-LBR:	10.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 10.00

1740 REPROGRAM TRANSMISSION CONTROL MODULE REPROGRAMMED
TRANSMISSION CONTROL MODULE

****

C	CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS								
	IS BUBBLING AT THE TOP JUST UNDER THE SCREEN								
	CAUSE: FOUND BUBBLES ON RADIO								
	CONCERN CODE:								
	3420700 RADIO CONTROL ASSEMBLY REPLACEMENT								
	90587 WC 1.00							120.40	120.40
	1 23233090 F-CONTROL						1078.65	0.00	0.00
	FC: PART#: 23233090 COUNT: 1				0	0 TPARTS			
	CLAIM TYPE:								
	AUTH CODE:								
					2000	12040 TLABOR			

TECH: 90587 ACTUAL HRS.: 4.82 SOLD HRS.: 1.00

SALE-LBR:	120.40	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 120.40
COST-LBR:	20.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 20.00

1740 FOUND BUBBLES ON RADIO REPLACED CENTER STACK

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) [redacted] u. The vehicle is being ret[redacted]nt of the Amount Due.

DATE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Warranty Copy

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

DUPLICATE 1

Page 2 of 2

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE

ALEXANDRIA, VA 22302

703-647-8640 • FAX: 703-998-8807

www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2 Liter SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	RENTAL VEHICLE PROVIDED BY ENTERPRISE.							
CAUSE: RENTAL								
CONCERN CODE:								
	ERENTAL	RENTAL VEHICLE PROVIDED BY ENTERPRISE.						
		9100	WC	0.00			0.00	0.00
					0	0 TPARTS		
					0	0 TLABOR		
SUBL	ENTERPRISE PO#LCA38733							
			WC				329.00	329.00

TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 329.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 329.00

****

TECH: 90587 ACTUAL HRS.: 5.75 SOLD HRS.: 1.5
TECH: 9100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 180.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 509.60
COST-LBR: 30.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 329.00 TOTAL 359.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-04-15	08:45	13:34	4.82	W	90587	C	
	13:34	14:30	0.93	W	90587	B	
	14:30	14:31	0.02	W	90587	A	
	14:31	14:31	0.00	W	90587	E	
08-06-15	10:51	11:32	0.68	W	90587	G	

COST, SALE, & COMP TOTALS 35900 50960 0

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $6.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 180.60
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 329.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 509.60
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 509.60

ARMS LINDSAY CADILLAC

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D653883-1638
Alternate Invoice Number: 1W84N8

Bill To: 470053
LINDSAY CADILLAC
ATTN: GINO PELLEGRINO
1525 KENWOOD
ALEXANDRIA, , VA 22302

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1636)
1525 KENWOOD AVENUE
ALEXANDRIA, VA 223022319
(703) 578-2905

ADDITIONAL INFORMATION:
PO Number [redacted]GP

Owner's Vehicle: 2015 CADILLAC ESCAL
Additional Driver:

Repair Facility:
LINDSAY CADILLAC SVC- ALEX
ALEXANDRIA,, VA 22302
(703) 998-5600

RENTAL DETAIL:

Rental Period: 7/30/15 to 8/7/15 (9 days)
Billed Period: 7/30/15 to 8/7/15 (8 days)

Products and Services	Rate	Amount
8 DAYS @	34.39	$275.12
1 MISC EXP	250.00	$250.00
Taxes and Surcharges		
8 VLF DR	0.15	$1.20
1 SALES TAX%	10.00%	$27.64
	Total Charges:	$554.00
	Less Amount Received:	$250.00
	Total Amount Due:	**$304.00**

ENSURE RENTAL VIN IS PROVIDED
Reopen for ___ day(s) rental:
☐ Part(s) delay
☐ No technical solution
☐ Vehicle inoperable
** Authorize as needed **

WORKED RADIO

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
7/30/15 4:45 PM	2014	CHEV	CAMA	2G1FB1E35E[redacted]23494		23916	422	$34.39

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (16WW)
PO BOX 727

LANHAM, MD 20703-0727
Federal ID [redacted]

Total Charges:	$554.00
Less Amount Received:	$250.00
Total Amount Due.....	**$304.00**

Please include on your check:
Invoice: D653883-1638

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

INVOICE

DUPLICATE 1

Page 1 of 2

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 - FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES THE DRIVER SIDE MIRROR TURNS BLACK WHEN THE CAR IS RUNNING. THE MIRROR JUST DIMS TO THE POINT YOU CAN NOT SEE AT NIGHT

CAUSE: COULD NOT DUPLICATE CUSTOMERS CONCERN

ELECT ELECTRICAL REPAIR

90587 IGP

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

1740 COULD NOT DUPLICATE CUSTOMERS CONCERN NO FURTHER REPAIRS AT THIS TIME

****

B CAMPAIGN 15389

CAUSE: REPROGRAM TRANSMISSION CONTROL MODULE

CAMPAIGN CAMPAIGN

90587 WC

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

1740 REPROGRAM TRANSMISSION CONTROL MODULE REPROGRAMMED TRANSMISSION CONTROL MODULE

****

C CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS IS BUBBLING AT THE TOP JUST UNDER THE SCREEN

CAUSE: FOUND BUBBLES ON RADIO

3420700 RADIO CONTROL ASSEMBLY REPLACEMENT

90587 WC

1 23233090 F-CONTROL (N/C)

FC: PART#: 23233090 COUNT: 1 (N/C)

CLAIM TYPE:

AUTH CODE:

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

1740 FOUND BUBBLES ON RADIO REPLACED CENTER STACK

****

RENTAL VEHICLE PROVIDED BY ENTERPRISE.

CAUSE: RENTAL

RENTAL RENTAL VEHICLE PROVIDED BY ENTERPRISE.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on 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.

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE
DUPLICATE 1
Page 2 of 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-6640 - FAX: 703-998-6607
www.elindsay.com

[redacted]

Cell:

Email:

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740 / 1740	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			06AUG1519:00		129.99	CASH	06AUG15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
16:26 30JUL15	18:38 06AUG15	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
	9100		WC						(N/C)

SUBL ENTERPRISE PO#LCA38733

WC

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

****

E PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION
MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION
90587 IGP

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

1740 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

****

F PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
9100 IGP

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

****

** CUSTOMER CALLED IN AND STATED THE STEERING WHEEL SEEMS TO BE OFF CENTER

AUSE: PERFORM ALIGNMENT
SUSP STEERING/SUSPENSION REPAIR
90587 IGP

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C) 0.00

40 PERFORM ALIGNMENT PERFORMED ALIGNMENT. ALIGNMENT SEEMS TO BE FINE. DID NOT MAKE ANY ADJUSTMENTS TO VEHICLE. TEST DROVE VEHICLE, VEHICLE DROVE NORMAL.

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

CSI Customer See Gino for Sergio Father is

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.ellindsay.com

SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

BUS:	CODE:						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ[redacted]		1740/1747		[redacted]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 30JUL15		129.99	CASH	
R.O. OPENED	READY		OPTIONS: ENG:6.2_Liter_SFI				
30JUL2015 16:26							

Gino Called p

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	ELECT		WC	CUSTOMER STATES THE DRIVER SIDE MIRROR TURNS BLACK WHEN THE CAR IS RUNNING. THE MIRROR JUST DIMS TO THE POINT YOU CAN NOT SEE AT NIGHT. |CC:

6:30 pm Closed

B CAMPAIGN WC CAMPAIGN 15389 |CC:

9101554 Name post M Direction

90587 0X5 FD062

C INT WC CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS IS BUBBLING AT THE TOP JUST UNDER THE SCREEN |CC:

CORE PART REC'D

90587 1X0 34207000

D ERENTAL WC RENTAL VEHICLE PROVIDED BY ENTERPRISE. |CC:

E MPIV IGP PERFORM WORLD CLASS [redacted] INSPECTION |CC:

F IWASH IGP PERFORM COMPLIMENTARY [redacted] $20.00 VALUE. |CC:

Shop WC Customer called in and said steering wheel is sti

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $126.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $6.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or its contents, whether in case of fire, theft, or any other cause.

[redacted]

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 26 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE

Telephone #: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
Estimate			

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.alindsay.com

BUS: CELL: SERVICE ADVISOR: 90535 PELLEGRINO JR,GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		1740/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 30JUL15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
30JUL2015 16:26		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	CLSD DTE	DESCRIPTION

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, will be added to the Repair Order for shop supplies used in connection with the repair. A waste disposal charge may apply not to exceed $5.00.

STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
(e-mail) (phone) (none)

Telephone at: _____ Fax to: _____

E-mail to: _____

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		

▶ Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-988-6600
www.elindsay.com

PO: LCA38733
PAGE: 1 OF 1
PO DATE: 30JUL2015
PRINT DATE: 30JUL2015 16:27
TELEPHONE:
REQUESTOR: 90535
ISSUED BY: pellegri
SHIP VIA:
COMMENT: ENTERPRISE

18101
ENTERPRISE RENTAL CAR
GROUP ACCT RECEIVABLE DEPT

LANHAM MD 20703-0727

AUTHORIZING SIGNATURE

ORDER AMOUNT: $47.00

PO NO	DESCRIPTION	AMOUNT
[redacted]	ENTERPRISE CUSTOMER#: [redacted] NAME: [redacted]	47.00

TOTAL FREIGHT: 0.00
TOTAL TAX: 0.00

PURCHASE ORDER

LINDSAY
You'll Love it at Lindsay
Cadillac

LINDSAY CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA. 22302
703 - 998-6600

[redacted]

TAG: [redacted] LICENSE: _____ YR: ___ MAKE/MODEL _____ COLOR _____

VIN: _____ MILEAGE: 17440

NAME _____ BEST CONTACT NO: ( ) _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ EMAIL: _____

HOME: ( ) _____ BUSINESS: ( ) _____ CELL: ( ) _____

Finish on Radio ~~Display~~ Controls are bubbling up at top of controls near the screen

Drivers side mirror is always dark when car is on

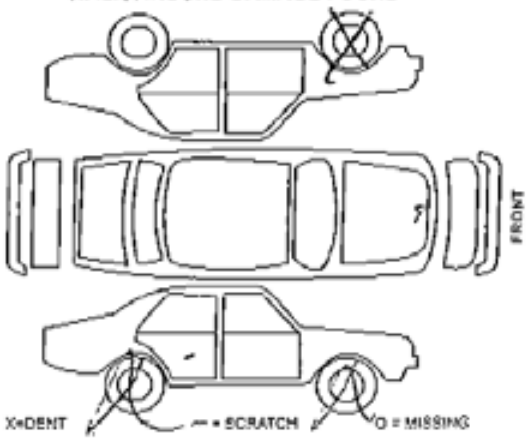
Note 48 hours of work completion, there will be a $45.00/day charge added until pickup. I hereby authorize the above repairs to be done along with the necessary material, and hereby grant you or any employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgment without process against me in your favor in the amount due, together with cost and reasonable attorney fees, and to waive and release all errors which may intervene in any such procedure and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Co. is not responsible for loss or damage to vehicles or articles in case of fire, theft or any other cause beyond its control.

In the event I fail to pay for this transaction and the invoice is referred to an attorney or agent for collection, then I (customer) shall be liable for any costs and attorney fees incurred by the dealership for such collection efforts. I agree that in the event of a dispute, the forum for resolution shall be the City of Alexandria. Additionally, I agree that Virginia law applies to any and all disputes.

The dealership is not responsible for personal property left in the vehicle. Any and all personal property should be removed prior to service. I agree, as a condition of service being provided, to hold the dealership harmless for any and all claims for loss of personal property left in the vehicle.

FUEL IN
E
1/4
1/2
3/4
F

WALK-AROUND DAMAGE FOUND



☐ NO DAMAGE FOUND

Vehicle Report

Printed on: 07/30/2015 04:30:31

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] Vehicle Model: 2015 ESCALADE ESV 4WD Delivery Date: 05/02/2015

Service Consultant : Gino Pellegrino Mileage : 1740

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	WEH8D348

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Premium Care Maintenance	**05/02/2015**	**101 MI**	**05/02/2019**	**50101 MI**	**Applicable**
Bumper to Bumper Limited Warranty	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Corrosion Limited Warranty	05/02/2015	101 MI	05/02/2021	999999 MI	Applicable
Emission Limited Warranty	05/02/2015	101 MI	05/02/2018	50101 MI	Applicable
PVPP Limited Warranty with deductible	05/02/2015	101 MI	05/02/2018	150101 MI	Applicable
Emission Select Component Ltd Wty	05/02/2015	101 MI	05/02/2023	80101 MI	Applicable
Emission Select State Component Ltd Wty	05/02/2015	101 MI	05/02/2022	70101 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	Number	Description	Date Posted
EI	PIE0338	One or More Key Transmitter(s) Inoperative/Not Detected or Passive Entry Inop While Transmitter Functions Operate as Intended	07/13/2015
EI	PIE0341	Service Park Assist Message or Park Assist Blocked Message Displayed in DIC	06/05/2015
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
03/11/2015	[redacted]	ZPDI	0580072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/14/2015	[redacted]	MA	ACCESSORIES	1	W	1 MI
04/13/2015	[redacted]	MA	PDI GM	1	W	1 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

Print Name [redacted]

SPECMO ENTERPRISES

1200 E. Avis
Madison Heights, MI 48071
(248) 307-2570

Core Return Authorization

Pre-Exchange Order #: [redacted]

[redacted]

** This is not an Invoice **

Important: You must return this RA with your core for this order.

Bill To:	Ship To:
Lindsay Cadillac 1525 Kenwood AVE. Alexandria VA 22302 (703) 647-9670	Lindsay Cadillac 1525 Kenwood AVE. Alexandria VA 22302 Route#:

Order Date: 8/3/2015
Ship Date: 8/3/2015

Cust#: [redacted]

Order Placed By: Tony Melendez
Specmo CSR: Stephanie Koil

Part # Ordered: 23233090
Unit Type: Radios
Description: 15-16 (Escalade) AFS NAV RSE T
Part# Acquired By: Off Unit

Part # Shipped: 23233090
Ordered Via: SpecmoWeb
Description: 15-16 (Escalade) AFS NAV RSE TS
Serial # : 6115062547800220

RO #: [redacted]
RO Date: 7/30/2015
PO #: [redacted]

Core Value: $747.06
Exchange Price: $647.06
Shipping Method: FedEx Overnight
Estimated Freight: $0.00
ARS# Shipped: 062336309002521

VIN #: 1GYS4TKJ1FR[redacted] [redacted]

Year: 2015 Make: Cadillac Model: Escalade ESV Mileage: 1740 Delivery Date: 5/2/2015 Engine Hours:	Description of Failure: Display is delaminating	Special Material Note:

Remarks: BB 05/02/2019 50,101 MI - FedEx O.N. per dir - SK

Important Warranty Information

If the exchange core you are returning with this Return Authorization was:

Under GM Factory Warranty at the time of this service, please enclose a copy of the applicable RO.

VERY IMPORTANT: The defective core associated with this order must be returned to Specmo within 30 days to avoid being charged the non-refundable "Core Value" amount noted on this order by GM Customer Care and Aftersales. Warranty type or charges may change upon core receipt and review.

6/14

Year: [illegible]
Date 8/8/15 11:03 AM

Cadillac : Escalade : 4X4 : 2015 : with 22" Wheel (RPO QST)

Front : Left

Actual	Before	Specified Range
-0.5°	-0.5°	-0.9° 0.7°
3.6°	3.6°	2.1° 4.1°
0.05°	0.05°	-0.05° 0.15°
11.4°	11.4°	
10.9°	10.9°	

	Front : Right		
	Actual	Before	Specified Range
Camber	-0.5°	-0.5°	-0.9° 0.7°
Caster	3.7°	3.7°	2.1° 4.1°
Toe	0.05°	0.05°	-0.05° 0.15°
SAI	11.7°	11.7°	
Included Angle	11.2°	11.2°	
Turning Angle Diff.			

Front

	Actual	Before	Specified Range
Cross Camber	0.0°	0.0°	-0.8° 0.8°
Cross Caster	-0.1°	-0.1°	-1.0° 1.0°
Cross SAI	-0.2°	-0.2°	
Total Toe	0.10°	0.11°	-0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-0.1°	-0.1°	
-0.16°	-0.16°	

	Rear : Right		
	Actual	Before	Specified Range
Camber	-0.1°	-0.1°	
Toe	0.16°	0.16°	

Rear

	Actual	Before	Specified Range
Cross Camber	-0.1°	-0.1°	
Total Toe	0.01°	0.00°	
Thrust Angle	-0.15°	-0.15°	-0.40° 0.40°

Customer Numbe [redacted]

[redacted]

Invoice No: [redacted]

WARRANTY

Page 1 of 4

Cell:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 • FAX: 703-998-8607
www.cllindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2 Liter SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF							
	CAUSE: CHEAP OFF WOOD TRIM.							
	CONCERN CODE:							
	1031640 INSTRUMENT PANEL TRIM PLATE REPLACEMENT - RIGHT SIDE							
	90373 WC 0.20							
	1 23232884 P-PLATE					213.94	213.94	213.94
	1 FRT FREIGHT					11.27	11.27	11.27
	FC: PART#: 23486735 COUNT: 0			12328	22521 TPARTS			
	CLAIM TYPE:							
	AUTH CODE:							
	SUBL ENTERPRISE PO# [redacted]			480	2408 TLABOR			
	WC						47.00	47.00
	TECH: 90373 ACTUAL HRS.: 0.36 SOLD HRS.: 0.20							
	SALE-LBR: 24.08 PTS: 225.21 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 296.29							
	COST-LBR: 4.80 PTS: 123.28 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 175.08							
	5849 CHEAP OFF WOOD TRIM. REPLACE RIGHT SIDE INSTRUMENT PANEL TRIM PLATE PER SERVICE DIRECTOR.							
	**********							
D	CUSTOMER STATES THE ARM REST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT							
	CAUSE: NO PROBLEM FOUND							
	CONCERN CODE:							
	1049929 INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOMER CONCERN NOT DUPLICATED (CCND)							
	90373 WC 0.30							
				0	0 TPARTS		36.12	36.12
				720	3612 TLABOR			

581.07

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized on this invoice and that you received (or had the opportunity to inspect) any [redacted] being returned [redacted] mount due.

[redacted]

[redacted] ED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

Page 2 of 4

Cell:

[redacted]

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FF[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS			LIST	NET	TOTAL
TECH: 90373 ACTUAL HRS.: 0.38 SOLD HRS.: 0.30									
SALE-LBR:	36.12	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 36.12
COST-LBR:	7.20	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 7.20

5849 UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.

****

E CADILLAC PREMIUM CARE - OIL CHANGE
CAUSE: MAINT
CONCERN CODE:
0600503 CADILLAC PREMIUM CARE - OIL CHANGE

90651	WC	0.30		27.09	27.09
1 19330000	(S)	FILTER	8.60	8.21	8.21
8 19259487		OIL	6.67	6.67	53.36

FC: PART#: 19330000 COUNT: 1 3222 6157 TPARTS
CLAIM TYPE:
AUTH CODE:

540 2709 TLABOR

TECH: 90651 ACTUAL HRS.: 0.38 SOLD HRS.: 0.30

SALE-LBR:	27.09	PTS:	61.57	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 88.66
COST-LBR:	5.40	PTS:	32.22	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 37.62

5849 DEXOS OIL CHANGE

****

F CADILLAC PREMIUM CARE - TIRE ROTATION
CAUSE: MAINT
CONCERN CODE:
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION

90651	WC	0.30		18.06	18.06

0 0 TPARTS
540 1806 TLABOR

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [redacted]

Invoice No: [redacted]

WARRANTY

[redacted]

Page 3 of 4

Cell:

Email:

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH. TYPE	HOURS	LIST	NET	TOTAL

TECH: 90651 ACTUAL HRS.: 0.16 SOLD HRS.: 0.30

SALE-LBR: 18.06 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 18.06
COST-LBR: 5.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 5.40

5849 TIRES ROTATED

****

I** CAMPAIGN 15304
CAUSE: CAMPAIGN.#15304.
CONCERN CODE:

	CAMPAIGN	CAMPAIGN				
	90373	WC	0.40		48.16	48.16
			0	0	TPARTS	
			960	4816	TLABOR	

TECH: 90373 ACTUAL HRS.: 0.70 SOLD HRS.: 0.40

SALE-LBR: 48.16 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 48.16
COST-LBR: 9.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 9.60

5849 CAMPAIGN.#15304. REPROGRAM TRANSFER CASE SHIFT CONTROL MODULE.
PROGRAM CODE:1AA81. SETUP CODE:FD32F.

****

J** CAMPAIGN 15472
CAUSE: CAMPAIGN. #15472.
CONCERN CODE:

	CAMPAIGN	CAMPAIGN				
	90373	WC	1.20		144.48	144.48
			0	0	TPARTS	
			2880	14448	TLABOR	

TECH: 90373 ACTUAL HRS.: 0.25 SOLD HRS.: 1.20

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [redacted]

[redacted]

Invoice No [redacted]

WARRANTY

Page 4 of 4

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1526 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.ellndsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
SALE-LBR:	144.48 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	144.48
COST-LBR:	28.80 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00 TOTAL	28.80

5849 CAMPAIGN. #15472. REPROGRAM HMI & VPC (INC BATTERY & STEERING SHAFT INSPECT) PROGRAM CODE:6D3B9

****

TECH: 90373 ACTUAL HRS.: 1.69 SOLD HRS.: 2.1
TECH: 90651 ACTUAL HRS.: 0.54 SOLD HRS.: 0.6

SALE-LBR: 297.99 PTS: 286.78 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 631.77
COST-LBR: 61.20 PTS: 155.50 MSC: 0.00 LUB: 0.00 SUB: 47.00 TOTAL 263.70

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-10-15	08:33	08:52	0.32	W	90373	A	
	08:52	09:34	0.70	W	90373	I	
	09:35	09:50	0.25	W	90373	J	
	09:54	10:08	0.23	W	90373	K	
	10:08	10:08	0.00	W	90373	D	
	14:31	14:54	0.38	W	90651	E	
	14:55	15:05	0.16	W	90651	F	
	15:06	15:06	0.00	W	90651	G	
11-11-15	11:26	11:28	0.04	W	90373	A	
	11:28	11:51	0.38	W	90373	D	
11-12-15	13:11	13:12	0.02	W	90306	B	
	13:12	13:13	0.02	W	90306	C	

COST, SALE, & COMP TOTALS 26370 63177 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 297.99
PARTS AMOUNT	$ 286.78
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 47.00
MISC. CHARGES *	$ 0.00
TOTAL CHARGES	$ 631.77
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 631.77

ARMS LINDSAY CADILLAC

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D655966-1638
Alternate Invoice Number: 2SV44Z

Bill To: 470053
LINDSAY CADILLAC
ATTN: GINO PELLEGRINO
1525 KENWOOD
ALEXANDRIA, , VA 22302

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1638)
1525 KENWOOD AVENUE
ALEXANDRIA, VA 223022319
(703) 578-2905

ADDITIONAL INFORMATION:
PO Number :499603 GP

Owner's Vehicle: 2015 CADILLAC
Additional Driver:

Repair Facility:
LINDSAY CADILLAC SVC- ALEX
ALEXANDRIA,, VA 22302
(703) 998-6600

RENTAL DETAIL:

Rental Period: 11/9/15 to 11/13/15 (5 days)
Billed Period: 11/9/15 to 11/13/15 (4 days)

Products and Services	Rate	Amount
4 DAYS @	42.57	$170.28
Taxes and Surcharges		
4 VLF DR	0.15	$0.60
1 SALES TAX%	10.00%	$17.09
	Total Charges:	$188.00
	Less Amount Received:	$0.00
	Total Amount Due:	**$188.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
11/9/15 3:18 PM	2016	GMC	YUXL	1GKS2GKC4GR[redacted]	3323	3500	177	$42.57

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (16WW)
PO BOX 727

LANHAM, MD 20703-0727
Federal ID:26-4532512

Total Charges:	$188.00
Less Amount Received:	$0.00
Total Amount Due.....	$188.00

Please include on your check:
Invoice: [redacted]

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

INVOICE

Page 1 of 4

Cell:

Drive right.

