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

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () -	Chevrolet Tahoe 2015 1GNSKCKC8FR[redacted] Mileage Now: 23000 mi Warranty Start: 06/30/2014	A GM Dealer has diagnosed the current concern Repairs are in-progress Vehicle is inoperable for this concern and cannot be driven

Key Points

STS He and customer's wife was driving the veh with their son - vehicle suddenly had no brakes - the brakes just would no go. He downgeared until it stopped rolling - no one was hurt and we did not hit . The car was towed to local dealer (Paul Conte), they did not want to take the vehicle because they did not sell the vehicle, and they would not provide any loaner or rental. they took vehicle to where it was it purchased. The dealer said the vehicle is done, but he does not want the vehicle anymore.
SKS: To have GM to take back the vehicle. He is afraid of the vehicle
ADV: I explained to the customer that I am going to forward this infirmation over to one of our representives. I stated that I will contact one of our representatives, and to let them know the concern. He was supposed to pick up the vehicle and does not know want.

Supporting Factors	Limiting Factors
Original Owner High-Dollar or Premium Vehicle Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Eric Nustad --> 1-866-790-5700 Ext # 5921792

PE18-012

GM

3-27-2019

Q3

Connecting.....A live chat agent is now entering the chat.

Caller English

System [7:28:31 PM]:

Welcome to chat.

Santana [7:29:00 PM]:

Thank you for contacting GMC customer service, [redacted]. Your safety is very important to us, please remember not to use any hand held devices while driving. My name is Santana. How may I assist you today?

[redacted] [7:29:47 PM]:

Pls check my case [redacted] for my serious concern I will be sharing

[redacted] [7:31:13 PM]:

#is [redacted]

Santana [7:31:30 PM]:

Thank you for providing me with that information. Would you please allow me 3-4 minutes to look into this for you?

[redacted] [7:32:05 PM]:

just sent the correct #

Santana [7:32:43 PM]:

Yes, thank you. I did find your case. Would you please allow me 3-4 minutes to look into this for you?

[redacted] [7:33:03 PM]:

yes

Santana [7:36:56 PM]:

Thank you for your patience, [redacted]. I do see that your brakes went out yesterday and you are seeking cost assistance to get those repaired. Unfortunately, due to your vehicle not being certified pre-owned and your bumper to bumper ending at 36,000 miles, we would not be able to assist in this concern financially. We do still want to get this concern repaired however, and I would be happy to reach out to the dealership and let them know what happened. Unfortunately, all repairs regarding this concern would be at an out of pocket expense to you.

[redacted] [7:39:03 PM]:

give me 3-4 minutesto explai

Santana [7:39:18 PM]:

I also wanted to let you know that you do have an open recall, that would be preformed at no cost to you, regarding the air bags. The sensing and diagnostic module (SDM) in some vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

Santana [7:40:47 PM]:

I apologize, [redacted] I am here to listen, if you want to explain, and can document your concern, but cost assistance is not avaliable as your vehicle is out of Bumper to Bumper warranty by 30,000 miles and the vehicle was purchased used.

[redacted] [7:41:07 PM]:

My daughter could have been killed when her brakes failed. The dealer or warranty doe not say the vacume pump is not covered

Santana [7:43:31 PM]:

I understand your concern, [redacted]. I am so sorry to hear that the brakes went out, and I am glad to hear that your daughter is okay. I can look into if the vacuum pump is covered under another warranty, but if it is usually covered under the bumper to bumper, it would be at an expense to you.

[redacted] [7:44:32 PM]:

I DO NOT want financial gain but I will report this to everyone I can,

Santana [7:46:20 PM]:

I apologize, that this happened, [redacted]. It will be documented in our system which is monitored on a case to case basis.

[redacted] [7:46:56 PM]:

Despite our long history with GMC, it is over.

Santana [7:49:13 PM]:

I am very sorry to hear that, [redacted]. We value you as a customer, and do not want to see you go. I am truly sorry that the brakes went out on the vehicle. Since it is used, there is no way to tell how well the previous owner treated the vehicle. What I can do is send your concern to your dealership, and let them know what is going on, and get your vehicle repaired by certified GM technicians.

[redacted] [7:49:53 PM]:

I am aware of all this, good-bye

Santana [7:50:43 PM]:

I am sorry that you had to experience this, and that we were not able to assist you to your satisfaction. Have a good night, [redacted] Thank you for contacting GMC. For your reference, your case number for today's call is [redacted]. If you have any more questions, please do not hesitate to chat with us again! We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
Any time

Vehicle

Chevrolet Silverado 2014
3GCPCPEH7EG[redacted]
Mileage Now: 69000 mi
Warranty Start: 03/07/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

- Customer reports that vehicle is currently at dealer; brakes went out this AM and he almost hit a pedestrian.
- Diagnosis shows that the brake booster went out. Cost unknown; customer seeking cost assistance

Supporting Factors	Limiting Factors
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Craig Bell --> 1-866-790-5700 Ext # 5914466

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]

Vehicle

GMC Sierra 2015
3GTU2VEC4FG[redacted]
Mileage Now: 46000 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
5+ GM Vehicles Purchased High-Dollar or Premium Vehicle Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Danielle Lewis --> 1-866-790-5700 Ext # 5913894

PE18-012

GM

3-27-2019

Q3

Respondent Report - 1046538127 - CONFIDENTIAL

Demographics

Resp #:	1046538127
Age:	[redacted]
Gender:	Male
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	yes
Add/Rep:	Replaced Prior
Brand Replaced:	Chevrolet

L kely Recommend

Brand :	7
Model :	7

Mobile Phone

Carrier:	Sprint
Brand:	Samsung
Model:	Samsung Galaxy S5

Majority Drv Cond.

City,Highway,Rural

Vehicle Information

Vehicle

Vin:	1GTV2NEC3GZ[redacted]
Model Year:	2016
Build Date:	7/10/2016
Sold Date:	8/23/2016
Miles/KM:	3754/6041
MPG/KPL/LP100KM:	16/6.8/14.7
Model:	GMC150PU
Body:	Extended/King Cab
Engine:	5.3
Trans:	A
Plant:	Fort Wayne
Series:	SLT
Drive:	4X4
Doors:	4
GVW:	7001 - 8000

RPO Vehicle

Brakes	
HVAC	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	AN3-FRT, INDIVIDUAL (NON BKT)
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Auto Trans Shift While Driving - Shifting is rough/not smooth
PPH	Auto Trans-Shifts Roughly-Normal Driving
SMT	Propulsion Systems
QRD	TB-Controls

Power supply to rear end slams and pops in rear end. Slow speed trans shifts and forces engine RPM to climb high

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 15 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - When accelerating Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox	Paint chipped/scratched at dlvry
PPH	Paint/Sheet Metal Problems At Delivery
SMT	Paint
QRD	5X-Paint

Heavy swirl marks in paint, large chip LH box side.

Q:When First Noticed - Upon vehicle delivery Q:Size of Problem - More than 2 inches/5cm Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Location Is Front Door Q:Trouble Location Is Rear Door Q:Trouble Location Is Hood Q:Trouble Location Is Roof Q:Trouble Location Is Liftgate/Trunk Lid Q:Trouble Location Is Fender/Quarter Panel Q:Trouble Location Is Other Body Part

Checkbox	Exterior Trim/Moldings/Badge/Emblem - Loose/missing
PPH	Molding Loose/Misaligned/Falling Off
SMT	Body
QRD	5E-Exterior Trim

Missing cargo light, RH fender trim loose

Q:When First Noticed - Within the first week after delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Location Is Fender/Quarter Panel Q:Side of Vehicle - Right

Checkbox	Side Steps/Running Boards - Broken/damaged	Running boards move/loose when stepped on
PPH	Side Steps/Running Boards-Broken/NW	
SMT	Body	Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No
QRD	5E-Exterior Trim	

Checkbox	Excessive Brake Pressure Required - Too much effort required/hard	Long stop time, long distance of travel
PPH	Brakes Don't Have Enough Stopping Power	
SMT	Chassis	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 14 Q:How Often Trouble Occurs - Most of the Time Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	2A-Brake System	

Checkbox	Excessive Brake Pressure Required - Travels too long	
PPH	Brakes Travel Too Long	
SMT	Chassis	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 14 Q:How Often Trouble Occurs - Most of the Time Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	2A-Brake System	

Checkbox	Heater - Slow to heat or not hot enough	Remote start in mornings drive 25 minutes to work, run on high setting still feet are cold
PPH	Heater Doesn't Get Hot Enough-Fast Enough -At All	
SMT	Thermal	Q:When First Noticed - Within the first month Q:Trouble Occurs At 33-49F/1-9C Q:Trouble Occurs At 50-69F/10-21C Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - Yes Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	3I-Interior Comfort	

Checkbox	Defrost/Defog - Windshield uneven clearing	Fog not removed from the windshield when driving. Leaves LH side view of road distorted, LH is clear with no passenger.
PPH	Windows Fog Up A Lot/Don't Clear As Wanted	
SMT	Thermal	Q:When First Noticed - 1-2 months Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	3I-Interior Comfort	

Checkbox	Defrost/Defog - Side window uneven clearing	Window stays fogged
PPH	Windows Fog Up A Lot/Don't Clear As Wanted	
SMT	Thermal	Q:When First Noticed - 1-2 months Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Side of Vehicle - Left
QRD	3I-Interior Comfort	

Checkbox	Heated Seats - Slow to warm	
PPH	Heated Seat-Uneven/Too Warm	
SMT	Interior	Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Driver Seat Q:Passenger Seat
QRD	4F-Seats	

Checkbox	Heated Seats - Not warm enough	
PPH	Heated Seat-Uneven/Too Warm	
SMT	Interior	Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Driver Seat Q:Passenger Seat
QRD	4F-Seats	

Checkbox	Engine Start/Stop System - other	Remote start issue
PPH	Engine Start/Stop System	
SMT	Propulsion Systems	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 200 Q:Trouble Occurs At 50-69F/10-21C Q:Trouble Occurs At 70-79F/22-26C Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
QRD	EX-Ignition & ESC	

Checkbox	Remote/Keyless Locking/Unlocking - other	Remote start not engaging
PPH	Remote/Keyless Locking/Unlocking-Other/Unspecified	
SMT	Electrical	Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Occasionally Q:Taken Vehicle for Repair - No Q:Location of the Trouble (F/R/B) - Both Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Side of Vehicle - Both
QRD	7A-Body Electronics	
Checkbox	Wipers - other	Bad LH wiper blade
PPH	Wipers/Washers-Other/Unspecified	
SMT	Body	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No
QRD	5M-Wipers	
Checkbox	Abnormal Noises Under Vehicle	
PPH	Abnormal Noises Under Vehicle	
SMT	Vehicle Performance	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 14 Q:How Often Trouble Occurs - Always Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Road Surface When Noise Occurs - All road conditions Q:Noise Description - Other Q:Weather Condition When Trouble Occurred - Dry Q:Taken Vehicle for Repair - No Q:Location of the Trouble (F/R/B) - Rear Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Side of Vehicle - Both
QRD	I6-Squeaks & Rattles	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Since it comes with a light bar, don't make me spend $1000 on buying the lights and have to pay more to have them installed. If marketing as an off road truck make it more rugged looking.
Question: Like Most About Vehicle	GM vehicle, step up from my 05 Silverado
Question: Reason for Brand Score	Brand new vehicle that is having mechanical issues

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	8
Vehicle quality (overall)	6
Level of technology and innovation	9
Value for the money	7
Cost of maintenance and repair	8
Condition of vehicle upon delivery	8
Overall feeling of safety while driving	9
Overall vis bility for driver	8
Security features	9
Vehicle feels solidly built	8
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	7

Attribute	1-10 Rating
Handling/stability on curves or winding roads	8
Vehicle ground clearance	7
Maneuverability in traffic and tight spaces	7
Rides smooth	8
Transmission smoothness when shifting	6
Overall sound of the engine	8
Overall power and acceleration	8
Overall rating of audio/entertainment system	9
Front seat roominess	9
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	9
Rear seat roominess	6
Ease of getting into and out of the vehicle	9
Interior quietness	8
Overall rating of seats	8
Overall rating of heater, ventilation and A/C	6
Overall attractiveness of your vehicle interior	8
Quality of interior materials	8
Overall attractiveness of your vehicle exterior	8
Fuel economy	7
Driving range on full tank / full charge	7

PE18-012

GM

3-27-2019

Q3

Respondent Report - 1050529390 - CONFIDENTIAL

Demographics

Resp #:	1050529390
Age:	[redacted]
Gender:	Male
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	No
Add/Rep:	Added
Brand Replaced:	

L kely Recommend

Brand :	7
Model :	7

Mobile Phone

Carrier:	T-Mobile
Brand:	Apple
Model:	Apple iPhone 6 Plus

Majority Drv Cond.

City,Highway

Vehicle Information

Vehicle

Vin:	3GCPCREC0GG[redacted]
Model Year:	2016
Build Date:	6/24/2016
Sold Date:	9/7/2016
Miles/KM:	1900/3058
:	
Model:	SILVER15
Body:	Crew Cab
Engine:	5.3
Trans:	A
Plant:	Silao
Series:	LT
Drive:	RWD
Doors:	4
GVW:	6001 - 7000

RPO Vehicle

Brakes	
HVAC	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, A UX TEMP CONT
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALU M, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	AZ3-FRT SPLIT, DRIVER, PASS, FULL FEATURE CE NTER
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Stopping Distance
PPH	Stopping Distance
SMT	Vehicle Performance
QRD	I5-Ride & Handling

I noticed that when making sudden stop , the truck realy needs more time and space to make a complete and safe stop. Maybe it is due to the size and weight of the truck.

Q:When First Noticed - Within the first month Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:How Hard Brakes Applied - Applying brakes suddenly Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Trouble Occurs In City Q:Vehicle Speed (Low) - All the time - Speed does not matter

Checkbox	Unusual Engine Noise/Vibrations - 1st startup of the day
PPH	Abnormal Engine Noises
SMT	Propulsion Systems
QRD	ER-Engine Unassigned

I hear the noise at a stopping, right after car start . It is under beneath at the arra between engin and gear box . I am taking it to service next Monday

Q:When First Noticed - Within the first week after delivery Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:How Loud is the Noise - Soft/can barely hear it Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:This Occurs When Vehicle Is Stopped Q:Describe The Noise (Detail) - Moan/Growl/Howl

Checkbox	Unusual Engine Noise/Vibrations - other
PPH	Abnormal Engine Noises
SMT	Propulsion Systems
QRD	ER-Engine Unassigned

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 100 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:How Loud is the Noise - Soft/can barely hear it

	Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:This Occurs When Vehicle Is Stopped Q:Describe The Noise (Detail) - Moan/Growl/Howl
Checkbox Excessive Fuel Consumption **PPH** Excessive Fuel Consumption **SMT** Vehicle Performance **QRD** I2-Fuel Economy	High fuel consumption is negative symptoms in all American Car Industries. While Japan succeeded in making cars with low fuel consumption Q:When First Noticed - Within the first month Q:Taken Vehicle for Repair - No Q:Factors Contributing to Excessive Fuel Consumption - Poor mileage/High fuel consumption Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel Used - Gasoline Q:Problem Status Over Time - Not changed
Checkbox A/T Unusual Trans Noise - unspecified **PPH** Abnormal Transmission Noises **SMT** Propulsion Systems **QRD** TP-Transmission Unassigned	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Firstly, I learned that the truck media is applicable to Apple . But , i got gery disapointed when i knew after buying it that it is not Apple Applicable. So , i hope that your respected company consider making it up to me by changing the media (Radio and screen) like other truks . Secondly: Fix the noise and make sure that brakes and transmission are working properly. Best regards
Question: Like Most About Vehicle	I love its name (Chevrolete) and its logo . Also the looks and color. Wich you the best and prosperity.
Question: Reason for Brand Score	Chevrolet is one of the leading car making companies... nevertheless, compensation nowadays is high and other car makers are improving rapidly. Therefore, chevrolet have to keep up and improve quality. However, chevrolet still is my favorite. Wish you all the luck and progress

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	8
Vehicle quality (overall)	7
Level of technology and innovation	8
Value for the money	7
Overall feeling of safety while driving	8
Overall vis bility for driver	10
Security features	10
Vehicle feels solidly built	6
Overall rating of vehicle driving dynamics	7
Braking responsiveness and effort	7
Handling/stability on curves or winding roads	7
Vehicle ground clearance	9

Attribute	1-10 Rating
Maneuverability in traffic and tight spaces	8
Rides smooth	7
Transmission smoothness when shifting	8
Overall sound of the engine	8
Overall power and acceleration	8
Overall rating of audio/entertainment system	8
Front seat roominess	10
Storage spaces for driver and passengers	10
Overall rating of trunk or rear cargo area	10
Rear seat roominess	10
Ease of getting into and out of the vehicle	8
Interior quietness	6
Overall rating of seats	7
Overall rating of heater, ventilation and A/C	10
Overall attractiveness of your vehicle interior	7
Quality of interior materials	7
Overall attractiveness of your vehicle exterior	10
Fuel economy	5
Driving range on full tank / full charge	5

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 355059000000
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 116[redacted]

Service Agent: VINCE WHIBBS BUICK GMC CADILLAC, IN

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number:

Contact Email Address: [redacted]

Job Card*: 463325

Job Card Date: 12/09/2016

Reference Number: [redacted]

VIN: 1GKS1BKC8FR[redacted] Investigate Vehicle History

Odometer: 49747

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 2.5 Supp Time: 0 OLH Time: 0

Labour Rate: 98.97 Common GM Division - Mechanica

Labour Total: 247.42

Parts Total: 2,762.17

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	840	+	-
Sublet	1,915	+	-
<Make Selection>		+	-

Net Item Total: 2,755.00

Tax: 0

Deductible: 0

Total Before Taxes: 5,764.59

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Mon Jan 16 11:28:05 EST 2017	Please include Pre-Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GKS1BKC8FR[redacted]	355059000000	2017-01-16

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 355059400000
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 116391

Service Agent: VINCE WHIBBS BUICK GMC CADILLAC, IN

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number:

Contact Email Address: [redacted]

Job Card*: 463325

Job Card Date: 12/09/2016

Reference Number: [redacted]

VIN: 1GKS1BKC8FR[redacted] Investigate Vehicle History

Odometer: 49747

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No Customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Inspection Only

Labour Operation*: 0600016

Labour Time: 1.5 Supp Time: 0 OLH Time: 0

Labour Rate: 98.97 Common GM Division - Mechanica

Labour Total: 148.45

Parts Total: 0

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 148.45

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Mon Jan 16 11:32:47 EST 2017	Please include Pre-Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

Retrieving Data...

VIN	Pre-Repair Authorization ID	Create Date

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

PE18-012

GM

3-27-2019

Q3

2015 YUKON - 2WD SLT — GENERAL MOTORS LLC
GXG IRIDIUM METALLIC /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. RMVGDM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S1BK C8 FR[redacted] — VEHICLE INVOICE [redacted]
**********6656******48*50046S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15706 YUKON - 2WD SLT	54735.00	50903.56	INVOICE 03/04/14
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 03/04/14
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	EXP I/T 03/18/14 INT COM 03/18/14 PRC EFF 03/04/14
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS XXXXX XXXXX
NHT MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * SUSPENSION PACKAGE	450.00	396.00	WFP-S QTR OPT-1 BANK: SUNTRUST BA CHG-TO 50-046
PCJ SUN & ENTERTAINMENT PACKAGE: * POWER SUNROOF * ADD'L 9 MONTHS XM RADIO * AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK * REAR SEAT ENTERTAINMENT SYSTEM	3255.00	2864.40	SHIP WT: 5428 HP: 45.7 GVWR: 7100 GAWR.FT: 3200 GAWR.RR: 4300 EMPLOY: 54252.26 SUPPLR: 56465.06 MRM: 60730.00
RD5 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	NTR: 1/2
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	DAN: SLTLD
UTT THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES: * SELF-POWERED HORN * SENSOR, VEHICLE INCLINATION * SENSOR, INTERIOR VEHICLE MOVEMENT * THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES:	395.00	347.60	EMPINC: 3470.12 SUPINC: 1257.32
1SZ SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE	500.00-	440.00-	
TOTAL MODEL & OPTIONS	59735.00	55320.06	ACT 237 54523.01
DESTINATION CHARGE	995.00	995.00	H/B 261 1792.05
DEALER IMR CONTRIBUTION		298.68	ADV 261 298.68
LMA GROUP CONTRIBUTION		597.35	EXP 65A 597.35
TOTAL	60730.00	57211.09	PAY 310 57211.09
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		54598.01	

****

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.

****

NALLEY BRUNSWICK BUICK GMC

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From: Bobby Qureshi
Sent: Friday, December 16, 2016 3:50 PM
To: Wanda Harden (C)
Cc: Steve Stier
Subject: RE: [redacted] PAC Recommended Repair BRM Approval Required

Repairs approved. Thx.

Bobby Qureshi
Regional Business Resource Manager
General Motors Company
US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: 678-240-9830 (Office)
[redacted] (Cell)
678-240-9952 (Fax)
Email: bobby.qureshi@gm.com

GENERAL MOTORS

Customers, Relationships & Excellence

From: Wanda Harden (C)
Sent: Friday, December 16, 2016 3:40 PM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Subject: FW: [redacted] PAC Recommended Repair BRM Approval Required

Good Afternoon,

Attached are the documents that you requested.

Thanks for your patience and understanding.

Wanda Harden
General Motors Product Assistance Claims
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Wanda Harden (C)
Sent: Friday, December 16, 2016 2:37 PM
To: Bobby Qureshi
Subject: [redacted]PAC Recommended Repair BRM Approval Required

Bobby Qureshi,

A recent product allegation claim was made in your region. The customer allegation is as he entered the Valero gas station and coasted to the gas pump at 5 mph, when he pressed down on the brakes, the brake pedal did not come back up causing him to hit the pole in front of the gas pump.

Regan

2015 GMC Yukon

1GKS1BKC8FR[redacted]

[redacted]

Ed McCombs, Service Manager

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Repair		Customer alleged as he entered the Valero gas station and co the gas pump at 5 mph. When he pressed down on the brake brake pedal did not come back up causing him to hit the pole of the gas pump.
Consultation (Agree/disagree drop down. (list by whom)			
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2015 GMC Yukon		**Business Case:**
VIN	1GKS1BKC8FR[redacted]		According to the dealership Inspection: While test driving and applying the brakes, the pedal is very h causing the vehicle to not stop quickly. The brake vacuum pur causing the pedal stiffness and has no power brake assist. The brake thickness was measured at 9mm in the front and 7r rear. The brake pedal dropped after depleting the booster vacuum
Incident Date	10/27/2016		
Dealer & BAC code	116[redacted]	VINCE WHIBBS,PENSACOLA,FL,116391,"	
After Market Equipment (yes/no & Type from dropdown)	**Yes**	**Roof Rack**	

Dealership primary contact Name & Title	Ed McCombs, Service Manager	
Open/Closed Recalls (If closed include closed Transaction History)	16007 Frontal Airbag and Pretensioner Non Deploy - Open, 14300 Power Liftgate Inoperable- Closed, 14450 Inspect Air Conditioning Refrigerant Warning - Closed, 14126 Peek in Odometer - Closed, Transmission Oil Cooler Connection 14121 - Closed	
Mileage	49,739	
Purchased From	Nalley Brunswick Buick GMC	
MSRP/KBB (Trade-in Good Value)	$59,735	
Repair Estimate Total $	$5,041	
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	12/10/2016

PAC is recommending repair to resolve the customer's claim. Please respond with your approval. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Thanks

Wanda Harden
General Motors Product Assistance Claims
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

PE18-012

GM

3-27-2019

Q3

Gross & Son Paint & Body Shop, Inc.

2708 W. Hatton Street, Pensacola, FL 32505
Phone: (850) 434-5309
FAX: (850) 434-6206

Workfile ID: [redacted]
Federal ID: 59-2897144

Preliminary Estimate

RO Number: [redacted]

Written By: Roseann Hoffmann

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[redacted]

Inspection Location:
Gross & Son Paint & Body Shop, Inc.
2708 W. Hatton Street
Pensacola, FL 32505
Repair Facility
(850) 434-5309 Business

Insurance Company:

VEHICLE

2015 GMC Yukon SLT 4D UTV 8-5.3L Flex Fuel Direct Injection Black

VIN: 1GKS1BKC8FR[redacted]
License:
State:

Interior Color:
Exterior Color: Black
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION
Automatic Transmission
Overdrive

POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR
Dual Mirrors
Console/Storage

CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Dual Air Condition
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Positraction
Blind Spot Detection
Lane Departure Warning

ROOF
Luggage/Roof Rack

SEATS
Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
Power Third Seat

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

OTHER
Fog Lamps
Signal Integrated Mirrors

TRUCK
Trailer Hitch
Trailering Package
Running Boards/Side Steps
Power Trunk/Gate Release

RO Number: [redacted]

2015 GMC Yukon SLT 4D UTV 8-5.3L Flex Fuel Direct Injection Black

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1	**FRONT BUMPER**							
2			O/H front bumper				2.9	
3		Repl	Bumper cover	23320621	1	763.55	Incl.	2.8
4			Add for Clear Coat					1.1
5			Add for fog lamps				0.3	
6		Repl	LT Bumper cover guide	22806324	1	13.77		
7		Repl	LT Bumper cover bracket	23101445	1	14.58		
8	**FRONT LAMPS**							
9		Repl	LT Headlamp assy w/HID lamps	23342007	1	1,276.92	0.5	
10			Aim headlamps				0.5	
11	**HOOD**							
12		Blnd	Hood					1.7
13	**FENDER**							
14		Repl	LT Fender Yukon	23272196	1	499.95	2.6	2.2
15			Add for Clear Coat					0.9
16			Add for dual battery				0.3	
17			Add for Edging					0.5
18			Add for Inside					1.0
19	**FRONT DOOR**							
20		Blnd	LT Door shell Tahoe & Yukon					1.1
21		R&I	LT Front w'strip				0.1	
22		R&I	LT Belt molding				0.3	
23		Repl	LT Nameplate "YUKON"	15825690	1	50.67	0.2	
24		R&I	LT R&I mirror				0.4	
25		R&I	LT Handle, outside paint to match				0.4	
26		R&I	LT R&I trim panel				0.4	
27	#	Rpr	Corrision Protection				1.0	
28	#	Subl	Car Cover		1	10.00		
29	#		Could be hidden damage		1			
30	#	Refn	Tint Color					1.0
31	#	Subl	Flex additive		1	10.00		
32	#	Subl	Disconnect ba[redacted] reprogram coc[redacted]		1	75.00		
33	#	Refn	Buff & nib sand					0.3
34	**	Repl	A/M misc , clips, hardware		1	25.00		
35				OTHER CHARGES				
36	#			Towing	1	75.00		
				SUBTOTALS		**2,814.44**	**9.9**	**12.6**

RO Number: [redacted]

2015 GMC Yukon SLT 4D UTV 8-5.3L Flex Fuel Direct Injection Black

ESTIMATE TOTALS

Category		Basis		Rate	Cost $
Parts					2,739.44
Body Labor		9.9 hrs	@	$ 50.00 /hr	495.00
Paint Labor		12.6 hrs	@	$ 50.00 /hr	630.00
Paint Supplies		12.6 hrs	@	$ 36.00 /hr	453.60
Body Supplies		4.3 hrs	@	$ 4.00 /hr	17.20
Other Charges					75.00
Subtotal					4,410.24
Sales Tax	Tier 1	$ 4,335.24	@	7.5000 %	325.14
Grand Total					**4,735.38**
Deductible					0.00
CUSTOMER PAY					**0.00**
INSURANCE PAY					**4,735.38**

MyPriceLink Estimate ID: 236596460659982336

THE ABOVE IS AN ESTIMATE ON OUR INSPECTION AND DOES NOT COVER ADD'L PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK IS EXPOSED. OCCAISONALLY, AFTER WORK HAS STARTED , WORN, BROKEN, OR DAMAGED PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON FIRST INSPECTION. QUOTATIONS ARE CURRENT AND SUBJECT TO CHANGE.

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE(FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT,IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A $1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A $1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

RO Number: [redacted]

2015 GMC Yukon SLT 4D UTV 8-5.3L Flex Fuel Direct Injection Black

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GC15, CCC Data Date 12/8/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Friday, December 09, 2016 11:51 AM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: R.O. [redacted] 2015 GMC Yukon
Attachments:	20161209_083510.jpg; 20161209_083525.jpg; 20161209_083544.jpg; 20161209_083556.jpg; 20161209_083626.jpg

Good morning Ms. Wanda here some pictures of Mr. [redacted] 2015 GMC Yukon. I will be sending more. Note case number is [redacted]. Thanks Ed Mccombs

---

From: [redacted]
Sent: Friday, December 09, 2016 10:44 AM
To: Edmccombs
Subject: R.O. [redacted] 2015 GMC Yukon

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Friday, December 09, 2016 1:47 PM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: R.O. [redacted] 2015 GMC Yukon
Attachments:	20161209_083751.jpg; 20161209_083802.jpg; 20161209_083813.jpg; 20161209_083827.jpg; 20161209_083848.jpg

From: [redacted]
Sent: Friday, December 09, 2016 10:50 AM
To: Edmccombs
Subject: R.O. [redacted] 2015 GMC Yukon

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Friday, December 09, 2016 1:47 PM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: R.O. [redacted] 2015 GMC Yukon
Attachments:	20161209_084351.jpg; 20161209_084406.jpg; 20161209_084420.jpg; 20161209_084433.jpg; 20161209_084031.jpg

From: [redacted]
Sent: Friday, December 09, 2016 10:52 AM
To: Edmccombs
Subject: R.O. [redacted] 2015 GMC Yukon

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Friday, December 09, 2016 1:48 PM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: R.O. [redacted] 2015 GMC Yukon
Attachments:	20161209_083646.jpg; 20161209_083702.jpg; 20161209_083717.jpg; 20161209_083729.jpg; 20161209_083741.jpg

From: [redacted]]
Sent: Friday, December 09, 2016 10:46 AM
To: Edmccombs
Subject: R.O. [redacted] 2015 GMC Yukon

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From: Ed McCombs <edmccombs@vincewhibbs.com>
Sent: Friday, December 09, 2016 2:20 PM
To: Wanda Harden (C)
Cc: Steve Stier
Subject: [EXTERNAL] FW: R.O. [redacted] 2015 GMC Yukon
Attachments: 20161209_130104[1].jpg; 20161209_084031.jpg

From: [redacted]]
Sent: Friday, December 09, 2016 1:14 PM
To: Edmccombs
Subject: R.O. [redacted] 2015 GMC Yukon

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From: Ed McCombs <edmccombs@vincewhibbs.com>
Sent: Wednesday, December 14, 2016 1:43 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] FW: Estimate on Tahoe
Attachments: Preliminary Estimate.pdf

From: [redacted]]
Sent: Friday, December 09, 2016 3:27 PM
To: edmccombs@vincewhibbs.com
Subject: Estimate on Tahoe

FREE Animations for your email **Click Here!**

This email has been checked for viruses by Avast antivirus software.
[redacted]

PE18-012

GM

3-27-2019

Q3

866-446-6963 EX-5921510

Ed McCombs

From: Wanda Harden (C) [wanda.harden@gm.com]
Sent: Thursday, December 08, 2016 9:46 AM
To: Edmund Mccombs (Vince Whibbs Pontiac-Buick-Gmc-Cadil)
Subject: [redacted] PAC Case Dealer Inspection request
Attachments: [redacted] Inspection Vince Whibbs.docx

Dear Ed McCombs,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive Dealer relations. As a result of this customer centric focus PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

Brake Booster pump 12669488 207 ol
Labor 98 97
2441580 $305 98

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGINNING THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

The PAC advisor will NOT be able to provide authorization for payment until investigation is complete and the case resolution decided.

Please contact your PAC advisor to provide direction/assistance with testing/diagnosis. If needed your advisor will arrange for a GM PAC approved TAC (Technical Assistance Center) consultant to contact you directly.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. Please Utilize the same job card/repair order **that was created when the customer brought their vehicle in for this concern. If one was never created, please create one once the vehicle is at your dealership.** All costs should be itemized at the dealership's current warranty rates.

Please verify the photos are in focus, bright and clearly show the areas of concern**. Verify** all requested information is fully documented **then, return the forms and photos via email within 72 business hours. (if not able: notify your PAC**

advisor as soon as possible) Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

Please arrange for an Enterprise rental for the customer.

Please call me if you have any questions.

Kind Regards,

Wanda Harden
BRC PAC Specialist
General Motors Business Resource Center
Product Assistance Claims
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2015 GMC	Case Number:	[redacted]
VIN:	1GKS1BKC8FR[redacted]	Dealership contact (Service Manager/Director)	Edmund MCcombs
Model:	Yukon	Dealership / (Service Manager/Director) Phone #	(850) 433-7671
Mileage:	49,000 49739	Dealer City/ST	**Pensacola, FL**
Dlr. BAC & Name	116[redacted]	Warranty Rate:	$98.97

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:
Customer alleged as he entered the Valero gas station and coasted to the gas pump at 5 mph, when he pressed down on the brakes, the brake pedal did not come back up causing him to hit the pole in front of the gas pump.

Customer Allegation of Defect:
Brake failure

Section 3 VEHICLE / SYSTEM INSPECTION

---Note---

Do Not "Clear Codes" from any on board module(s)

Use the scan tool to capture all diagnostic trouble codes (current or history), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
				None	None

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed? NO

☐	Remote start	☐	Suspension	☐	Tires/wheels	☐	Audio/video	☐	Snow removal
☐	Body modifications	☐	Towing equip.	☐	Security alarm	☐	Wiring	☐	Other

	Unknown

If yes, describe, and capture photos: N/A

Does the vehicle have?

	Yes	No
4-Wheel disc brakes?	✓	
Anti-lock brakes?	✓	
Hydraulically assisted (hydro boost) brakes?		✓
Front disc, rear-drum brakes?		✓
Vacuum assisted power brakes?	✓	
Regenerative braking?		✓

Turn on the ignition key and note the following:

	Yes	No
Does the red brake warning light remain on after the self test (park brake released)?		✓
Does the red brake warning light come on with the parking brake applied?	✓	
Does the red brake warning light go off when the parking brake is released?	✓	
Does the ABS (if equipped) warning light remain on after self test?		✓

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

✓ Full | Clear | ✓ Normal Smell | ✓ Other: Fluid is a little brown

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, calipers, wheel cylinders, hydraulic lines, and fittings.

Describe: No leaks

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour: ✓ Dropped | Moved Up | No Change

Turn the engine off and record the number of pedal applies required to deplete the booster: 3

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches): 2

Remove the wheels and inspect the front / rear brake:

		Yes		No	
Any calliper/wheel cylinder corrosion?		Yes	✓	No	Describe:
Any rotor/drum corrosion?	✓	Yes		No	Describe: Surface rust
Any rotor/drum grooving?	✓	Yes		No	Describe: slight grooves in all rotors
Any rotor/drum irregularities?		Yes	✓	No	Describe:
Any lining corrosion evident?		Yes	✓	No	Describe:
Any signs of overheating?		Yes	✓	No	Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow								
Green	9mm	9mm	9mm	9mm	7mm	7mm	7mm	7mm

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.
Observations:

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)
Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.
Does the brake system hold the vehicle stationary? ☑ Yes ☐ No

If "No", record the engine speed/throttle position at which vehicle starts to move. ____ RPM's ____ Percent Throttle

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary? ☐ Yes ☑ No

If "No", record the engine speed and throttle position at which the vehicle starts to move. 1750 RPM's 1/2 Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	Continental	M+S,	P275/55/R20	32	1/32
RF	Continental	M+S,	P275/55/R20	32	1/32
LR	Continental	M+S,	P275/55/R20	33	5/32
RR	Continental	M+S,	P275/55/R20	32	5/32

Specific test requests:

➢

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

Following the inspection: **Summarize all relevant facts and observations:**

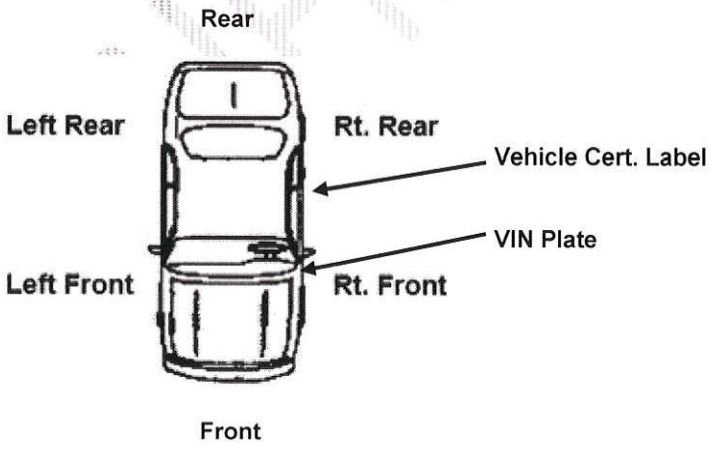
While test Driving and applying the brakes, the pedal is very hard causing the vehicle to not stop quickly. The brake vacuum pump is causing the pedal stiffness and has no power brake assist.
"Est" to repair/replace Brake vacuum pump Part #12669488
Labor oper 2441580 1.0 hr = #305.98 Please see Body Est. Emy

PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)

- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

1. Driver (left) side Exterior
2. Passenger (right) side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up of concerns
6. Mid-level zoom of concern to show surrounding area
7. Overall photo to ensure identification location of concern and affected area
8. Vehicle Certification Label with VIN visible
9. VIN plate



ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Tuesday, December 13, 2016 9:32 AM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: Scanned image from Vince Whibbs Service
Attachments:	20161213_092747.pdf

Good morning Ms. Wanda Harden, please let me know if you have all the information you need. Note [redacted] did go into a rental car on Dec 10, 2016. Thanks Ed Mccombs

-----Original Message-----
From: vwhibbsauto@vincewhibbs.com [mailto:vwhibbsauto@vincewhibbs.com]
Sent: Tuesday, December 13, 2016 8:28 AM
To: edmccombs@vincewhibbs.com
Subject: Scanned image from Vince Whibbs Service

Reply to: vwhibbsauto@vincewhibbs.com <vwhibbsauto@vincewhibbs.com> Device Name: Service Dept Device Model: MX-M314N
Location: Not Set

File Format: PDF (Medium)
Resolution: 200dpi x 200dpi

Attached file is scanned image in PDF format.
Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.
Adobe(R)Reader(R) can be downloaded from the following URL:
Adobe, the Adobe logo, Acrobat, the Adobe PDF logo, and Reader are registered trademarks or trademarks of Adobe Systems Incorporated in the United States and other countries.

[redacted]

PE18-012

GM

3-27-2019

Q3

Vince Whibbs
Buick GMC Cadillac, Inc. - Car City, Pensacola

5651 Pensacola Blvd.
Pensacola, FL 32505
(850) 433-7671

State MV MV-03035

RO: [redacted]
Cashier: 000190 16:45-1
Date Returned: 01/06/2017
Status: REPRINT
OPEN
TAG: IN:0840OUT:1644
VIN:1GKS1BKC8FR[redacted]
2015 GMC YUKON SLT
Miles-In: 49739 Out: 49747
Delivered: 12/03/2014

Customer: [redacted]
Retail

Home:
E-mail:
Advisor:

Hat: 1231 Date In: 12/09/2016

****** >>> INTERNAL USE ONLY <<< ******

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[WARRANTY]

Time: 000426 12/09 09:56 - 10:19 0 Hrs 23 Min Time: 000426 12/19 10:47 - 10:47 0 Hrs 0 Min
Total Time: 0 Hrs 23 Min

A SW 000426W 2.50 warr cost 98.97 ECM 1/12/17 Labor Total: 247.43
CUSTOMER STATEMENT OF INCIDENT- CUSTOMER ALLEGED AS HE ENTER
ED THE VALERO GAS STATION AND COASTED UP TO GAS PUMP AT 5MPH
FOUND VACUMN PUMP WEAK TAC CASE[redacted]
REPLACED VACUMN PUMP PER PUMP NOT HOLDING
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT
DIAGNOSTIC 1.0 (98.97) REPLACEMENT OF VACCUM PUMP 1.5
(148.46)

Parts:	1	SO 12669488		PUMP	3.280	121.06	207.01	207.01
	1	SO 23320621		FASCIA	7.831	458.13	783.40	783.40
	1	23320621	Core Charge				75.00	75.00
	1	23320621	Core Return				-75.00	-75.00
	1	SO 22806324		GUIDE	7.831	8.26	14.12	14.12
	1	SO 23101445		BRACKET	7.831	8.75	14.96	14.96
	1	SO 23342009		HEADLAMP	2.725	599.57	1025.26	1025.26
	1	23342009	Core Charge				50.00	50.00
	1	23342009	Core Return				-50.00	-50.00
	1	SO 23272196		FENDER	8.130	299.97	512.95	512.95
	1	15825690		PLATE	17.215	30.40	51.98	51.98
	1	SO 22806324		GUIDE	7.831	8.26	14.12	14.12
	1	SO 22936428		FILLER	1.263	23.58	40.32	40.32
	1	SO 22936430		DEFLECTOR	1.272	57.34	98.05	98.05
							Total Parts:	2762.17

GROSS & SON PAINT AND BOD PO: 32621 Non-Taxable: 1790.80 Cost: 1790.80 1790.80
Operation Total: 4800.40

>>>> CONTINUED ON NEXT PAGE <<<<

Vince Wibbs
Buick GMC Cadillac, Inc. - Car City, Pensacola

5651 Pensacola Blvd.
Pensacola, FL 32505
(850) 433-7671

State MV MV-03035

RO: [redacted]
Cashier: 000190 16:45-1
Date Returned: 01/06/2017
Status: REPRINT
OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: [redacted]
Retail
Home
E-mail
Advisor

TAG: IN:0840OUT:1644
VIN:1GKS1BKC8FR[redacted]
2015 GMC YUKON SLT
Miles-In: 49739 Out: 49747
Delivered: 12/03/2014

Hat: 1231 Date In: 12/09/2016

****** >>> INTERNAL USE ONLY <<< ******

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[CUSTOMER PAY]

Time: 000426 12/19 10:47 - 10:47 0 Hrs 0 Min Time: 000426 12/20 15:45 - 15:45 0 Hrs 0 Min

B SCP 000426C 0.00
WHEN HE PRESSED DOWN ON THE BRAKES, THE BRAKE PEDAL DID NOT
COME BACK UP CAUSING HIM TO HIT THE POLE IN FRONT OF GAS PUM
P
SEE A

Labor Total: 0.00

[WARRANTY]

C SW 000999W 0.00 RC
RENTAL
PAC MS WANDA 18664466963EXT5921510 AUTHORIZED RENTAL BILL
STK# [redacted]
VIN# 1GKKNKLAXHZ[redacted]
LOANER D.D.