LINDSAY

CADILLAC OF

1525 KENWO

ALEXANDRIA,

703-647-8640 - FA

www.elinds

		MAKE/MODEL		VIN	SERVICE ADVISOR: 90535 GINO PELLEGR	LICENSE	MILEA
BLACK	15	CADILLAC ESCALADE ES		1GYS4TKJ1FR[redacted]			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
30JUL15			09NOV1519:00		129.99	CASH	[redacted]
R.O. OPENED		READY	OPTIONS: ENG:6 2_Liter_SFI				
14:58 09NOV15		15:58 12NOV15					

LINE OPCODE TECH TYPE HOURS LIST NET

CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF
AUSE: CHEAP OFF WOOD TRIM.
1031640 INSTRUMENT PANEL TRIM PLATE REPLACEMENT - RIGHT SIDE
90373 WC
1 23232884 P PLATE
1 FRT FREIGHT
FC: PART#: 23486735 COUNT: 0
CLAIM TYPE:
AUTH CODE:

L ENTERPRISE PO#LCA40251
WC
TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A
49 CHEAP OFF WOOD TRIM. REPLACE RIGHT SIDE INSTRUMENT PANEL TRIM
ATE PER SERVICE DIRECTOR.
****
STOMER STATES THAT WHEN COLD THE STEERING WHEEL MAKES NOISE
E: STEERING SHAFT WAS NOISY.
SUSP STEERING/SUSPENSION REPAIR
90306 IGP
HAZ HAZARDOUS WASTE DOCUMENTATION FEE
S: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
STEERING SHAFT WAS NOISY. TEST DROVE VEHICLE. NOISE WAS NOT
D ON MULTIPLE TEST DRIVES. INSPECTED STEERING SYSTEM. NO CONCERNS
FOUND. LUBRICATED STEERING COLUMN AND SHAFT.
****
TOMER STATES THE STEERING WHEEL IS OFF CENTER
: UNABLE TO DUPLICATE A CONCERN.
SUSP STEERING/SUSPENSION REPAIR
90306 IGP
AZ HAZARDOUS WASTE DOCUMENTATION FEE
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

TY STATEMENT AND DISCLAIMER: PLEASE SEE THE HIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF IR INVOICE.

below, you acknowledge that you were notified of and the Dealership to perform the services/repairs itemized ice and that you received (or had the opportunity to y replaced parts as requested by you. The vehicle is ed to you in exchange for your payment of the Amount

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	

Customer Number: [redacted]

[redacted]

Invoice No: [redacted]

INVOICE

Page 2 of 4

Cell:

Drive right,

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8840 - FAX: 703-998-8607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

BLACK	15	CADILLAC ESCALADE ES	VIN 1GYS4TKJ1FR[redacted]		LICENSE	MILEAGE IN/OUT 5849 / 5849	TAG [redacted]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15
R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI					
14:58.09NOV15	15:58 12NOV15						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

5849 UNABLE TO DUPLICATE A CONCERN. TEST DROVE VEHICLE. STEERING WHEEL AS CENTERED DURING TEST DROVE. NO REPAIRS PERFORMED.

****

C CUSTOMER STATES THE ARM REST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT

CAUSE: NO PROBLEM FOUND

1049929 INTERIOR BUZZ/SQUEAK/RATTLE - CUSTOMER CONCERN NOT DUPLICATED (CCND)

90373 WC

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

5849 UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.

****

C CADILLAC PREMIUM CARE - OIL CHANGE

CAUSE. MAINT

0600503 CADILLAC PREMIUM CARE - OIL CHANGE

90651 WC

1 19330000 (S) FILTER (N/C)

9 19259487 OIL (N/C)

FC: PART#: 19330000 COUNT: 1 (N/C)

CLAIM TYPE:

AUTH CODE:

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

5849 DEXOS OIL CHANGE

****

CADILLAC PREMIUM CARE - TIRE ROTATION

USE: MAINT

0600513 CADILLAC PREMIUM CARE - TIRE ROTATION

90651 WC

RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

849 TIRES ROTATED

****

PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION

RRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE LERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF S REPAIR INVOICE.

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CUSTOMER SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY	

Customer Number [redacted]

[redacted]

Invoice No: [redacted]

INVOICE

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

MPIV PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION (N/C)
90651 IGP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
5849 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

****

H PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
IWASH PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. (N/C)
9100 IGP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** CAMPAIGN 15304
CAUSE: CAMPAIGN #15304.
CAMPAIGN CAMPAIGN (N/C)
90373 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
5849 CAMPAIGN #15304. REPROGRAM TRANSFER CASE SHIFT CONTROL MODULE. PROGRAM CODE:1AA81. SETUP CODE:FD32F.

****

J** CAMPAIGN 15472
CAUSE: CAMPAIGN #15472.
CAMPAIGN CAMPAIGN (N/C)
90373 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00
5849 CAMPAIGN. #15472. REPROGRAM HMI & VPC (INC BATTERY & STEERING SHAFT INSPECT) PROGRAM CODE:6D3B9.

****

K** CUSTOMER ASKED TO HAVE ANY SERVICE UPDATES DONE AND OR PROGRAMING
ELECT ELECTRICAL REPAIR (N/C)
90373 IGP

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Dealer File Copy

Customer Number: [redacted]

Invoice No: [redacted]

INVOICE

Cell:

Drive right.
LINDSAY
CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
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www.ellindsay.com

SERVICE ADVISOR: *90535 GINO PELLEGRINO JR*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849 / 5849	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
30JUL15			09NOV1519:00		129.99	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
14:58 09NOV15	15:58 12NOV15	

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE R:		0.00
5849	CHECK NAV/RADIO UPDATE, ALL UP TO DATE.									

****

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the 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.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS: We have added a charge equal to 14% of the total cost of labor and parts, not to exceed $125.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed $5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE/DISCOUNT	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

[redacted]

CUSTOMER #: [redacted]

WORKORDER [redacted]

PAGE 2

Drive right.

LINDSAY

CADILLAC OF ALEXANDRIA

1525 KENWOOD AVENUE
ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

BUS: CELL: SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849/5861	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED: 09NOV2015 14:58 READY: OPTIONS: ENG:6.2 Liter SPI

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	INT		WC	CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF |CC: 1031640 0X2
# B	[redacted]			CUSTOMER STATES THAT WHEN COLD THE STEERING WHEEL MAKES NOISE |CC:
# C	SUSP		WC	CUSTOMER STATES THE STEERING WHEEL IS OFF CENTER |CC:
# D	INT		WC	CUSTOMER STATES THE ARM REST LID TO THE CENTER [redacted] MPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT UR ELBOW ON IT |CC: NET 1049929 0X3
# E	0600			DILLAC PREMIUM CARE - OIL CHANGE |CC:
# F	0600513		WC	CADILLAC PREMIUM CARE - TIRE ROTATION |CC:

CCA [redacted] 11/5 12:00

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CHARGES FOR DIAGNOSTIC / PARTIALLY COMPLETED WORK: If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

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STORAGE CHARGES: I understand that a storage charge equal to $45 will be assessed and shall accrue daily if I fail to pick up the vehicle within 2 working days from the date I am notified that the work on the vehicle has been completed or after the communication of an estimate if I fail to authorize repairs.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays in completing a repair caused by an unexpected shortage of parts or labor, an act of God, or other causes beyond the control of the Dealership. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or [redacted] any other

Date 11-9-15

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you (except any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement for a reconditioned part). You may be required to pay an additional fee for the return of parts subject to a trade-in or core charge agreement.

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

ESTIMATE NOTICE: IF THE EXPECTED COST OF REPAIR WORK MAY EXCEED TWENTY-FIVE DOLLARS ($25.00), OUR DEALERSHIP WILL, UPON REQUEST, PROVIDE YOU WITH A WRITTEN STATEMENT DESCRIBING THE PROBLEM AND/OR WORK TO BE PERFORMED, THE ESTIMATED COST OF LABOR AND PARTS NECESSARY TO COMPLETE THE WORK, AND THE ESTIMATED COMPLETION TIME. THE REPAIR WORK CHARGE WILL NOT EXCEED THE WRITTEN ESTIMATE BY MORE THAN TEN PERCENT (TWENTY PERCENT IF THE VEHICLE IS AT LEAST 25 MODEL YEARS OLD) AND AN EXTENSION OF TIME TO COMPLETE THE REPAIR WILL NOT BE MADE UNLESS YOU AUTHORIZE THE ADDITIONAL WORK OR TIME EXTENSION. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOW CHOICES AND INDICATING THE BEST WAY TO CONTACT YOU.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
Initials Initials Initials

Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate	$		

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 3

Drive right.

LINDSAY

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ALEXANDRIA, VA 22302
703-647-8640 · FAX: 703-998-6607
www.elindsay.com

BUS: CELL: SERVICE ADVISOR: 90535 PELLEGRINO JR,GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE:	MILEAGE IN/ OUT	TAG
BLACK-	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
09NOV2015 14:58		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	MPIV		IGP	PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION |CC:
# H	IWASH		IGP	PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE. |CC:

#I Campaign 90373 Campaign 15304 9101695 0X4
1AA81/FD32T

#J Campaign 90373 Campaign 15472 9101708 1X2
60389

#K ELECT 90373 Check For Program updates and or Radio's New updates

O[redacted]
Sig:
Line
Date: Time:

O[redacted]
Sig:
Line
Date: Time:

Okay [redacted]
Sig:
Line

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

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_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
(initial) (initial) (initial)

Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		
Revised Estimate			

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

Drive right.
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BUS: CELL: SERVICE ADVISOR: 90535 PELLEGRINO JR, GINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	CADILLAC ESCALADE ES	1GYS4TKJ1FR[redacted]		5849/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30JUL15 IS 30JUL15 DD			19:00 09NOV15		129.99	CASH	

R.O. OPENED	READY	OPTIONS: ENG;6.2_Liter_SFI
09NOV2015 14:58		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
[redacted]	90535	1740	08AUG15			
			ELECT	90587	IGP	ELECTRICAL REPAIR
			CAMPAIGN	90587	WC	CAMPAIGN
			3420700	90587	WC	RADIO CONTROL ASSEMBLY REPLACEMENT
			ERENTAL	9100	WC	RENTAL VEHICLE PROVIDED BY ENTERPRISE
			9999		WC	ENTERPRISE
			MPIV	90587	IGP	PERFORM WORLD CLASS VISUAL MULTI-POIN
			IWASH	9100	IGP	PERFORM COMPLIMENTARY CAR WASH FOR CU
			SUSP	90587	IGP	STEERING/SUSPENSION REPAIR

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_____ WRITTEN ESTIMATE (Initial) _____ ORAL ESTIMATE (Initial) _____ NO ESTIMATE (Initial)

Telephone at: _____ Fax to: _____

E-mail to:

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs Approved By:	Date & Time
$	$		

LINDSAY
You'll Love it at Lindsay Cadillac.

LINDSAY CADILLAC OF ALEXANDRIA
1525 KENWOOD AVENUE
ALEXANDRIA, VA. 22302
703 - 998-6600

TAG: [redacted] LICENSE: _____ YR: ___ MAKE/MODEL _____ COLOR _____

VIN: _____ MILEAGE: 58499

NAME _____ BEST CONTACT NO: ( ) _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ EMAIL: _____

HOME: ( ) _____ BUSINESS: ( ) _____ CELL: ( ) _____

Wood grain on Dash Passenger side cracked

to be Replaced 22"

...48 hours of work completion, there will be a $45.00/day charge added until pickup. I hereby ...ize the above repairs to be done along with the necessary material, and hereby grant you or any ...s permission to operate the vehicle herein described on streets, highways or elsewhere for the ...se of testing or inspection. I further agree that in the event possession of the car is given to me ...re payment has been made or before uncertified checks cleared, I will immediately pay the amount ...n demand and to secure said payment I authorize any attorney of any court of record to appear ...behalf in any such court and confess judgment without process against me in your favor in the ...t due, together with costs and reasonable attorney fees, and so waive and release all errors which ...ntervene in any such procedure and to consent to immediate execution upon any such judgement ...ratifying and confirming all that said attorney may do by virtue hereof. Lindsay Cadillac Co. is ...onsible for loss or damage to vehicles or articles in case of fire, theft or any other cause beyond ...trol.

...stomer) fail to pay for this transaction and the invoice is referred to an attorney or agent for ...n, then I (customer) shall be liable for any costs and attorney fees incurred by the dealership for ...llection efforts. I agree that in the event of a dispute, the forum for resolutions shall be the City ...xandria. Additionally, I agree that Virginia law applies to any and all disputes.

...ership is not responsible for personal property left in the vehicle. Any and all personal property ...be removed prior to service. I agree, as a condition of service being provided, to hold the ...harmless for any and all claims for loss of personal property left in the vehicle.

FUEL IN

E

1/4

1/2

3/4

F

WALK-AROUND DAMAGE FOUND



X=DENT —=SCRATCH

Vehicle Report

Printed on: 11/09/2015 03:03:02

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] Vehicle Model: 2015 ESCALADE ESV 4WD Delivery Date: 05/02/2015

Service Consultant : Gino Pellegrino Mileage : 5849

Vehicle Summary

OnStar Status	Diagnostics Report	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	WEH8D348

Required Field Actions

Number	Type	Description	Release Date	Status
[redacted]	Service Update Bulletin	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Open
	Service Update Bulletin	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
	Service Update Bulletin	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN&BATTERY CHECKS	08/27/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Premium Care Maintenance	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Bumper to Bumper Limited Warranty	05/02/2015	101 MI	05/02/2019	50101 MI	Applicable
Corrosion Limited Warranty	05/02/2015	101 MI	05/02/2021	999999 MI	Applicable
Emission Limited Warranty	05/02/2015	101 MI	05/02/2018	50101 MI	Applicable
PVPP Limited Warranty with deductible	05/02/2015	101 MI	05/02/2018	150101 MI	Applicable
Emission Select Component Ltd Wty	05/02/2015	101 MI	05/02/2023	80101 MI	Applicable
Emission Select State Component Ltd Wty	05/02/2015	101 MI	05/02/2022	70101 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0340	A/C Inoperative or Poor Performance on Recent Built Vehicles	07/13/2015

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/30/2015	[redacted]	ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZREG	3420700	Radio Control Assembly Replacement	1740 MI	Warranty
07/30/2015		ZFAT	9101554	N150389 - Transmission Control Module Reprogramming with SPS	1740 MI	Warranty
07/30/2015		ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 MI	Warranty

Vehicle Report

Printed on: 11/09/2015 03:03:02

WORKBENCH Service

VIN: 1GYS4TKJ1FR[redacted] **Vehicle Model:** 2015 ESCALADE ESV 4WD

Service Consultant : Gino Pellegrino

Delivery Date: 05/02/2015

Mileage : 5849

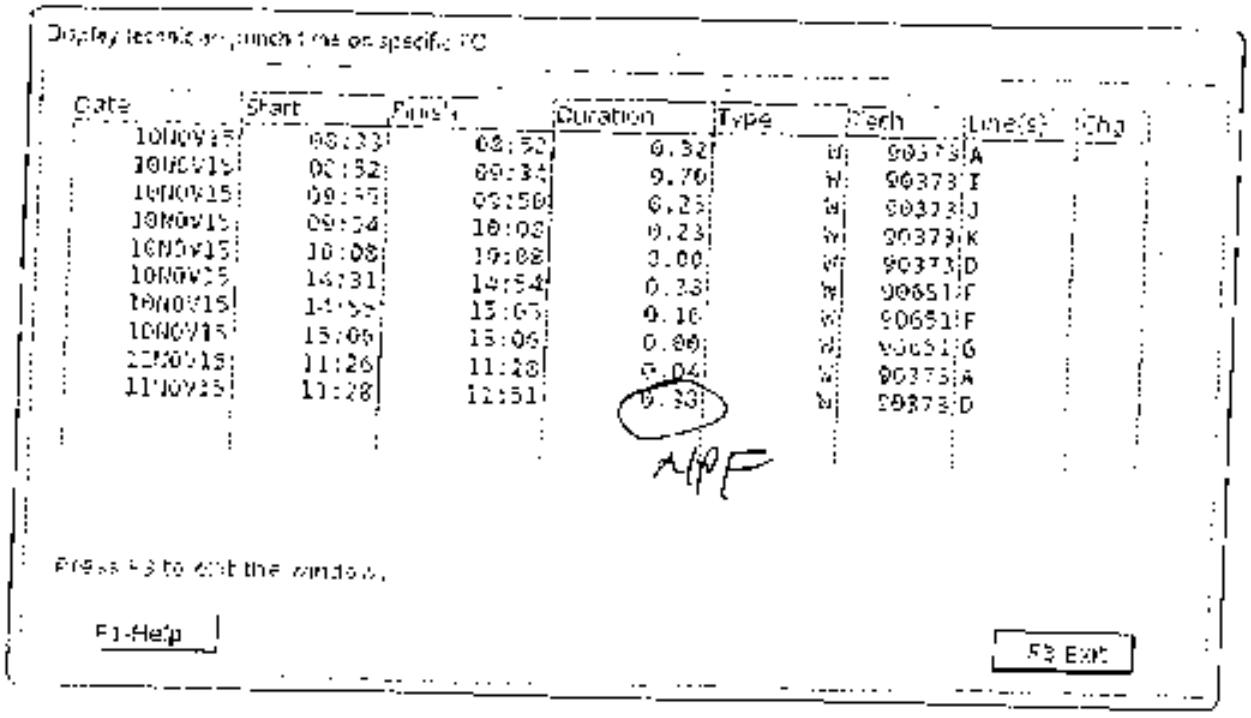
Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/30/2015	[redacted]	ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 Mi	Warranty
07/30/2015		ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1740 Mi	Warranty
03/11/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 Mi	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
08/08/2015	[redacted]	VA	ELECTRICAL REPAIR	7	I,W	1740 MI
04/14/2015		MA	ACCESSORIES	1	W	1 MI
04/13/2015		MA	PDI GM	1	W	1 MI

UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT FLOOR CONSOLE ARM-REST AT THIS TIME.