Labor Total: 0.00

vw rental: 840.00
tax: 24.00
Operation Total: 864.00

[INTERNAL]

*D SINT 000999I
1 OF 2 RO,S SEE RO # [redacted] ED MCCOMBS

Labor Total: 0.00

[WARRANTY]

*E SW 000999W 0.00
TOW GROSS AND BACK

Labor Total: 0.00

GROSS AND SON PAINT AND B PO: 32443 Non-Taxable: 75.00 Cost: 75.00 75.00
GROSS AND SON PAINT AND B PO: 32444 Non-Taxable: 50.00 Cost: 50.00 50.00
Operation Total: 125.00

[CUSTOMER PAY]

*F SCP 000999C 0.00
NOTE MS. WANDA WITH PAC G.M. [redacted] CALLED ON DEC
1P.M. CDT AND AUTH REPAIRS. ED MCCOMBS

Labor Total: 0.00

>>>> CONTINUED ON NEXT PAGE <<<<

Vince Whibbs
Buick GMC Cadillac, Inc. - Car City, Pensacola

5651 Pensacola Blvd.
Pensacola, FL 32505
(850) 433-7671

State MV MV-03035

RO: [redacted]
Cashier: 000190 16:45-1
Date Returned: 01/06/2017
Status: REPRINT
OPEN

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

TAG: IN:0840OUT:1644
VIN:1GKS1BKC8FR[redacted]
2015 GMC YUKON SLT
Miles-In: 49739 Out: 49747
Delivered: 12/03/2014

Customer: [redacted]
Retail

Home: [redacted] ork: N/A
E-mail:
Advisor:

Hat: 1231 Date In: 12/09/2016

****** >>> INTERNAL USE ONLY <<< ******

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

** PAY SUMMARY **

SW	5789.40
SCP	0.00
SINT	0.00

Warranty Total: 5789.40

****** >>> INTERNAL USE ONLY <<< ******

PE18-012

GM

3-27-2019

Q3

[redacted] PHOTO LOG FROM DEALERSHIP

GMC

MAX
MIN

1/32

5/32

5/32

RPM
x1000
40739mi

YUKON

RPM
x1000
40739mi

PE18-012

GM

3-27-2019

Q3

This CARFAX Vehicle History Report provided free of charge by:

CARFAX ADVANTAGE DEALER
Vince Whibbs Buick GMC Cadillac
5657 Pensacola Blvd
Pensacola, FL 32505
850-476-6002

SHOW ME THE CARFAX

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2015 GMC YUKON SLT
VIN: 1GKS1BKC8FR[redacted]
4 DOOR WAGON/SPORT UTILITY
5.3L V8 DIR OHV 16V
GASOLINE
REAR WHEEL DRIVE

CARFAX Report Provided By:
Vince Whibbs Buick GMC Cadillac
5657 Pensacola Blvd
Pensacola, FL 32505
850-476-6002
www.vincewhibbs.com

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- At least 1 open recall
- **7** Service history records
- Personal vehicle
- **44,023** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/9/16 at 1:56:22 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

CARFAX 1 OWNER

	Owner 1
Year purchased	2014
Type of owner	Personal
Estimated length of ownership	2 yrs. 3 mo.
Owned in the following states/provinces	Florida
Estimated miles driven per year	19,484/yr
Last reported odometer reading	44,023

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

[redacted]

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.**Register** | **View Terms** | **View Certificate**

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	☑ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	☑ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	☑ No Issues Reported
Odometer Check No indication of an odometer rollback.	☑ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☑ No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com.	**Recall Reported**
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2014
Type:	Personal
Where:	Florida
Est. miles/year:	19,484/yr
Est. length owned:	9/2/14 - present (2 yrs. 3 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
03/18/2014	3	Nalley Brunswick Automobiles, Inc. Brunswick, GA 912-267-7000	Vehicle offered for sale
04/24/2014	5	Dealer Inventory	Vehicle offered for sale
05/17/2014	1,953	Jim Ellis Chevrolet of Atlanta Atlanta, GA 770-457-8211	Maintenance inspection completed
09/02/2014	5,588	Florida Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
10/29/2014		Florida Motor Vehicle Dept. Gulf Breeze, FL Title #[redacted]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal vehicle Vehicle color noted as Black
12/03/2014	14,416	Vince Whibbs Buick Pontiac GMC	Maintenance inspection completed

		Pensacola, FL 850-433-7671	
04/07/2015	21,718	American Lube Fast Gulf Breeze, FL 850-932-1249	Oil and filter changed
05/08/2015		Florida Motor Vehicle Dept. Gulf Breeze, FL Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Vehicle color noted as Black
06/26/2015	26,799	Vince Whibbs Buick Pontiac GMC Pensacola, FL 850-433-7671	Maintenance inspection completed Alignment checked
11/09/2015		Florida Motor Vehicle Dept. Gulf Breeze, FL Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Vehicle color noted as Black
12/22/2015	39,335	American Lube Fast Gulf Breeze, FL 850-932-1249	Oil and filter changed
03/14/2016		Florida Motor Vehicle Dept. Gulf Breeze, FL Title #[redacted]	Registration issued or renewed Titled or registered as personal vehicle Registration updated when owner moved the vehicle to a new location Vehicle color noted as Black
06/18/2016	41,214	American Lube Fast Gulf Breeze, FL 850-932-1249	Fluids checked
08/22/2016	44,023	American Lube Fast Gulf Breeze, FL 850-932-1249	Oil and filter changed
09/13/2016		General Motors	Manufacturer Safety recall issued Recall #2016007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY Locate an authorized General Motors dealer to obtain more information about this recall.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us: facebook.com/CARFAX @CarfaxReports CARFAX on Google+

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®
© 2016 CARFAX, Inc., a unit of IHS Inc. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
12/9/16 1:56:22 PM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2015 GMC YUKON vehicle (VIN: 1GKS1BKC8FR[redacted] which is based on information supplied to CARFAX and available as of 12/9/16 at 1:56 PM (EST).

Customer Signature Date

Dealer Signature Date

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From:	Ed McCombs <edmccombs@vincewhibbs.com>
Sent:	Friday, December 09, 2016 3:06 PM
To:	Wanda Harden (C)
Cc:	Steve Stier
Subject:	[EXTERNAL] FW: Scanned image from Vince Whibbs Service
Attachments:	20161209_150259.pdf

-----Original Message-----
From: vwhibbsauto@vincewhibbs.com [mailto:vwhibbsauto@vincewhibbs.com]
Sent: Friday, December 09, 2016 2:03 PM
To: edmccombs@vincewhibbs.com
Subject: Scanned image from Vince Whibbs Service

Reply to: vwhibbsauto@vincewhibbs.com <vwhibbsauto@vincewhibbs.com> Device Name: Service Dept Device Model: MX-M314N
Location: Not Set

File Format: PDF (Medium)
Resolution: 200dpi x 200dpi

Attached file is scanned image in PDF format.
Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.
Adobe(R)Reader(R) can be downloaded from the following URL:
Adobe, the Adobe logo, Acrobat, the Adobe PDF logo, and Reader are registered trademarks or trademarks of Adobe Systems Incorporated in the United States and other countries.

PE18-012

GM

3-27-2019

Q3

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Thursday, December 15, 2016 12:39 PM
To: Wes M. Preece
Subject: [redacted]PAC Recommended Repair BRM Approval Required

Wes Preece,

A recent product allegation claim was made in your region. The customer allegation is as he entered the Valero gas station and coasted to the gas pump at 5 mph, when he pressed down on the brakes, the brake pedal did not come back up causing him to hit the pole in front of the gas pump.

[redacted]

2015 GMC Yukon

1GKS1BKC8FR[redacted]

Vince Whibbs, Pensocola, Fl 116391

Ed McCombs, Service Manager

Allegation:	Brakes/Steering/Suspension	Case Summary
Case Status: (drop down list)	New	**Describe Allegation:**
Recommendation (drop down list)	Repair	Customer alleged as he entered the Valero gas station and coa the gas pump at 5 mph. When he pressed down on the brakes brake pedal did not come back up causing him to hit the pole of the gas pump.
Consultation (Agree/disagree drop down. (list by whom)		
SR Number	[redacted]	
Customer Name (Last name/First Name)	[redacted]	
Year/Make/Model	2015 GMC Yukon	**Business Case:**
VIN	1GKS1BKC8FR[redacted]	According to the dealership Inspection: While test driving and applying the brakes, the pedal is very h causing the vehicle to not stop quickly. The brake vacuum pur causing the pedal stiffness and has no power brake assist.
Incident Date	10/27/2016	

Dealer & BAC code	116[redacted]	VINCE WHIBBS,PENSACOLA,FL,116391,"	The brake thickness was measured at 9mm in the front and 7r rear. The brake pedal dropped after depleting the booster vacuum
After Market Equipment (yes/no & Type from dropdown)	**Yes**	**Roof Rack**	
Dealership primary contact Name & Title	Ed McCombs, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	16007 Frontal Airbag and Pretensioner Non Deploy - Open, 14300 Power Liftgate Inoperable-Closed, 14450 Inspect Air Conditioning Refrigerant Warning - Closed, 14126 Peek in Odometer - Closed, Transmission Oil Cooler Connection 14121 - Closed		
Mileage	49,739		
Purchased From	Nalley Brunswick Buick GMC		
MSRP/KBB (Trade-in Good Value)	$59,735		
Repair Estimate Total $	$5,041		
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	12/10/2016	

PAC is recommending repair to resolve the customer's claim. **Please respond with your approval.** Once we receive it, the decision will be relayed to the customer and the involved dealership.

Wanda Harden
General Motors Product Assistance Claims
Phone: (866) 446-6963 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

GMC

PE18-012

GM

3-27-2019

Q3

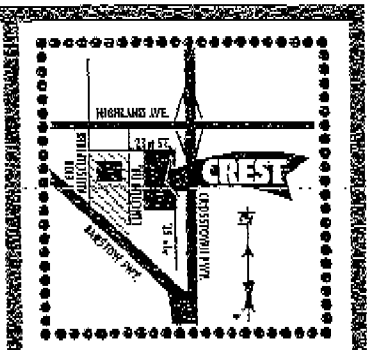
DO IT TODAY!

CREST CHEVROLET

www.crestchevy.com

909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402-0501

Phone (909) 883-8833
FAX (909) ~~886-4419~~ 883-7968



FAX

DATE: Feb. 16, 2017

TO: Susan

FAX: (866) 857-3108

FROM: Bill morales

NO. OF PAGES: 19

MESSAGE:

Attention: Susan

THANK YOU!

FAX# 909-8837968

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BILL MORALES 1681	TAG NO. [redacted]	INVOICE DATE 02/06/17	INV [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 65,578	COLOR SLATE GREY/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3GCPCREC4FG [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/04/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 65588

LABOR & PARTS

J# 1 06CVZ *INSPECT BRAKES TECH(S): 1178 1415 0.00
STATES BRAKE PEDAL WILL GO TO FLOOR AT TIMES. WILL
NOT STOP AT TIMES, INTERMITTENT PROBLEM. CUST. STATES
HAS CONTACTED GM FOR ASSISTANCE. WORSE ON DOWN HILL BRAKING.
SEE PRIORS ATTACHED. GMPP CONTRACT EXISTS.
ROAD TESTED SEVERAL TIMES TODAY BUT NEVER ABLE TO
RECREATE CUSTOMERS CONCERN. CUST. MAY BE EXPERIENCING
ABS ACTIVATION AT TIMES AND CONFUSING IT? ABD ACTIVATION
WOULD BE NORMAL ON ROUGH OR WET ROADS. OPERATING TO
GM SPC'S AT TIME OF INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01CVZ005 MULTIPOINT INSP TECH(S): 1527 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CVZ00015 *CERT SERV LOF&ROTAT TECH(S): 1527 20.00
CUSTOMER REQUEST ROTATE TIRES AND LUBE AS REQUIRED,CHANGE
ENGINE OIL AND OIL FILTER, [redacted] SEE FLUID LEVELS, CHECK
AND ADJUST TIRE PRESSURE, INSTALL REMINDER DECAL, AND RESET
OIL CHANGE REMINDER IF APPLICABLE.
PERFORM MAINTENANCE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	[redacted]330000	FILTER 1.836 Y	6.02	6.02
			JOB # 3 TOTAL PARTS		6.02
			JOB # 3 TOTAL LABOR & PARTS		26.02

G.O.G. & SUPPLIES
JOB # 3 6.0 C/P DEXOS 5W30 OIL(2011+) @ 3.980 /UNIT 23.88
TOTAL - GOG 23.88

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $55.00 (+TAX)
COMMENTS
1756

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ER/INTINVE
SF600816 Q (04/12)

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

GMC Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BILL MORALES 1681	TAG NO. [redacted]	INVOICE DATE 02/06/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 65,578		COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T. E. NO.	P.O. NO.	R. O. DATE 02/04/17	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 65588

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

TOTAL LABOR....	20.00
TOTAL PARTS....	6.02
TOTAL SUBLET...	0.00
TOTAL G.O.G....	23.88
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.39
TOTAL INVOICE $	**52.29**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERINTINVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667
[redacted]

[redacted]
Certified Service

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 12/12/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 59,840	COLOR SLATE GREY/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/12/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 59840

LABOR & PARTS

J# 1 01CVZ00015 *CERT.SERV.LOF&ROTAT TECH(S): 1656 10.00
CUSTOMER REQUEST ROTATE TIRES AND LUBE AS REQUIRED,CHANGE
ENGINE OIL AND OIL FILTER. TOP OFF ALL FLUID LEVELS. CHECK
AND ADJUST TIRE PRESSURE. INSTALL REMINDER LABEL. AND RESET
OIL CHANGE REMINDER IF APPLICABLE.
PERFORM MAINTENANCE SERVICE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		11561878	RETAINER 8.940 Y	1.73	1.73
JOB # 1	1		19330000	FILTER 1.836 Y	6.02	6.02
				JOB # 1 TOTAL PARTS		7.75
				JOB # 1 TOTAL LABOR & PARTS		17.75

J# 2 01CVZ005 MULTIPOINT INSP TECH(S): 1656 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES.
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	9.0 C/P DEXOS 5W30 OIL(2011+) @	3.980 /UNIT		35.82
			TOTAL - GOG	35.82

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	PCU	PARTS COUPON			-2.00
				TOTAL - MISC	-2.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $55.00 (+TAX)

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 O (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667
[redacted]
CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 12/12/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 59,840	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11	
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/12/16		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 59840			

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

TOTAL LABOR....	10.00
TOTAL PARTS....	7.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	35.82
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-2.00
TOTAL TAX.....	3.43
TOTAL INVOICE $	**55.00**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 11/30/16	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE 58,930	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11	
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/29/16		
RESIDENCE PHONE [redacted]	[redacted]	COMMENTS		MO: 58930	

LABOR & PARTS

J# 1 06CVZ006 BRAKE/RE/SUSP.DIAG TECH(50) 1178 0.00

CUSTOMER STATES BRAKE PEDAL GOES DOWN TO THE FLOOR AND TRUCK
DOES NOT STOP, BRAKES ARE NOT RESPONDING
PERFORM INSPECTION OF BRAKING SYSTEM,UNABLE TO DUPLICATE
CONCERN AT THIS TIME,VEHICLE HAVE MULTIPLE BRAKING FEATURES
DURING DIFFERENT BRAKING CONDITIONS

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

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

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

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 **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667
[redacted]
[redacted]
Certified Service
[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 10/05/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 52,370	COLOR SLATE GREY/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T. E. NO.	P.O. NO.	R. O. DATE 10/05/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 52370

LABOR & PARTS

J# 1 06CVZ006 BRAKE/PEZ/SUSP-DIAG TECH(S):1178 0.00

CUSTOMER STATES WHEN BRAKING BRAKE PEDAL GOES DOWN TO THE FLOOR, WHEN PRESSING BRAKE PEDAL DOWN IR FEELS AS IF AIR IS COMING OUT AND MAKES A SQUEAK NOISE
RO# [redacted]
ROAD TEST VEHICLE,UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME,NO FLUID OR VACUUM LEAKS FOUND, POSS.ABS OR TRACTION CONTROL EVENT OCCURED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 04CVZ 15A-DIAGNOSIS TECH(S):1178 WARRANTY

#16007-02: Safety Recall - Frontal Airbag and Pretensioner N
PERFORMED RECALL,PROGRAMMED SDM
WARR CODE S30EC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CVZ00015 CERT-SERV-LOF&ROTAT TECH(S):1178 19.05

CUSTOMER REQUEST ROTATE TIRES AND LUBE AS REQUIRED,CHANGE ENGINE OIL AND OIL FILTER, TOP OFF ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, INSTALL REMINDER LABEL, AND RESET OIL CHANGE REMINDER IF APPLICABLE.
PERFORM MAINTENANCE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	19330000	FILTER 1.836 Y	6.02	6.02
			JOB # 3 TOTAL PARTS		6.02
			JOB # 3 TOTAL LABOR & PARTS		19.07

J# 4 06CVZ020 WHEEL ALIGNMENT TECH(S):1178 69.95

PULLS TO THE LEFT
Align Front Wheels 4x2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		69.95

G.O.G. & SUPPLIES

JOB # 3	9.0	C/P DEXOS 5W30 OIL(2011+) @	3.980 /UNIT		35.82
				TOTAL - GOG	35.82

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $128.00 (+TAX)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTMVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

GMC Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 10/05/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 52,370		COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/05/16	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS MO: 52370			

TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

TOTAL LABOR....	83.00
TOTAL PARTS....	6.02
TOTAL SUBLET...	0.00
TOTAL G.O.G....	35.82
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.45
TOTAL INVOICE $	**128.29**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company ERAINTINVE
SF603816 Q (04/12)

DO IT TODAY!! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
GMC Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 09/12/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 49,886		COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/12/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 49886

LABOR & PARTS

J# 1	02CVZ018	PRO GOLD BATTERY TECH(S): 1416	15.00

INSTALL AC DELCO PROFESSIONAL GOLD BATTERY
42 MONTH FREE REPLACEMENT
INSTALL REPLACEMENT BATTERY
BATTERY REPLACEMENT COMPLETE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		88864065	BATTERY 2.330	189.95	189.95
				JOB # 1 TOTAL PARTS		189.95
				JOB # 1 TOTAL LABOR & PARTS		204.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	PCU	PARTS COUPON		-26.00
			TOTAL - MISC	-26.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $185.00 (+TAX)

TOTALS

TOTAL LABOR....		15.00
TOTAL PARTS....		189.95
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		0.00
TOTAL MISC DISC		-26.00
TOTAL TAX.....		13.53
TOTAL INVOICE $		**192.48**

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAutoInvc SF600818 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

GMC Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 09/07/16	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 49,549	COLOR SLATE GREY/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F. T. E. NO.	F. O. NO.	R. O. DATE 09/06/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 49549

LABOR & PARTS

J# 1 06CVZ006 BRAKE/FE/SUSP DIAG TECH(S): 1178 230.00
CUSTOMER STATES BRAKE PEDAL TOUCHES THE FLOOR VEH DOES NOT STOP IMMEDIATELY
POSS. BRAKE PEDAL FADE FROM AFTERMARKET LININGS INSTALLED
REPLACE FRONT PADS AND MACHINE BOTH FRONT ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	23135915	PAD KIT 5.017 Y DO NOT SELL TO DEALERS/SPRINT	137.99	137.99

JOB # 1 TOTAL PARTS 137.99

JOB # 1 TOTAL LABOR & PARTS 367.99

J# 2 01CVZ005 MULTIPOINT INSP TECH(S): 1178 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE COMPONENT REMOVAL). SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 06CVZ005 BRAKE FLUID EXCH-FT TECH(S): 1178 10.00
PERFORM BRAKE FLUID EXCHANGE USING DOT3 BRAKE FLUID
PRESSURE BLEED HYDRAULIC BRAKE SYSTEM.
MAINTENANCE SERVICE
Brake Fluid Exchange All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	[redacted]	FLUSH BRAKE	[redacted]	31.00

[redacted] 31.00

JOB # 3 TOTAL LABOR & PARTS 141.00

J# 4 97CVZBATTERY BATTERY TECH(S): 1178 0.00
Battery [redacted] recommend replacement soon

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

[redacted]

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	-HW	HAZARDOUS WASTE		2.66

TOTAL - MISC 2.66

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 O (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
GMC Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667
[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 09/07/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 49,549	COLOR SLATE GREY/	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11	
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE	
	F.T. E. NO.	P.O. NO.	R.O. DATE 09/06/16		
RE [redacted]	COMMENTS			MO: 49549	

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $119.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $688.00 (+TAX) ON 09/06/16 AT 12:49pm
BY MATILDE M BECERRA COMMENTS
TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

_____
CUSTOMER SIGNATURE

TOTAL LABOR....	340.00
TOTAL PARTS....	168.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.66
TOTAL MISC DISC	0.00
TOTAL TAX.....	13.94
TOTAL INVOICE $	**525.59**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 12/30/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,480	COLOR SLATE GREY/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/30/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 22480

LABOR & PARTS

J# 1 01CVZINCMAINTBQ 2YR UP TO 80I MAINT TECH(S): 1415 WARRANTY
CHANGE ENGINE OIL AND FILTER, ROTATE MOUNTED TIRES,
TOP OFF NECESSARY FLUID LEVELS, RESET OIL LIFE MONITOR,
RELEARN TIRE PRESSURE MONITOR SYSTEM, PERFORM MULTIPOINT
INSPECTION.
MAINTAINENCE SERVICE
PERFORM LUBE, OIL AND FILTER CHANGE
USING AC DELCO BRAND DEXOS SYNTHETIC BLEND OIL
AND AC DELCO OIL FILTER. ROTATED MOUNTED TIRES
SET AIR PRESSURE TO PROPER SPECIFICATION. PERFORMED
MULTIPOINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01CVZ005 MULTIPOINT INSP TECH(S): 1415 WARRANTY
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 06CVZ020 4 WHEEL ALIGNMENT TECH(S): 1415 69.95
Align Front Wheels 4x2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		69.95

J# 4 07CVZAIRFILTER YF ENGINE AIR FILTER TECH(S): 1415 0.00
Engine air filter may require further attention soon

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	8.0	2YR INC MAINT DEXOS 5W30	@	/UNIT	WARRANTY
				TOTAL - GOG	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF800816 Q (04/12)

DO IT TODAY!! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

GMC Certified Service

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822		TAG NO. [redacted]	INVOICE DATE 12/30/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,480	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W			DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]			SELLING DEALER NO. 75	PRODUCTION DATE
	F.T. E. NO.	P. O. NO.		R. O. DATE 12/30/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 22480

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $69.95 (+TAX)
TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

TOTAL LABOR....	69.95
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 $	**69.95**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERA/NTINVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

Certified Service

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822	TAG NO. [redacted]	INVOICE DATE 10/31/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 16,329	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11	
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/31/15		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 16329	

LABOR & PARTS

O# 1 01CVZINCMAINT60 2YR UP TO 60T MAINT TECH(S):1656 WARRANTY

CHANGE ENGINE OIL AND FILTER, ROTATE MOUNTED TIRES,
TOP OFF NECESSARY FLUID LEVELS, RESET OIL LIFE MONITOR,
RELEARN TIRE PRESSURE MONITOR SYSTEM, PERFORM MULTIPOINT
INSPECTION.
MAINTAINENCE SERVICE
PERFORM LUBE, OIL AND FILTER CHANGE
USING AC DELCO BRAND DEXOS SYNTHETIC BLEND OIL
AND AC DELCO OIL FILTER. ROTATED MOUNTED TIRES
SET AIR PRESSURE TO PROPER SPECIFICATION. PERFORMED
MULTIPOINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

O# 2 01CVZ005 MULTIPOINT INSP TECH(S):1656 WARRANTY

PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	9.0	2YR INC MAINT DEXOS	[redacted]	UNIT TOTAL	WARRANTY 0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company BRAINTRAVE SF6009816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
GMC Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MARIA N SANCHEZ 1822		TAG NO. [redacted]	INVOICE DATE 10/31/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 16,329	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W			DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]			SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 10/31/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 16329			

TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

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**

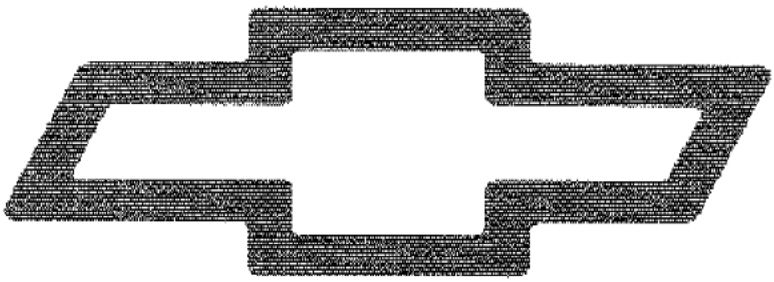
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

********** DUPLICATE INVOICE **********



The Reynolds and Reynolds Company ERAINTWVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR NATHAN L COOKE 1609	TAG NO. [redacted]	INVOICE DATE 08/15/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 7,557	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2w		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/15/15	
RE [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: 7557