Test Report

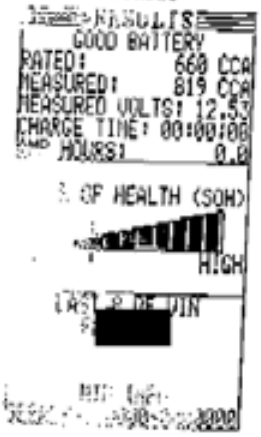
SAY CADILLAC
[illegible]20 AV
VA,
02
USA
70[illegible]498 6800

E[illegible]TODE
[illegible]ord

11/10/2015
9:50 AM

[illegible]AGNOSTIC MODE

[illegible]CLE
[illegible]Malibu



[illegible] ID: UNREG

[illegible]:30:48/50

PE18-012

GM

3-27-2019

Q3



JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #168

CUSTOMER NO. [redacted]	ADVISOR MARTIN GONCHAR 4281	TAG NO. [redacted]	INVOICE DATE 04/21/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 6,844	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL IS/CADILLAC TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/21/16	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 6844

LABOR & PARTS

J# 1 31CDZ MISC BODY TECH(S):4235 INTERNAL

CUSTOMER STATES THE FABRIC ON THE DRIVER SIDE FRONT SEAT
COVER BOTTTOM IS WRINKLING
ADVISOR VERIFIED CONCERN WITH CUSTOMER
PART ORDERED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CDZ MISC BRAKES TECH(S):4235 INTERNAL

CUSTOMER STATES THERE IS A CLICKING NOISE FROM THE FRONT
DRIVER SIDE TIRE AREA WHEN IN REVERSE AND TURNING
ADVISOR VERIFIED CLICKING NOISE WITH CUSTOMER IN SERVICE
LANE
CUSTOMER AND ADVISOR SPOKE ABOUT RETURNING FOR
FURTHER DIAG WHEN SEAT PART ARRIVES
NO OTHER WORK COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS

SPAC CASE [redacted] FOR 23121857 4-12-16

TOTALS

VISIT US ON THE WEB WWW.JIMCOLEMANCADILLAC.COM

GENERAL MOTORS MAY CONTACT YOU ABOUT YOUR SERVICE EXPERIENCE
IF YOU WERE NOT "COMPLETELY SATISFIED"
PLEASE CONTACT YOUR SERVICE ADVISOR

ALL REPAIRS CARRY A 12 MONTH 12,000 MILE WARRANTY
ANY PARTS WITH AN ASTERIK MAY HAVE A LIFETIME WARRANTY, SEE
YOUR ADVISOR FOR DETAILS

WE USE OUR MASTER WHEEL LOCK KEYS WHENEVER POSSIBLE**

CASH.....VISA.....MC.....CHECK#.....

CASHIER.....

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
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

NO CLAIMS WITHOUT THIS INVOICE
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK.

YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR OR OWNERS MANUAL.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION, WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.

You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

NOTICE TO CUSTOMER

- ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
  R = REBUILT U = USED
- UNLESS OTHERWISE SPECIFIED, LABOR BILLED IS BASED ON TIMES ESTIMATED FOR EACH JOB AND INDUSTRY MANUALS AND NOT ON ACTUAL TIME SPENT
- LIMITED EXPRESS WARRANTY ON LABOR AND PARTS 12 MONTHS OR 12,000 MILES WHICHEVER FIRST OCCURS.
- ALL LABOR PERFORMED AND PARTS REPLACED WERE NECESSARY TO PERFORM REPAIRS UNLESS REQUESTED BY THE CUSTOMER.

TO OUR VALUED CUSTOMERS

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SF825366 Q (06/05)

The Reynolds and Reynolds Company (FRUNTRVR) CDSR#10 Q (0505)

JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

[redacted]

CUSTOMER NO. [redacted]	ADVISOR MOUSSA MAHAMANE 4201	TAG NO. [redacted]	INVOICE DATE 05/03/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,162	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/21/16	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 8162

TOTAL - MISC -47.00

COMMENTS-[redacted]
SPAC CASE[redacted] FOR 23121857 4-12-16
CALLED CUSTOMER AND LEFT VM 4-21-16 1614
CALLED CUSTOMER 4/27/16, PART HERE. CUSTOMER TO RETURN
FOR REPAIRS 4/28/16
CALLED CUSTOMER AROUND 4:00 ON 4/29/16, LEFT MESSAGE FOR CUSTOMER
THAT VEHICLE WAS READY, LOANER CAR ASSISTANCE ENDS ON SATURDAY
4/30/16

R/O TAX	0.00
R/O TOTALS	839.80

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
679672-1	816.67
679672-6	23.13
CLAIM TOTALS	839.80

APPROVED BY SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK.

YOUR SPECIFIC WARRANTY MAY VARY, CONSULT SERVICE ADVISOR OR OWNERS MANUAL.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

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The Reynolds and Reynolds Company FRONTLINE DS8849 © 1996

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301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

[redacted]

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[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,162	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL IS/CADILLAC TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/21/16	
RE [redacted]	BUSINESS PHONE	COMMENTS			MO: 8162

LABOR & PARTS

J# 1 31CDZ MISC BODY HOURS: 1.40 TECH(S):4235 161.90

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4235	04/21/16	13.60	15.10	0.30	0.00	HOLD PARTS
4235	04/25/16	11.50	11.90	0.10	0.00	HOLD PARTS
4235	04/29/16	10.90	14.20	3.30	0.00	FINISHED
4235	04/29/16	0.00	0.00	0.00	1.40	OVERRIDE IN INVOICING
			TOTAL TECH TIME	3.70	1.40	

CUSTOMER STATES THE FABRIC ON THE DRIVER SIDE FRONT SEAT IS WRINKLING ON THE SEAT BOTTOM (PART HERE) TECH VERIFIED CUSTOMER CONCERN. FABRIC BUNCHING ON SEAT BOTTOM. SEAT COUSHIN CLIPS ARE COMING APART AND NOT SITTING AS DESIGNED ON COUSHIN CAUSING FABRIC TO PULL UP
TECH REPLACED DRIVER SIDE SEAT BOTTOM COUSHIN AND COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	23121857	COVER 16.717	186.66	186.66	363.99	363.99
JOB # 1	1	23156732	PAD 10VN076	52.71	52.71	102.78	102.78
			JOB # 1 COST TOTAL	239.37			
			JOB # 1 TOTAL PARTS				466.77
			JOB # 1 TOTAL LABOR & PARTS				628.67

J# 5 46CDZ RENTAL CAR HOURS: TECH(S):4235 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4235	04/21/16	13.60	15.10	0.20	0.00	HOLD PARTS
4235	04/25/16	11.50	11.90	0.10	0.00	HOLD PARTS
4235	04/29/16	15.20	15.20	0.00	0.00	FINISHED
4235	04/29/16	0.00	0.00	0.00	0.00	FINISHED
			TOTAL TECH TIME	0.30	0.00	

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 36CDZ RECALL HOURS: 0.20 TECH(S):4235 23.13

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4235	04/21/16	13.60	15.10	0.10	0.00	HOLD PARTS
4235	04/25/16	11.50	11.90	0.00	0.00	HOLD PARTS
4235	04/29/16	15.20	15.20	0.00	0.00	FINISHED
4235	04/29/16	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
			TOTAL TECH TIME	0.10	0.20	

COMPLETE SERVICE CAMPAIGN 15577. INTERIOR FUSE LABEL
COMPLETED CAMPAIGN. REPLACED LABEL

JOB # 6 TOTAL LABOR & PARTS 23.13

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	130338	163605306	04/25/16	5		235.00
				TOTAL - SUBLET		235.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SCP	10% PARTS DISCOUNT		-23.50
JOB # 1	SCL	10% LABOR DISCOUNT		-23.50

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SF835368 © (5/05)

The Reynolds and Reynolds Company ENTERPRISE COMPANY © (5/05)

JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

[redacted]

CUSTOMER NO. [redacted]	ADVISOR MOUSSA MAHAMANE 4201	TAG NO. [redacted]		INVOICE DATE 05/03/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,162	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O.		R. O. DATE 04/21/16	
R [redacted]	BUSINESS PHONE:	COMMENTS			MO: 8162

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GYS4TKJ1FR[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/21/2016
ODOMETER	8162	SERVICE ADVISOR GMIN	295419668
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		679672-1	001287154276	0002

JOB COMPLETION DATE: 04/29/2016
TECHNICIAN GMIN: 987178158

LABOR OPERATION	BASE HOURS
7023350	1.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0828
COMPLAINT DESCRIPTION: CUSTOMER STATES THE FABRIC ON THE DRIVER SIDE FRONT SEAT IS WRINKLING ON THE SEAT BOTTOM (PART HERE)

CAUSE CODE: 5031
CAUSE DESCRIPTION: TECH VERIFIED CUSTOMER CONCERN. FABRIC BUNCHING ON SEAT BOTTOM. SEAT COUSHIN CLIPS ARE COMING APART AND NOT SITTING AS DESIGNED ON D ON COUSHIN CAUSING FABRIC TO PULL UP

CORRECTION DESCRIPTION: TECH REPLACED DRIVER SIDE SEAT BOTTOM COUSHIN AND C OVER

CAUSAL PART: 23121857

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23121857	1	186.66			
23156732	1	52.71			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
188.00	NIC			1GKS2BKC96R[redacted]	4	P

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	227.40		
PARTS	239.37	0.00	466.77
LABOR	161.90	0.00	161.90
NET ITEMS	188.00	0.00	188.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	816.67	0.00	816.67

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SF635368 D (06/05)

The Reynolds and Reynolds Company (ERA/STATE) COMP4/90 D (06/05)

JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

[redacted]

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	F.T.E. NO.	P.O. NO.		R.O. DATE 04/21/16	
RE [redacted]	BUSINESS PHONE	COMMENTS MO: 8162			

DCS AUDIT SLIP

JOB CARD 679672

VIN	1GYS4TKJ1FR[redacted]	REPAIRING BAC	[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/21/2016
ODOMETER	8162	SERVICE ADVISOR GMIN	295419668
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZFAT		679672-6	001287154188	0001

JOB COMPLETION DATE: 04/29/2016
TECHNICIAN GMIN: 987178158

LABOR OPERATION	BASE HOURS
9101975	.2

OTHER LABOR OPS (Y/N) N

COMPLAINT DESCRIPTION: COMPLETE SERVICE CAMPAIGN 15577. INTERIOR FUSE LABEL

CORRECTION DESCRIPTION: COMPLETED CAMPAIGN. REPLACED LABEL

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	23.13	0.00	23.13
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	23.13	0.00	23.13

********** DUPLICATE INVOICE **********

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DF625366 Q (06/05)

The Reynolds and Reynolds Company ERA-IGNITE CDDS-R6 Q (09/08)

WARRANTY COPY-W

[END OF INVOICE] 02:57pm

PE18-012

GM

3-27-2019

Q3



[redacted]

[redacted]	ADVISOR: KRAIG GOUGH 2201	CARD NO: [redacted]	INVOICE DATE: 08/19/16	INVOICE NO: [redacted]
	LABOR RATE: [redacted]	MILEAGE IN: 12067	COLOR: BLACK/	STOCK NO:
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE:	DELIVERY MILES:
	VEHICLE ID NO: 1GYS4TKJ1FR[redacted]		SELLING DEALER NO:	PRODUCTION DATE:
	F.T.E. NO:	P.O. NO:	R.O. DATE: 08/15/16	
RESOURCE: [redacted]	BUSINESS PHONE:	COMMENTS:		MO: 12067

LABOR & PARTS----------

J# 1 01CDZZ10P **** MPVI **** UNITS: TECH(S):1089 0.00

PERFORM GENERAL MOTORS MULTI-POINT VEHICLE INSPECTION. PERFORMED COMPLIMENTARY TO OUR VALUED CLIENT. $35.00 VALUE MULTI-POINT VEHICLE INSPECTION COMPLETED. PLEASE SEE ATTACHED INSPECTION FORM. YOUR SERVICE ADVISOR WILL REVIEW THIS WITH YOU.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 07CDZ WHEEL/TIRE DIAG. UNITS: TECH(S):1089 WARRANTY

CUSTOMER STATES THERE IS A CLICKING NOISE FROM THE FRONT TIRES WHEN MAKING PARKING LOT MAUEVERS
no work done
cannot raod test vehicle has no brakes.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 22CDZ BRAKE DIAGNOSIS UNITS: 0.30 TECH(S):1089 INTERNAL

CUSTOMER STATES THE BRAKES DO NOT WORK - REQUESTS WE DO NOT FIX THE BRAKES - ONLY PROVIDE CAUSE OF FAILURE
leaks (suspect master cylinder has internal leak)
inspect brake system for leaks. none found. master cylinder fluid is full brake pedal goes to floor. (NO BRAKES) owner will not allow us to perform repairs under warrenty. BE ADVISED NOT SAFE TO DRIVE.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 19CDZ BODY ELECT DIAGNOSIS UNITS: 0.80 TECH(S):1089 WARRANTY

CUSTOMER STATES THE REAR GLASS WIL NOT LATCH
broken (something inside latch broke)
perform system analysis replace the liftgate glass latch.
2020020-0.5, D-0.3

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 4 1 23444228 LATCH 17.198 WARRANTY

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 19CDZZPS POWER SEATS UNITS: 0.60 TECH(S):1089 WARRANTY

CUSTOMER STATES BOTH THE HEATING AND COOLING FUNCTIONS OF THE FRONT SEATS ARE NOT FUNCTIONING
incorrect version (software update for blank hvac controls)
8f428
perform system analysis. usb program the hmi module.
2810345-0.3, A-0.3

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

[CONTINUED ON NEXT PAGE]

03:35pm

[redacted]

ADVISOR: KRAIG GOUGH 2201	CARD NO: [redacted]	INVOICE DATE: 08/19/16	INVOICE NO: [redacted]
LABOR RATE: [redacted]	MILEAGE IN: 12067	COLOR: BLACK/	STOCK NO:
YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE:	DELIVERY MILES:
VEHICLE ID NO: 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO:	PRODUCTION DATE:
F. T. E. NO:	P. O. NO:	R. O. DATE: 08/15/16	
RESID: [redacted]	BUSINESS PHONE:	COMMENTS:	MO: 12067

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 40CDZ DETAILING DIAGNOSIS UNITS: TECH(S):1089 0.00

CUSTOMER REQUESTS WE REMOVE TAPE RESIDUE FROM THE REAR GLASS
BEING TAPED SHUT

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
				JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS

IN LOANER - NEED DIAGNOSES BY NOON 8/16
CUSTOMER ADVISED - DECLINED WARRANTY BRAKE REPAIR 8/17 9:34AM

DELETED OPERATION(S)

41CDZ EXTERIOR WASH

TOTALS

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
TOTAL INVOICE $	0.00

****
* *
* CASH..... CHECK#..... AMEX..... *
* *
* CHARGE..... VISA..... M/C..... *
* *
****

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

[END OF INVOICE]

03:35pm

[redacted]

ADVISOR: DAVID BLANCO 2481	CARD NO: [redacted]		PAYORD DATE: 08/26/16	INVOICE NO: [redacted]
LABOR RATE: [redacted]		MILEAGE IN: 12068	COLOR: BLACK/	STOCK NO.
YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4			DELIVERY DATE	DELIVERY MILES
VEHICLE ID. NO.: 1 G Y S 4 T K J 1 F R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R. O. DATE: 08/22/16	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 12068

LABOR & PARTS----------

J# 1 18CDZ INSTRUMENTS DIAG. HOURS: 0.30 TECH(S):1089 — 38.63

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1089	08/23/16	8.20	8.40	0.20	0.00	FINISHED
1089	08/23/16	0.00	0.00	0.00		FINISHED
1089	08/23/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
			TOTAL TECH TIME	0.20	0.30	

CUSTOMER STATES BOTH FRONT DRIVER AND PASSENGER SEATS
DO NOT HEAT OR COOL AS INTENDED
no trouble found
perform system analysis no codes. performance test heated/
cool seats operates as desighned tac case [redacted]
no repairs made at this time.
7029929-0.3

JOB # 1 TOTAL LABOR & PARTS — 38.63

J# 2 18CDZZ INSTRUMENTS DIAG. HOURS: TECH(S):1089 — 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1089	08/23/16	8.40	8.50	0.10	0.00	FINISHED
1089	08/23/16	0.00	0.00	0.00		FINISHED
1089	08/23/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
			TOTAL TECH TIME	0.10	0.00	

CUSTOMER STATES DRIVER SEAT MAKES A SQUEEKING/CREEKING NOISE
GETTING IN AND OUT OF VEHICLE
insuffient lube
lube seat track assy.

JOB # 2 TOTAL LABOR & PARTS — 0.00

COMMENTS----------
RENTAL CAR. 7034755252

R/O TAX — 0.00
R/O TOTALS — 38.63

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
250649-1	38.63
CLAIM TOTALS	38.63

APPROVED BY SIGNATURE

[CONTINUED ON NEXT PAGE]

10:51am

[redacted]

[redacted]	ADVISOR: DAVID BLANCO 2481	CARD NO: [redacted]	INVOICE DATE: 08/26/16	[redacted]
	LABOR RATE: [redacted]	MILEAGE IN: 12068	COLOR: BLACK/	STOCK NO
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO: 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE: 08/22/16	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 12068

DCS AUDIT SLIP

JOB CARD 250649

VIN	1GYS4TKJ1PR[redacted]	REPAIRING BAC	21[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/22/2016
ODOMETER	12068	SERVICE ADVISOR GMIN	945915478
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		250649-1	001300621604	0002

JOB COMPLETION DATE: 08/23/2016
TECHNICIAN GMIN: 540383584

LABOR OPERATION	BASE HOURS
7029929	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0526
COMPLAINT DESCRIPTION: CUSTOMER STATES BOTH FRONT DRIVER AND PASSENGER SEAT S DO NOT HEAT OR COOL AS INTENDED

CAUSE CODE: 9096
CAUSE DESCRIPTION: no trouble found

CORRECTION DESCRIPTION: perform system analysis no codes. performance test heated/ cool seats operates as desighned tac case [redacted] no repairs irs made at this time. 7029929-0.3

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	38.63	0.00	38.63
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	38.63	0.00	38.63

[END OF INVOICE]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: KRAIG GOUGH 2201	CARD NO. [redacted]	INVOICE DATE: 05/31/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	VEHICLE NO. [redacted]	MILEAGE IN: 8779	COLOR: BLACK/
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	STOCK NO.
	VEHICLE ID NO.: 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO.	DELIVERY MILES
	F. I. E. NO.	P. O. NO.	R. O. DATE: 05/26/16	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 8781

LABOR & PARTS----------

J# 1 01CDZZ10P MULTI-POINT INSPECTI UNITS: TECH(S):1994 0.00

PERFORM COURTESY GM MULTI-POINT VEHICLE INSPECTION
$35.00 VALUE. PERFORMED AT NO CHARGE TO OUR VALUED CUSTOMERS
SERVICE PERFORMED - PLEASE SEE ATTACHED REPORT
YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 18CDZ INSTRUMENTS DIAG. UNITS: 0.60 TECH(S):1994 WARRANTY

CUSTOMER STATES THE DRIVERS MIRROR IS GREEN AT ALL TIMES
Inside rear view mirror rear light sensor no registering
correctly causing passenger mirror to darken intermittently
Performed diag, Verified customer concern found that inside
rear view mirror is not registering correct light values.
Followed diagnostic flow chart on Document ID: 2096692.
Found mirror not reacting to light input to rear sensor,
Replaced inside rear view mirro assembly. Verified opperatio
Connector A10 doc id 33640667. 3822782.
2050360-0.3, D-0.3

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 2 1 13503845 MIRROR 10.185 WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 02CDZ TRANSMISSION UNITS: 0.30 TECH(S):1994 WARRANTY

CUSTOMER STATES THERE IS A CHINKING NOISE WHEN SHIFITNG INTO
DRIVE FROM PARK
No problem found.
Performed diag, narrowed noise to transmission.
No bulletins found. Compared noise to like vehicle with
8 Speed Transmission, found like vehicle to make same noise.
Called GM TAC, No similar cases found Case number
[redacted] Noise is a normal characteristic of the
vehicle.
8469959-0.3

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 41CDZ EXTERIOR WASH UNITS: TECH(S):1052 0.00

CUSTOMER REQUESTS COURTESY EXTERIOR WASH
NO CHARGE
COMPLETED

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 80CDZ LOANER UNITS: TECH(S):1994 WARRANTY

CUSTOMER REQUESTS WARRANTY LOANER
PROVIDED

[CONTINUED ON NEXT PAGE]

06:43pm

[redacted]

CUSTOMER NO. [redacted]

ADVISOR: KRAIG GOUGH 2201 | CARD NO. [redacted] | INVOICE DATE: 05/31/16 | INVOICE NO. [redacted]

LABOR RATE [redacted] | MILEAGE IN: 8779 | COLOR: BLACK/ | STOCK NO.

YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4 | DELIVERY DATE | DELIVERY MILES

VEHICLE ID. NO.: 1 G Y S 4 T K J 1 F R [redacted] | SELLING DEALER NO. | PRODUCTION DATE

F. T. C. NO. | P.O. NO. | R. O. DATE: 05/26/16

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

MO: 8781

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 5 TOTAL PARTS			0.00
				JOB # 5 TOTAL LABOR & PARTS			0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 4	486349	MC139		05/31/16	hand wash and vacuum	
					TOTAL - SUBLET	INTERNAL 0.00

COMMENTS
IN LOANER

TOTALS

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
TOTAL INVOICE $	0.00

****
* *
* CASH..... CHECK#..... AMEX..... *
* *
* CHARGE..... VISA..... M/C..... *
* *
****

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

[END OF INVOICE]

06:43pm

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	CARC NO. [redacted]	INVOICE DATE 05/26/16
	LABOR RATE [redacted]	RELEASE # 8756	COLOR BLACK/
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE
	VEHICLE ID NO. 1 G Y S 4 T K J 1 F R [redacted]		SELL NO. DEALER NO.
	P. T. E. NO.	P. O. NO.	R. O. DATE 05/18/16
RESI [redacted]	BUSINESS PHONE	COMMENTS	

INVOICE NO. [redacted] STOCK NO. DELIVERY MILES PRODUCTION DATE REPRINT# 1 MO: 8778

LABOR & PARTS----------

J# 1 01CDZZ10P MULTI-POINT INSPECTI UNITS: TECH(S):1994 0.00

PERFORM COURTESY GM MULTI-POINT VEHICLE INSPECTION
$35.00 VALUE. PERFORMED AT NO CHARGE TO OUR VALUED CUSTOMERS
SERVICE PERFORMED - PLEASE SEE ATTACHED REPORT
YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 05CDZ STEER/SUSPENSION UNITS: 0.70 TECH(S):1994 WARRANTY

CUSTOMER STATES THE VEHICLE IS PULLING TO THE RIGHT - STATES
THE STEERING WHEEL IS OFF TO THE RIGHT WHEN GOING STRAIGHT
Steering handling/ responsivness.
Vehicle is following road crown.
Performed diag, Road tested vehicle to verify alignment.
Measured vehicle alignment, and got the following specs:
Camber L -0.5 R -0.5 Caster L 3.6 R 3.9 Toe L 0.04 R 0.04
All current measurments are within spec. No adjustment
necessary. Road tested vehicle and verified alignment.
8070032-0.5, A-0.2

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 05CDZZC SUSPENSION CLUNK UNITS: 4.30 TECH(S):1994 WARRANTY

CUSTOMER STATES THERE IS A CLUNK IN THE FRONT WHEN GOING OVE
R BUMPS
Rubbing noise during opperation,
Performed diag, Installed chassis ears to issolate noise.
Found noise when going over bumps in front end. Removed
front swar bar end links and re road tested, Noise still
present. Issolated front shocks and found noise coming from
Both front shocks. Removed and replaced right front shock,
transfered spring and connector. Road tested and found noise
no longer present from right front, however left side is
still making noise. Removed and replaced left front shock
absorber and transfered sping and connector. Road tested
and verified noise no longer present.
+2.5 OLH TO INSTALL CHASSIS EARS, ROADTEST AND DISCONNECT
SWAY BAT TO INSOLATE NOISE
8033641 1.8 + 2.5 OLH

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3	1	23312167	ABSORBER * 7.345		WARRANTY
JOB # 3	1	23312167	ABSORBER * 7.345		WARRANTY
JOB # 3	1	APC23312167	PU/CHARGE		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 25CDZ GLASS/MIRROR DIAG. UNITS: TECH(S):1994 WARRANTY

CUSTOMER STATES THE DRIVERS MIRROR IS ALWAYS DARK GREEN -
REQUESTS THIS FEATURE BE TURNED OFF
No trouble found at this time.

[CONTINUED ON NEXT PAGE]

05:32pm

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	CARD NO. [redacted]	INVOICE DATE 05/26/16	INVOICE NO. [redacted]	
	LABOR RATE [redacted]	MILEAGE IN 8756	COLOR BLACK/	STOCK NO.	
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P. T. E. NO.	P. O. NO.	R. O. DATE 05/18/16	REPRINT# 1	
RESC [redacted]	BUSINESS PHONE	COMMENTS		MO: 8778	

Could not duplicate customer concern. Road tested vehicle
numerous times and could not duplicate. No bulletins or PI's
published about customers concen.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 20CDZ ACCESSORIES DIAG. UNITS: 0.30 TECH(S):1994 — WARRANTY
CUSTOMER STATES THE RUBBER IS DRATCHING FROM THE REMOTE
Rubber section of key fob worn/stripped.
Replaced 1 key fob and programed.
6430320-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	13598511	TRANSMITTE 16.345			WARRANTY
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

J# 6 41CDZ EXTERIOR WASH UNITS: TECH(S):1052 — 0.00
CUSTOMER REQUESTS COURTESY EXTERIOR WASH
NO CHARGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 6 TOTAL PARTS		0.00
				JOB # 6 TOTAL LABOR & PARTS		0.00

COMMENTS
DROP OFF
CALLED FOR CARRYOVER 5/23 1:47 PM
LEFT VM - HELD OVER 5/24 2:33PM
LEFT VM VEHICLE IS READY 5/25 3:28PM
CUSTOMER TO PICKUP AT 5PM 5/26 2:27PM

TOTALS

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
TOTAL INVOICE $		0.00

CASH..... CHECK#..... AMEX.....
CHARGE..... VISA..... M/C.....

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

[END OF INVOICE] 05:32pm

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	DATED NO. [redacted]	INVOICE DATE 05/31/16	[redacted]
	LABOR RATE [redacted]	MILEAGE IN 8750	COLOR BLACK/	
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GYS4TKJ1FR [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. I. E. NO	P. O. NO	R. O. DATE 05/14/16	
RESID [redacted]	BUSINESS PHONE	COMMENTS		MO: 8754

LABOR & PARTS---------- 28.97

J# 2 01CDZ0600503 LOF-PREMIUM CARE HOURS: 0.30 TECH(S):1994

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1994	05/17/16	11.50	13.70	2.20	0.00	FINISHED
1994	05/17/16	0.00	0.00	0.00	0.30	FINISHED
		TOTAL TECH TIME		2.20	0.30	

LUBRICATION, CHANGE OIL AND FILTER
1%
PREMIUM CARE MAINTENANCE
0600503

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	19330000	FILTER 1.836	4.30	4.30	8.51	8.51
JOB # 2	8	19259487	OIL 8.800	3.43	27.44	6.79	54.32
			JOB # 2 COST TOTAL		31.74		
					JOB # 2 TOTAL PARTS		62.83
				JOB # 2 TOTAL LABOR & PARTS			91.80

J# 3 22CDZ BRAKE DIAGNOSIS HOURS: 2.80 TECH(S):1994 360.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1994	05/17/16	8.70	9.20	0.50	0.00	START STRAIGHT TIME
1994	05/17/16	9.20	11.50	2.30	2.30T	FINISH STRAIGHT TIME
1994	05/17/16	11.50	11.50	0.00	0.00	FINISHED
1994	05/17/16	0.00	0.00	0.00		FINISHED
1994	05/17/16	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		2.80	2.80	

CUSTOMER STATES THE BRAKES HAVE STOPPED WORKING
Left side front brake caliper not secured properly
Performed diag, Found left side brake caliper hanging by
brake hose and caliper to bracket bolts missing. Replaced
left front brake caliper, bracket, hardware, brake hose and
bled entire hydraulic system to remove air. During repair
found left front wheel missing wheel weights possibly due
to caliper coming off and contacting weights. Rebalanced
left front wheel and verified repair. Road tested vehicle
verified no leaks present and brake system opperating to
spec. See RO For OLH
2420530-0.5, A-0.3, 2.0 olh to repl caliper support bracket,
lf brake hose, balance left front wheel and bleed entire
brake system
EMPLOYEE # 1071 JOHN H GILLIS JR. AUTHORIZED STRAIGHT
TIME ON 05/17/2016 AT 09:12am FOR 2.0 HOURS
REASON:Time required to replace caliper support bracket, brake pads
bolts, lf brake hose, balance lf wheel, bleed entire brake
system, and clear codes due to lf caliper failure.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	23135915	PAD KIT 5.017	56.00	56.00	110.88	110.88
JOB # 3	1	23290149	CALIPER 4.665	45.89	45.89	90.86	90.86
JOB # 3	1	25910434	BRACKET KI 4.665	66.75	66.75	132.17	132.17
JOB # 3	1	25910433	PIN KIT 4.665	51.40	51.40	101.77	101.77
JOB # 3	2	15125961	BOLT 4.665	2.42	4.84	4.79	9.58
JOB # 3	1	22946995	HOSE 4.680	20.97	20.97	41.52	41.52
			JOB # 3 COST TOTAL		245.85		
					JOB # 3 TOTAL PARTS		486.78
				JOB # 3 TOTAL LABOR & PARTS			847.34

[CONTINUED ON NEXT PAGE]

03:20pm

[redacted]

[redacted]	ADVISOR: KRAIG GOUGH 2201	CARD NO: [redacted]	INVOICE DATE: 05/31/16	[redacted]
	LABOR RATE: [redacted]	DATE IN: 750	COLOR: BLACK/	STOCK NO.
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E NO.	P.O. NO.	R.O. DATE: 05/14/16	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 8754

J# 4 37CDZ OTHER SUBLET HOURS: TECH(S):1224 — 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1224	05/17/16	16.90	16.90	0.00	0.00	FINISHED
1224	05/17/16	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

TOW IN

JOB # 4 TOTAL LABOR & PARTS — 0.00

J# 6 80CDZ LOANER HOURS: TECH(S):1994 — 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1994	05/17/16	16.90	16.90	0.00	0.00	FINISHED
1994	05/17/16	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUESTS WARRANTY LOANER
PROVIDED

JOB # 6 TOTAL LABOR & PARTS — 0.00

J# 7+19CDZ BODY ELECT DIAGNOSIS HOURS: 1.70 TECH(S):1994 — 218.91

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1994	05/17/16	15.60	16.50	0.90	0.00	NON WORKING
1994	05/17/16	16.60	16.70	0.10	0.00	FINISHED
1994	05/17/16	0.00	0.00	0.00		FINISHED
1994	05/17/16	0.00	0.00	0.00	1.70	ENTERED IN INVOICING
		TOTAL TECH TIME		1.00	1.70	

TECH NOTED DURING ROAD TEST THE SERVICE DRIVER ASSIST
MESSAGE IS ON
DTC b172E Set due to drivers seat lane departure warning
actuator internally open.
Performed diag for dtc B172E, followed flow chart, found
15ohms across drivers haptic motor. Removed drivers seat
and replaced Front Seat Lane Departure Warning Actuator.
Road tested vehicle after repair to verify DTC passed.
6421500-1.4, D-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 7	1	19353978	ACTUATOR 2.195	33.08	33.08	65.50	65.50
			JOB # 7 COST TOTAL		33.08		
					JOB # 7 TOTAL PARTS		65.50

JOB # 7 TOTAL LABOR & PARTS — 284.41

COMMENTS
TOW IN - LOANER IN ARMS
VEHICLE HELD FOR MONDAY 5/14 12:36PM
CALLED FOR CARRYOVER 5/16 11:35 AM
LEFT VM VEHICLE IS READY FOR PICKUP 5/18 10:37AM
CUSTOMER TO PICKUP AT 5PM 5/18 2:24PM

R/O TAX — 0.00
R/O TOTALS — 1223.55

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
244345-2	73.96
244345-3	847.34
244345-7	284.41
CLAIM TOTALS	1205.71

[CONTINUED ON NEXT PAGE]

03:20pm

[redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	CARD NO. [redacted]	INVOICE DATE 05/31/16	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO. [redacted]	MILEAGE IN 8750	COLOR BLACK/	STOCK NO.
			YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4	DELIVERY DATE	DELIVERY MILES
			VEHICLE ID. NO. 1GYS4TKJ1FR[redacted]	SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. NO.	P. O. NO.	R. O. DATE 05/14/16
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 8754

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

JOB CARD 244345

VIN	1GYS4TKJ1FR[redacted]	REPAIRING BAC	216690
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/14/2016
ODOMETER	8750	SERVICE ADVISOR GMIN	952494587
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		244345-2	001290323692	0002

JOB COMPLETION DATE: 05/17/2016
TECHNICIAN GMIN: 529107044

LABOR OPERATION	BASE HOURS
0600503	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: LUBRICATION, CHANGE OIL AND FILTER 1%

CAUSE CODE: 9094
CAUSE DESCRIPTION: PREMIUM CARE MAINTENANCE

CORRECTION DESCRIPTION: 0600503

CAUSAL PART: 19330000

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19293000	6	3.07			
19330000	1	4.30			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	22.27		
PARTS	22.72	0.00	44.99
LABOR	28.97	0.00	28.97
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	73.96	0.00	73.96

[CONTINUED ON NEXT PAGE]

[redacted]	ADVISOR: KRAIG GOUGH 2201	CARD NO: [redacted]	INVOICE DATE: 05/31/16	INVOICE NO: [redacted]	
	LABOR RATE	[redacted]	MILEAGE IN: 8750	COLOR: BLACK/	STOCK NO
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1 G Y S 4 T K J 1 F R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	P. T. E. NO	P. O. NO		R. O. DATE: 05/14/16	
RES: [redacted]	BUSINESS PHONE	COMMENTS			MO: 8754

DCS AUDIT SLIP----------

JOB CARD 244345

VIN	1GYS4TKJ1FR[redacted]	REPAIRING BAC	216690
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/14/2016
ODOMETER	8750	SERVICE ADVISOR GMIN	952494587
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	2REG		244345-3	001290324683	0002

JOB COMPLETION DATE: 05/17/2016
TECHNICIAN GMIN: 529107044

LABOR OPERATION	BASE HOURS	ADD PUB.	OTHER
2420530	.5	.3	2.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0131
COMPLAINT DESCRIPTION: CUSTOMER STATES THE BRAKES HAVE STOPPED WORKING

CAUSE CODE: 6571
CAUSE DESCRIPTION: Left side front brake caliper not secured properly

CORRECTION DESCRIPTION: Performed diag, Found left side brake caliper hangi
ng by brake hose and caliper to bracket bolts missing. Replaced left front
ront brake caliper, bracket, hardware, brake hose and bled entire hydrauli
aulic system to remove air. During repair found left front wheel missing w
ng wheel weights possibly due to caliper coming off and contacting weights
ghts. Rebalanced left front wheel and verified repair. Road tested vehicle
icle verified no leaks present and brake system opperating to spec. See RO
e RO For OLH 2420530-0.5, A-0.3, 2.0 olh to repl caliper support bracket,
et, lf brake hose, balance left front wheel and bleed entire brake system
tem

CAUSAL PART: 23290149

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15125961	2	2.42			
22946995	1	20.97			
23135915	1	56.00			
23290149	1	45.89			
25910433	1	51.40			
25910434	1	66.75			

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: 2.0 OLH TO REPLACE CALIPER SUPPORT BRACKET, LF BRAK
E HOSE, BALANCE LF WHEEL AND BLEED ENTIRE BRAKE SYSTEM

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	240.93		
PARTS	245.85	0.00	486.78
LABOR	360.56	0.00	360.56
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)

[CONTINUED ON NEXT PAGE]

[redacted]

CUSTOMER NO [redacted]	ADVISOR KRAIG GOUGH 2201	CARD NO [redacted]	INVOICE DATE 05/31/16	AUTHOR NO [redacted]
	LABOR RATE [redacted]	MILEAGE IN 8750	COLOR BLACK/	STOCK NO
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO	P. O. NO	R. O. DATE 05/14/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 8754

TRANSACTION	847.34	0.00	847.34

DCS AUDIT SLIP

JOB CARD 244345

VIN	1GYS4TKJ1FR[redacted]	REPAIRING BAC	216690
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/14/2016
ODOMETER	8750	SERVICE ADVISOR GMIN	952494587
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
7	W	ZREG		244345-7	001290331496	0002

JOB COMPLETION DATE: 05/17/2016
TECHNICIAN GMIN: 529107044

LABOR OPERATION	BASE HOURS	DIAGNOSIS
6421500	1.4	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0526
COMPLAINT DESCRIPTION: TECH NOTED DURING ROAD TEST THE SERVICE DRIVER ASSIS T MESSAGE IS ON

CAUSE CODE: 6579
CAUSE DESCRIPTION: DTC b172E Set due to drivers seat lane departure warning actuator internally open.

CORRECTION DESCRIPTION: Performed diag for dtc B172E, followed flow chart, found 15ohms across drivers haptic motor. Removed drivers seat and replace laced Front Seat Lane Departure Warning Actuator. Road tested vehicle afte after repair to verify DTC passed. 6421500-1.4, D-0.3

CAUSAL PART: 19353978

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19353978	1	33.08			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	32.42		
PARTS	33.08	0.00	65.50
LABOR	218.91	0.00	218.91
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	284.41	0.00	284.41

[END OF INVOICE]

PE18-012

GM

3-27-2019

Q3



LINDSEY CADILLAC

RO Number: [redacted] RO Status: CLOSED

Customer [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 1GYS4TKJ1FR [redacted] 2015 ESCALV BLACK

Mileage: 1,740 Payment type: CASH Waiter: No
Service advisor: 90535 Promised time: 07:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 08/06/2015 Customer Comments: No

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A CUSTOMER STATES THE DRIVERSIDE MIRROR TURNS BLACK WHEN THE CAR IS RUNNING. THE MIRROR JUST DIMS TO THE POINT YOU CAN NOT SEE AT NIGHT

ELECT IGP ELECTRICAL REPAIR 0.00 0.00
Tech(s): [redacted]
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 1740 COULD NOT DUPLICATE CUSTOMERS CONCERN NO FURTHER REPAIRS AT THIS TIME

B CAMPAIGN 15389

CAMPAIGN 1 WC CAMPAIGN 0.60 60.20
Tech(s): 90587
Pts: 0.00 Lbr: 60.20 Other: 0.00 Total Line B: 60.20
Story: 1740 REPROGRAM TRANSMISSION CONTROL MODULE REPROGRAMMED TRANSMISSION CONTROL MODULE

C CUSTOMER STATES THE FINISH ON THE FLIP PORTION OF THE RADIO CONTROLS IS BUBBLING AT THE TOP JUST UNDER THE SCREEN

3420700 1 WC RADIO CONTROL ASSEMBLY REPLACEMENT 1.00 120.40
Tech(s): [redacted]
23233090 1 F-CONTROL 0.00
Pts: 1.00 Lbr: 120.40 Other: 0.00 Total Line C: 120.40
Story: 1740 FOUND BUBBLES ON RADIO REPLACED CENTER STACK

D RENTAL VEHICLE PROVIDED BY ENTERPRISE.

ERENTAL 2 WD RENTAL VEHICLE PROVIDED BY ENTERPRISE 0.00 0.00
Tech(s): 9100
SUBLET 1 SUBLET 329.00
Pts: 0.00 Lbr: 0.00 Other: 329.00 Total Line D: 329.00

E PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION

MPRWCS 1 PERFORM WORLD CLASS VISUAL MULTI-POINT VEHICLE INSPECTION 0.00 0.00
Tech(s): 90587
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
Story: 1740 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION, INSPECT FOR VISIBLE FLUID LEAKS, INSPECT LIGHTING, WIPER & WASHER OPERATION, INSPECT TIRES FOR WEAR AND CONDITION, INFLATE TIRES TO PROPER SPECIFICATION

F PERFORM PREVENTATIVE MAINTENANCE SERVICES CUSTOMER $220.00 VALUE

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main [redacted] Click to View Cust Copy
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK Cell:

Mileage: 1,740
Service advisor: 90535
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 08/06/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

WASH TGP PERFORM COMPLIMENTARY 0.00 0.00
CAR WASH FOR CUSTOMER
$20.00 VALUE

Tech(s): 9100

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

G CUSTOMER CALLED IN AND STATED STEERING WHEEL SEEMS TO BE OFF CENTER

SUSP TGP STEERING/SUSPENSION REPAIR 0.00 0.00

Tech(s): 90587

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00

Story: 17.40 PERFORM ALIGNMENT. PERFORMED ALIGNMENT. ALIGNMENT SEEMS TO BE FINE. DID NOT MAKE ANY ADJUSTMENTS TO VEHICLE.
TEST DROVE VEHICLE. VEHICLE DROVE NORMAL

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Cell:
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK

Mileage: 5,849
Service advisor: 90535
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 11/09/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES THE WOOD TRIM ON THE PASSENGER SIDE OF THE TRUCK NEXT TO THE RADIO HAS CRACKED AND BORKEN OFF

[redacted] 0.20 24.08
PLATE REPLACEMENT -
RIGHT SIDE

Tech(s): 90373

[redacted] 213.94
FRT 1 FREIGHT 11.27
SUBL [redacted] ENTERPRISE 47.00
Pts: 225.21 Lbr: 24.08 Other: 47.00 Total Line A: 296.29

Story: 5849 CHEAP OFF WOOD TRIM. REPLACE RIGHT SIDE INSTRUMENT PANEL TRIM PLATE PER SERVICE DIRECTOR.

B CUSTOMER STATES THAT WHEN COLD THE STEERING WHEEL MAKES NOISE

SUSP [redacted] STEERING SUSPENSION 0.00 0.00
REPAIR

Tech(s): 90373

HAZ HAZARDOUS WASTE 4.95
DOCUMENTATION
FEE

Pts: 0.00 Lbr: 0.00 Other: 4.95 Total Line B: 4.95

Story: STEERING SHAFT WAS TOLD BY CUSTOMER NOISE WAS NOT HEARD ON MULTIPLE TEST DRIVES. INSPECTED STEERING SYSTEM AND FOUND NO FAULTS. LUBRICATED STEERING COLUMN AND SHAFT.