LABOR & PARTS

J# 1 01CVZINCMAINT60-2YR UP TO 60T MAINT TECH(S):1238 WARRANTY:

CHANGE ENGINE OIL AND FILTER, ROTATE MOUNTED TIRES,
TOP OFF NECESSARY FLUID LEVELS, RESET OIL LIFE MONITOR,
RELEARN TIRE PRESSURE MONITOR SYSTEM. PERFORM MULTIPOINT
INSPECTION.
MAINTAINENCE SERVICE
PERFORM LUBE, OIL AND FILTER CHANGE
USING AC DELCO BRAND DEXOS SYNTHETIC BLEND OIL
AND AC DELCO OIL FILTER. ROTATED MOUNTED TIRES
SET AIR PRESSURE TO PROPER SPECIFICATION. PERFORMED
MULTIPOINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836 Y		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 01CVZ005 MULTIPOINT INSP TECH(S):1238 WARRANTY:

PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	9.0	2YR INC MAINT DEXOS [redacted]	UNIT	TOTAL	GOG	WARRANTY 0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTRIVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR NATHAN L COOKE 1609	TAG NO. [redacted]	INVOICE DATE 08/15/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 7,557		COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T. E. NO.	P.O. NO.	R. O. DATE 08/15/15	
[redacted]	COMMENTS			MO: 7557

TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

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**

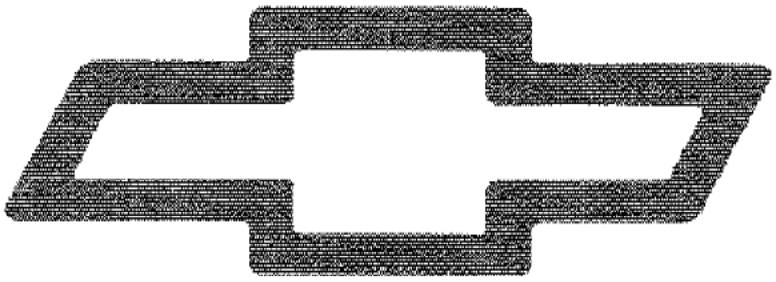
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

********** DUPLICATE INVOICE **********



The Reynolds and Reynolds Company ERAINTInvE
SF600816 Q (04/12)

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
[redacted]
Certified Service
B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR RICHARD A GERE 1497	TAG NO. [redacted]	INVOICE DATE 07/07/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 3,431	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W		DELIVERY DATE 06/07/15	DELIVERY MILES 11	
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/07/15		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 3431	

LABOR & PARTS

J# 1 03CVZ002 QUICK SERV REPAIR 1 TECH CS1 1238 INTERNAL

INSTALL FT LICENSE PLATE BRACKET AND PLATES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

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**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

DO IT TODAY! CREST CHEVROLET

909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

[redacted]

GMC Certified Service

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JULIE C KANTOROWIC 1978	TAG NO. [redacted]		INVOICE DATE 05/20/15	INVOICE NO. [redacted]
CREST CHEVROLET 909 W 21ST ST SAN BERNARDINO, CA 92405	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR SLATE GREY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO/1500 2W			DELIVERY DATE 06/07/15	DELIVERY MILES 11
	VEHICLE I.D. NO. 3 G C P C R E C 4 F G [redacted]			SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/11/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE 909-883-8833	COMMENTS			MO: 2

LABOR & PARTS

J# 1 27CVZ NEW CAR DEPT TECH(6) 1631 WARRANTY

PDI 132.60
PERFORMED PDI ADDED ACCESSORIES, BEDLINER

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

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**

********** DUPLICATE INVOICE **********

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600916 Q (04/12)

PE18-012

GM

3-27-2019

Q3

Susan Hight (C)

From: Susan Hight (C)
Sent: Friday, February 10, 2017 3:03 PM
To: 'jlopez@crestchevy.com'
Cc: 'wbader@crestchevy.com'
Subject: RE: CA CEC - Request for Documentation: [redacted], FG[redacted]

Good Afternoon Joe,

I wanted to check in about this. Please fax or email these records as soon as possible. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable). Please include the incentives acknowledgement form, a copy of the Title and Registration, and the Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).
    - For any visit that is 3 or more days (counting the day in and the day out) we'll need to verify the time out of service so please include any rental receipts if possible.

In addition, I'd like to ask a few questions

Do you have any information about this customer/vehicle that you'd like to provide?
Are there any modifications to the vehicle?
Are you aware of any accidents or other damage?
Is the vehicle currently in for service?

Your cooperation is greatly appreciated.

Sincerely,
Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

From: Susan Hight (C)
Sent: Thursday, February 09, 2017 10:55 AM
To: 'jlopez@crestchevy.com'
Cc: 'wbader@crestchevy.com'
Subject: RE: CA CEC - Request for Documentation: [redacted], FG[redacted]

Hi Joe,

I wanted to follow up about the below request for service information. Please fax or email the repair records as soon as possible. Thanks for your help!

Sincerely,

Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

From: Susan Hight (C)
Sent: Monday, February 06, 2017 10:37 AM
To: 'jlopez@crestchevy.com'
Cc: 'wbader@crestchevy.com'
Subject: CA CEC - Request for Documentation: [redacted] [redacted] FG[redacted]

RE: Customer Last Name: [redacted]
Vehicle: 2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC4FG[redacted]
Service Request: [redacted]

Dear Joe,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated.

Sincerely,

Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

PE18-012

GM

3-27-2019

Q3

Susan Hight (C)

From:	Susan Hight (C)
Sent:	Monday, February 06, 2017 10:37 AM
To:	'jlopez@crestchevy.com'
Cc:	'wbader@crestchevy.com'
Subject:	CA CEC - Request for Documentation: [redacted], FG[redacted]

RE: Customer Last Name: [redacted]
Vehicle: 2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC4FG[redacted]
Service Request: [redacted]

Dear Joe,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated.

Sincerely,

Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

PE18-012

GM

3-27-2019

Q3

Susan Hight (C)

From: Susan Hight (C)
Sent: Thursday, February 09, 2017 10:55 AM
To: 'jlopez@crestchevy.com'
Cc: 'wbader@crestchevy.com'
Subject: RE: CA CEC - Request for Documentation: [redacted] [redacted] FG3[redacted]

Hi Joe,

I wanted to follow up about the below request for service information. Please fax or email the repair records as soon as possible. Thanks for your help!

Sincerely,

Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

From: Susan Hight (C)
Sent: Monday, February 06, 2017 10:37 AM
To: 'jlopez@crestchevy.com'
Cc: 'wbader@crestchevy.com'
Subject: CA CEC - Request for Documentation: [redacted] [redacted] FG[redacted]

RE: Customer Last Name: [redacted]
Vehicle: 2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC4FG[redacted]
Service Request: [redacted]

Dear Joe,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated.

Sincerely,

Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
CA Customer Engagement Center

PE18-012

GM

3-27-2019

Q3

PE18-012

GM

3-27-2019

Q3

PE18-012

GM

3-27-2019

Q3

Susan Hight (C)

From: Rod Gasperik
Sent: Tuesday, February 21, 2017 7:20 AM
To: Susan Hight (C)
Subject: RE: URGENT – CA CEC Early Response Approval; FG[redacted] Crest Chevrolet, [redacted]

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

From: Susan Hight (C)
Sent: Monday, February 20, 2017 9:10 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Evert DeWyn <evert.dewyn@chevrolet.com>
Subject: URGENT – CA CEC Early Response Approval; FG[redacted] Crest Chevrolet, [redacted]

Dear Rod,

This email is being sent to obtain approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

- **Involved Dealership**: Crest Chevrolet, BAC 114[redacted], San Bernardino CA
- **Dealership Contact**: Joe Lopez
- **VIN**: 3GCPCREC4FG[redacted]
- **Vehicle**: 2015 Chevrolet Silverado 1500
- **Mileage**: 58,930

Summary of vehicle concern:
C/S she is having a recurring issue where her brakes are not responding while driving. The pedal went all the w ay to the floor and the vehicle didn't brake. Has had it towed into the dealer in the past for diagnosis.

Facts supporting recommendation:
Denial recommended.
No repairs under warranty. Customers primary concern is that intermittently the brake pedal goes all the way to the floor and feels as if air is coming out and brakes are not responding, it's been in 4x with 10 DOS but so far no problem has been found. The 1st presentation for this concern was at 49K miles, outside the Bumper to bumper warranty. The dealer called TAC about this on 11/29/2016, case #[redacted] TAC advised to research further with the customer and verify they understand hill assist operation and the DRP and verify no concerns.

Vehicle Transaction History:

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/05/2016	441772	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	52,370 MI
12/30/2015	430530	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	22,480 MI
10/31/2015	428399	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	16,329 MI
08/15/2015	425253	ZREG----Regular		0600723 - Chevrolet 2 Year Maintenance	7,557 MI

		Vehicle Transaction		
05/08/2015	A71180	ZSET----Service Event	0512352 - Pickup Box Liner Package Installation	1
05/08/2015	A71180	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	1 MI
05/08/2015	A71180	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

If you have any questions or concerns, I may be reached by calling 866-790-5700 extension 5921238.

Sincerely,

Susan Hight

PE18-012

GM

3-27-2019

Q3

Susan Hight (C)

From: Susan Hight (C)
Sent: Monday, February 20, 2017 12:10 PM
To: Rod Gasperik
Cc: Evert DeWyn
Subject: URGENT – CA CEC Early Response Approval; FG[redacted] Crest Chevrolet, [redacted]
Attachments: 1. Case Assessment ([redacted].xls; 3. Crest RO's.pdf

Dear Rod,

This email is being sent to obtain approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

- **Involved Dealership**: Crest Chevrolet, BAC 114[redacted], San Bernardino CA
- **Dealership Contact**: Joe Lopez
- **VIN**: 3GCPCREC4FG[redacted]
- **Vehicle**: 2015 Chevrolet Silverado 1500
- **Mileage**: 58,930

Summary of vehicle concern:
C/S she is having a recurring issue where her brakes are not responding while driving. The pedal went all the w ay to the floor and the vehicle didn't brake. Has had it towed into the dealer in the past for diagnosis.

Facts supporting recommendation:
Denial recommended.
No repairs under warranty. Customers primary concern is that intermittently the brake pedal goes all the way to the floor and feels as if air is coming out and brakes are not responding, it's been in 4x with 10 DOS but so far no problem has been found. The 1st presentation for this concern was at 49K miles, outside the Bumper to bumper warranty. The dealer called TAC about this on 11/29/2016, case #[redacted] TAC advised to research further with the customer and verify they understand hill assist operation and the DRP and verify no concerns.

Vehicle Transaction History:

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/05/2016	441772	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	52,370 MI
12/30/2015	430530	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	22,480 MI
10/31/2015	428399	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	16,329 MI
08/15/2015	425253	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	7,557 MI
05/08/2015	A71180	ZSET----Service Event		0512352 - Pickup Box Liner Package Installation	1
05/08/2015	A71180	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	1 MI
05/08/2015	A71180	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

If you have any questions or concerns, I may be reached by calling 866-790-5700 extension 5921238.

Sincerely,

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]

Vehicle

Chevrolet Suburban 2015
1GNSKJKCXFR[redacted]9
Mileage Now: 56000 mi
Warranty Start: 08/06/2014

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days Customer has incurred costs due to this concern	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Belva Davis --> 1-866-790-5700 Ext # 5921575

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
8 am – 9pm

Vehicle

Chevrolet Silverado 2015
3GCUKRECXFG[redacted]
Mileage Now: 51643 mi
Warranty Start: 12/15/2014

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customers concern: Customer advised that is having an issue with his brakes. Customer advise that part was on back order for 14 days but vehicle was with the customer. Customer advised that dealership stated that customer needs additional repairs for a total cost of $900.

Customer request: Customer would like cost assistance as has had other issues with vehicle.

SA Advised: I advised that will discuss all information with CEM to determine if there is cost assistance available for customer. I advised that can make no promises.

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles: 2015 CHEVROLET SILVERADO

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Kevin Ford --> 1-866-790-5700 Ext # 5914920

PE18-012

GM

3-27-2019

Q3

Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:01:04 PM]:

Welcome to chat.

Alysha [4:01:22 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Your safety is very important to us at General Motors, so please remember to not use any hand held device whenever you're driving. My name is Alysha, how can I assist you today?

Alysha [4:02:21 PM]:

Thank you for chatting in. I am here to assist you.

[redacted] [4:04:23 PM]:

I need to find out how to recoop payment for work done on my truck. I took in my 2015 Silverado because the breaks went out on it. I received a call from the dealer stating that the only way to get to the break pump/vacuum was to cut 2 belts which are not covered by the warranty. Why do I have to pay for services because there is a flaw in the design of the truck that prevents servicing the breaks?

Alysha [4:05:07 PM]:

I do apologize for that. Could you provide me with the VIN and current mileage?

[redacted] [4:06:45 PM]:

3GCPCREC9EG[redacted] 2014 Silverado Mileage about 40,000. Purchased the extended warranty on it.

Alysha [4:07:31 PM]:

Thank you. Could you verify your name, phone number, and e-mail address?

[redacted] [4:07:49 PM]:

[redacted]

[redacted] [4:08:01 PM]:

[redacted]

[redacted] [4:08:20 PM]:

[redacted]

Alysha [4:08:53 PM]:

Thank you. What is the name of the dealership that serviced the vehicle?

[redacted] [4:09:56 PM]:

It is at Gunn Chevrolet, Selma, Texas. I am picking up the vehicle this afternoon.

Alysha [4:12:54 PM]:

Thank you. I do see that the vehicle's Bumper to Bumper warranty has expired. I would like to call the dealership to gather more information. Please allow me 5-8 minutes to contact the dealership.

[redacted]4:14:32 PM]:

I purchased the extended warranty. The work that is being done is covered by the warranty. The problem is that in order to fix the breaks they have to cut two belts to get to the problem they need to fix.

Alysha [4:16:47 PM]:

Thank you. I do apologize but I was unable to speak to an service adviser. Once I am able to speak to service, I will be able to contact you with the reasons to why they will have to cut two belts in order to service the brakes.

[redacted] [4:17:44 PM]:

Call Jeff at [redacted]

Alysha [4:18:11 PM]:

Is Jeff your service adviser?

[redacted] [4:18:18 PM]:

Yes

Alysha [4:18:58 PM]:

Okay, I will notify the dealership and will call you once I am able to gather more information.

Alysha [4:20:57 PM]:

Your service request number is [redacted].

[redacted] [4:21:26 PM]:

Ok. I will be heading to the dealership around 1530 (central time). You can reach me on my cell phone. thank you.

Alysha [4:22:21 PM]:

Okay, great. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	GMC Sierra 2014 3GTU2TEH7EG[redacted] Mileage Now: 42000 mi Warranty Start: 03/10/2015	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer has stated that the vehicle's transmission has been replaced. The customer is frustrated that the vehicle has failed and the Brake Booster vacuum needs to be replaced now. Customer stated that the dealer has expressed that the repair is not under warranty and the customer is responsible for repair.

Customer is seeking cost assistance on repair but doesn't know the cost of the repair.

However, CSR made no guarantees whether the customer would receive assistance.

CSR will partner with the dealer in order to come up with an action plan for vehicle repairs. Asked the customer to please allow 1-2 business days for this action plan to be formulated. Gave customer information in case of further questions or concerns.

Alex/WMI/Tier2

Supporting Factors	Limiting Factors
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Alexandra McCampbell --> 1-866-790-5700 Ext # 5914429

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 355540000000
Original Author: Megan Smith
New Author: Megan Smith

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 111[redacted]

Service Agent: NORTHERN MOTORS, INC.

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number: (218) 681-4820

Contact Email Address: [redacted]

Job Card*: 157869

Job Card Date: 01/12/2017

Reference Number: [redacted]

VIN: 3GCUKSEC5EG[redacted] Investigate Vehicle History

Odometer: 22392

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	245	+	-
<Make Selection>		+	-

Net Item Total: 245.00

Tax: 0

Deductible: 0

Total Before Taxes: 245.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Megan Smith	Thu Jan 19 15:29:47 EST 2017	Please attach the Pre-Auth ID when submitting the claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKSEC5EG[redacted]	355540000000	2017-01-19

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

PE18-012

GM

3-27-2019

Q3

Khaleah Calloway (C)

From: Khaleah Calloway (C)
Sent: Tuesday, January 17, 2017 11:36 AM
To: [redacted]
Subject: RE: PAC Case [redacted] Rux Final RO Request

Good Morning,

I just wanted to follow up with you regarding the request for the final RO. Please email/fax a copy to me that includes the information below so that I may request a pre-authorization ID for payment. If I have not received the RO by Thursday 1/19, I will have to close the case pending. It can be re-opened upon receipt of the RO.

Thank you,

Khaleah Calloway
General Motors Business Resource Center
Product Assistance Claims
Phone: 1-866-446-6963 Ext: 591-3482
Fax: 586-920-0756
khaleah.calloway@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Khaleah Calloway (C)
Sent: Thursday, January 12, 2017 11:02 AM
To: [redacted]
Subject: PAC Case [redacted] Rux Final RO Request

Good Morning,

Per our conversation today, please submit the final RO outlining all rental charges. The customer advised that he will be picking the vehicle up today. Upon receipt, I will request a pre-authorization ID for payment. After the pre-authorization ID has been issued, I will provide it to you along with instructions for submitting the claim via email.

Thank you very much for your assistance.

Khaleah Calloway
General Motors Business Resource Center
Product Assistance Claims
Phone: 1-866-446-6963 Ext: 591-3482
Fax: 586-920-0756
khaleah.calloway@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3

Khaleah Calloway (C)

From: Khaleah Calloway (C)
Sent: Thursday, January 12, 2017 11:02 AM
To: 'jeff_kriel@mncable.net'
Subject: PAC Case [redacted] Rux Final RO Request

Good Morning,

Per our conversation today, please submit the final RO outlining all rental charges. The customer advised that he will be picking the vehicle up today. Upon receipt, I will request a pre-authorization ID for payment. After the pre-authorization ID has been issued, I will provide it to you along with instructions for submitting the claim via email.

Thank you very much for your assistance.

Khaleah Calloway
General Motors Business Resource Center
Product Assistance Claims
Phone: 1-866-446-6963 Ext: 591-3482
Fax: 586-920-0756
khaleah.calloway@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3

[redacted]

THIEF RIVER FALLS MN [redacted]

NORTHERN
motors, inc.
THIEF RIVER FALLS
1112 3rd St West · P.O. Box 527 · Thief River Falls, MN 56701
218-681-4820
www.northernmotorsinc.com

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/26/16	14	CHEVROLET	SILVERADO	3GCUKSEC5EG[redacted]	[redacted]	22392	22392	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
10/12/15	01/12/17	08	00:00			00	01/17/17

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		BLACK 2

========== REPAIR LINE 001 ==========
CUSTOMER STATES WHILE WAITING FOR TRAIN APPLYING BRAKES TRUCK STARTED MOVING FORWARD
PUSHED HARDER ON BRAKES STILL NOT STOPPING BRAKE PEDAL HARD
CHECKED VACUUM BOOSTER FOR SIGNS OF OIL NONE FOUND CANNOT DUPLICATE HARD PEDAL
AFTER TALKING WITH GM AND THIER ENGINEERING TEAM WITHOUT DUPLICATING NO ACTION WILL
BE TAKEN AT THIS TIME CAN RETURN VEHICLE TO CUSTOMER KHALEAH CALLOWAY ISSUED TRUCK BA
CK TO CUSTOMER CASE #[redacted]
Bill Code - W
0600006 RENTAL 08 M A 245.00
DUSTIN BAK

Total Labor 245.00
Total Line 245.00

========== REPAIR LINE 002 ==========
CUSTOMER STATES ANTIFREEZE DRIPPING UNDER TRUCK 2 DIFFERENT SPOTS
CANNOT FIND ANY LEAKS AT THIS TIME
Bill Code - C

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
35	26300	157869		245.00	
35	46200	157869			-245.00

Tech# 08 A: B: C: D: Total:

LABOR		LABOR		LABOR	245.00	LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY	245.00	CUSTOMER PAY	

Copyright 2004 ADP, Inc.

PE18-012

GM

3-27-2019

Q3

Anthony Gerbasi (C)

From:	Anthony Gerbasi (C)
Sent:	Wednesday, January 11, 2017 11:56 AM
To:	'northmtr@mncable.net'
Subject:	SR [redacted] 2014 Chevrolet Silverado VIN 3GCUKSEC5EG[redacted] Customer [redacted]

Tom and Jeff,

GM will pay for a free rental for customer listed above until his case with PAC is resolved. The Labor Op Code to be used for the rental is 0600006. Thanks for your help on this case.

Tony Gerbasi
PAC Specialist
866-446-6963 ext. 5911544
Fax- 866-233-7029
Email-Anthony.Gerbasi@gm.com

PE18-012

GM

3-27-2019

Q3

Dalila Lopez (C)

From: Frank Spicer <fspicer@lakechevrolet.com>
Sent: Wednesday, January 18, 2017 11:29 AM
To: Dalila Lopez (C)
Cc: dean page
Subject: [EXTERNAL] RE: CA CEC, [redacted] [redacted] FG[redacted]

Needed a brake vacuum pump, covered by extended warranty

From: Dalila Lopez (C) [mailto:dalila.lopez@gm.com]
Sent: Tuesday, January 17, 2017 5:29 PM
To: Frank Spicer
Subject: RE: CA CEC, [redacted] [redacted] FG[redacted]

Any new update on customer vehicle?

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Friday, January 13, 2017 5:40 PM
To: 'fspicer@lakechevrolet.com'
Subject: RE: CA CEC, [redacted], FG[redacted]

Mrs. and Mr. [redacted] are having issues with the brakes again dropping to the floor. She claims they don't tow anything. They have already dropped off the vehicle at the dealership and they have already gotten a rental. Customer wants her vehicle fixed. I have already reviewed case and vehicle is not a candidate for repurchase.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Monday, January 09, 2017 6:44 PM
To: 'Frank Spicer'
Subject: RE: CA CEC, [redacted] [redacted], FG[redacted], 1st request for documents

Thank you. I received the repair orders. What is the current work oder #? Once completed it, can you also send me that repair order? Thanks

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Frank Spicer [mailto:fspicer@lakechevrolet.com]
Sent: Friday, January 06, 2017 6:39 PM
To: Dalila Lopez (C)
Subject: [EXTERNAL] RE: CA CEC, [redacted] [redacted] FG[redacted], 1st request for documents

Dalila Lopez

Customer has been in 4 times. You have requested the docs so you will see.

10/3/16 60344 miles customer came in with concern and "brake pedal goes to floor". We were unable to duplicate the issue but the front brakes were at 3 mm so customer paid to have front brakes replace and 30,000 mile service.

January 2nd customer called stating that the brakes had failed while on vacation. Customer stated that she wanted everything replaced at that time. I told her we need to look at the vehicle and diagnose what the issue may be. I then gave her the Customer Assistance number. On invoice [redacted] 69975 miles dated 1/2/17 we looked at the brakes and again did not find the brake peddle fading to the floor. During inspection the technician found brake fluid at the brake booster cause by the master cylinder by passing the fluid, small amount. We contacted the extended warranty and the part was covered. I spoke with Mrs. [redacted] and explained what we found. Mr. [redacted] picked up the vehicle and returned stating that the pedal still had an issue. We kept him in the rental until we could re-evaluate the issue. After inspection we could not duplicate a brake failure issue. I test drove the truck myself. I found that after you come to a stop and if you continue to apply pressure on the pedal you could get it to sink a inch or two. I then compared this to multiple other trucks 2013, 2015 and 2017. I found that all the brake pedals performed the same, therefore a normal operation of the brake pedal. I then requested the customer to come in and road test with me so I could make sure we are all looking at the same thing. I am currently waiting for the customer to come in and road test. If the issue is what I expect. I cannot find a fault. This does not mean there is not an issue, but that we are unable to duplicate a brake failure issue therefore cannot perform any other repairs. We are covering the rental for customer satisfaction today, but I cannot continue to cover it if we are unable to duplicate it. I had the technician contact TAC # [redacted].

Frank Spicer

From: Dalila Lopez (C) [mailto:dalila.lopez@gm.com]
Sent: Friday, January 06, 2017 2:51 PM
To: Frank Spicer
Subject: RE: CA CEC, [redacted] Hilgenberg, FG[redacted], 1st request for documents

Frank,

Just got off the phone with [redacted] they are afraid to drive the vehicle. She mentions she has been having a repeat issue with the brakes. She mentions you guys just replaced the master cylinder. Customer is requesting for every part of the brake system to be replaced and for the rental to be covered. She has an extended service contract that I don't see under GWM so it would have been purchased thru you guys. I don't see there has been a TAC case open on this. Has the concern been duplicated? Customer mentions they press on the brakes until they go to the floor and there is still no braking and it only does it sometimes not all the time. Customer mentions that you have offered to go on a test drive with Casey to show braking issue.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Frank Spicer [mailto:fspicer@lakechevrolet.com]
Sent: Friday, January 06, 2017 5:44 PM
To: Dalila Lopez (C)
Cc: dean page; Isabel Vazquez
Subject: [EXTERNAL] RE: CA CEC, [redacted], FG[redacted], 1st request for documents

Dalila Lopez

We will gather the requested information and send off

Frank Spicer

From: Dalila Lopez (C) [mailto:dalila.lopez@gm.com]
Sent: Friday, January 06, 2017 2:36 PM
To: Frank Spicer
Subject: RE: CA CEC, [redacted] FG[redacted], 1st request for documents

This email is a request for documentation regarding a California Customer Engagement Center case involving the above referenced customer and vehicle.
In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, warranty repair orders, and rental or loaner car receipts. (Please include copies of both front and back of the documents).

Please fax them to (586)920-0745. If there are any fax difficulties, the documents exceed 50 pages or if any questions arise, please contact me as soon as possible at 1-866-790-5700, extension # 5921089.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Friday, January 06, 2017 5:34 PM

To: 'fhayes@paradiseautos.com'
Subject: RE: CA CEC, [redacted] [redacted] FG[redacted], 1st request for documents

Please disregard email

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Friday, January 06, 2017 5:33 PM
To: 'dpage@lakechevrolet.com'
Cc: 'mihrig@lakechevrolet.com'; 'fhayes@paradiseautos.com'
Subject: CA CEC, [redacted] [redacted], FG[redacted], 1st request for documents

This email is a request for documentation regarding a California Customer Engagement Center case involving the above referenced customer and vehicle.
In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, warranty repair orders, and rental or loaner car receipts. (Please include copies of both front and back of the documents).

Please fax them to (586)920-0745. If there are any fax difficulties, the documents exceed 50 pages or if any questions arise, please contact me as soon as possible at 1-866-790-5700, extension # 5921089.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking

of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

PE18-012

GM

3-27-2019

Q3

Dalila Lopez (C)

From: Dalila Lopez (C)
Sent: Monday, January 09, 2017 6:44 PM
To: 'Frank Spicer'
Subject: RE: CA CEC, [redacted], FG[redacted] 1st request for documents

Thank you. I received the repair orders. What is the current work oder #? Once completed it, can you also send me that repair order? Thanks

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Frank Spicer [mailto:fspicer@lakechevrolet.com]
Sent: Friday, January 06, 2017 6:39 PM
To: Dalila Lopez (C)
Subject: [EXTERNAL] RE: CA CEC, [redacted], FG[redacted], 1st request for documents

Dalila Lopez

Customer has been in 4 times. You have requested the docs so you will see.

10/3/16 60344 miles customer came in with concern and "brake pedal goes to floor". We were unable to duplicate the issue but the front brakes were at 3 mm so customer paid to have front brakes replace and 30,000 mile service.

January 2nd customer called stating that the brakes had failed while on vacation. Customer stated that she wanted everything replaced at that time. I told her we need to look at the vehicle and diagnose what the issue may be. I then gave her the Customer Assistance number. On invoice [redacted] 69975 miles dated 1/2/17 we looked at the brakes and again did not find the brake peddle fading to the floor. During inspection the technician found brake fluid at the brake booster cause by the master cylinder by passing the fluid, small amount. We contacted the extended warranty and the part was covered. I spoke with [redacted] and explained what we found. [redacted] picked up the vehicle and returned stating that the pedal still had an issue. We kept him in the rental until we could re-evaluate the issue. After inspection we could not duplicate a brake failure issue. I test drove the truck myself. I found that after you come to a stop and if you continue to apply pressure on the pedal you could get it to sink a inch or two. I then compared this to multiple other trucks 2013, 2015 and 2017. I found that all the brake pedals performed the same, therefore a normal operation of the brake pedal. I then requested the customer to come in and road test with me so I could make sure we are all looking at the same thing. I am currently waiting for the customer to come in and road test. If the issue is what I expect. I cannot find a fault. This does not mean there is not an issue, but that we are unable to duplicate a brake failure issue therefore cannot perform any other repairs. We are covering the rental for customer satisfaction today, but I cannot continue to cover it if we are unable to duplicate it. I had the technician contact TAC # [redacted]

Frank Spicer

From: Dalila Lopez (C) [mailto:dalila.lopez@gm.com]
Sent: Friday, January 06, 2017 2:51 PM
To: Frank Spicer
Subject: RE: CA CEC, [redacted] FG[redacted], 1st request for documents

Frank,

Just got off the phone with [redacted] they are afraid to drive the vehicle. She mentions she has been having a repeat issue with the brakes. She mentions you guys just replaced the master cylinder. Customer is requesting for every part of the brake system to be replaced and for the rental to be covered. She has an extended service contract that I don't see under GWM so it would have been purchased thru you guys. I don't see there has been a TAC case open on this. Has the concern been duplicated? Customer mentions they press on the brakes until they go to the floor and there is still no braking and it only does it sometimes not all the time. Customer mentions that you have offered to go on a test drive with Casey to show braking issue.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Frank Spicer [mailto:fspicer@lakechevrolet.com]
Sent: Friday, January 06, 2017 5:44 PM
To: Dalila Lopez (C)
Cc: dean page; Isabel Vazquez
Subject: [EXTERNAL] RE: CA CEC, [redacted], FG[redacted], 1st request for documents

Dalila Lopez

We will gather the requested information and send off

Frank Spicer

From: Dalila Lopez (C) [mailto:dalila.lopez@gm.com]
Sent: Friday, January 06, 2017 2:36 PM
To: Frank Spicer
Subject: RE: CA CEC, [redacted], FG[redacted], 1st request for documents

This email is a request for documentation regarding a California Customer Engagement Center case involving the above referenced customer and vehicle.
In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, warranty repair orders, and rental or loaner car receipts. (Please include copies of both front and back of the documents).

Please fax them to (586)920-0745. If there are any fax difficulties, the documents exceed 50 pages or if any questions arise, please contact me as soon as possible at 1-866-790-5700, extension # 5921089.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Friday, January 06, 2017 5:34 PM
To: 'fhayes@paradiseautos.com'
Subject: RE: CA CEC, [redacted], FG[redacted], 1st request for documents

Please disregard email

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

From: Dalila Lopez (C)
Sent: Friday, January 06, 2017 5:33 PM
To: 'dpage@lakechevrolet.com'
Cc: 'mihrig@lakechevrolet.com'; 'fhayes@paradiseautos.com'
Subject: CA CEC, [redacted] FG[redacted], 1st request for documents

This email is a request for documentation regarding a California Customer Engagement Center case involving the above referenced customer and vehicle.
In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, warranty repair orders, and rental or loaner car receipts. (Please include copies of both front and back of the documents).

Please fax them to (586)920-0745. If there are any fax difficulties, the documents exceed 50 pages or if any questions arise, please contact me as soon as possible at 1-866-790-5700, extension # 5921089.

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089

Fax: (586)920-0745

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

PE18-012

GM

3-27-2019

Q3

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

CHEVROLET

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DEAN PAGE 10479	TAG NO. [redacted]	INVOICE DATE 01/06/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 69,975	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 05/01/15	DELIVERY MILES 89
	VEHICLE I.D. NO. 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T. E. NO.	P.O. NO.	R. O. DATE 01/02/17	REPRINT# 1
	COMMENTS			MO: 69995

TOTALS----------

****
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* ....."COMPLETELY SATISFIED"!..... *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
********** THANK YOU **********

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INCLUDE A
LIFETIME PARTS GUARANTEE. APPLIES FOR CUSTOMER-PAY REPAIRS.
SEE YOUR SERVICE ADVISOR FOR DETAILS
********** CERTIFIED SERVICE **********

[redacted]

TOTAL LABOR....	336.30
TOTAL PARTS....	159.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	12.35
TOTAL INVOICE $	**508.03**

[redacted]

REPRINT# 1
MO: 69995

American Solutions for Business · Call to reorder (800) 414-6846 Form# ASB-LCS-INV - MR74063
Reynolds and Reynolds ERAINTINVC 8F626844 Q (01/09)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: DEAN PAGE 10479	TAG NO. [redacted]	INVOICE DATE: 01/06/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 69,975	COLOR: SUMMIT WHT/
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	STOCK NO. [redacted]
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	DELIVERY MILES: 89
	F.T.E. NO.	P.O. NO.	R.O. DATE: 01/02/17	PRODUCTION DATE
RES [redacted]	COMMENTS			REPRINT# 1
				MO: 69995

SET AIR PRESSURE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 66CTZ7 CAMPAIGN TECH(S):10325 WARRANTY

16007
Product Safety Recall
Frontal Airbag And Pretensioner Non Deploy
UPDATED SDM SOFTWARE .3HR

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 66CTZ1 RECALL TECH(S):10325 WARRANTY

15822
Product Safety Recall
SEATBELT LAP ANCHOR TENSIONER CABLE
INSTALLED LAP ANCHOR BRACKET AND MODIFIED COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84160781	BRACKET 16.714 N		WARRANTY
			TOTAL - PARTS		0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $550.00 (+TAX)

COMMENTS----------

++SHUTTLE++IV CHECK BRAKE SYSTEM
SHUTTLE SERVICE
customer has a gma warranty
policy[redacted]auth#6823883/0deductible approved repairs $487.32
fax # for repairs 800-447-1420

Reynolds and Reynolds ERAINTINVE

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DEAN PAGE 10479	[redacted]	01/06/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 69,975		COLOR: SUMMIT WHT/	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	R. T. E. NO. / P. O. NO.		R. O. DATE: 01/02/17	REPRINT# 1
	COMMENTS			MO: 69995

JOB# 1 CHARGES

LABOR

J# 1 52GTZ BRAKE & FRONT END TECH(S):10325 336.30

CUSTOMER STATES WHEN GOING DOWN A HILL OR TURNING SHARP THE BRAKE PEDAL GOES DOWN TO THE FLOOR. THEN MAKES A HYDRAULIC SOUND AND WHEN PRESSED ON THE GAS THE BRAKE PEDAL RELEASES AND OPERATES AS NORMAL. PLEASE ADVISE
FOUND MASTER CYLINDER WITH SMALL LEAK INTO BOOSTER
REPLACED MASTER CYLINDER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		20925765	CYLINDER 4.650 Y	139.90	139.90
	2		19353126	FLUID 8.800 N	9.74	19.48
				TOTAL - PARTS		159.38

JOB# 1 TOTALS

LABOR	336.30
PARTS	159.38
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	495.68

JOB# 2 CHARGES

LABOR

J# 2 02CTZ TIER 2 SERVICES TECH(S):10325 0.00

QUOTE ON TOW MIRORS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02CTZ1A1 GM MULTI POINT INSP TECH(S):10325 INTERNAL

PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
MPI
MPI

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CTZ1A2 SET AIR PRESSURES TECH(S):10325 INTERNAL

SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
SET AIR PRESSURE

[CONTINUED ON NEXT PAGE] 09:05am

American Solutions for Business • Call to vendor (858) 414-0846 | print ASR-LCS-INV - Id874963

Reynolds and Reynolds DRAINTIVE BF825844 Q (01/06)

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00	02CTZE1	2PT INDUCTION SERV	MI	124.95
02CTZE2	3PT INJECTOR SERV	MI	219.95	02CTZE3	DIESEL INDUCT SERV	MI	161.95
02CTZE4	TRANS FLUID EXCH	MI	0.00	02CTZD4	CABIN AIR FILTER	MI	0.00
02CTZE41	ALLISON ATF FILTER	MI	82.00	02CTZF2	SYS DIFF SERV 3QT	MI	169.95
02CTZE4	DIESEL FUEL FILTER	MI	0.00	02CTZE5	BRAKE FLUID EXCHG	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/16	[redacted]	60334	10479	910	C	52CTZ	BRAKE & FRONT END
				910	C	50CTZ	DRIVEABILITY
				910	C	51CTZ	15A & BODY ELECT
				910	C	05CTZSPM4	30K DEXOS 4WD 6QT
				910	I	02CTZ1A1	GM MULTI POINT INSP
				910	I	02CTZ1A2	SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — S E R V I C E — STATE REG# AM197361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
3GCUKREC8FG[redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/P	DELIVERY DATE	D[redacted]	SELLING DEALER NO.	[redacted]

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

[redacted] CNA CONTRACT NO. 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 01/02/17
SUMMIT WHT/JET BL TRANS 23943425 05/01/20 ADVISOR 100,000 0521
CT22 69,975 10479 DEAN PAGE

CALL WHEN READY ☐ Yes ☐ No
APPOINTMENT ☐ Yes ☒ No 12:23pm 01/02/17 06:00pm 3

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS :
++SHUTTLE++IV CHECK BRAKE SYSTEM

1 C* 52CTZ **BRAKE & FRONT END** 3.1
CUSTOMER STATES WHEN GOING DOWN A HILL OR TURNING SHARP THE BRAKE PEDAL GOES DOWN TO THE FLOOR. THEN MAKES A HYDRAULIC SOUND AND WHEN PRESSED ON THE GAS THE BRAKE PEDAL RELEASES AND OPERATES AS NORMAL. PLEASE ADVISE

brk case # [redacted] 69,998

2 C* 02CTZ **TIER 2 SERVICES** 2 no cases for low pedal
QUOTE ON TOW MIRORS

3 I* 02CTZ1A1 **GM MULTI POINT INSP**
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

CNA - Con# 23943425
Fax# 800-447-1420

mike

[redacted]

Parts 139.90
Labor 336.30
Tax 11.19
Ded. 0
TOTAL $487.32

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ _____
DATE (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	**QC SIG**	**ENDING MILEAGE**
		69 995
CALLED BY	**DATE**	**TIME**

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE[redacted]

MECH. #

MECH. #

MECH. #

MECH. #

MECH. #

PARTS TURNED IN

Factory tire 30 in Tall

Installed 32 in Tall

TECH COMMENTS

Road Test

69975 → 69991 16mi NPI

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00	02CTZE1	2PT INDUCTION SERV	MI	124.95
02CTZE2	3PT INJECTOR SERV	MI	219.95	02CTZE3	DIESEL INDUCT SERV	MI	161.95
02CTZE4	TRANS FLUID EXCH	MI	0.00	02CTZD4	CABIN AIR FILTER	MI	0.00
02CTZE41	ALLISON ATF FILTER	MI	82.00	02CTZF2	SYS DIFF SERV 3QT	MI	169.95
02CTZE4	DIESEL FUEL FILTER	MI	0.00	02CTZE5	BRAKE FLUID EXCHG	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/16	[redacted]	60334	10479	910	C	52CTZ	BRAKE & FRONT END
				910	C	50CTZ	DRIVEABILITY
				910	C	51CTZ	15A & BODY ELECT
				910	C	05CTZSPM4	30K DEXOS 4WD 6QT
				910	I	02CTZ1A1	GM MULTI POINT INSP
				910	I	02CTZ1A2	SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — SERVICE — STATE REG# AM197361

VEHICLE ID NO. 3GCUKREC8FG [redacted] | YEAR/MAKE/MODEL 15/CHEVROLET | CUSTOMER TRUCK/SILVERADO 1500/P | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | V.I.N. NO.

DELIVERY DATE [redacted] | SELLING DEALER NO. [redacted]

COL [redacted] CNA | CONTRACT DATE 05/01/15 | EXPIRATION DATE 89 | EXPIRATION MILES 10 | 02/02/17

SUNNITT WHR/SET BL | TRANS [redacted] | 05/01/20 | 100,000 0521

CTZZ 69,975 10479 DEAN PAGE

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ Save

ALL PARTS ARE NEW UNLESS SPECIFIED

CALL WHEN READY ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No 12:23pm 01/02/17 06:00pm 3

I hereby authorize repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportor. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE READ REVERSE SIDE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

4 1* 02CTZ1A2 **SET AIR PRESSURES**
SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

5 W 66CTZ// **CAMPAIGN**
16007
Product Safety Recall
Frontal Airbag And Pretensioner Non Deploy

Code: 53050
.3

6 W 66CTZ1 **RECALL**
15822
Product Safety Recall
SEATBELT LAP ANCHOR TENSIONER CABLE

.7

[redacted]

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $

REASON | CONTACTED BY

AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $

REASON | CONTACTED BY

AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY

The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above-described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	**QC SIG**	**ENDING MILEAGE**
CALLED BY	**DATE**	**TIME**

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTI-FREEZE, OIL & OIL FILTE[redacted]

LAKE [redacted] CHEVROLET

Certified Service

GENUINE GM Parts

Drop OFF

We service most GM Vehicles
31201 Auto Center Drive Lake Elsinore, CA 92530
Mailing Address: P.O. Box 4000 Lake Elsinore, CA 92537-4000
www.lakechevrolet.com
(951) 674-3116 • Fax (951) 674-4793
SERVICE DIRECT: (951) 253-2100

ARD #197361 **CAL 000033027** **SMOG RM 197361**

Customer Concerns **Customer Name:** [redacted]

1
2 When going Down hill or turn Sharp Read
3 goes Down has a hydroli sound / then accelerate
4 Brakes come back master Cyl. Leakes Pressure
5 Price on TOW mirrors

HAVE YOU BEEN IN FOR ANY OF THESE CONCERNS BEFORE? YES ☐ NO ☐

SAVE REMOVED PARTS FOR CUSTOMER? YES ☐ NO ☐

MODEL NO. 3G C C KREC 8 FG [redacted]		YEAR/MAKE/MODEL 2015 1500	
CUSTOMER ADDRESS		COLOR	MILEAGE 69975
RESIDENCE PHONE	BUSINESS PHONE	R.O. NO.	R.O. DATE
[redacted]	E-MAIL	ADVISOR 10479 HAT NO.	DUE OUT

HAZARDOUS WASTE FEES WILL APPLY

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSE SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. LAKE CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE.

X _____

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

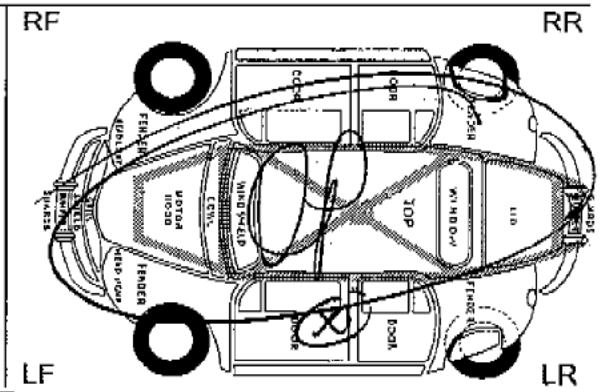
ESTIMATE COST $ 0

MECHANICAL INSTRUCTIONS

- ☐ LUBE, OIL & FILTER
- ☐ TRANS FLUID EXCHANGE
- ☐ REPLACE FUEL FILTER
- ☐ O.K. CHARGING SYSTEM
- ☐ DIFFERENTIAL SERVICE
- ☐ A/C SERVICE
- ☐ COOLING SYSTEM FLUID EXCHANGE
- ☐ BRAKE INSPECTION
- ☐ ROTATE TIRES
- ☐ ROTATE & BALANCE
- ☐ CHECK & ALIGN FRONT END
- ☐ POWER STEERING FLUID EXCHANGE
- ☐ INDUCTION SERVICE
- ☐ 6K SERVICE
- ☐ 12K SERVICE
- ☑ 15K SERVICE
- ☐ 30K SERVICE

FOR YOUR CONVENIENCE OUR HOURS FOR SERVICE AND PARTS ARE:
Monday - Friday 7:00 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 4:00 p.m.