C CUSTOMER STATES THE STEERING WHEEL IS OFF CENTER

SUSP [redacted] STEERING SUSPENSION 0.00 0.00
REPAIR

Tech(s): 90373

HAZ HAZARDOUS WASTE 4.95
DOCUMENTATION
FEE

Pts: 0.00 Lbr: 0.00 Other: 4.95 Total Line C: 4.95

Story: ROAD TESTED VEHICLE WITH CUSTOMER. TEST DROVE VEHICLE STEERING WHEEL AS CENTERED DURING TEST DROVE. NO REPAIRS PERFORMED.

D CUSTOMER STATES THE ARMREST LID TO THE CENTER COMPARTMENT IS LOOSE AND MAKES NOISE WHEN YOU PUT YOUR ELBOW ON IT

[redacted] 0.30 36.12
BUZZ/SQUEAK/RATTLE -
CUSTOMER CONCERN
DUPLICATED (CCND)

Tech(s): 90373

Repair Order Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK

Mileage: 5,849
Service advisor: 90535
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 11/09/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

Pts: [illegible] Lbr: [illegible] Other: [illegible] Total Line D: 36.12
Story: 5849 UNABLE DUPLICATE CUSTOMER CONCERN. ROAD TEST. NO RATTLE HEARD FROM FRONT PASSENGER SIDE. REGULAR TIRE WEAR.

E CADILLAC PREMIUM CARE - OIL CHANGE
0600503 WC CADILLAC PREMIUM CARE 0.30 27.09
OIL CHANGE
Tech(s): 90651
19350000 1 OIL FILTER 8.21
19259487 8 OIL 53.36
Pts: 81.57 Lbr: 27.09 Other: 0.00 Total Line E: 88.66
Story: 5849 DEXOS OIL CHANGE

F CADILLAC PREMIUM CARE - TIRE ROTATION
0600513 WC CADILLAC PREMIUM CARE 0.30 18.06
- TIRE ROTATION
Tech(s): 90651
Pts: 0.00 Lbr: 18.06 Other: 0.00 Total Line F: 18.06
Story: 5849 TIRES ROTATED

G PERFORM WORLD CLASS VISUAL MULTI POINT VEHICLE INSPECTION
MPIV IGP PERFORM WORLD CLASS 0.00 0.00
VISUAL MULTI POINT
VEHICLE INSPECTION
Tech(s): 90651
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line G: 0.00
Story: 5849 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT LIGHTING, WIPER & WASHER OPERATION. INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

H PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.
WASH IGP PERFORM COMPLIMENTARY 0.00 0.00
CAR WASH FOR CUSTOMER
- A $20.00 VALUE
Tech(s): 9100
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line H: 0.00

I** CAMPAIGN 15304
CAMPAIGN WC CAMPAIGN 0.40 48.16
Tech(s): 90651
Pts: 0.00 Lbr: 48.16 Other: 0.00 Total Line I: 48.16
Story: 5849 CAMPAIGN 15304 ENGINE CONTROL MODULE CALIBRATION SHIFT CONTROL MODULE. PROGRAM CODE:1AA81. SETUP CODE:FD32F.

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main [redacted]
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK

Click to View Cust Copy
Cell:

Mileage: 5,849
Service advisor: 90535
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 11/09/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

J** CAMPAIGN 15472
CAMPAIGN CAMPAIGN 1.20 144.48
Tech(s): 90373
Pts: [illegible] 0.00 Total Line J: 144.48
Story: 5849 CAMPAIGN. #15472. REPROGRAM HMI & VPC (INC BATTERY &
STEERING SHAFT INSPECTION) PROGRAM C[illegible]

K** CUSTOMER ASKED TO HAVE ANY SERVICE UPDATES DONE AND OR PROGRAMING
ELECT IGP ELECTRICAL REPAIR 0.00 0.00
Tech(s): [illegible]
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line K: 0.00
Story: 5849 - CHECK NAV/RADIO UPDATE. ALL UP TO DATE.

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: [redacted] Main: [redacted]
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK

Click to View Cust Copy
Cell:

Mileage: 5,883
Service advisor: 90535
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 11/16/2015

Waiter: Yes
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES THE CENTER CONSOLE IS MAKING NOISE WHEN DRIVING OVER BUMPS. NOISE IS COMING FROM THE LID

INT [redacted] 0.00 0.00

Tech(s): 90373

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 5883 SPECIAL ORDER PART. PART ON BACK ORDER. CUSTOMER WILL BE NOTIFY WHEN PART ARRIVES

B CUSTOMER STATES THE STEERING WHEEL MAKES NOISE WHEN TURNING CUSTOMER SENT VIDOE OF NOISE

7441780 VG STEERING COLUMN REPLACEMENT 4.80 577.92

Tech(s): 90306

23354099 1 COLUMN 703.40

Pts: 703.40 Lbr: 577.92 Other: 0.00 Total Line B: 1,281.32

Story: 5883 STEERING COLUMN WAS WORN AND NOISY. TEST DROVE VEHICLE. NOISE WAS NOT HEARD. CORRUGATED STEERING COLUMN. PI #PIT5312B APPLIES TO A NOISE IN THE COLUMN. INSPECTED LOWER COLUMN FOR LOWER SHAFT OUT OF POSITION. NO CONCERN WAS FOUND. PI #PIT5452 APPLIES TO THIS CONCERN. REMOVED UPPER STEERING COMPONENTS AND INSPECTED BEARING PER PI. NO CONCERNS WERE FOUND. CALLED GM TAC. CASE #[redacted] TAC ADVISED REPLACED STEERING COLUMN. REPLACED STEERING COLUMN AND TRANSFERRED PARTS. TEST DROVE VEHICLE. NO NOISES WERE HEARD.

C PERFORM WORLD CLASS 7 POINT MULTI-POINT VEHICLE INSPECTION

MPIV IGP PERFORM WORLD CLASS VEHICLE INSPECTION 0.00 0.00

Tech(s): 90306

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 5883 INSPECT ALL FLUID LEVELS FOR PROPER LEVEL AND CONDITION. INSPECT FOR VISIBLE FLUID LEAKS. INSPECT: LIGHTING, WIPER & WASHER OPERATION. INSPECT TIRES FOR WEAR AND CONDITION. INFLATE TIRES TO PROPER SPECIFICATION.

D PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER - A $20.00 VALUE.

IWASH IGP PERFORM COMPLIMENTARY CAR WASH FOR CUSTOMER 0.00 0.00

Tech(s): 9100

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

E RENTAL VEHICLE PROVIDED BY ENTERPRISE

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 1GYS4TKJ1FR[redacted] 2015 ESCALV BLACK

Click to View Cust Copy

Mileage: 6,101
Service advisor: 90344
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 03/02/2016

Waiter: No
Estimate: 0.00
Customer Comments: No

A [redacted]

0600002	WC	ROADSIDE SERVICE CALL	1.00	105.48

Tech(s): 9084

Pts: [redacted] Total Line A: 105.48

B [redacted]

0600102	WC	BATTERY REPLACEMENT UNDER ROADSIDE PROGRAM	0.70	84.28

Tech(s): 9084

88864065	1	94RPG	264.71
[redacted]			[redacted]

Pts: 246.71 Lbr: 84.28 Other: 0.00 Total Line B: 330.99

Story: [redacted] TECHNICIAN TESTED BATTERY FOUND BATTERY LOW ON VOLTS AND CCA'S, TECHNICIAN REPLACED BATTERY UNDER CADILLAC ROADSIDE ASSISTANCE PROGRAM

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

CUSTOMER NO. [redacted]	ADVISOR MOUSSA MAHAMANE 4201	TAG NO. [redacted]	INVOICE DATE 04/30/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,162
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/		
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		
	P.O. NO.	R.O. NO.	R.O. DATE 04/21/16
[redacted]	COMMENTS		

INVOICE NO. [redacted]
COLOR /
STOCK NO.
DELIVERY DATE
ODOMETER READING
LIENHOLDER NO.
PRODUCTION DATE
REPRINT# 1
MO: 8162

LABOR & PARTS

OP 1 31CDZ MISC BODY TECH(S):4235 WARRANTY
CUSTOMER STATES THE FABRIC ON THE DRIVER SIDE FRONT SEAT IS WRINKLING ON THE SEAT BOTTOM (PART HERE)
TECH VERIFIED CUSTOMER CONCERN, FABRIC BUNCHING ON SEAT BOTTOM, SEAT COUSHIN CLIPS ARE COMING APART AND NOT SITTING AS DESIGNED ON COUSHIN CAUSING FABRIC TO PULL UP
TECH REPLACED DRIVER SIDE SEAT BOTTOM COUSHIN AND COVER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	23121857	COVER 16.717			WARRANTY
JOB # 1	1	23156732	PAD 10VN076			WARRANTY
JOB # 1	1	Z5001	WARRANTY 0VN076			WARRANTY

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

OP 2 31CDZ1 MISC BODY TECH(S):4235 INTERNAL
CUSTOMER STATES THE FRONT ARM REST MAKES A SQUEEK NOISE
ADVISOR AND CUSTOMER CHECKED CONDITION WITH OTHER VEHICLES AND WITH VEHICLE ON SHOWROOM FLOOR
OTHER VEHICLES MAKE SIMILAR NOISE
CHECKED WITH SERVICE DIRECTOR AND TECH
OPERATING AS DESIGNED
CUSTOMER ADVISED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

OP 3 35CDZ MISC BRAKES TECH(S):4235 INTERNAL
CUSTOMER STATES THERE IS A CLICKING FROM THE FRONT AND REAR OF THE VEHICLE WHEN IN REVERSE OR WHEN DRIVING AT SLOW SPEEDS, DRIVER SIDE WINDOW ROLLED DOWN
CUSTOMER AND SERVICE DIRECTOR TEST DRIVE VEHICLE
SERVICE DIRECTOR DROVE WITH TECH TO POINT OUT CUSTOMER CONCERN, NOISE OBSERVED IS NORMAL CONDITION FOR THIS VEHICLE, CALIPER CLIPS MAKING NOISE WHEN WHEELS ARE TURNING, VEHICLE OPERATING AS DESIGNED
CUSTOMER ADVISED

RTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

4 05CDZ MISC ELECTRICAL TECH(S):4235 INTERNAL

NO CLAIMS WITHOUT THIS INVOICE
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK.

YOUR SPECIFIC WARRANTY MAY VARY, CONSULT SERVICE ADVISOR OR OWNER'S MANUAL.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.

You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, at the numbers You provide. You also agree that we may contact you in these same ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

NOTICE TO CUSTOMER

- ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
  R = REBUILT U = USED
- UNLESS OTHERWISE SPECIFIED, LABOR BILLED IS BASED ON TIMES ESTIMATED FOR EACH JOB AND INDUSTRY MANUALS AND NOT ON ACTUAL TIME SPENT.
- LIMITED EXPRESS WARRANTY ON LABOR AND PARTS 12 MONTHS OR 12,000 MILES WHICHEVER FIRST OCCURS.
- ALL LABOR PERFORMED AND PARTS REPLACED WERE NECESSARY TO PERFORM REPAIRS UNLESS REQUESTED BY THE CUSTOMER.

TO OUR VALUED CUSTOMERS

The rising cost of the miscellaneous supplies and services used in the repair of your automobile has made it necessary for us to surcharge each repair order. This surcharge is always included as part of our original estimate and not added to your invoice over the original estimate. If you have any questions regarding this charge, please see you Service Adviser. We will be happy to provide you with a listing of supplies and services used on this repair.

Jim Coleman Automotive has always made every effort to provide Quality Service Repairs at Competitive Prices! We appreciate your business and expect each and every customer to receive dollar value for every dollar spent in our service department. We hope you will continue to honor us with your service business in the future.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

(CONTINUED ON NEXT PAGE)



JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600



MONTGOMERY COUNTY DEALER LICENSE #160

CUSTOMER NO.	ADVISOR	R/O NO.	INVOICE DATE	INVOICE NO.
[redacted]	MOUSSA MAHAMANE 4201	[redacted]	04/30/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 8,162		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	REGISTRATION DATE
	F.L.C. NO. / P.O. NO.		R.O. DATE: 04/21/16	REPRINT# 1
[redacted]	COMMENTS			MO: 8162

CUSTOMER STATES, INTERMITTENT. THE RADIO CONTROLS
ARE INOP. VOLUME ETC. STOP WORKING
IT HAS HAPPENED A FEW TIMES PER WEEK. CUSTOMER
NEEDS TO LET THE VEHICLE SIT FOR HOURS TO
GET TO WORK AGAIN
TECH CHECKED FOR CUSTOMER CONCERN. UNABLE TO DUPLICATE
CONCERN. SCANNED FOR CODES IN ECM. NONE PRESENT.
CUSTOMER ADVISED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

JOB 5 46CDZ RENTAL CAR TECH(S):4235 WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

JOB 6 36CDZ RECALL TECH(S):4235 WARRANTY
COMPLETE SERVICE CAMPAIGN 15577. INTERIOR FUSE LABEL
COMPLETED CAMPAIGN. REPLACED LABEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

JOB 7 27CDZ MISC FRONT SUSP TECH(S):4235 INTERNAL
CUSTOMER STATES THERE IS A SQUEEK NOISE FROM THE FRONT OF TH
VEHICLE WHEN DRIVING SLOW OVER BUMPS OR WHEN DRIVING
AT SLOWER SPEEDS. WITH DRIVER WINDOW DOWN. CUSTOMER
STATES THIS IS DIFFERENT THEN OTHER NOISE
TECH AND SERVICE DIRECTOR TEST DRIVE VEHICLE
UNABLE TO DUPLICATE CUSTOMER CONCERN.
POSSIABLE RELATED TO JOB 3

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 7 TOTAL PARTS		0.00
			JOB # 7 TOTAL LABOR & PARTS		0.00

JOB 8 04CDZ MISC ENGINE TECH(S):4235 INTERNAL
CUSTOMER STATES THERE IS A NOISE FROM THE FRONT OF
THE VEHICLE OR ENGINE AREA WHEN DRIVING AT 80 MPH
CUSTOMER ADVISED TECH IS UNABLE TO TEST DRIVE AT
SPEEDS VEHICLE IS BEING DRIVE TO DUPLICATE CONCERN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 8 TOTAL PARTS		0.00

NO CLAIMS WITHOUT THIS INVOICE
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK

YOUR SPECIFIC WARRANTY MAY VARY, CONSULT SERVICE ADVISOR OR OWNERS MANUAL.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION, WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.

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 [CONTINUED ON NEXT PAGE] 08.18sm

JIM COLEMAN CADILLAC

10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-6600

MONTGOMERY COUNTY DEALER LICENSE #160

CUSTOMER NO. [redacted]	ADVISOR MOUSSA MAHAMANE 4201	RO NO. [redacted]	INVOICE DATE 04/30/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,162
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/		COLOR /
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		DELIVERY DATE
	P.T.S. NO.	P.O. NO.	SELLING DEALER NO.
			R.O. DATE 04/21/16
PHONE [redacted]	BUSINESS PHONE	COMMENTS	REPRINT# 1
			MO: 8162

JOB # 8 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	130403		04/29/16	2	INTERNAL WARRANTY
JOB # 2	130338	1636D5306	04/25/16	5	
				TOTAL SUBLET	0.00

COMMENTS:
SPAC CASE 6-00823196 FOR 23121857 4-12-16
CALLED CUSTOMER AND LEFT VM 4-21-16 1614
CALLED CUSTOMER 4/27/16. PART HERE. CUSTOMER TO RETURN FOR REPAIRS 4/28/16
CALLED CUSTOMER AROUND 4:00 ON 4/29/16. LEFT MESSAGE FOR CUSTOMER THAT VEHICLE WAS READY. LOANER CAR ASSISTANCE ENDS ON SATURDAY 4/30/16

TOTALS:

VISIT US ON THE WEB: WWW.JIMCOLEMANCADILLAC.COM

GENERAL MOTORS MAY CONTACT YOU ABOUT YOUR SERVICE EXPERIENCE. IF YOU WERE NOT "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR

ALL REPAIRS CARRY A 12 MONTH/12,000 MILE WARRANTY. ANY PARTS WITH AN ASTERIK MAY HAVE A LIFETIME WARRANTY, SEE YOUR ADVISOR FOR DETAILS.

WE USE OUR MASTER WHEEL LOCK KEYS WHENEVER POSSIBLE**

CASH VISA MC CHECK#

CASHIER

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
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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CUSTOMER COPY

[END OF INVOICE] 05:16am

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR KRAIG GOUGH 2201	DMS NO [redacted]	INVOICE DATE 05/17/16
[redacted]	LABOR RATE [redacted]	MILEAGE 8,750	COLOR BLACK/
	YEAR/MAKE/LINE/ENGINE 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		
	VEHICLE ID NO 1GYS4TKJ1FR[redacted]		
	P.O. NO.	R.O. NO.	R.O. DATE 05/14/16
[redacted]	BUSINESS PHONE	COMMENTS	MO: 8754

LABOR & PARTS

[redacted] MULTI-POINT INSPECTION 0.00
PERFORM COURTESY GM MULTI-POINT VEHICLE INSPECTION
$35.00 VALUE. PERFORMED AT NO CHARGE TO OUR VALUED CUSTOMERS
SERVICE PERFORMED - PLEASE SEE ATTACHED REPORT
YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

[redacted]
LUBRICATION, CHANGE OIL AND FILTER
1t
PREMIUM CARE MAINTENANCE
0600503

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	19330000	FILTER 1.836			WARRANTY
JOB # 2	8	19259487	OIL 8.800			WARRANTY
			JOB # 2 TOTAL PARTS			0.00
			JOB # 2 TOTAL LABOR & PARTS			0.00

[redacted]
CUSTOMER STATES THE BRAKES HAVE STOPPED WORKING
Left side front brake caliper not secured properly
Performed diag. Found left side brake caliper hanging by brake hose and caliper to bracket bolts missing. Replaced left front brake caliper, bracket, hardware, brake hose and bled entire hydraulic system to remove air. During repair found left front wheel missing wheel weights possibly due to caliper coming off and contacting weights. Rebalanced left front wheel and verified repair. Road tested vehicle verified no leaks present and brake system operating to spec. See RO For OLH
2420530-0.5, A-0.3, 2.0 olh to repl caliper support bracket. lf brake hose, balance left front wheel and bleed entire brake system

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	23135915	PAD KIT 5.017			WARRANTY
JOB # 3	1	23290149	CALIPER 4.665			WARRANTY
JOB # 3	1	25910434	BRACKET KI 4.665			WARRANTY
JOB # 3	1	25910433	PIN KIT 4.665			WARRANTY
JOB # 3	2	15125961	BOLT 4.665			WARRANTY
JOB # 3	1	22946995	HOSE 4.680			WARRANTY
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00

[redacted] OTHER SUBLET WARRANTY
TOW IN

The Provider and Dynamic Company Agreement COMMERCIAL (02/14)

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR KRAIG GOUGH 2201	TAG NO [redacted]	INVOICE DATE 05/17/16	
	LABOR RATE [redacted]	MILEAGE 8,750	COLOR BLACK/	STOCK NO
	15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
N/A	P.O.E. NO.	R.O. NO.	R.O. TAKEN 05/14/16	
P/U [redacted]	BUSINESS PHONE	COMMENTS		MO: 8754

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

OP-5 RICOZ EXTERIOR WASH T.C. LABOR 0.00
CUSTOMER REQUESTS COURTESY EXTERIOR WASH
NO CHARGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

OP-6 RICOZ LOANER T.C. LABOR 0.00
CUSTOMER REQUESTS WARRANTY LOANER
PROVIDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

[redacted] T.C. LABOR 0.00
TECH NOTED DURING ROAD TEST THE SERVICE DRIVER ASSIST
MESSAGE IS ON
DTC b172E Set due to drivers seat lane departure warning
actuator internally open.
Performed diag for dtc B172E, followed flow chart, found -
15ohms across drivers haptic motor. Removed drivers seat
and replaced Front Seat Lane Departure Warning actuator.
Road tested vehicle after repair to verify DTC passed.
6421500-1.4, 0-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 7	1	19353978	ACTUATOR 2.195			WARRANTY
			JOB # 7 TOTAL PARTS			0.00
			JOB # 7 TOTAL LABOR & PARTS			0.00

COMMENTS
TOW IN - LOANER IN ARMS
VEHICLE HELD FOR MONDAY 5/14 12:36PM
CALLED FOR CARRYOVER 5/16 11:35 AM

The Reynolds and Reynolds Company (Ohio) (05/16)

RF6P //30 Q (03/16)

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: KRAIG GOUGH 2201	TAG NO. [redacted]	INVOICE DATE: 05/17/16
	LABOR RATE [redacted]	MILEAGE: 8,750	COLOR: BLACK/
	YEAR / MAKE / MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE
	VEHICLE I.D. NO.: 1GYS4TKJ1FR [redacted]		SELLING DEALER NO
	P.I.N. NO.	R.O. NO.: 05/14/16	
[redacted]	CONCERN		MO: 8754

TOTALS

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
TOTAL INVOICE $	**0.00**

* CASH..... CHECK#..... AMEX..... *
* CHARGE..... VISA..... M/C..... *

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

The Knowledge and Reputation Company (KNR) CO0082I Q (8/14)

SF82720 Q (03/16)

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone: [redacted] Email: service@moorecadillac.com

Customer Name: [redacted] VIN: 1GYS4TKJ1FR[redacted] Date: 05/14/2016

Repair Order #: [redacted] Mileage: 8750 Tag #: [redacted] License #: [redacted]

☑ Checked and OK △ May Require Attention Soon ⊗ Requires Immediate Attention

☑ ○ OnStar active
☑ ○ Enrolled in OVD
☑ ○ Enrolled in DMN

☑ Service History Check
☑ △ ○ Remaining engine oil life: 1 % Reset: ☑ NA: ☐
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF ☑ △ RF ○

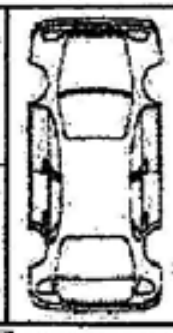
☑ △ ○ Rear (if applicable)
☑ △ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater △ 7/32 to 4/32 ⊗ 3/32 or Less

LF ☑ 8/32 or greater
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

LR ☑ 8/32 or greater
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage



RF ☑ 8/32 or greater
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

RR ☑ 8/32 or greater
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY



☑ △ ○ Battery condition
☑ △ ○ Battery cables and connections

☐ CHANGE ENGINE OIL & FILTER NA: ☐

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
☑	☐ Engine oil	○
☑	☐ Brake fluid reservoir	○
☑	☐ Transmission (if equipped w/dipstick)	○
☑	☐ Coolant recovery reservoir	○
☑	☐ Power steering	○
☑	☐ Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater △ 6 mm to 4 mm ⊗ 3 mm or Less

LF ☑ 7mm / greater RF ☑ 7mm / greater



LR ☑ 7mm / greater RR ☑ 7mm / greater

Rear ☑ 4 mm or Greater △ 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 7mm / greater Lowest Rear Lining: 7mm / greater

☐ △ ⊗ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

☑ ○ Fuel system (also including gas cap seating)	☑ △ ○ Steering components and steering linkage
☑ ○ Engine, transmission, drive axle, transfer case	☑ △ ○ CV drive axle boots or driveshafts and U-joints
☑ ○ Engine cooling system	☑ △ ○ Exhaust system components
☑ ○ Shocks and struts – also check operation	☑ △ ○ Body components lubrication
☑ ○ Belts: engine, accessory, serpentine, and/or V-drive	☑ △ ○ Restraint system component check
☑ ○ Hoses: engine, power steering and HVAC	☑ △ ○ Chassis components lubrication
☑ ○ Engine air filter	☑ △ ○ Drive axle (leak/other)
☑ △ ○ Passenger compartment air filter	☑ △ ○ Evaporative control system

Your Service Consultant: Kraig Gough **Your Service Technician:** Mark Whitney

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 1GYS4TKJ1FR[redacted] Date: 05/14/2016

Repair Order #[redacted] Mileage: 8750 Tag #[redacted] License #[redacted]

ADDITIONAL SERVICES RECOMMENDED PENDING CUSTOMER APPROVAL
Recommend Service of Brake System Component(s)

ESTIMATED TOTALS	
Pending Items Estimate	$ 0.00

DAMAGE ITEMS
No damage has been recorded.

NOTES

Your Service Consultant: Kraig Gough **Your Service Technician:** Mark Whitney

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	TAG NO. [redacted]	INVOICE DATE 05/26/16	[redacted]
[redacted]	LABOR RATE [redacted]	LIC #/ST 8,756	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
N/A	P.T.E. NO.	P.O.	R.O. DATE 05/18/16	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 8778

LABOR & PARTS

PERFORM COURTESY GM MULTI-POINT VEHICLE INSPECTION
$35.00 VALUE. PERFORMED AT NO CHARGE TO OUR VALUED CUSTOMERS
SERVICE PERFORMED - PLEASE SEE ATTACHED REPORT
YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

CUSTOMER STATES THE VEHICLE IS PULLING TO THE RIGHT - STATES
THE STEERING WHEEL IS OFF TO THE RIGHT WHEN GOING STRAIGHT
Steering handling/ responsivness.
Vehicle is following road crown.
Performed diag. Road tested vehicle to verify alignment.
Measured vehicle alignment. and got the following specs:
Caster L -0.5 R -0.5 Caster L 3.6 R 3.9 Toe L 0.04 R 0.04
All current measurments are within spec. No adjustment
necessary. Road tested vehicle and verified alignment.
8070032 0.5, A 0.2

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

CUSTOMER STATES THERE IS A CLUNK IN THE FRONT WHEN GOING OVER
R BUMPS
Rubbing noise during opperation.
Performed diag. Installed chassis ears to issolate noise.
Found noise when going over bumps in front end. Removed
front swar bar end links and re road tested. Noise still
present. Issolated front shocks and found noise coming from
Both front shocks. Removed and replaced right front shock,
transfered spring and connector. Road tested and found noise
no longer present from right front, however left side is
still making noise. Removed and replaced left front shock
absorber and transfered sping and connector. Road tested
and verified noise no longer present.
+2.5 OLH TO INSTALL CHASSIS EARS. ROADTEST AND DISCONNECT
SWAY BAT TO INSOLATE NOISE
8033641 1.8 + 2.5 OLH

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1		23312167	ABSORBER * 7.345			WARRANTY
JOB # 3	1		23312167	ABSORBER * 7.345			WARRANTY
JOB # 3	1		APC23312167	PU/CHARGE			WARRANTY
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

The Chevrolet and Plymouth Company Insurance CORPORATION (1974)

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR KRAIG GOUGH 2201	INS NO [redacted]	INVOICE DATE 05/26/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO [redacted]	MILEAGE 8,756	COLOR BLACK/
	YEAR/MAKE/MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DATE NEW/USED	STOCK NO.
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	DELIVERY MILES
N/A	R.T.E. NO.	R.O. NO.	R.O. DATE 05/18/16	PRODUCTION DATE REPRINT# 1
H# [redacted]	BUSINESS PHONE	COMMENTS		MO: 8778

CUSTOMER STATES THE DRIVERS MIRROR IS ALWAYS DARK GREEN -
REQUESTS THIS FEATURE BE TURNED OFF
No trouble found at this time.
Could not duplicate customer concern. Road tested vehicle
numerous times and could not duplicate. No bulletins or PI's
published about customers concen.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS			0.00
				JOB # 4 TOTAL LABOR & PARTS			0.00

CUSTOMER STATES THE RUBBER IS DEATCHING FROM THE REMOTE
Rubber section of key fob worn/stripped.
Replaced 1 key fob and programed.
6430320-0.3

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1		13598511	TRANSMITTE 16.345			WARRANTY
				JOB # 5 TOTAL PARTS			0.00
				JOB # 5 TOTAL LABOR & PARTS			0.00

CUSTOMER REQUESTS COURTESY EXTERIOR WASH
NO CHARGE
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 6 TOTAL PARTS			0.00
				JOB # 6 TOTAL LABOR & PARTS			0.00

COMMENTS
DROP OFF
CALLED FOR CARRYOVER 5/23 1:47 PM
LEFT VM - HELD OVER 5/24 2:33PM
LEFT VM VEHICLE IS READY 5/25 3:28PM
CUSTOMER TO PICKUP AT 5PM 5/26 2:27PM

The Reynolds and Reynolds Company (00448217 O (08/14)

SF827239 O (03/16)

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR KRAIG GOUGH 2201	TAG NO [redacted]	INVOICE DATE 05/26/16	INVOICE NO [redacted]
	LABOR RATE [redacted]	MILEAGE 8,756	COLOR BLACK/	STOCK NO
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO	P.O. NO.	R.O. DATE 05/18/16	REPRINT# 1
	COMMENTS			MO: 8778

TOTALS

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
TOTAL INVOICE $	**0.00**

* CASH..... CHECK#..... AMEX.....
* CHARGE..... VISA..... M/C.....

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (Reynolds) CDK-6501F D (12/14)

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 1GYS4TKJ1FR[redacted] Date: 05/18/2016

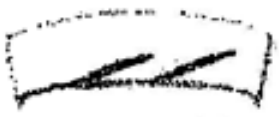
Repair Order #: [redacted] Mileage: 8756 Tag #: [redacted] License #: [redacted]

☑ Checked and OK ⚠ May Require Attention Soon ⊗ Requires Immediate Attention

☑ ○ OnStar active
☑ ○ Enrolled in OVD
☑ ○ Enrolled in DMN

☑ Service History Check
☑ ⚠ ○ Remaining engine oil life: 100 % Reset: ☐ NA: ☐
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF ☑ RF

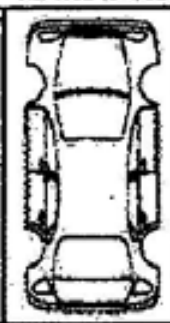
☑ ⚠ ○ Rear (if applicable)
☑ ⚠ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater ⚠ 7/32 to 4/32 ⊗ 3/32 or Less

LF ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage

RF ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage



LR ☑ 8/32 or greater
PSI@: 35 set to: ___ PSI
☐ Wear Pattern/Damage

RR ☑ 8/32 or greater
PSI@: 35 set to: 35 PSI
☐ Wear Pattern/Damage

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY



☑ ⚠ ○ Battery condition
☑ ⚠ ○ Battery cables and connections

☐ CHANGE ENGINE OIL & FILTER NA ☐

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☑	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater ⚠ 6 mm to 4 mm ⊗ 3 mm or Less

LF ☑ 7mm / greater RF ☑ 7mm / greater



LR ☑ 7mm / greater RR ☑ 7mm / greater

Rear ☑ 4 mm or Greater ⚠ 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 7mm / greater Lowest Rear Lining: 7mm / greater

☑ ⚠ ○ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

☑ ⚠ ○ Fuel system (also including gas cap sealing)	☑ ⚠ ○ Steering components and steering linkage
☑ ⚠ ○ Engine, transmisaion, drive axle, transfer case	☑ ⚠ ○ CV drive axle boots or driveshafts and U-joints
☑ ⚠ ○ Engine cooling system	☑ ⚠ ○ Exhaust system components
☑ ⚠ ○ Shocks and struts – also check operation	☑ ⚠ ○ Body components lubrication
☑ ⚠ ○ Belts: engine, accessory, serpentine, and/or V-drive	☑ ⚠ ○ Restraint system component check
☑ ⚠ ○ Hoses: engine, power steering and HVAC	☑ ⚠ ○ Chassis components lubrication
☑ ⚠ ○ Engine air filter	☑ ⚠ ○ Drive axle (leak/other)
☑ ⚠ ○ Passenger compartment air filter	☑ ⚠ ○ Evaporative control system

Your Service Consultant: Kraig Gough **Your Service Technician:** Mark Whitney

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone: [redacted] Email: service@moorecadillac.com

Customer Name: [redacted] VIN: 1GYS4TKJ1FR[redacted] Date: 05/18/2016

Repair Order #: [redacted] Mileage: 8756 Tag #: [redacted] License #: [redacted]

DAMAGE ITEMS
No damage has been recorded.

NOTES

Your Service Consultant: Kraig Gough **Your Service Technician:** Mark Whitney

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: KRAIG GOUGH 2201	TAG NO. [redacted]	INVOICE DATE: 05/31/16
[redacted]	LABOR RATE [redacted]	MILEAGE: 8,779	COLOR: BLACK/
	YEAR/MAKE/MODEL: 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE
	VEHICLE I.D. NO.: 1 G Y S 4 T K J 1 F R [redacted]		PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE: 05/26/16
	COMMENTS:		MO: 8781

PERFORM COURTESY GM MULTI-POINT VEHICLE INSPECTION
$35.00 VALUE. PERFORMED AT NO CHARGE TO OUR VALUED CUSTOMERS
SERVICE PERFORMED - PLEASE SEE ATTACHED REPORT
YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES THE DRIVERS MIRROR IS GREEN AT ALL TIMES
Inside rear view mirror rear light sensor no registering
correctly causing passenger mirror to darken intermittently
Performed diag. Verified customer concern found that inside
rear view mirror is not registering correct light values.
Followed diagnostic flow chart on Document ID: 2096692.
found mirror not reacting to light input to rear sensor.
Replaced inside rear view mirro assembly. Verified opperatio
Connector A10 doc id 33640667. 3822782.
2050360-0.3, D-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	13503845	MIRROR 10.185			WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES THERE IS A CHINKING NOISE WHEN SHIFTING INTO
DRIVE FROM PARK
No problem found.
Performed diag. narrowed noise to transmission.
No bulletins found. Compared noise to like vehicle with
8 Speed Transmission. found like vehicle to make same noise.
Called GM TAC. No similar cases found Case number
[redacted] Noise is a normal characteristic of the
vehicle.
8469959-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

CUSTOMER REQUESTS COURTESY EXTERIOR WASH
NO CHARGE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00

The Reynolds and Reynolds Company, ERA-IGNITE © (00/16)

Moore Cadillac
MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-6903

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	PROJECT NO.
[redacted]	KRAIG GOUGH 2201	[redacted]	05/31/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 8,779		COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILAGE
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.		R.O. DATE 05/26/16	
	COMMENTS			MO: 8781

JOB # 4 TOTAL LABOR & PARTS 0.00

CUSTOMER REQUESTS WARRANTY LOANER PROVIDED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 4	486349	MC139	05/31/16	hand wash and vacuum	INTERNAL

TOTAL - SUBLET 0.00

COMMENTS
IN LOANER

TOTALS

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
[illegible] TAX.....	0.00
TOTAL INVOICE $	**0.00**

* CASH..... CHECK#..... AMEX.....
* CHARGE..... VISA..... M/C.....

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 3GYFNHE32DS[redacted] Date: 05/27/2016

Repair Order # [redacted] Mileage: 27733 Tag #: [redacted] License #:

☑ Checked and OK ⚠ May Require Attention Soon ⊗ Requires Immediate Attention

☑ ○ OnStar active
☑ ○ Enrolled in OVD
☑ ○ Enrolled in DMN

☑ Service History Check
☐ ⚠ ○ Remaining engine oil life: 20 % Reset: ☐ NA: ☐
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF ☑ RF

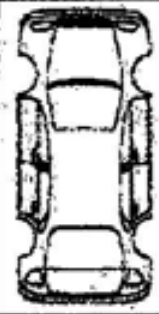
☑ ⚠ ○ Rear (if applicable)
☑ ⚠ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater ⚠ 7/32 to 4/32 ⊗ 3/32 or Less

LF ⚠ 6/32
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

LR ⚠ 6/32
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

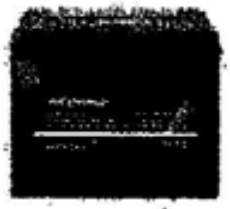


RF ⚠ 6/32
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

RR ⚠ 6/32
PSI@: ___ set to: 35 PSI
☐ Wear Pattern/Damage

☑ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY



☑ ⚠ ○ Battery condition
☑ ⚠ ○ Battery cables and connections

☑ CHANGE ENGINE OIL & FILTER N/A ☐

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☑	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater ⚠ 6 mm to 4 mm ⊗ 3 mm or Less

LF ☑ 7mm / greater RF ☑ 7mm / greater



LR ☑ 7mm / greater RR ☑ 7mm / greater

Rear ☑ 4 mm or Greater ⚠ 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 7mm / greater Lowest Rear Lining: 7mm / greater

☑ ⚠ ○ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

☑ ⚠ ○ Fuel system (also including gas cap sealing)	☑ ⚠ ○ Steering components and steering linkage
☑ ⚠ ○ Engine, transmission, drive axle, transfer case	☑ ⚠ ○ CV drive axle boots or driveshafts and U-joints
☑ ⚠ ○ Engine cooling system	☑ ⚠ ○ Exhaust system components
☑ ⚠ ○ Shocks and struts – also check operation	☑ ⚠ ○ Body components lubrication
☑ ⚠ ○ Belts: engine, accessory, serpentine, and/or V-drive	☑ ⚠ ○ Restraint system component check
☑ ⚠ ○ Hoses: engine, power steering and HVAC	☑ ⚠ ○ Chassis components lubrication
☑ ⚠ ○ Engine air filter	☑ ⚠ ○ Drive axle (leak/other)
☑ ⚠ ○ Passenger compartment air filter	☑ ⚠ ○ Evaporative control system

Your Service Consultant: Don Kelly **Your Service Technician:**

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone: [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 3GYFNHE32DS[redacted] Date: 05/27/2016

Repair Order #: [redacted] Mileage: 27733 Tag #: [redacted] License #:

ACCEPTED ADDITIONAL SERVICES RECOMMENDED		
Recommend Tire Rotation	$	0.00

ESTIMATED TOTALS		
Accepted Items Estimate	$	0.00

DAMAGE ITEMS	
Right Front Wheel	
Right Front Door	Dent
Left Front Wheel	Scratch
Hood	Scratch

NOTES

Your Service Consultant: Dan Kelly **Your Service Technician:**

MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	JOB NO. [redacted]	INVOICE DATE 08/19/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 12,067	COLOR BLACK/	STOCK NO
	YEAR/MAKE/MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GYS4TKJ1FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
N/A	P. I. S. NO.	P.O. NO.	R.O. DATE 08/15/16	
[redacted] BUSINESS PHONE	COMMENTS			MO: 12067

PERFORM GENERAL MOTORS MULTI-POINT VEHICLE INSPECTION.
PERFORMED COMPLIMENTARY TO OUR VALUED CLIENT. $35.00 VALUE
MULTI-POINT VEHICLE INSPECTION COMPLETED, PLEASE SEE
ATTACHED INSPECTION FORM. YOUR SERVICE ADVISOR WILL REVIEW
THIS WITH YOU.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES THERE IS A CLICKING NOISE FROM THE FRONT
TIRES WHEN MAKING PARKING LOT MAUEVERS
no work done
cannot raod test vehicle has no brakes.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES THE BRAKES DO NOT WORK • REQUESTS WE DO NOT
FIX THE BRAKES - ONLY PROVIDE CAUSE OF FAILURE
leaks (suspect master cylinder has internal leak)
inspect brake system for leaks. none found. master cylinder
fluid is full brake pedal goes to floor (NO BRAKES) owner
will not allow us to perform repairs under warrenty. BE
ADVISED NOT SAFE TO DRIVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES THE REAR GLASS WIL NOT LATCH
broken (something inside latch broke)
perform system analysis replace the liftgate glass latch.
2020020-0.5, D-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	23444228	LATCH 17.198			WARRANTY
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

CUSTOMER STATES BOTH THE HEATING AND COOLING FUNCTIONS OF
THE FRONT SEATS ARE NOT FUNCTIONING
incorrect version (software update for blank hvac controls)
8f428

 (CONTINUED ON NEXT PAGE) 09:33pm

MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KRAIG GOUGH 2201	TAG NO. [redacted]	INVOICE DATE 08/19/16	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 12,067	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL 15/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G Y S 4 T K J 1 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE
N/A	R.O. NO.	P.O. NO.	R.O. DATE 08/15/16	
[redacted] BUSINESS PHONE	COMMENTS			MO: 12067

PERFORM SYSTEM ANALYSIS. USB PROGRAM THE BAT MODULE.
2810345-0.3, A-0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

[redacted] 0.00
CUSTOMER REQUESTS WE REMOVE TAPE RESIDUE FROM THE REAR GLASS
BEING TAPED SHUT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

COMMENTS
IN LOANER - NEED DIAGNOSES BY NOON 8/16
CUSTOMER ADVISED - DECLINED WARRANTY BRAKE REPAIR 8/17 9:34AM
DELETED OPERATION(S)
WICD2 EXTERIOR WASH

TOTALS

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
TOTAL INVOICE $	**0.00**

CASH..... CHECK#..... AMEX.....
CHARGE..... VISA..... M/C.....

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

PAID
AUG 22 2016
By no charge

From: John Gillis [mailto:John.Gillis@MooreCadillac.com]
Sent: Tuesday, August 23, 2016 9:45 AM
To: electronicproductreport <electronicproductreport@gm.com>
Subject: [EXTERNAL] 1GYS4TKJ1FR[redacted] Heated and Cooling seat operation

Field Product Report

VIN (All 17 Digits): 1GYS4TKJ1FR[redacted] Mileage: 12,068

Condition:
Customer states both front driver and passenger seats do not heat or cool as intended.

Cause:
Heated and cooled seating operation does not meet customer expectation. Seats are operating as designed.

Correction:
No repairs made at this time. TAC recommended filing field product report.