TERMS:
Cash or the following credit cards are accepted: Visa, Mastercard, Discover, American Express or checks with approved bank guarantee card.
VEHICLES CANNOT BE RELEASED AFTER SERVICE HOURS.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



REPAIR ORDER

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

CHEVROLET

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DEAN PAGE 10479	[redacted]	10/05/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 60,334		COLOR: SUMMIT WHT/	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/03/16	
	COMMENTS: MO: 60344			

TOTALS

****
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* ....."COMPLETELY SATISFIED"!..... *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
********** THANK YOU **********

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INCLUDE A LIFETIME PARTS GUARANTEE. APPLIES FOR CUSTOMER-PAY REPAIRS. SEE YOUR SERVICE ADVISOR FOR DETAILS
********** CERTIFIED SERVICE **********

TOTAL LABOR....	565.00
TOTAL PARTS....	469.05
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.88
TOTAL MISC DISC	0.00
TOTAL TAX.....	37.52
TOTAL INVOICE $	**1081.45**

[redacted]

PAID [redacted]

PAGE 4 OF 4 SERVICE FILE COPY [END OF INVOICE] 11:55am

American Solutions for Business • Call to receive (858) 414-6845 Form# ASB-LCS-INV - 00074953
Reynolds and Reynolds ERAINTINVE SF828844 Q (01/06)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

[redacted]

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	DEAN PAGE 10479	[redacted]	10/05/16 [redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 60,334		COLOR: SUMMIT WHT/ STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15 DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10 PRODUCTION DATE:
	F.T.E. NO. / P.O. NO.		R. O. DATE: 10/03/16
	COMMENTS		MO: 60344

LABOR----------

J# 6 02CTZ1A2 SET AIR PRESSURES TECH(S):910 INTERNAL

SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
SET AIR PRESSURE
SET AIR PRESSURE

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------

J# 7 152CTZ 2 BRAKE MISC TECH(S):910 165.00

Added Operation (DEANP @ 10/04/2016 16:37)
CUSTOMER REQUEST REPLACE FRONT BRAKES
FRONT BRAKE PADS AT 3MM LEFT
REPLACE FRONT BRAKE PADS AND RESURFACE ROTORS, ROAD TEST.
OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23135915	PAD KIT 5.017 Y	112.00	112.00
				TOTAL - PARTS	112.00

JOB# 7 TOTALS----------

LABOR	165.00
PARTS	112.00

JOB# 7 JOURNAL PREFIX CTCS JOB# 7 TOTAL 277.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1100.00 (+TAX)

COMMENTS----------

IV-DROP OFF BRAKE INSPECTION

American Solutions for Business • Call to reorder (888) 414-6845 Format AS6-LCS-INV - ki674083

Reynolds and Reynolds ERAUTINVC 8F828844 O (01/06)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

[redacted]

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DEAN PAGE 10479	[redacted]	10/05/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 60,334		COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/03/16	
	COMMENTS			MO: 60344

REPLACE ENGING OIL AND FILTER
#TOP OFF FLUIDS
ROTATE AND BALANCE TIRES
CLEAN THROTTLE BODY
REPLACE AIR FILTER
REPLACE CABIN FILTER
FUEL INDUCTION SERVICE 2PT
TRANSMISSION FLUID EXCHANGE
4X4 SERVICE
GM MULTI POINT INSPECTION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK639D20	DEXOS-9	46.31	46.31
	1		19330000	FILTER 1.836 Y	****	****
	9		88864007	0W20 DEXOS 8.800 N	****	****
	1		22845992	ELEMENT 3.410 Y	39.44	39.44
	1		23281440	FILTER 9.786 Y	25.20	25.20
	1		05451	2 PART FUEL	46.10	46.10
	1		PKTRANS	FLUSH	114.00	114.00
	1		01941	ATF FLUSH	*****	*****
	16		88862156	DEX VI ATF 8.800 N	****	*****
	3		19300457	LUBRICANT 8.800 N	21.50	64.50
	1		88900330	ADDITIVE 8.800 N	13.00	13.00
	2		88862156	DEX VI ATF 8.800 N	4.25	8.50
				TOTAL - PARTS		357.05

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	WASTE OIL RECOVERY FEE		1.88
	WHL	WHEEL WEIGHTS		8.00
		TOTAL - MISC		9.88

JOB# 4 TOTALS

LABOR	375.00
PARTS	357.05
MISC	9.88
JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL	741.93

JOB# 5 CHARGES

LABOR

J# 5 02CTZ1A1 GM MULTI POINT INSP TECH(S):910 INTERNAL
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
MPI
MPI

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL	0.00

JOB# 6 CHARGES

LABOR

Application Solutions for Business • Call to reorder (888) 414-6845 Form# ASI-LCS-INV - 6074807
Reynolds and Reynolds ERAINTNVC SF525544 Q (01/06)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DEAN PAGE 10479	[redacted]	10/05/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 60,334		COLOR: SUMMIT WHT/	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/03/16	
	COMMENTS			MO: 60344

JOB# 1 CHARGES

LABOR

J# 1 52CTZ BRAKE & FRONT END TECH(S):910 0.00

customer states brakes going to the floor also when turning sharp
ROAD TEST VEHICLE ABOUT 10 MILES, PERFORMED SEVERAL BRAKE APPLICATIONS. UN ABLE TO DUPLICATE CONCERN. HYDRAULIC SYSTEM WORKING AS DESIGNED AT THIS TIME, ADVISE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50CTZ DRIVEABILITY TECH(S):910 0.00

customer states the truck has a hesitation when accelerating worse in hi climate like big bear
NO WARNING LIGHT, NO CODES, VEHICLE WORKING AS DESIGNED ATTHIS TIME, ADVISE.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 51CTZ 15A & BODY ELECT TECH(S):910 25.00

customer states when he has a trailer pluged in he has turn signals and brake lights but no running lights
OPEN FUSE FOR TRAILER RUNNING LITES
REPLACE FUSE AND VERIFY TRAILER CONNECTOR POWER TO, OK

JOB# 3 TOTALS

LABOR 25.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 25.00

JOB# 4 CHARGES

LABOR

J# 4 05CTZSPM4 30K DEXOS 4WD 6QT TECH(S):910 375.00

PERFORM 30,000 MILE / 24 MONTH SERVICE
REPLACE ENGINE OIL AND FILTER
ROTATE AND BALANCE FOUR TIRES
REPLACE AIR FILTER
REPLACE CABIN FILTER
CLEAN THROTTLE BODY
FUEL INDUCTION SERVICE 2PT
TRANSMISSION FLUID EXCHANGE
4X4 SERVICE
GM MULTI POINT INSPECTION

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 11:55am

American Solutions for Business • Call to reorder (800) 414-6845 Form# ASB-LCS-INV id974993

Reynolds and Reynolds BRAINTREE BF622844 O (01/06)

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00	02CTZE1	2PT INDUCTION SERV	MI	124.95
02CTZE2	3PT INJECTOR SERV	MI	219.95	02CTZE3	DIESEL INDUCT SERV	MI	161.95
02CTZD4	CABIN AIR FILTER	MI	0.00	02CTZE41	ALLISON ATF FILTER	MI	82.00
02CTZE5	BRAKE FLUID EXCHG	MI	129.95	02CTZE7	PWR STEER FLUID EXCH	MI	99.95
01CTZWEB4	WEBSITE 2PT IND SERV	MI	124.95	01CTZWEB8	WEBSITE BRAKE FLD EX	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/28/15	[redacted]	25101	10457	10403	I	00CTZ2	LAKE LIFETIME SERVIC
				987	W	66CTZ1	RECALL
				987	W	51CTZ	15A & BODY ELECT
				10403	I	02CTZ1A1	GM MULTI POINT INSP
				10403	I	02CTZ1A2	SET AIR PRESSURES
07/03/15	[redacted]	6829	10413	10403	W	00CTZ0600723	GM CHEV 14+ 24/24SRV

SALESPERSON NO. 609 STEVEN K HAGEN — S E R V I C E — STATE REG# AM107361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
3GCUKREC8EG [redacted]	15/CHEVROLET	DELIVERY DATE	[redacted]	SELLING DEALER NO.	[redacted]

CUSTOMER NO. K/S [redacted] SALES CONTRACT 1500/P

CNA CONTRACT DATE 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 10 10/05/16

SUMMIT WHT/JET BL TRANS [redacted] 05/01/20 100,000 5379

GTZZ 60,334 10479 DEAN PAGE

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

CALL WHEN READY ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No 04:38pm 10/04/16 06:00pm

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 735.00

X _____

COMMENTS :
IV DROP OFF BRAKE INSPECTION

1 C 52CTZ ~~510~~ ***BRAKE & FRONT END***
customer states brakes going to the floor also when turning sharp

2 C 50CTZ ***DRIVEABILITY***
customer states the truck has a hesitation when accelerating worse in hi climate like big bear NPF

3 C * 51CTZ ***15A & BODY ELECT*** .5
customer states when he has a trailer pluged in he has turn signals and brake lights but no running lights

4 C 05CTZSPM4 ***30K DEXOS 4WD 6QT*** 4.1
PERFORM 30,000 MILE/ 24 MONTH SERVICE
 # REPLACE ENGINE OIL AND FILTER
 # ROTATE AND BALANCE FOUR TIRES

[redacted]

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY

The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	**QC SIG**	**ENDING MILEAGE**
		60,344
CALLED BY	**DATE**	**TIME**

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE

 [CONTINUED ON NEXT PAGE] [redacted]

COMPLAINT: MECH. #

CAUSE:

CORRECTION

COMPLAINT: MECH. #

CAUSE:

CORRECTION

COMPLAINT: MECH. #

CAUSE:

CORRECTION

COMPLAINT: MECH. #

CAUSE:

CORRECTION

COMPLAINT MECH. #

CAUSE:

CORRECTION

PARTS TURNED IN	RECV. BY	MECH. #	TIME CLOCK
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF

TECH COMMENTS

- Rear Front Brks. 3 am left LS

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. [redacted]	TIME	
.5		EMP. NO. 910 OPER NO. 3		OFF 4 10-4 ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 745607	TIME	
4.1		EMP. NO. 910 OPER NO. 4		OFF 3 10-4 ON

SERV-

01/09/2017 1:50 PM FAX 9516744793

LAKE [redacted] CHEVROLET

Certified Service

GENUINE GM Parts

We service most GM Vehicles
31201 Auto Center Drive Lake Elsinore, CA 92530
Mailing Address: P.O. Box 4000 Lake Elsinore, CA 92537-4000
www.lakechevrolet.com
(951) 674-3116 • Fax (951) 674-4793
SERVICE DIRECT: (951) 253-2100

ARD #197361 CAL 000033027 SMOG RM 197361

Customer Concerns Customer Name: [redacted]

1. Feels like Brakes are going to floor
2. When turning Sharp Brakes go to floor 4X4
3. HES Hesitation When acceleration,
4. (Customer states Running Lights on trailer are in OP all other
5. Lights work OK

HAVE YOU BEEN IN FOR ANY OF THESE CONCERNS BEFORE? YES ☐ NO ☐

SAVE REMOVED PARTS FOR CUSTOMER? YES ☐ NO ☐

VEHICLE NO. 3GCUKREC8FG[redacted]		YEAR/MAKE/MODEL 2015 1500	HAZARDOUS WASTE FEES WILL APPLY
[redacted]		COLOR [redacted]	MILEAGE 60334
RESIDENCE PHONE	BUSINESS PHONE	R.O. NO.	R.O. DATE 10/4/16
[redacted]	E-MAIL	ADVISOR 1047 HAT NO.	DUE OUT

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSE SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. LAKE CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE.

[redacted]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

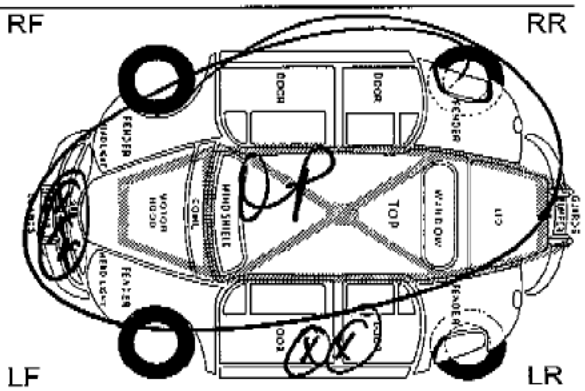
ESTIMATE COST $ 725.46

MECHANICAL INSTRUCTIONS

- ☐ LUBE, OIL & FILTER
- ☐ TRANS FLUID EXCHANGE
- ☐ REPLACE FUEL FILTER
- ☐ O.K. CHARGING SYSTEM
- ☐ DIFFERENTIAL SERVICE
- ☐ A/C SERVICE
- ☐ COOLING SYSTEM FLUID EXCHANGE
- ☐ BRAKE INSPECTION
- ☐ ROTATE TIRES
- ☐ ROTATE & BALANCE
- ☐ CHECK & ALIGN FRONT END
- ☐ POWER STEERING FLUID EXCHANGE
- ☐ INDUCTION SERVICE
- ☐ 6K SERVICE
- ☐ 12K SERVICE
- ☐ 15K SERVICE
- ☐ 30K SERVICE

FOR YOUR CONVENIENCE OUR HOURS FOR SERVICE AND PARTS ARE:
Monday - Friday 7:00 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 4:00 p.m.

TERMS:
Cash or the following credit cards are accepted: Visa, Mastercard, Discover, American Express or checks with approved bank guarantee card.
VEHICLES CANNOT BE RELEASED AFTER SERVICE HOURS.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



REPAIR ORDER

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

[redacted]

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

[redacted] CHEVROLET

[redacted]

EPA #CAR000169680

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: MICHAEL RODRIGUEZ 10457	TAG NO. [redacted]	INVOICE DATE: 11/28/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 25,101	COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 11/28/15	
	COMMENTS			MO: 25101

TOTALS----------

****
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* ....."COMPLETELY SATISFIED"!..... *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
********** THANK YOU **********

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INCLUDE A
LIFETIME PARTS GUARANTEE. APPLIES FOR CUSTOMER-PAY REPAIRS.
SEE YOUR SERVICE ADVISOR FOR DETAILS
********** CERTIFIED SERVICE **********

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**

[redacted]

CUSTOMER SIGNATURE

American Solutions for Business - Call to reorder (866) 414-8845 Form# ASB-LOS-INV - id874563
Reynolds and Reynolds ERAINTRIVE SF626844 Q (01/06)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

[redacted] CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHAEL RODRIGUEZ 10457	TAG NO. [redacted]	INVOICE DATE 11/28/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,101	COLOR SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 05/01/15	DELIVERY MILES 89	
	VEHICLE I.D. NO. 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/28/15		
	COMMENTS			MO: 25101	

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 02CTZIAI GM MULTI-POINT INSP TECH(S):10403 INTERNAL
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
MPI
MPI

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 02CTZIA2 SET AIR PRESSURES TECH(S):10403 INTERNAL
SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
SET AIR PRESSURE
SET AIR PRESSURE

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $118.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $0.00 (+TAX) ON 11/28/15 AT 11:02am
BY CASEY COMMENTS NOTHING
COMMENTS----------
++SHUTTLE++IV LOF/ROTATE

American Solutions for Business - Call to reorder (888) 414-6845 Form# ASB-LCS-INV - id674983
Reynolds and Reynolds (GRAINTINVE SP628644-O (01/08)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

[redacted]

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHAEL RODRIGUEZ 10457	TAG NO. [redacted]	INVOICE DATE 11/28/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,101	COLOR SUMMIT WHT/
				STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 05/01/15	DELIVERY MILES 89
	VEHICLE I.D. NO. 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/28/15	
	COMMENTS			MO: 25101

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CTZ2 LAKE LIFETIME SERVIC TECH(S):10403 INTERNAL

LAKE CHEVEROLET LIFETIME SERVICE
REPLACE ENGINE OIL&FILTER WITH CORRECT QUANTITY & GRADE OIL
ROTATE TIRES PLEASE INSPECT F/R BRAKE.
PERFORM MULTI POINT INSPECTION
RESET ENGINE OIL LIFE MONITOR
FOLLOW FACTORY RECOMMENDED SERVICE INTERVAL OLM 20% OR LESS
REPLACE ENGINE OIL WITH CORRECT QUANITY AND GRADE OIL
REPLACE ENGINE OIL FILTER WITH A/CDELCO FILTER
ROTATE TIRES
PERFORM MULTI POINT INSPECTION
RESET OIL LIFE MONITOR
TOP OF VITAL FLUIDS

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	19330000	FILTER 1.836 Y		INTERNAL
9	19259487	OIL 8.800 N		INTERNAL
		TOTAL - PARTS		0.00

MISC CODE	DESCRIPTION	CONTROL NO	
HW	WASTE OIL RECOVERY FEE		INTERNAL
GR	GREASE		INTERNAL
	TOTAL - MISC		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 66CTZ1 RECALL TECH(S):987 WARRANTY

15304
4WD ALWAYS ENGAGED IN COLD TEMP. EXPIRES W/BASE WARRANTY
PER 15304.
REPROGRAMMED TCCM. SPS CODE=FDOCE

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 51CTZ 15A & BODY ELECT TECH(S):987 WARRANTY

CUSTOMER STATES WHEN HEATER IS ON THEN SWITCHED TO A/C IT
STAYS HOT. PLEASE ADVISE.
CLOSELY INSPECTED HVAC OPERATION. FOUND AT THIS TIME, ALL
ACTUATOR FUNCTION IS NORMAL AND NO CODES HAVE BEEN SET.
CONDITION WILL HAVE TO BE PRESENT IN ORDER TO EFFECTIVELY
DIAGNOSE A POSSIBLE INTERMITTENT FAULT.

Reset (.4
9/01/16 95
1/4/16
FDOCE
No Flag | thank
X

American Solutions for Business • Call to reorder (888) 414-6845 Form# ASB-LCS-INV - id874553
Reynolds and Reynolds ERAINTINVE 6F626844 Q (01/06)

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/03/15	[redacted]	6829	10413	10403 999 10403 10403	W W I I	00CTZ0600723 03CTZ1B 02CTZ1A1 02CTZ1A2	GM CHEV 14+ 24/24SRV SHUTTLE RIDE 2-WAY GM MULTI POINT INSP SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — S E R V I C E — STATE REG# AM197361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
3GCUKREC8FG [redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/P	DELIVERY DATE	[redacted]	SELLING DEALER NO.	[redacted]

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

[redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT NO. CNA CONTRACT NO. 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 10 RO NO. 11/28/15

TRIM SUMMIT WHT/JET BL TRANS [redacted] ADVISOR NO. 05/01/20 ADVISOR 100,000

TRANS CTZZ 25,101 10457 MICHAEL RODRIGUEZ

CALL WHEN READY ☐ Yes ☐ No — 09:33am 11/28/15 02:00pm 3

APPOINTMENT ☐ Yes ☒ No — 0836 KPPC

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 118.00

X _____

COMMENTS :
++SHUTTLE++IV LOF/ROTATE

1 I* 00CTZ2 LAKE LIFETIME SERVIC
LAKE CHEVERLET LIFETIME SERVICE
REPLACE ENGINE OIL&FILTER WITH CORRECT QUANTITY & GRADE OIL
ROTATE TIRES PLEASE INSPECT F/R BRAKE.
PERFORM MULTI POINT INSPECTION
RESET ENGINE OIL LIFE MONITOR
FOLLOW FACTORY RECOMMENDED SERVICE INTERVAL OLM 20% OR LESS

2 W 66CTZ1 RECALL
15304
4WD ALWAYS ENGAGED IN COLD TEMP. EXPIRES W/BASE WARRANTY
WOC 14870 Prog. FDOCE Setup

3 W 51CTZ 15A & BODY ELECT
CUSTOMER STATES WHEN HEATER IS ON THEN SWITCHED TO A/C IT STAYS HOT. PLEASE ADVISE.

[redacted]

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	OC SIG	ENDING MILEAGE
		25101
CALLED BY	DATE	TIME

STATE REG # ARD197361
EPA # [redacted]

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE

CHEVROLET

LAKE

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/03/15	[redacted]	6829	10413	10403 999 10403 10403	W W I I	00CTZ0600723 03CTZ1B 02CTZ1A1 02CTZ1A2	GM CHEV 14+ 24/24SRV SHUTTLE RIDE 2-WAY GM MULTI POINT INSP SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — S E R V I C E — STATE REG# AM197361

VEHICLE I.D. NO. [redacted] YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/P... PRODUCTION DATE STOCK NO. [redacted] LICENSE NO. R. O. NO. [redacted]

-3GCUKREC8FG [redacted]

DELIVERY DATE SELLING DEALER NO.