Dealer BAC Code: 216[redacted]

Dealer Name: 05113

Dealer Contact Name: John Gillis

Dealer Email Address: jgillis@moorecadillac.com

RO#: [redacted]

TAC Case # (If Available): [redacted]

Part Number (If Available):

Digital Photos Available?: **Yes** **No**

Parts Available?: **Yes** **No**

Email All Product Reports to:
electronicproductreport@gm.com

****Include Photos, Videos or Sound if Applicable****

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152
http://www.moorecadillac.com

Premium Care Maintenance

Phone: [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 1GYS4TKJ1FR[redacted] Date: 08/15/2016

Repair Order #: [redacted] Mileage: 12067 Tag #: [redacted] License #: [redacted]

ADDITIONAL SERVICES RECOMMENDED PENDING CUSTOMER APPROVAL

MASTER CYLIDER

ESTIMATED TOTALS

Pending Items Estimate	**$ 0.00**
	0.00

DAMAGE ITEMS

No damage has been recorded.

NOTES

Your Service Consultant: Kraig Gough **Your Service Technician:** Paul Shalap

Moore Cadillac
25450 Pleasant Valley Road
Chantilly, VA 20152 .
http://www.moorecadillac.com

Premium Care Maintenance

Phone [redacted] Email: service@moorecadillac.com

Customer Name [redacted] VIN: 1GYS4TKJ1FF[redacted] Date: 08/15/2016

Repair Order #: [redacted] Mileage: 12067 Tag #: [redacted] License #: [redacted]

☑ Checked and OK △ May Require Attention Soon ⊗ Requires Immediate Attention

☑ ○ OnStar active ☑ ○ Enrolled in OVD ☑ ○ Enrolled in DMN	☑ Service History Check ☑ △ ○ Remaining engine oil life: ____ % Reset: ☐ NA: ☐ ☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF △ ○ ☑ △ ○ RF

☑ △ ○ Rear (if applicable)

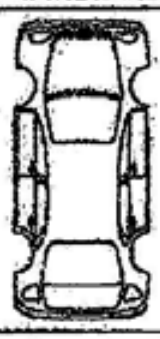
☑ △ ○ Windshield condition

☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

☑ 8/32 or Greater △ 7/32 to 4/32 ⊗ 3/32 or Less

LF △ 7/32 PSI@: 33 set to: 35 PSI ☐ Wear Pattern/Damage	RF △ 7/32 PSI@: 33 set to: 35 PSI ☐ Wear Pattern/Damage
LR △ 7/32 PSI@: 33 set to: 35 PSI ☐ Wear Pattern/Damage	RR △ 7/32 PSI@: 33 set to: 35 PSI ☐ Wear Pattern/Damage



☐ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY



☑ △ ○ Battery condition

☑ △ ○ Battery cables and connections

☐ CHANGE ENGINE OIL & FILTER N/A ☐

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☐	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater △ 6 mm to 4 mm ⊗ 3 mm or Less

LF △ 6mm RF △ 6mm



LR ☑ 6mm RR ☑ 6mm

Rear ☑ 4 mm or Greater △ 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 6mm Lowest Rear Lining: 6mm

☐ △ ⊗ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

☑ △ ○ Fuel system (also including gas cap sealing)	☑ △ ○ Steering components and steering linkage
☑ △ ○ Engine, transmission, drive axle, transfer case	☑ △ ○ CV drive axle boots or driveshafts and U-joints
☑ △ ○ Engine cooling system	☑ △ ○ Exhaust system components
☑ △ ○ Shocks and struts – also check operation	☑ △ ○ Body components lubrication
☑ △ ○ Belts: engine, accessory, serpentine, and/or V-drive	☑ △ ○ Restraint system component check
☑ △ ○ Hoses: engine, power steering and HVAC	☑ △ ○ Chassis components lubrication
☑ △ ○ Engine air filter	☑ △ ○ Drive axle (leak/other)
☑ △ ○ Passenger compartment air filter	☑ △ ○ Evaporative control system

Your Service Consultant: Kraig Gough **Your Service Technician:** Paul Shalap

MOORE CADILLAC
25440 Pleasant Valley Road
Dulles, VA 20152
703-674-5902 • Collision Center 703-674-5903

CELL [redacted]

CUSTOMER NO.	ADVISOR		INVOICE DATE	INVOICE NO.
[redacted]	DAVID 2481	[redacted]	08/23/16	[redacted]
	LABOR RATE [redacted]	MILEAGE 12,068	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL IS/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. I G Y S 4 T K J 1 F R [redacted]		BRAND DEALER NO.	PRODUCTION DATE
	T.T.E. NO	P.O. NO	R.O. DATE 08/22/16	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 12068

[redacted]

CUSTOMER STATES BOTH FRONT DRIVER AND PASSENGER SEATS
DO NOT HEAT OR COOL AS INTENDED
no trouble found
perform system analysis no codes. performance test heated/
cool seats operates as desighned tac case [redacted]
no repairs made at this time.
7029929-0.3

JOB # 1 TOTAL LABOR & PARTS 0.00

[redacted]

CUSTOMER STATES DRIVER SEAT MAKES A SQUEEKING/CREEKING NOISE
GETTING IN AND OUT OF VEHICLE
insuffient lube
lube seat track assy.

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
RENTAL CAR. 7034755252

TOTALS

CASH..... CHECK#..... AMEX.....	TOTAL LABOR.... 0.00
CHARGE..... VISA..... M/C.....	TOTAL PARTS.... 0.00
	TOTAL SUBLET... 0.00
	TOTAL G.D.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE $ 0.00

PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 2,000 MILES WHICHEVER OCCURS FIRST

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES GOODWRENCH LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

RE: Final Repair Attempt, Request for Informal Dispute Resolution pursuant 15 USC 2310 and Revocation of Acceptance

3-31-2016

Dear Customer Relations Department

I am writing this letter to provide you notice of the defects in my 2015 Cadillac Escalade ESV Premium. And my VIN 1GYS4TKJIF[redacted] bought this vehicle on 5-9-15 [redacted] R.C. Olsen Cadillac. [redacted]

The problems that I have had or currently have with my vehicle are as follows: 1. Front end noise 2. steering wheel makes noise and It is not straight 3. Breaks ever time I push It. It moves to the ~~Right. I have~~ And It has not been fixed yet. I have attached copies of my repair orders for these problems. Please contact me as soon as possible, these problems can be corrected once and for all and for informa in your informal dispute resolution procedure. If you cannot correct these problems within 15 days of receipt of this letter please note that at that time my acceptance revoked and I request you buy it back or pay me damages. My contact information is: [redacted]



BAILEYS CROSSROADS STATION
FALLS CHURCH, Virginia
220419998
5165430171-0095
04/04/2016 (800)275-8777 02:37:13 PM

Sales Receipt

Product Description	Sale Unit Qty	Price	Final Price
99 DETROIT MI 48232-5170 Zone-4 First-Class Mail Parcel 2.00 oz.			$2.54
[redacted]			
Bubble Mailer 6" x 10"	1	$1.49	$2.54
			$1.49

Total: $4.03

Paid by:
Cash $20.05
Change Due: -$16.02

99 Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit www.usps.com USPS Tracking or call 1-800-222-1811.

****

BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

****

...hurry? Self-service kiosks ...r quick and easy check-out. ...l Associate can show ...

...stamps at usps ...-800-Stamp24 ...m/clickn ...g lab...

ERPRISE RAC COMPANY, 1525 KENWOOD AVENUE, ALEXANDRIA, VA 223022319 (703) 578-2905

TAL AGREEMENT **REF#** 2VNGK6

[redacted]

TER

[redacted]

E & TIME OUT
5/2015 12:40 PM
E & TIME IN
5/2015 12:09 PM

ING CYCLE
DUR

#1 2016 CADI SRX 1SBA
3GYFNEE33GS[redacted]
VIN[redacted]
S DRIVEN 112

TO ACCOUNT
SAY CADILLAC SVC- ALEX**
: PELLEGRINO, GINO
KENWOOD
ANDRIA,, VA 22302

M INFO
21 GP
": LINDSAY CADILLAC SVC-

IE: (703) 998-6600
: PELLEGRINO, GINO

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/16 - 11/19	3	DAY	$42.58 *	$127.73
REFUELING CHARGE	11/16 - 11/19				$0.00
			Subtotal:		$127.73
Taxes & Surcharges					
VEHICLE LICENSE RECOVERY FEE	11/16 - 11/19	3	DAY	$0.15	$0.45
VIRGINIA ADDITIONAL TAX	11/16 - 11/19			4%	$5.13
VIRGINIA RENTAL FEE	11/16 - 11/19			2%	$2.56
VIRGINIA RENTAL TAX	11/16 - 11/19			4%	$5.13
			Total Charges:		$141.00
Bill-To / Deposits					
LINDSAY CADILLAC SVC- ALEX**					
TIME & DISTANCE	11/16 - 11/19	3	DAY		
REFUELING CHARGE	11/16 - 11/19				
VEHICLE LICENSE RECOVERY FEE	11/16 - 11/19	3	DAY		
VIRGINIA ADDITIONAL TAX	11/16 - 11/19	1	PERCENT	4%	
VIRGINIA RENTAL FEE	11/16 - 11/19	1	PERCENT	2%	
VIRGINIA RENTAL TAX	11/16 - 11/19	1	PERCENT	4%	
			Subtotal:		($141.00)

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

MAY-15-2018 02:29PM FROM- T-315 P.002/005 F-400

ENTERPRISE RAC COMPANY, 1525 KENWOOD AVENUE, ALEXANDRIA, VA 223022319 (703) 578-2905

RENTAL AGREEMENT [redacted] **RBF#** 1W84N8

RENTER [redacted]

DATE & TIME OUT
07/30/2015 04:45 PM
DATE & TIME IN
08/07/2015 05:28 PM

BILLING CYCLE
24-HOUR

VEH #1 2014 CHEV CAMA 1LTR
VIN# 2G1FB1E35[redacted]
LIC# [redacted]
MILES DRIVEN 422

BILL TO ACCOUNT
LINDSAY CADILLAC SVC- ALEX**
ATTN: PELLEGRINO, GINO
1525 KENWOOD
ALEXANDRIA,, VA 22302

CLAIM INFO
493707 GP
SHOP: LINDSAY CADILLAC SVC-ALEX
PHONE: (703) 998-6600
ATTN: AHMAD, MARK

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/30 - 08/07	8	DAY	$34.40 *	$275.16
REFUELING CHARGE	07/30 - 08/07				$0.00
			Subtotal:		$275.16
Miscellaneous Charges/Refunds					
DAMAGE REIMBURSEMENT/DEDUCTIBLE					$250.00
Taxes & Surcharges					
VEHICLE LICENSE RECOVERY FEE	07/30 - 08/07	8	DAY	$0.15	$1.20
VIRGINIA ADDITIONAL TAX	07/30 - 08/07			4%	$11.06
VIRGINIA RENTAL FEE	07/30 - 08/07			2%	$5.53
VIRGINIA RENTAL TAX	07/30 - 08/07			4%	$11.05
			Total Charges:		$554.00
Bill-To / Deposits					
LINDSAY CADILLAC SVC- ALEX**					
TIME & DISTANCE	07/30 - 08/07	8	DAY		
VEHICLE LICENSE RECOVERY FEE	07/30 - 08/07	8	DAY		
VIRGINIA ADDITIONAL TAX	07/30 - 08/07	1	PERCENT	4%	
VIRGINIA RENTAL FEE	07/30 - 08/07	1	PERCENT	2%	
VIRGINIA RENTAL TAX	07/30 - 08/07	1	PERCENT	4%	
			Subtotal:		[redacted]
DEPOSITS					($250.00)
Total Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$250.00	Visa	[redacted]

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

[redacted]

ENTERPRISE RAC COMPANY, 1525 KENWOOD AVENUE, ALEXANDRIA, VA 223022319 (703) 578-2905

RENTAL AGREEMENT [redacted] **REF#** 2SV44Z

RENTER
[redacted]

DATE & TIME OUT
11/09/2015 03:18 PM
DATE & TIME IN
11/13/2015 04:25 PM

BILLING CYCLE
24-HOUR

VEH #1 2016 GMC YUXL 4AN4
VIN# 1GKS2GKC4GR[redacted]
LIC# [redacted]
MILES DRIVEN 177

BILL TO ACCOUNT
LINDSAY CADILLAC SVC- ALEX**
ATTN: PELLEGRINO, GINO
1525 KENWOOD
ALEXANDRIA,, VA 22302

CLAIM INFO
499603 GP
SHOP: LINDSAY CADILLAC SVC-ALEX
PHONE: (703) 998-6600
ATTN: PELLEGRINO, GINO

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/09 - 11/13	4	DAY	$42.58 *	$170.31
REFUELING CHARGE	11/09 - 11/13				$0.00
			Subtotal:		$170.31
Taxes & Surcharges					
VEHICLE LICENSE RECOVERY FEE	11/09 - 11/13	4	DAY	$0.15	$0.60
VIRGINIA ADDITIONAL TAX	11/09 - 11/13			4%	$6.83
VIRGINIA RENTAL FEE	11/09 - 11/13			2%	$3.42
VIRGINIA RENTAL TAX	11/09 - 11/13			4%	$6.84
			Total Charges:		$188.00
Bill-To / Deposits					
LINDSAY CADILLAC SVC- ALEX**					
TIME & DISTANCE	11/09 - 11/13	4	DAY		
REFUELING CHARGE	11/09 - 11/13				
VEHICLE LICENSE RECOVERY FEE	11/09 - 11/13	4	DAY		
VIRGINIA ADDITIONAL TAX	11/09 - 11/13	1	PERCENT	4%	
VIRGINIA RENTAL FEE	11/09 - 11/13	1	PERCENT	2%	
VIRGINIA RENTAL TAX	11/09 - 11/13	1	PERCENT	4%	
			Subtotal:		($188.00)

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

MAY-15-2016 02:28PM FROM- T-315 P.006/006 F-400

TOWING SERVICE

SPRINGFIELD WRECKER SERVICE

(703) 569-0550 Fax (703) 992-0380

[redacted]

THIS TRANSACTION CONSTITUTES ENTIRE AGREEMENT BETWEEN BUYER AND SELLER AND SIGNATURE OF BUYER IS ACKNOWLEDGEMENT OF SAME. ALL ACCOUNTS NOT PAID WITHIN 30 DAYS OF SALE OR PAID IN CONSECUTIVE MONTHLY INSTALLMENTS ARE CONSIDERED PAST DUE. A FINANCE CHARGE OF 1.5% PER MONTH, WHICH IS 18% ANNUAL PERCENTAGE RATE, WILL ACCRUE IF 30 DAYS FROM THE DATE OF SALE. EXCEPT THAT A MINIMUM FINANCE CHARGE OF $50 WILL BE ASSESSED. FAILURE TO MAKE PAYMENT WITHIN 30 DAYS IS BASIS FOR LEGAL ACTION. CAUTION IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

BILL TO [redacted]

TOWING SERVICE

PHONE [redacted] EMAIL

DATE 5/13/16 TIME [redacted] MILEAGE BEFORE TOWING

YEAR 15 MAKE/MODEL/COLOR CADILLAC ESCALADE BLACK VIN [redacted]

DRIVER TIM GUNN REGISTRATION NO. [redacted]

[redacted]

MILEAGE	SERVICE TIME	EXTRA TIME
FINISH 177828	FINISH	FINISH
START 177798	START	START
TOTAL 30	TOTAL	TOTAL

DAMAGE RELEASE

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOW[redacted] DAMAGE SHOULD IT RESULT.

AGENT [redacted] DATE 5/13/16

VEHICLE WILL NOT BE RELEASED UNTIL TOWING SERVICE IS PAID

REMARKS: #PO 103273232L

MILEAGE CHG.	90.00
TOWING CHG.	36.00
LABOR CHG.	
STORAGE CHG.	
DMV REQ.	
TOTAL	126.00

[redacted]

TRD TIA INC

PE18-012

GM

3-27-2019

Q3



MOTOR VEHICLE PURCHASE CONTRACT

FOR CONSUME USE ON

RC OLSEN CADILLAC INC.
201 CAMBRIDGE ROAD
WOBURN, MA 01801
(781) 935-7000 FAX (781) 897-1125

DATE MAY 2nd 2015 | ORDER NO. [redacted] | STOCK NO. [redacted] | SALESPERSON JOHN C BRADLEY

PURCHASER NAME(S), ADDRESS [redacted]

ENTER MY ORDER FOR 1 (QUANTITY) NEW [X] USED [ ] | FORMER USE (IF APPLICABLE) | DEMONSTRATOR [ ] FORMER LEASED CAR [ ] | POLICE CAR [ ] FORMER DAILY RENTAL [ ] | REBUILT INSURANCE TOTAL [ ] TAXICAB [ ]

Year	Make	Model Name	Body Style/Type	Model No.	Transmission (Speeds)	Cyl.	Pass.	Doors
2015	CADILLAC	ESCL-ESV	ESC ESV 4WD	6K159	Standard [ ] Automatic [XX]	8	7	

Vehicle Identification No.	Color 1st / 2nd / 3rd	Interior 1st / 2nd / 3rd	Top	Odometer mi. / km.	Approx. Delivery Date
1GYS4TKJ1FR [redacted]	BLACK RAV	JET BLACK		XX / 101	05/02/2015

TRADE-IN: Year | Make | Model | Type | Color | V.I.N. | Odometer (mi. [ ] /km. [ ]) | Transmission [ ] Standard (Speeds) [ ] Auto | No. of Cyl. | Pass. | Doors | Salvage Title Yes [ ] No [ ] | PREVIOUS OWNER | City/State/Zip

LIENHOLDER | Address | City/State/Zip | Acct. No. | Check No. | Balance Due $

Additional Information - Vehicle Purchased

LIENHOLDER GM FINANCIAL
Address PO BOX 1510
City/State/Zip COCKEYSVILLE MD 21030
INSURANCE CO.
Agent/Branch
Address/City

WARRANTY INFORMATION
This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.

REGISTRATION FEE/TITLE FEE
SALES TAX

Application for Title [ ]
Application for Reg. [ ] New [ ] Transfer
Registration No.
Registration Fee $ N/A
Title Fee $ N/A
Mass. Sales Tax $ N/A

Date of Birth [redacted]
E-mail Address [redacted]

Price of Unit		$ 85500.00
Additional Equipment/Items		
Dealer Installed Accessories		
1. Total Price		$ 85500.00
2. Discount	$	
3. Trade-In Allowance	$	N/A
4. Rebate(s)	$ 4000.00	
	$	
5. Trade Difference (line 1 minus lines 2,3,& 4)		$ 81500.00
6. Mass. Sales Tax (N/A of line 5) + LN 8		N/A
7. Title Preparation		N/A
8. Documentary Preparation		$ 395 00
9. Other		$ N/A
10. TOTAL CONTRACT PRICE (Total of lines 5,6,7,8, & 9)		$ 81895.00
11. Balance Due on Trade-In		$ N/A
12. Subtotal (Total of lines 10 & 11)		$ 81895.00
13. Deposit		N/A
14. Amount to be Financed	66895.00	
15. Cash Due on Delivery	15000.00	
16. TOTAL PAYMENT (Total of lines 13, 14, & 15) (line 16 must equal line 12)		$ 81895.00

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of $ N/A may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials [ ]

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.

Purchaser's Initials [ ]

This contract is not binding upon either dealer or purchaser until the following conditions are met:
(1) The contract is signed by dealer or his/her authorized representative;
(2) Other: _____
(3) Other: _____

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.

Purchaser's Signature

Co-Purchaser's Signature

Approved Dealer Representative

Part 1 - Dealer Copy Part 2 - Purchaser's Copy Part 3 - File Copy

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address	Co-Buyer Name and Address (including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	R. C. OLSEN CADILLAC, INC. 201 CAMBRIDGE ROAD WOBURN MA 01801 MIDDLESEX

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CADILLAC ESCL-ESV	1GYS4TKJ1FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 19000.00 is
5.90 %	$ 12882.44	$ 66895.00	$ 79777.44	$ 98777.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	1108.02	Monthly beginning 06/16/2015
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed $5 if you bought the vehicle primarily for personal, family, or household use.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (Including $ N/A sales tax) $ 85500.00 (1)

2 Total Downpayment =

Trade-in N/A (Year) (Make) (Model)

Gross Trade-In Allowance	$ N/A
Less Pay Off Made By Seller	$ N/A
Equals Net Trade In	$ N/A
+ Cash	$ 15000.00
+ Other MFG REBATES	$ 4000.00
(If total downpayment is negative, enter "0" and see 4I below)	$ 19000.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 66500.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance

Paid to Insurance Company or Companies.

Life	$ N/A	
Accident and Health	$ N/A	
Involuntary Unemployment Insurance	$ N/A	$ N/A

B Vendor's Single Interest Insurance

Paid to Insurance Company _____ $ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Accident and Health: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Involuntary Unemployment Insurance:

☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Accident and Health $ N/A

Credit Involuntary Unemployment Insurance $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit accident and health insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance

☐ N/A _____ Type of Insurance N/A Term

Premium $ N/A

[redacted] (3)

Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance

Paid to Insurance Company or Companies.

Life	$ N/A		
Accident and Health	$ N/A		
Involuntary Unemployment Insurance	$ N/A	$ N/A	

B Vendor's Single Interest Insurance

Paid to Insurance Company $ N/A

C Other Optional Insurance Paid to Insurance Company or Companies $ N/A

D Optional Gap Contract $ N/A

E Official Fees Paid to Government Agencies

to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A

F Government Taxes Not Included in Cash Price $ N/A

G Government License and/or Registration Fees

N/A $ N/A

H Government Certificate of Title Fees $ N/A

I Other Charges (Seller must identify who is paid and describe purpose)

to N/A	for Prior Credit or Lease Balance	$ N/A
to R. C. OLSEN CADILL	for DOC FEE	$ 305.00
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 305.00 (4)

5 Amount Financed (3 + 4) $ 68895.00 (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS /s/

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance

☐ N/A Type of Insurance N/A Term

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A Type of Insurance N/A Term

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A Buyer Signature N/A Date

X N/A Co-Buyer Signature N/A Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

☐ **VENDOR'S SINGLE INTEREST INSURANCE** (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 10 if any check you give to us is dishonored.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [redacted] relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs X N/A

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others: (a) to pay off in advance the full amount due and to obtain a partial refund of the finance charge; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you

G Government License and/or Registration Fees

N/A $ N/A

H Government Certificate of Title Fees $ N/A

I Other Charges (Seller must identify who is paid and describe purpose)

to N/A	for Prior Credit or Lease Balance	$ N/A
to W. C. OLSEN CADILL	for DOC FEE	$ 295.00
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 295.00 (4)

5 Amount Financed (3 + 4) $ 66895.00 (6)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A
Buyer Signature Date N/A

X N/A
Co-Buyer Signature Date N/A

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is $ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 10 if any check you give to us is dishonored.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains t[redacted]us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X[redacted] Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We m[redacted]y of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others: -- (a) to pay off in advance the full amount due and to obtain a partial refund of the finance charge; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to [redacted] that you received a completely filled-in copy when you signed it.

Buyer Signs X[redacted] Date 05/02/15 Co-Buyer Signs X N/A Date N/A

Co-Buyers and O[redacted] A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debts. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Addr[redacted]

Seller signs [redacted] Date 05/02/15 By X[redacted] Title [redacted]

Seller assigns its interest in this contract to [redacted] (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse GM FINANCIAL ☐ Assigned with limited recourse

Seller W. C. OLSEN CADILLAC, INC. [redacted] Title [redacted]

FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed, and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security Interest.** You give us a security interest in:

- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide,

c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's reasonable fee and court costs, as the law allows.

d. **We may take the vehicle from you.** If you default and the default is material, we may take (repossess) the vehicle from you after we give you any notice and opportunity to cure the default the law requires. We may only take the vehicle if we do so peacefully and the law allows it. If the vehicle is purchased primarily for personal, family, or household use, we may not enter property you own or rent to take the vehicle unless you consent at that time or a court decides we may repossess the vehicle. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it as the law allows. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If the money from the sale is not enough to pay the amount you owe, you must pay the rest to us, unless both of the following things are true: (i) you bought the vehicle primarily for personal, family or household use, and (ii) the balance you owed on this contract was $2,000 or less at the time you defaulted or surrendered the vehicle. If both of these things are true, you will not owe the rest. If either of these things is not true you will owe us the rest as the law allows. If you owe the rest and do not pay it when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium of the insurance and a finance charge computed at the Annual Percentage Rate shown on the front of this contract or, at our option, the highest rate the law permits.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default) and the default is material, we may demand that you pay all you owe at once after we give you any notice and opportunity to cure the default the law requires. Default means:
- You pay any payment more than 15 days late or not at all; or
- You start a proceeding in bankruptcy or one is started against you or your property; you give false, incomplete, or misleading information on a credit application; or you break any agreements in this contract; except that if you bought the vehicle primarily for personal, family or household purposes, we will only treat these events as defaults if they substantially impair the value of the collateral.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

unearned charges to reduce what you owe or repai the vehicle. If the vehicle is a total loss because it i confiscated, damaged, or stolen, we may clain benefits under these contracts and cancel them t obtain refunds of unearned charges to reduce wha you owe.

4. **WARRANTIES SELLER DISCLAIMS**

The following paragraph does not affect any warrantie covering the vehicle that the vehicle manufacturer ma provide. It does not apply at all if you bought the vehicl primarily for personal, family, or household use.
Unless the Seller makes a written warranty, or enter into a service contract within 90 days from the date c this contract, the Seller makes no warranties, expres or implied, on the vehicle, and there will be no implie warranties of merchantability or of fitness for particular purpose.

5. **Used Car Buyers Guide. The information you see on th window form for this vehicle is part of this contrac Information on the window form overrides any contrar provisions in the contract of sale.**
Spanish Translation: Guía para compradores d vehículos usados. La información que ve en e formulario de la ventanilla para este vehículo form parte del presente contrato. La información de formulario de la ventanilla deja sin efecto tod disposición en contrario contenida en el contrato d venta.

6. **SERVICING AND COLLECTION CONTACTS**

You agree that we may try to contact you in writing, by e mail, or using prerecorded/artificial voice messages, te: messages, and automatic telephone dialing systems, as th law allows. You also agree that we may try to contact you i these and other ways at any address or telephone numbe you provide us, even if the telephone number is a cell phon number or the contact results in a charge to you.

7. **APPLICABLE LAW**

Federal law and the law of the state of our address show on the front of this contract apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHIC THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO O WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID B THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all oth cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buy (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

PE18-012

GM

3-27-2019

Q3



Columbus copy document requested by jzc8cv at 2:42:57 PM on 9/19/2016

2015 ESCALADE ESV 4WD PREMIUM — GENERAL MOTORS LLC
GBA BLACK RAVEN /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. SJPBZQ/FNR STOCK NO. — DETROIT MI 48243-1114
VIN 1GY S4TK J1 FR[redacted] — VEHICLE INVOICE 6AD31274131
**********3580******12*24141S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
6K15906 ESCALADE ESV 4WD PREMIUM	87070.00	78798.35
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00
BRS ASSIST STEPS, POWER RETRACTABLE	1695.00	1440.75
L86 ENGINE, 6.2L V8	N/C	N/C
M5U TRANSMISSION, 8 SPD AUTOMATIC	N/C	N/C
NE1 50-STATE EMISSIONS	N/C	N/C
SFE WHEEL LOCK KIT (DEALER INSTALLED)	55.00	46.75
S1V ADDITIONAL (2) REAR SEAT HEADPHONES (DEALER INSTALLED)	110.00	93.50
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	225.00	191.25
VQZ CHROME EXHAUST TIP (DEALER INSTALLED)	135.00	114.75
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00
ZR3 3 YEAR / 150,000 MILE* PROFESSIONAL VEHICLE PROTECTION PLAN * WHICHEVER COMES FIRST SEE DEALER FOR DETAILS (REPLACES 6 YEAR / 70,000 MILE POWERTRAIN LIMITED WARRANTY)	0.00	0.00

FLEET
INVOICE 03/09/15
SHIPPED 03/08/15
EXP I/T 03/29/15
INT COM 03/30/15
PRC EFF 02/05/15
KEYS
WFP-F QTR OPT-1
FAN: 000885189
BANK: ALLY - 103
CHG-TO 24-141

SHIP WT: 6013
HP: 52.8
GVWR: 7500
GAWR.FT: 3600
GAWR.RR: 4200
NTR: 1/2
CUST PO NUMBER:
[redacted]
DAN: CAREY

TOTAL MODEL & OPTIONS	89290.00	80685.35	ACT 237 81680.35
DESTINATION CHARGE	995.00	995.00	
TOTAL	90285.00	81680.35	PAY 310 81680.35

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

R. C. OLSEN CADILLAC, INC.

REMIT TO ALLY NO. 103
VIN 1GYS4TKJ1FR[redacted]
$ 81680.35 INV 6AD31274131
DUE 03/30/15 DEALER 24-141

Columbia.com document requested by jzc8cv at 2:44:45 PM on 9/19/2016

RCMPR01O VEHICLE DELIVERY/INCENTIVE HISTORY 07/09/16
PROCESSING SOURCE: CADILLAC 08:40:14
PAGE: 1

VIN: 1GYS4TKJ1 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: SJPBZQ

ODATE: 02/05/15 ORDER FAN: 000885189 OTYPE: 050 DLVY SS/SITE CD: 12 24141
DDATE: 05/02/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/01/15 ORDER BY: CAREY LIMOUSINE
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN:
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XGA	01	12 24141	GMF	06/05/15	6,445.86	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: GMF AUTH PUR CD:
MISC DATE: 05/02/15 MISC: 000456737
POLICY PYMT CMNT: ACTV TYPE: A

Columbus.com document requested by jzc8cv at 2:45:31 PM on 9/19/2016

RCMPR028 VEHICLE EVENT SELECTION 07/09/16
PROCESSING SOURCE: CADILLAC 08:41:26
PAGE: 1

VIN: 1GYS4TKJ1 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: SJPBZQ
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCTV APPLICATN	12 24141	GMF		06/06/15	XGA	6,445.86	
INCENTIVE MEMO	12 24141	GMF		06/05/15	XGA	6,445.86	
INCTV PAYMENT	12 24141	GMF		06/05/15	XGA	6,445.86	
DELIVERY D.O.E.	12 24141			06/01/15		0.00	
DELIVERY TO CUS	12 24141			05/02/15		0.00	
EXPIRATION TRAN	12 24141	6AD31274131		03/29/15		0.00	
SETTLEMENT DATE	12 24141	6AD31274131		03/28/15		81,680.35	CR
ORIGINAL INVOIC	12 24141	6AD31274131		03/09/15		81,680.35	
COV/NVIS DATE	12 24141	6AD31274131		03/09/15		0.00	
SHIPMENT DATE	12 24141			03/08/15		0.00	
PRODUCTION (BUI	12 24141			03/08/15		0.00	
PREFERENCE TO P	12 24141			02/10/15		0.00	
GM ORDER ACCEPT	12 24141			02/05/15		0.00	
GM ORDER ACCEPT				02/05/15		0.00	

PE18-012

GM

3-27-2019

Q3



Mary Livingston
Phone: 512-389-7054
Email: mary.livingston@gm.com

GENERAL MC
LEGAL STAFI
Mail Code: 48
P.O. Box 400
Detroit, MI 48

September 29, 2016

Attorney Wor
Privileged and Co

Anthony Conti
Conti Fenn and Lawrence LLC
36 South Charles Street,
Suite 2501
Baltimore, MD 21201

Re: ***GM File No.:*** [redacted] ***E v. General Motors LLC***

Dear Mr. Conti:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of the Business Resc Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation i required on your part at this point. Rather, it is requested that you prepare an Answer for Staff's review and approval before filing with the court. Also, please inform Legal Staff anything else that is required to comply with the court rules or whether opposing counse served discovery. Any proposed discovery responses must be reviewed and approved by Staff before filing/serving upon opposing counsel. Once approved, please provide Legal with the as-filed version of the pleadings and discovery.

If this case is removed from the Early Resolution Program, the BRC will promptly advis

It is also important that you advise us of the names of any of your firm's **new** timekeepe will be working on this case. On all written communication, please be sure to include the Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product all GM's engineering assessment, or your own technical analysis of this case raises a poten safety- related issue, please take that concern promptly to me, the Executive Director of Litigation, the North American General Counsel, or the General Counsel. We expect ou counsel to be partners in identifying and elevating issues that may impact product safety. attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Mary Livingston

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: Deanna Garcia (C)
Sent: Monday, September 19, 2016 1:32 PM
To: 'renee.miller@gm.com'; 'keith.p.hart@gm.com'
Subject: [redacted] - [redacted] 2015 Cadillac Escalade ESV - NISM
Attachments: 2. Demand Letter.pdf; Global Warranty Management Delivery Info..pdf; Global Warranty Management History.pdf; Global Warranty Management Summary.pdf

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Involved Dealership(s): Moore Cadillac **(BAC: 216[redacted])**, LINDSAY CADILLAC **(BAC: 119[redacted])**, JIM COLEMAN CADILLAC **(BAC: 119[redacted])**, & R. C. OLSEN CADILLAC **(BAC: 119[redacted])**

Dear [redacted]

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved ([redacted]). Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

It is important that whichever selection is made, DMA should not communicate directly with the customer but only through their attorney. If a response is not received within 48 hours, the default option will be "B".

Please reply only by email with one of the above options within 48 hours. Your written feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Monday, September 19, 2016 12:43 PM
To:	'sdesdunes@lindsaycadillac.com'
Subject:	[redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr [redacted] Ack Letter.doc

RE:[redacted]
Service Request:[redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

Please see attached documents.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

October 15, 2019

Sargio Desdunes
Lindsay Cadillac
1525 Kenwood Ave.
Alexandria, VA 22302

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Desdunes,

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. 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.

Sincerely,

Cadillac

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: Deanna Garcia (C)
Sent: Monday, December 12, 2016 4:16 PM
To: 'sdesdunes@lindsaycadillac.com'
Cc: 'iwallace@lindsaycadillac.com'
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV

Importance: High

RE:[redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

I am needing to confirm days out of service for the following RO's:

[redacted]**: Opened - 7/30/15 – Closed – 8/6/15 (7 days down) –** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com



“This message is for the use of the intended recipient only. It is from a Legal Department and may contain information that is privileged and confidential. If you are not the intended recipient any disclosure, copying, future distribution, or use of this communication is prohibited. If you have received this communication in error, please advise us by return e-mail, or if you have received this communication by fax advise us by telephone and delete/destroy the document.”

PE18-012

GM

3-27-2019

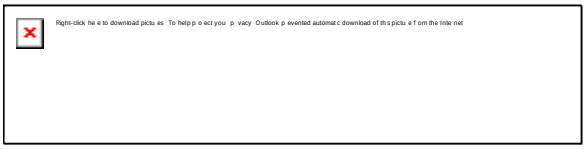
Q3

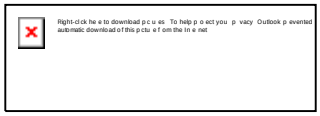


Deanna Garcia (C)

From: Sargio DesDunes <sdesdunes@lindsaycadillac.com>
Sent: Friday, September 23, 2016 4:47 PM
To: Deanna Garcia (C)
Subject: [EXTERNAL] RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments: [redacted]

Sargio DesDunes
Service Manager | Lindsay Cadillac
1525 Kenwood Avenue | Alexandria, VA 22302
703-647-8628 Direct | 703-998-6607 Fax
sdesdunes@lindsaycadillac.com | http://www.lindsaycadillac.com/







From: Deanna Garcia (C) [mailto:deanna.garcia@gm.com]
Sent: Thursday, September 22, 2016 6:03 PM
To: Sargio DesDunes
Cc: Ian Wallace
Subject: RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Importance: High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

I am reaching out to you to gather Repair Orders for [redacted] as they are needed for the open legal case. If the you have any questions, please reference your Policies & Procedures Manual section 3.3.4 - Reproduction and Retrieval of Records (All records (with all associated documents) are to be legible, and to be provided in the requested format within a reasonable period of time. A reasonable period of time is defined as: 10 records or less 20 minutes, 11 to 50 records 60 minutes, 51 to 100 records 4 hours, 101 or more records 24 hours). Please see attached documents & advise.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com



From: Deanna Garcia (C)
Sent: Monday, September 19, 2016 12:43 PM
To: 'sdesdunes@lindsaycadillac.com'
Subject: Sorour - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

Please see attached documents.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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PE18-012

GM

3-27-2019

Q3

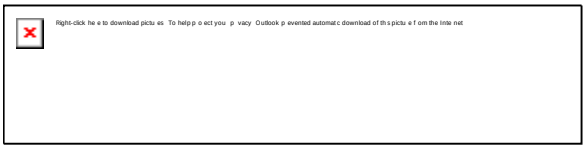


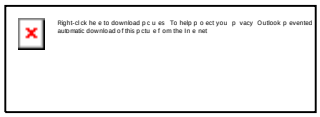
Deanna Garcia (C)

From: Sargio DesDunes <sdesdunes@lindsaycadillac.com>
Sent: Monday, December 12, 2016 4:22 PM
To: Deanna Garcia (C)
Subject: [EXTERNAL] RE: [redacted] - [redacted] 2015 Cadillac Escalade ESV

Vehicle was completed on the 4th. He did not pick up till the 8th.

Sargio DesDunes
Service Manager | Lindsay Cadillac
1525 Kenwood Avenue | Alexandria, VA 22302
703-647-8628 Direct | 703-998-6607 Fax
sdesdunes@lindsaycadillac.com | http://www.lindsaycadillac.com/







From: Deanna Garcia (C) [mailto:deanna.1.garcia@gm.com]
Sent: Monday, December 12, 2016 4:16 PM
To: Sargio DesDunes
Cc: Ian Wallace
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV
Importance: High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

I am needing to confirm days out of service for the following RO's:

[redacted]**: Opened - 7/30/15 – Closed – 8/6/15 (7 days down) –** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com

GENERAL MOTORS COMPANY

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PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Monday, September 19, 2016 12:43 PM
To:	'rcaicedo@jimcolemanauto.com'
Subject:	[redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr [redacted] Ack Letter.doc

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Caicedo,

Please see attached documents.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

October 15, 2019

Roberto Caicedo
Jim Coleman Cadillac
10400 Auto Park Ave.
Bethesda, MD 20817

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Caicedo,

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. 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.

Sincerely,

Cadillac

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: Deanna Garcia (C)
Sent: Monday, December 12, 2016 4:16 PM
To: 'rcaicedo@jimcolemanauto.com'
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV

Importance: High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Caicedo,

I am needing to confirm days out of service for the following RO's:

[redacted] **Opened – 3/21/16 – Closed – 4/21/16 (32 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

[redacted]**: Opened – 4/21/16 – Closed – 5/3/16 (13 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236

866-300-4978 Fax
Deanna.1.garcia@gm.com



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PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	rcaicedo@jimcolemanauto.com
Sent:	Monday, September 19, 2016 3:20 PM
To:	Deanna Garcia (C)
Subject:	[EXTERNAL] [FWD: Scanned from a Xerox Multifunction Device]
Attachments:	Scanned from a Xerox Multifunction Device.pdf

Hi Deanna this is the information of the two service visits that we have for the customer you requested.

Thank you,

Roberto Caicedo
Service Director
Jim Coleman Auto Group
240-403-2049

-------- Original Message --------
Subject: Scanned from a Xerox Multifunction Device
From: bethesdaacct@jimcolemanauto.com
Date: Mon, September 19, 2016 4:54 pm
To: "Caicedo, Roberto "<rcaicedo@jimcolemanauto.com>

Please open the attached document. It was scanned and sent to you using a Xerox Multifunction Device.

Attachment File Type: pdf, Multi-Page

Multifunction Device Location:
Device Name: XRX9C934E[redacted]

For more information on Xerox products and solutions, please visit http://www.xerox.com

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Monday, September 19, 2016 12:43 PM
To:	'toni@rcolsencadillac.com'
Subject:	[redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr [redacted] Ack Letter.doc

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Ms. Toni,

Per our discussion via phone, please see attached documents.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

October 15, 2019

Controller Toni
R.C. Olson Cadillac
201 Cambridge Rd.
Woburn, MA 01801

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Ms. Toni,

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. 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.

Sincerely,

Cadillac

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Monday, September 19, 2016 12:57 PM
To:	'jackcurran@moorecadillac.com'
Cc:	'michaelkorelitz@moorecadillac.com'; 'jgillis@moorecadillac.com'
Subject:	FW: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr [redacted] Ack Letter.doc

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Curran,

Please see attached documents.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

October 15, 2019

Jack Curran
Moore Cadillac
25450 Pleasant Valley Rd.
Chantilly, VA 20152

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Curran,

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. 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.

Sincerely,

Cadillac

PE18-012

GM

3-27-2019

Q3

[redacted]

Deanna Garcia (C)

From: Jack Curran <Jack.Curran@MooreCadillac.com>
Sent: Thursday, December 29, 2016 11:16 AM
To: Deanna Garcia (C)
Cc: John Gillis
Subject: [EXTERNAL] RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV

[redacted] - vehicle dropped off 5-18-16 at 6:29 pm. Test drove to isolate noises 5-19 through 5-23. 5-23 noise located in front shocks. 5-24 verified alignment and replaced right front shock. 5-25 replaced left front shock. Picked up 5-26. Loaner was provided.

[redacted] - vehicle dropped off 8-15-16 at 5:49 pm. Looked at 8-19 inspected vehicle. 8-19 customer declines warranty brake repair. Advised customer brake repairs needed to further diagnose vehicle. Customer declined warranty repairs. Picked up 8-19. Loaner was provided.

Jack Curran

From: Deanna Garcia (C) [mailto:deanna.1.garcia@gm.com]
Sent: Wednesday, December 28, 2016 6:47 PM
To: Jack Curran
Cc: John Gillis
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV
Importance: High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Curran,

I am needing to confirm days out of service for the following RO's:

[redacted]**: Opened – 5/18/16 – Closed – 5/25/16 (8 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

[redacted] **Opened – 8/15/16 – Closed – 8/19/16 (5 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com

GENERAL MOTORS COMPANY

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From: Deanna Garcia (C)
Sent: Monday, December 12, 2016 4:16 PM
To: 'jackcurran@moorecadillac.com'
Cc: 'michael.korelitz@moorecadillac.com'
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV
Importance: High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Curran,

I am needing to confirm days out of service for the following RO's:

[redacted] **Opened – 5/18/16 – Closed – 5/25/16 (8 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

[redacted] **Opened – 8/15/16 – Closed – 8/19/16 (5 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com

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