CUSTOMER NO. SERVICE CONTRACT

COLO [redacted] CNA CONTRACT NO. 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 10 TAGNO. 11/28/15

SUMMIT WHT/1FT BL [redacted] 05/01/20 100,000

TURBO NAVIG AIR COND P.S. TRANS ADVISOR NO. ADVISOR [redacted]

CTZZ- 25 101 10457 MICHAEL RODRIGUEZ

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

CALL WHEN READY
☐ Yes
☐ No

APPOINTMENT
☐ Yes
☒ No

09:33am 11/28/15 02:00pm 3

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

4 I* 02CTZ1A1 GM MULTI POINT INSP
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

5 I* 02CTZ1A2 SET AIR PRESSURES
SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

[redacted]

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY

The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insureds" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	QC SIG	ENDING MILEAGE
CALLED BY	DATE	TIME

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE[redacted]

TECH COPY

ASE-089451 American Solutions For Business • (858) 414-6845 Rev. (6/12)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE [redacted]

CHEVROLET

P O Box 4000 [redacted]
31201 Auto Center Dr
Lake Elsinore, CA. 9253
(951) 674-3116

[redacted]

PA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR KESEAN ZACHERY 10413		TAG NO. [redacted]	INVOICE DATE 07/03/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 6,829	COLOR SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK			DELIVERY DATE 05/01/15	DELIVERY MILES 89
	VEHICLE I.D. NO. 3 G C U K R E C 8 F G [redacted]			SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/03/15	
	COMMENTS				MO: 6829

SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
SET AIR PRESSURE
SET AIR PRESSURE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
++WAITER++ IV DUE BILL ALARM

TOTALS----------

****
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* ....."COMPLETELY SATISFIED"!..... *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
********** THANK YOU **********

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**

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INCLUDE A LIFETIME PARTS GUARANTEE. APPLIES FOR CUSTOMER-PAY REPAIRS.
SEE YOUR SERVICE ADVISOR FOR DETAILS
[redacted]

[redacted]

PAID IN FULL

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 01:13pm

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

[redacted]

CHEVROLET

[redacted]

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KESEAN ZACHERY 10413	[redacted]	07/03/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 6,829		COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R. O. DATE: 07/03/15	
	COMMENTS			MO: 6829

JOB# 1 CHARGES

LABOR

J# 1 00CTZ0600723 GM CHEV 14+ 24/24SRV TECH(S):10403 WARRANTY

PERFORM 24/24 GM SERVICE
DEXOS OIL & FILTER CHANGE
4 TIRE ROTATION
MULTI POINT INSPECTION
TOP OF DIESEL EXHAUST FLUID IF APPLICABLE
ENTITLED TO MAX 4 EVENTS IN 2 YEARS OR 24 MONTHS
WHICHEVER OCCURS FIRST.....OP CODE 0600673
PER MAINTENANCE SCHEDULE
DRAINED OIL, REPLACED OIL FILTER, ADDED 9 QTS OF 0W20,
ROTATED TIRES, RELEARNED TIRES, MPI, PSI @ 38

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19330000	FILTER 1.836 Y		WARRANTY
	9		19259487	OIL 8.800 N		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 03CTZ1B SHUTTLE RIDE 2-WAY TECH(S):999 WARRANTY

SHUTTLE TWO WAY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02CTZ1A1 GM MULTI POINT INSP TECH(S):10403 INTERNAL

PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
MPI
MPI

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CTZ1A2 SET AIR PRESSURES TECH(S):10403 INTERNAL

Reynolds and Reynolds ERAINTINVE SF625844 Q (01/06)
American Solutions for Business • Call to reorder (858) 414-6845 Form# ASB-LCS-INV ID874063

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 609 STEVEN K HAGEN — SERVICE — STATE REG# AM197361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
3GCUKREC8EG [redacted]	15/CHEVROLET TRUCK/SILVERADO 1500/P	DELIVERY DATE	[redacted]	SELLING DEALER NO.	[redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT NO. CNA CONTRACT PURCHASE DATE 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 10 TAG NO. 07/03/15

SUMMIT WHT/JET BL [redacted] 05/01/20 100,000 [redacted]

TRIM CTZZ ENGINE 6,829 ADVISOR NO. 10371 ADVISOR DAWN STEELHORN

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

CAR WHEN READY
☐ Yes
☐ No

APPOINTMENT
☐ Yes
☒ No

11:26am 07/30/15 01:30pm 2

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

COMMENTS :
++WAITER++ IV DUE BILL ALARM

1 W 00CTZ0600723 *GM CHEV 14+ 24/24SRV*
PERFORM 24/24 GM SERVICE
DEXOS OIL & FILTER CHANGE
4 TIRE ROTATION
MULTI POINT INSPECTION
TOP OF DIESEL EXHAUST FLUID IF APPLICABLE
ENTITLED TO MAX 4 EVENTS IN 2 YEARS OR 24 MONTHS
WHICHEVER OCCURS FIRST.....OP CODE 0600673

2 W 03CTZ1B *SHUTTLE RIDE 2-WAY*
SHUTTLE TWO WAY

3 I 02CTZ1A1 *GM MULTI POINT INSP*
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

[redacted]

NON A 07 10/03

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.
SIGNATURE/OR INITIAL X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	QC SIG	ENDING MILEAGE
		6829
CALLED BY	DATE	TIME

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE[redacted]

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 609 STEVEN K HAGEN — S E R V I C E — STATE REG# AM197361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
3GCUKREC8FG	5/CHEVROLET TRUCK/SILVERADO 1500/P	DELIVERY DATE		SELLING DEALER NO.	
CUSTOMER NO.	SERVICE CONTRACT	05/01/15	89	10	07/03/15
COLOR CNA	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
SUMMIT WHT/JET BL		05/01/20	100,000		
TRIM/MFG. NO.	AIR COND.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
CTZZ			6,829	10374	DAWN STELLHORN

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

CALL WHEN READY
☐ Yes
☐ No

APPOINTMENT
☐ Yes
☒ No

11:26am 07/30/15 01:30pm 2

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

4 I 02CTZ1A2 **SET AIR PRESSURES**

SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY

The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ _____
DATE (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	**QC SIG**	**ENDING MILEAGE**
CALLED BY	**DATE**	**TIME**

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER

LAKE [redacted] CHEVROLET

Certified Service

GENUINE GM Parts

We service most GM Vehicles
31201 Auto Center Drive Lake Elsinore, CA 92530
Mailing Address: P.O. Box 4000 Lake Elsinore, CA 92537-4000
www.lakechevrolet.com
(951) 674-3116 • Fax (951) 674-4793
SERVICE DIRECT: (951) 253-2100

ARD #197361 CAL 000033027 SMOG RM 197361

Customer Concerns Customer Name: [redacted]

1 LOF / ROTATE W/O OIL LIFE

2

3

4

5

HAVE YOU BEEN IN FOR ANY OF THESE CONCERNS BEFORE? YES ☐ NO ☐

SAVE REMOVED PARTS FOR CUSTOMER? YES ☐ NO ☐

271

VEHICLE NO. [redacted]		YEAR/MAKE/MODEL SILVERADO LT	HAZARDOUS WASTE FEES WILL APPLY
CUSTOMER ADDRESS		COLOR WHITE	MILEAGE 6829
RESIDENCE PHONE	BUSINESS PHONE	R.O. NO.	R.O. DATE
CEL [redacted]	E-MAIL	ADVISOR / HAT NO.	DUE OUT

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not t[redacted] authorize the services recommended.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSE SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. LAKE CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM.
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant your employees permission to [redacted] where for the purpose of testing and/or inspection. Subject to conditions on reverse

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ESTIMATE COST $ 0

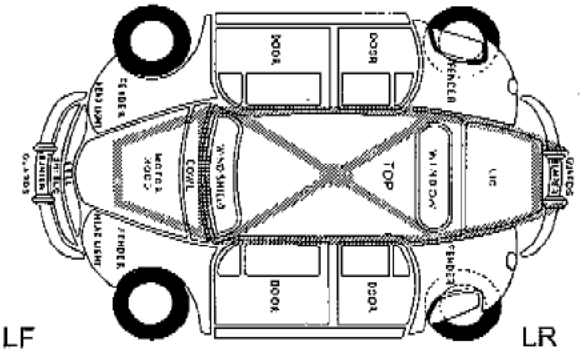
MECHANICAL INSTRUCTIONS

- ☐ LUBE, OIL & FILTER
- ☐ TRANS FLUID EXCHANGE
- ☐ REPLACE FUEL FILTER
- ☐ O.K. CHARGING SYSTEM
- ☐ DIFFERENTIAL SERVICE
- ☐ A/C SERVICE
- ☐ COOLING SYSTEM FLUID EXCHANGE
- ☐ BRAKE INSPECTION
- ☐ ROTATE TIRES
- ☐ ROTATE & BALANCE
- ☐ CHECK & ALIGN FRONT END
- ☐ POWER STEERING FLUID EXCHANGE
- ☐ INDUCTION SERVICE
- ☐ 6K SERVICE
- ☐ 12K SERVICE
- ☐ 15K SERVICE
- ☐ 30K SERVICE

FOR YOUR CONVENIENCE OUR HOURS FOR SERVICE AND PARTS ARE:
Monday - Friday 7:00 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 4:00 p.m.

TERMS:
Cash or the following credit cards are accepted: Visa, Mastercard, Discover, American Express or checks with approved bank guarantee card.
VEHICLES CANNOT BE RELEASED AFTER SERVICE HOURS.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

RF RR



LF LR

REPAIR ORDER

PE18-012

GM

3-27-2019

Q3

LAKE Chevrolet

LAKE CHEVROLET
31201 AUTO CENTER
LAKE ELSINORE, CA.
92530-4000

Direct line: *951-253-2100*

Send to:

Dalila Lopez

From:

Isabel

Date:

1/9/17

FAX# to:

(586) 920-0745

FAX#

951-674-4793

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

[redacted] CHEVROLET

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA 92531-4000
(951) 674-3116

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DEAN PAGE 10479	TAG NO. [redacted]	INVOICE DATE 01/06/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 69,975	COLOR SUMMIT WHT/
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 05/01/15	DELIVERY MILES 89
	VEHICLE I.D. NO. 3GCUKREC8FG2 [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.P. NO.	P.O. NO.	R.O. DATE 01/02/17	REPRINT# 1
	COMMENTS			MO: 69995

TOTALS

****
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* ....."COMPLETELY SATISFIED"!..... *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
********** THANK YOU **********

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INCLUDE A LIFETIME PARTS GUARANTEE. APPLIES FOR CUSTOMER-PAY REPAIRS. SEE YOUR SERVICE ADVISOR FOR DETAILS

********** CERTIFIED SERVICE **********

[redacted]

CUSTOMER SIGNATURE

TOTAL LABOR....	336.30
TOTAL PARTS....	159.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	12.35
TOTAL INVOICE $	**508.03**

SERVICE FILE COPY

[END OF INVOICE] 09:05am

American Solutions for Business • Call to reorder (888) 414-5845 Form ASU-LCS-INV - 1887563

Reynolds and Reynolds ERA-IVNVE

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DEAN PAGE 10479	[redacted]	01/06/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 69,975		COLOR: SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 05/01/15	DELIVERY MILES: 89
	VEHICLE I.D. NO.: 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	F.T.E. NO. / P.O. NO.		R.O. DATE: 01/02/17	REPRINT# 1
	COMMENTS			MO: 69995

SET AIR PRESSURE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 66CTZ77 CAMPAIGN TECH(S):10325 WARRANTY
16007
Product Safety Recall
Frontal Airbag And Pretensioner Non Deploy
UPDATED SDM SOFTWARE .3HR

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 66CTZ1 RECALL TECH(S):10325 WARRANTY
15822
Product Safety Recall
SEATBELT LAP ANCHOR TENSIONER CABLE
INSTALLED LAP ANCHOR BRACKET AND MODIFIED COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	84160781	BRACKET 16.714 N		
				TOTAL - PARTS	0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $550.00 (+TAX)

COMMENTS----------

++SHUTTLE++IV CHECK BRAKE SYSTEM
SHUTTLE SERVICE
customer has a cpo warranty
polic[redacted]uth#6823883/0deductible approved repairs $487.32
fax # for repairs 800-447-1420

AutoMate Solutions for Business — Call to reorder (858) 414-6845 Form ASR-LCS-INV - id(74963
Reynolds and Reynolds ERAINTINVE SF828844.0 (01/06)

SERVICE RECEPTION HOURS:
MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

LAKE

P O Box 4000
31201 Auto Center Drive
Lake Elsinore, CA. 92531-4000
(951) 674-3116

CHEVROLET

EPA #CAR000169680

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DEAN PAGE 10479	TAG NO. [redacted]	INVOICE DATE 01/06/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 69,975	COLOR SUMMIT WHT/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 05/01/15	DELIVERY MILES 89	
	VEHICLE I.D. NO. 3 G C U K R E C 8 F G [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 01/02/17	REPRINT# 1	
	COMMENTS			MO: 69995	

JOB# 1 CHARGES

LABOR

J# 1 52CTZ BRAKE & FRONT END TECH(S):10325 336.30

CUSTOMER STATES WHEN GOING DOWN A HILL OR TURNING SHARP THE
BRAKE PEDAL GOES DOWN TO THE FLOOR, THEN MAKES A HYDRAULIC
SOUND AND WHEN PRESSED ON THE GAS THE BRAKE PEDAL RELEASES
AND OPERATES AS NORMAL. PLEASE ADVISE
FOUND MASTER CYLINDER WITH SMALL LEAK INTO BOOSTER
REPLACED MASTER CYLINDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	20925765	CYLINDER 4.650 Y	139.90	139.90
	2	19353126	FLUID 8.800 N	9.74	19.48
			TOTAL - PARTS		159.38

JOB# 1 TOTALS

LABOR	336.30
PARTS	159.38
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	495.68

JOB# 2 CHARGES

LABOR

J# 2 02CTZ TIER 2 SERVICES TECH(S):10325 0.00

QUOTE ON TOW MIRORS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02CTZ1A1 GM MULTI POINT INSP TECH(S):10325 INTERNAL

PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
MPI
MPI

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CTZ1A2 SET AIR PRESSURES TECH(S):10325 INTERNAL

SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
SET AIR PRESSURE

[CONTINUED ON NEXT PAGE]

09:05am

American Solutions for Business - Call to reorder (888) 414-6848 Form# ASB-LCS-INV - (02/2003)

Reynolds and Reynolds ERAINTINVE SF626844 Q (01/06)

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

[redacted] CHEVROLET

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00	02CTZE1	2PT INDUCTION SERV	MI	124.95
02CTZE2	3PT INJECTOR SERV	MI	219.95	02CTZE3	DIESEL INDUCT SERV	MI	161.95
02CTZE4	TRANS FLUID EXCH	MI	0.00	02CTZD4	CABIN AIR FILTER	MI	0.00
02CTZE41	ALLISON ATF FILTER	MI	82.00	02CTZF2	SYS DIFF SERV 3QT	MI	169.95
02CTZF4	DIESEL FUEL FILTER	MI	0.00	02CTZE5	BRAKE FLUID EXCHG	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/16	[redacted]	60334	10479	910	C	52CTZ	BRAKE & FRONT END
				910	C	50CTZ	DRIVEABILITY
				910	C	51CTZ	15A & BODY ELECT
				910	C	05CTZSPM4	30K DEXOS 4WD 6QT
				910	I	02CTZ1A1	GM MULTI POINT INSP
				910	I	02CTZ1A2	SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — SERVICE — STATE REG# AM197361

VEHICLE I.D. NO. [redacted] | YEAR/MAKE/MODEL [redacted] | OBJECT/DMS TRUCK/SILVERADO 1500/P | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO.

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

COLOR [redacted] CNA | DELIVERY DATE 05/01/15 | DEALER [redacted] | SELLING DEALER NO. [redacted]

TRIM SUMMIT WHT/JET BL | CONTRACT DATE | EXPIRATION DATE 05/01/20 | EXPIRATION MILES 100,000 | 01/02/17

TRANS [redacted] CTZ2 | ADVISOR 69,975 10479 DEAN PAGE | [redacted]

CALL WHEN READY ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No 12:23pm 01/02/17 06:00pm 3

I hereby authorize the repair work hereinafter set forth to be done along with the necessary incidental and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS :
++SHUTTLE++IV CHECK BRAKE SYSTEM

1 C* 52CTZ **BRAKE & FRONT END** 3.1
CUSTOMER STATES WHEN GOING DOWN A HILL OR TURNING SHARP THE BRAKE PEDAL GOES DOWN TO THE FLOOR. THEN MAKES A HYDRAULIC SOUND AND WHEN PRESSED ON THE GAS THE BRAKE PEDAL RELEASES AND OPERATES AS NORMAL. PLEASE ADVISE
brake case # [redacted] 69,998

2 C* 02CTZ **TIER 2 SERVICES** NO Codes
QUOTE ON TOW MIRORS for low pedal

3 I* 02CTZ1A1 **GM MULTI POINT INSP**
PERFORM GM MULTI POINT INSPECTION
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH
CNA - Con# 23943425
Fax# 800-447-1420

mike [redacted]

parts 139.90
Labor 336.30
Tax 11.19
Dealer 0
TOTAL $487.32

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATES	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.
SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	**QC SIG**	**ENDING MILEAGE**
		69 995
CALLED BY	**DATE**	**TIME**

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A THIRD PARTY DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER [redacted]

0008/0008
SERV-
01/10/2017 7:40 AM FAX 9516744793

MECH. #

MECH. #

MECH. #

MECH. #

MECH. #

PARTS TURNED IN

Factory tire 30 in Tall

Installed 32 in Tall

TECH COMMENTS

Road Test

69975 → 69991 16mi NPI

LAKE CHEVROLET

31201 AUTO CENTER DRIVE
P.O. BOX 4000
LAKE ELSINORE, CA 92531-4000
PHONE (951) 674-3116

CHEVROLET [redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CTZTP	CHECK TIRE PRESSURE	MI	0.00	02CTZE1	2PT INDUCTION SERV	MI	124.95
02CTZE2	3PT INJECTOR SERV	MI	219.95	02CTZE3	DIESEL INDUCT SERV	MI	161.95
02CTZE4	TRANS FLUID EXCH	MI	0.00	02CTZD4	CABIN AIR FILTER	MI	0.00
02CTZE41	ALLISON ATF FILTER	MI	82.00	02CTZF2	SYS DIFF SERV 3QT	MI	169.95
02CTZE4	DIESEL FUEL FILTER	MI	0.00	02CTZE5	BRAKE FLUID EXCHG	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/16	[redacted]	60334	10479	910	C	52CTZ	BRAKE & FRONT END
				910	C	50CTZ	DRIVEABILITY
				910	C	51CTZ	15A & BODY ELECT
				910	C	05CTZSPM4	30K DEXOS 4WD 6QT
				910	I	02CTZ1A1	GM MULTI POINT INSP
				910	I	02CTZ1A2	SET AIR PRESSURES

SALESPERSON NO. 609 STEVEN K HAGEN — SERVICE — STATE REG# AM197361

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
3GCUKREC8EG[redacted]	[redacted]/CHEVROLET/SILVERADO 1500/P	DELIVERY DATE	[redacted]	SELLING DEALER NO.	[redacted]

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ Save
ALL PARTS ARE NEW UNLESS SPECIFIED

CALL WHEN READY ☐ Yes ☐ No
APPOINTMENT ☐ Yes ☒ No

[redacted] CNA CONTRACT 05/01/15 EXPIRATION DATE 89 EXPIRATION MILES 02/02/17
SUMMIT WHT/JET BL TRANS [redacted] 05/01/20 100,000
CTZZ 69.975 10479 DEAN PAGE

12:23pm 01/02/17 06:00pm 3

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X _____

JOB

4 I* 02CTZ1A2 **SET AIR PRESSURES**
SET AIR PRESSURE
CHECK FOR OPEN RECALLS
CHECK EXTERIOIR LIGHTING
CHECK WIPERS
EXTERIOR CAR WASH

5 W 68CTZJJ **CAMPAIGN**
16007
Product Safety Recall
Frontal Airbag And Pretensioner Non Deploy
Code: 53050
.3

6 W 68CTZ1 **RECALL**
15822
Product Safety Recall
SEATBELT LAP ANCHOR TENSIONER CABLE
.7

[redacted]

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

I acknowledge notice and oral approval of an increase in the original estimate price.
SIGNATURE/OR INITIAL X _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said LAKE CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ DATE _____ (INSURED)
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

QTS. OIL	QTS. ATF	PTS - GEAR OIL
SA SIG	QC SIG	ENDING MILEAGE
CALLED BY	DATE	TIME

STATE REG # ARD197361
EPA #

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTE[redacted]

LAKE [redacted] CHEVROLET

Certified Service

Drop OFF

We service most GM Vehicles
31201 Auto Center Drive Lake Elsinore, CA 92530
Mailing Address: P.O. Box 4000 Lake Elsinore, CA 92537-4000
www.lakechevrolet.com
(951) 674-3116 • Fax (951) 674-4793
SERVICE DIRECT: (951) 253-2100

GENUINE GM Parts

ARD #197361 CAL 000033[redacted]

Customer Concerns **Customer Name:** [redacted]

1
2 When going Down hill or turn Sharp Pedal
3 goes down has a hydrolic sound / then accelerate
4 Brakes come back master cyl. Looses Pressure
5 Price on TOW mirrors

HAVE YOU BEEN IN FOR ANY OF THESE CONCERNS BEFORE? YES ☐ NO ☐

SAVE REMOVED PARTS FOR CUSTOMER? YES ☐ NO ☐

VEHICLE NO. 3G[redacted]		YEAR/MAKE/MODEL 2015 1500	HAZARDOUS WASTE FEES WILL APPLY
CUSTOMER ADDRESS		COLOR	MILEAGE 69975
RESIDENCE PHONE	BUSINESS PHONE	R.O. NO.	R.O. DATE
[redacted]	E-MAIL	ADVISOR 1079	TAT NO. DUE OUT

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

UNDER CALIFORNIA LAW, YOU MAY CHOOSE ANOTHER LICENSE SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. LAKE CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM.
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE.
X _____ TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ESTIMATE COST $ 0

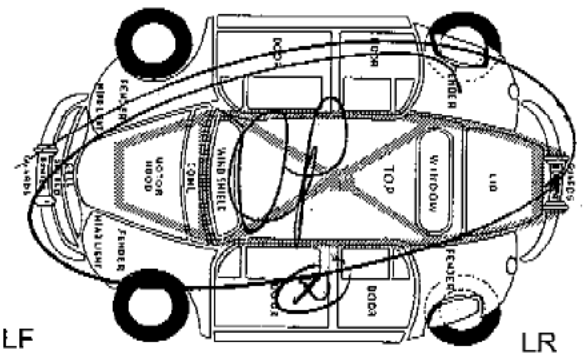
MECHANICAL INSTRUCTIONS

- ☐ LUBE, OIL & FILTER
- ☐ TRANS FLUID EXCHANGE
- ☐ REPLACE FUEL FILTER
- ☐ O.K. CHARGING SYSTEM
- ☐ DIFFERENTIAL SERVICE
- ☐ A/C SERVICE
- ☐ COOLING SYSTEM FLUID EXCHANGE
- ☐ BRAKE INSPECTION
- ☐ ROTATE TIRES
- ☐ ROTATE & BALANCE
- ☐ CHECK & ALIGN FRONT END
- ☐ POWER STEERING FLUID EXCHANGE
- ☐ INDUCTION SERVICE
- ☐ 6K SERVICE
- ☐ 12K SERVICE
- ☑ 15K SERVICE
- ☐ 30K SERVICE

FOR YOUR CONVENIENCE OUR HOURS FOR SERVICE AND PARTS ARE:
Monday - Friday 7:00 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 4:00 p.m.

TERMS:
Cash or the following credit cards are accepted: Visa, Mastercard, Discover, American Express or checks with approved bank guarantee card.
VEHICLES CANNOT BE RELEASED AFTER SERVICE HOURS.
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

RF RR



LF LR

REPAIR ORDER

PE18-012

GM

3-27-2019

Q3

LAKE Chevrolet

LAKE CHEVROLET
31201 AUTO CENTER
LAKE ELSINORE, CA.
92530-4000

Direct line: *951-253-2100*

Send to:

Dalila Lopez

From:

Isabel

Date:

1/6/17

FAX# to:

(580) 920-0745

FAX#

951-674-4793

(WITH ARBITRATION PROVISION)

Dealer Number 34033 Contract Number _____ R.O.S. Number _____ Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	LAKE CHEVROLET 31201 AUTO CENTER DR BOX 4000 LAKE ELSINORE CA 92531-4000 RIVERSIDE

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	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TRU SILVERADO 150	89	3GCUKREC8FG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL 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 $ 8500.00
4.94 %	$ 6655.81 (e)	$ 41659.07	$ 48314.88 (e)	$ 50814.88 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	671.04	Monthly beginning 06/14/2015
N/A	N/A	N/A
One final payment	671.04	DUE ON 05/14/2021

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
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, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price		$ 42932.70 (A)
A. Cash Price of Motor Vehicle and Accessories		
1. Cash Price Vehicle	$ 42932.70	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable) Describe N/A	$ N/A	
Describe N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) LAKE CHEVROLET		$ 595.00 (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)
I. EV Charging Station (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 3488.62 (J)
K. Electronic Vehicle Registration or Transfer Charge		25.00 (K)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A Limits	N/A Mos.	$ N/A
Property Damage $ N/A Limits	N/A Mos.	$ N/A
Medical N/A	N/A Mos.	$ N/A
N/A	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

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.

Buyer X _____
Co-Buyer X N/A
Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A
Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability 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. 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 disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (G)
G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (I)
I. EV Charging Station (to whom paid) N/A $ 3488.62 (J)
J. Sales Tax (on taxable items in A through I)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) DMV $ 25.00 (K)
L. (Optional) Service Contract (to whom paid) CNA WARRANTY $ 1895.00 (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) GAP 1 $ 895.00 (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $ 49611.32 (1)

2. **Amounts Paid to Public Officials**
A. Vehicle License Fees ESTIMATED $ 283.00 (A)
B. Registrat[redacted] 00 (B)
C. California[redacted] 75 (C)
D. Other N[redacted] A (D)
Total Offici[redacted] 547.75 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)
5. **Subtotal** (1 through 4) $ 50359.07 (5)
6. **Total Downpayment**
A. Agreed Trade-In Value Yr 2006 Make NISSAN $ 4500.00 (A)
Model 111AN Odom 180488
VIN 1N6AA07A26N[redacted]
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ 4500.00 (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 4000.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ N/A (G)
Total Downpayment (C through G) $ 8500.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)
7. **Amount Financed** (5 less 6) $ 41659.07 (7)

sign and agree to pay the extra cost. 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 disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date ____ X ____ Buyer Signature ____ Age ____
Date N/A X N/A Co-Buyer Signature N/A Age

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 1R 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 72 Mos. GAP 1 Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X ____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.
1L Company CNA WARRANTY
Term 60 Mos. or 100000 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X ____

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:**
N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
Buyer Signs X ____
Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X ____ Buyer
X N/A Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X _____ Co-Buyer Signs X N/A

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ Co-Buyer Signature X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X N/A

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.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 05/01/15 Co-Buyer Signature X N/A Date N/A

Co-Buyers and Other Owners — 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 debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs LAKE CHEVROLET Date 05/01/15 By X _____ Title _____

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.rysource.com, 1-800-344-0996; fax 1-800-521-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

[redacted]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

MAN - FROM YOUR INSURANCE COMPANY MUST BE PROVIDED
NT OF RENEWAL FEES. EVIDENCE OF LIABILITY
EGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES,
E A PNO ON THE VEHICLE.

YOUR FULL NAME, PRESENT ADDRESS, AND THE
IFICATION NUMBERS.

MAIN REGISTERED OWNER INFORMATION **********

[redacted]

[redacted]

REGISTRATION CARD VALID FROM: 05/01/2015 TO: 05/31/2016

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	LY	31P	31	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/GVW	VEHICLE ID NUMBER
PK	C	WS	2	E	05309	3GCUKREC8FG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/AIR'D	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	05/14/15	33	05/14/15	4	W3230824

AMOUNT PAID
$ 539.00

[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 539.00	CASH :	
	CHCK :	539.00
	CRDT :	

LIENHOLDER
ALLY FNCL
PO BX 8128

COCKEYSVILLE
MD 21030

A00 VD1 G1 0053900 0011 CS A00 051415 31 92586P1 008

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For *Car Buyer's Bill of Rights*, visit *www.dmv.ca.gov.*

ACQUISITION NUMBER (*DISMANTLER ONLY*)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCUKREC8FG[redacted]	2015 SILVERAD	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We LAKE CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 05 (MO) 01 (DAY) 2015 (YEAR) for the amount of $VALUE REC'D (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ _____ (GIFT VALUE)

ODOMETER

SECTION 3 — ODOMETER DISCLOSURE STATEMENT (*Void if Mileage Is Altered or Erased*)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [ ][ ][ ], [ ][8][9] 10 ths (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER (*MUST hand print his or her name, date and sign this section.*)

BUYER

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X [redacted]	05/01/15	B 6 6 9 6 7 8 5
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #

BUYER'S MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
[redacted]				

SELLER

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
LAKE CHEVROLET [redacted]		05/01/15	B 4 0 3 3
PRINT SELLER'S NAME [redacted]	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #

SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
31201 AUTO CENTER DR BOX 4000	LAKE ELSINORE	CA	92531-4000	(951)674-3116

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/We [redacted] (PRINT NAME(S)) appoint LAKE CHEVROLET (PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

SIGNATURE	DATE
X [redacted]	05/01/2015
X	DATE

REG 262 (REV. 10/2011)

PE18-012

GM

3-27-2019

Q3

Dalila Lopez (C)

From: Rod Gasperik
Sent: Tuesday, January 10, 2017 7:40 PM
To: Dalila Lopez (C)
Subject: RE: URGENT – CA CEC Early Response Approval; FG[redacted] Lake Chevrolet, [redacted]

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs.

Rod Gasperik
BRSM Western Region
661-618-1847

From: Dalila Lopez (C)
Sent: Tuesday, January 10, 2017 4:35 PM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Dave McWhorter (C) <david.mcwhorter@gm.com>
Subject: URGENT – CA CEC Early Response Approval; FG[redacted] Lake Chevrolet, [redacted]

Dear Rod,

This email is being sent to obtain denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

- **Involved Dealership:** Lake Chevrolet
- **Dealership Contact:** Frank Spicer SVM
- **VIN: 3GCUKREC8FG**[redacted]
- **Vehicle:** 2015 Chevrolet Silverado
- **Mileage: 68,000**

Summary of vehicle concern: 01/06/17-Customer states they have replaced the brakes 3 times with lake Chevrolet. They almost had an accident on new year's. Dealer replaced the master cylinder. Today they experienced brakes not working again and vehicle is there now at the dealership again. They are wanting assistances to have issue corrected. Brake goes to the floor and still no braking. Customer wants whole brake system replaced if not they will seek attorney

Facts supporting recommendation: 1 visit for HVAC with no repairs under bumper to bumper. 2 repairs for brakes and 1 electrical repair outside of bumper to bumper warranty. Warranty start date 05/01/15.

Vehicle Transaction History:

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/28/2015	328446	ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	25,101 MI
07/03/2015	320453	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	6,829 MI
01/27/2015	64775	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
01/17/2015	A53008	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Sincerely,
General Motors
CA Customer Engagement Center
Dalila Lopez
Ph. 1-866-790-5700 ext. 5921089
Fax: (586)920-0745

PE18-012

GM

3-27-2019

Q3

Ranette Jackson (C)

To: jbrooks@allstarautogroup.com
Cc: [redacted]cynthia.m.johnson@gm.com
Subject: [redacted],PAC Case

Importance: High

Hello Jeff/George,

I have spoken with Gary Pleasant regarding customer vehicle concern. Can you inform Gary the customer has decided to decline his allegation claim and would like the dealer to diagnose vehicle to repair the brake concern.

Since the customer has declined the allegation Claim, PAC (Product Assistance Claims) will not be participating in any repairs. The dealer can proceed to reach out to TAC or the field to diagnose vehicle and repair.

Customer[redacted]
SR#[redacted]
2014, GMC Sierra
VIN: 3GTU2VEC6EG[redacted]

Ranette Jackson
General Motors Business Resource Center
Product Assistance Claims
Telephone (866) 446-6963 Extension 5911664
Fax 866-592-1364
ranette.jackson@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3

Respondent Report - 1060042508 - CONFIDENTIAL

Demographics

Resp #: 1060042508
Age: [redacted]
Gender: Male
Re-contact: Yes

Survey

Survey Year: 2016
Survey Method: W
Survey Country: United States
Outgoing: E
Published: 0

New Vehicle

First New Veh: yes
Add/Rep:
Brand Replaced:`

L kely Recommend

Brand: 4
Model: 4

Mobile Phone

Carrier: Verizon Wireless
Brand: Apple
Model: Apple iPhone 7

Majority Drv Cond.

City,Highway,Rural

Vehicle Information

Vehicle

Vin: 1GNSKBKC9GR[redacted]
Model Year: 2016
Build Date: 9/2/2016
Sold Date: 11/2/2016
Miles/KM: 5000/8047
MPG/KPL/LP1000KM: 19/8.1/12.4
Model: Tahoe
Body: Wagon
Engine: 5.3
Trans: A
Plant: Arlington
Series: LT
Drive: 4X4
Doors: 5
GVW: 7001 - 8000

RPO Vehicle

Brakes
HVAC CJ4-AIR CONDITIONING, FRT & RR ELECTRONIC CONTROLS
Engine L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans MYC-AUTO 6 SPD, HMD, 6L80
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat
t

Troubles Indicated on the Survey

Checkbox Vehicle Pulls While Braking - Pulls forward/pulsing
PPH Brakes Pulls Noticeably
SMT Chassis
QRD 2A-Brake System

Q:When First Noticed - 1-2 months Q:How Often Problem Occurs - Always Q:Problem Occurs When Vehicle Is Stopped Q:Dash Indicator Warning Light On - Dont know Q:Dash Indicator Warning Light Flashing - Dont know Q:Weather Condition When Problem Occurred - Happens under all conditions Q:Passengers or Cargo When Problem Occurs - No passengers/No load Q:How Hard Brakes Applied - Occurs all the time Q:Taken Vehicle for Repair - No Q:Type of Roads When Problem Occurred - All road types Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Excessive or Uneven Tire Wear - Front left tire
PPH Tires-Excessive or Uneven Wear
SMT Chassis
QRD 2E-Tire & Wheels

Q:When First Noticed - 1-2 months Q:Road Surface When Noise Occurs - All road conditions Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Uneven Wear/Excessive Wear - Excessive Wear

Checkbox Excessive or Uneven Tire Wear - Front right tire
PPH Tires-Excessive or Uneven Wear
SMT Chassis
QRD 2E-Tire & Wheels

Q:When First Noticed - 1-2 months Q:Road Surface When Noise Occurs - All road conditions Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Uneven Wear/Excessive Wear - Excessive Wear

Checkbox	Excessive Brake Pressure Required - Too m uch effort required/hard	Q:When First Noticed - 1-2 months Q:Passengers or Cargo When Problem Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No
PPH	Brakes Don't Have Enough Stopping Power	
SMT	Chassis	
QRD	2A-Brake System	
Checkbox	Excessive Brake Pressure Required - Vibrate or shudder	Q:When First Noticed - 1-2 months Q:How Often Problem Occurs - Always Q:Weather Condition When Problem Occurred - Happens under all conditions Q:Passengers or Cargo When Problem Occurs - Load does not matter Q:How Hard Brakes Applied - Occurs all the time Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Where Feel V bration or Shudder - Through seat Q:Problem Occurs In City Q:Problem Occurs In Highway Q:Noise Is Heard At 46-55 mph/70-89 kph
PPH	Brakes Don't Have Enough Stopping Power	
SMT	Chassis	
QRD	2A-Brake System	
Checkbox	Heater - Does not maintain temperature	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No
PPH	Heater Doesn't Get Hot Enough-Fast Enough -At All	
SMT	Thermal	
QRD	3I-Interior Comfort	
Checkbox	Air Conditioner - Slow to cool	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No
PPH	AC Doesn't Get Cold Enough-Fast Enough-At all	
SMT	Thermal	
QRD	3R-Refrigerant/AC	
Checkbox	Air Conditioner - Excessive noise	Q:When First Noticed - 1-2 months Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Fan/Blower Excessive Noise	
SMT	Thermal	
QRD	3I-Interior Comfort	
Checkbox	Air Conditioner - Does not maintain temperat ure	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Long Running Before Problem - Between about 1-15 minutes Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	AC Doesn't Get Cold Enough-Fast Enough-At all	
SMT	Thermal	
QRD	3R-Refrigerant/AC	
Checkbox	Air Conditioner - Does not cool evenly throug hout	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Long Running Before Problem - Between about 1-15 minutes Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	AC Doesn't Get Cold Enough-Fast Enough-At all	
SMT	Thermal	
QRD	3R-Refrigerant/AC	
Checkbox	Register/Ventilation - Difficult to adjust	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	HVAC Vents-DTU/Poor Location	
SMT	Thermal	
QRD	3I-Interior Comfort	
Checkbox	Register/Ventilation - Poor location	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	HVAC Vents-DTU/Poor Location	
SMT	Thermal	
QRD	3I-Interior Comfort	
Checkbox	Blower/Fan - Excessive noise	Q:When First Noticed - 1-2 months Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Problem Occur In Climate Control System Auto Mode - No Q:Frequency of Occurance - Sometimes Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Problem Occurs On Auto Climate Control Setting Q:Occurs At Fan
PPH	Fan/Blower Excessive Noise	
SMT	Thermal	
QRD	3I-Interior Comfort	

	Speed High/Max Q:Occurs At Fan Speed Medium Q:Occurs At Fan Speed Low Q:Occurs At Fan Speed Auto Mode Q:Noise From Dashboard Vents Q:Noise From Defroster Vents Q:Noise From Floor vents Q:Noise From Behind The Dashboard Q:Noise From Under The Front Seats Q:Noise From Rear Seating Area Q:Fan Speed Level - Low speed
Checkbox Radio Fnctn and Recptn - Display screen image poor quality **PPH** Infotainment System-Poor Screen Quality **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Cell Phone Connection - DTU/understand **PPH** Hands-Free Communication DTU **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Cell Phone Connection - Pairing issues **PPH** Hands-Free Communication-Won't Connect/ Slow/Loses Connect **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Cell Phone Connection - Loses connection **PPH** Hands-Free Communication-Won't Connect/ Slow/Loses Connect **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Cell Phone Connection - In-vehicle sound quality **PPH** Cell Phone - Vehicle Sound Quality **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - DTU/understand **PPH** Navigation System- DTU **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - Inaccurate map information **PPH** Navigation System-Inaccurate **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - Poor routing information **PPH** Navigation System-Inaccurate **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - Slow system response/freezes **PPH** Navigation System-Broken/Not Working **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - Voice recognition/communication trouble **PPH** Hands-Free Communication-Doesn't Recognize Command **SMT** Electrical **QRD** 7G-Infotainment	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
Checkbox Navigation System - Poor location	

PPH	Navigation System- DTU	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	DVD Player/TV/Rear Seat Ent - Player - will not load/eject	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Rear Audio/Ent System-Controls DTU/Poor Location	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	DVD Player/TV/Rear Seat Ent - Player - skips	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Rear Seat DVD Player-Playback Problem	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	Display Touchscreen - DTU/understand	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Display Touchscreen-DTU/Understand	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	Display Touchscreen - Slow system response/freezes	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Display Touchscreen-Broken/NW/Slow	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	Audio/Entertainment System DTU	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Front Audio/Ent System-Controls DTU/Poor Location	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	Voice Recognition/Communication Trouble	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Hands-Free Communication-Doesn't Recognize Command	
SMT	Electrical	
QRD	7G-Infotainment	
Checkbox	Unusual Engine Noise/Vibrations - While accelerating	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:This Occurs All The Time - Speed Does Not Matter Q:Describe The Noise (Detail) - Rattle/Buzz
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	
Checkbox	Unusual Engine Noise/Vibrations - At steady speeds	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:This Occurs All The Time - Speed Does Not Matter Q:Describe The Noise (Detail) - Rattle/Buzz
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	
Checkbox	Poor Performance/Engine Power - From stop	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel Used - Gasoline
PPH	Poor Performance/Engine Power	
SMT	Propulsion Systems	
QRD	EQ-Engine Diagnostics	
Checkbox	Poor Performance/Engine Power - While passing	

PPH	Poor Performance/Engine Power	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel Used - Gasoline
SMT	Propulsion Systems	
QRD	EQ-Engine Diagnostics	
Checkbox	Engine Loses Power - When A/C is on	Q:When First Noticed - 1-2 months Q:Problem Occurs At All Temperatures Q:How Often Problem Occurs - Always Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel Used - Gasoline
PPH	Engine Loses Power-A/C ON	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	
Checkbox	Exc. Wind Noise - Exc. air v b. noise when su nroof is open	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Excessive Wind Noise	
SMT	Body	
QRD	5K-Side Closures	
Checkbox	Excessive Road Noise	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Excessive Road Noise	
SMT	Vehicle Performance	
QRD	I3-General Noise	
Checkbox	Liftgate/Trunk Lid Squeaks/Rattles - When op ening	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Trunk/Hatch/Tailgate-Squeak/Abnormal Nois es	
SMT	Body	
QRD	5F-Front and Rear Closures	
Checkbox	Liftgate/Trunk Lid Squeaks/Rattles - While dri ving	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Trunk/Hatch/Tailgate-Squeak/Abnormal Nois es	
SMT	Body	
QRD	5F-Front and Rear Closures	
Checkbox	Liftgate/Trunk Lid Squeaks/Rattles - When cl osing	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Trunk/Hatch/Tailgate-Squeak/Abnormal Nois es	
SMT	Body	
QRD	5F-Front and Rear Closures	
Checkbox	Seat Squeaks/Rattles - Driver's seat	Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future
PPH	Seat Squeak/Rattle, Abnormal Noise	
SMT	Interior	
QRD	4F-Seats	

Other Verbatims on the Survey

This respondent does not have any Other Verbatims.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	8

Attribute	1-10 Rating
Vehicle (Overall)	1
Vehicle quality (overall)	8
Level of technology and innovation	1
Value for the money	1
Cost of maintenance and repair	1
Condition of vehicle upon delivery	1
Overall feeling of safety while driving	1
Overall vis bility for driver	1
Security features	1
Vehicle feels solidly built	1
Overall rating of vehicle driving dynamics	1
Braking responsiveness and effort	1
Handling/stability on curves or winding roads	1
Vehicle ground clearance	1
Maneuverability in traffic and tight spaces	1
Rides smooth	1
Transmission smoothness when shifting	1
Overall sound of the engine	1
Overall power and acceleration	1
Overall rating of audio/entertainment system	1
Front seat roominess	1
Storage spaces for driver and passengers	1
Overall rating of trunk or rear cargo area	1
Rear seat roominess	1
Ease of getting into and out of the vehicle	1
Interior quietness	1
Overall rating of seats	1
Overall rating of heater, ventilation and A/C	1
Overall attractiveness of your vehicle interior	1
Quality of interior materials	1
Overall attractiveness of your vehicle exterior	1
Fuel economy	1
Driving range on full tank / full charge	1

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - Mon-Fri 8AM-5PM	Chevrolet Silverado 2014 1GCRCREC0EZ[redacted] Mileage Now: 44661 mi Warranty Start: 09/18/2014	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer Concern: Customer concern because his brakes went out and the dealership heard a hissing sound. The customer stated that this is a repeat concern. The customer stated that his brakes went out and he was not able to stop and had to change the gear to slow vehicle down. The vehicle was serviced and now it will cost 305.00 plus tax for the brake concern. Customer spoke with Joshua Earwin.

Customer Request: Customer is requesting cost assistance for the brakes.

Tier 2 Advised the Customer: SA advised the customer that I will contact the dealership

Lekeisha/WMI/T2

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Lekeisha Davis --> 1-866-790-5700 Ext # 5911114

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]

Vehicle

Cadillac Escalade 2016
1GYS4BKJ8GR[redacted]
Mileage Now: 18107 mi
Warranty Start: 10/10/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 7 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Kethry Sawyer --> 1-866-790-5700 Ext # 5915041

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.

Caller English

System [8:58:47 AM]:

Welcome to chat.

Scott [8:59:02 AM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Scott. Your safety is very important to us at GM, so please remember to not use any hand held device whenever you're driving. How can I assist you today?

[redacted] [9:01:40 AM]:

Gm. I purchased a new gmc sierra last year from a local dealer but im having issues with my brake system. Im out of warranty due to mileage and it appears to be something wrong with brake booster.

Scott [9:02:22 AM]:

Congratulations on you're new GMC Sierra purchase, [redacted]

[redacted] [9:02:23 AM]:

Its really hard to brake at very slow speeds

Scott [9:02:47 AM]:

I am sorry to hear you are experiencing this concern with the brakes, [redacted]

[redacted] [9:03:18 AM]:

Im not the only one. I have a friend who also purchased a new gmc withthe same isaue

[redacted] [9:04:17 AM]:

Do u have any knowledge of this happening on 15 16 models?

Scott [9:04:29 AM]:

I will be happy to assist. to better assist you can you provide the VIN?

[redacted] [9:04:59 AM]:

Dont have on me now

Scott [9:05:56 AM]:

It is ok, [redacted] Has the vehicle recently been to a GM Certified Dealership for this concern, [redacted]

[redacted] [9:08:02 AM]:

No honestly i cant afford repair costs which is why i wanted to know if there was a recall for this

Scott [9:08:31 AM]:

What year is the vehicle?

[redacted] [9:09:19 AM]:

16

Scott [9:13:38 AM]:

I apologize, [redacted] With out the VIN, we will not be able to look to see if there is any current recalls.

[redacted] [9:14:15 AM]:

I can provide in 5 min if u can wait

Scott [9:14:30 AM]:

Take your time, [redacted]

[redacted] 9:17:51 AM]:

Ok vin is 3GTP1UEC8FG[redacted]

Scott [9:18:24 AM]:

I appreciate you providing the VIN, [redacted]

[redacted] [9:19:12 AM]:

Yw

Scott [9:19:19 AM]:

I pulled the VIN up in our system, it shows you have a safety recall it is called, frontal airbag and pretensioner non deploy.

[redacted] [9:19:40 AM]:

I tried calling the dealer twice about the issue but they never responded

[redacted] [9:21:29 AM]:

What options do i have. I feel tge truck is way to new to be having tbis issue. Im afraid one of these days i wont b able to stop

Scott [9:21:29 AM]:

If you would like to provide me with your zip code I would be happy to locate the nearest dealership for you.

[redacted] [9:23:59 AM]:

[redacted]

Scott [9:25:20 AM]:

I appreciate you provide that information,[redacted]

Scott [9:26:08 AM]:

With the zip code you provided me with I found, SEWELL BUICK GMC 7474 LEMMON AVE DALLAS, TX 75209-3016 Sales Phone: (214) 350-8000 Service Phone: (214) 736-1429.

Scott [9:27:00 AM]:

This is the case number [redacted].

Scott [9:30:34 AM]:

Once the vehicle get diagnose at the dealership, and they determine the concern not to be covered under warranty. Chat back in reference the case number and we will look into other resources to assist.

Caller[redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted]

PREPAID MAINTENANCE REGISTRATION PAGE

PROTECTION PLAN

AGREEMENT NUMBER [redacted]

CUSTOMER INFORMATION

CUSTOMER'S NAME [redacted]				
CUSTOMER'S STREET ADDRESS [redacted]			CITY [redacted]	
STATE [redacted]	ZIP CODE [redacted]	CUSTOMER'S PHONE [redacted]	[redacted]	
YEAR 2015	MAKE Chevrolet	MODEL SILVERADO C1500 LT	VEHICLE IDENTIFICATION NUMBER 3GCPCREC5FG[redacted]	
ODOMETER READING 51974	AGREEMENT PURCHASE DATE 2/27/2017	VEHICLE IN-SERVICE DATE 7/27/2015	SALESPERSON NAME	
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive	
CITY Detroit	STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER

LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)

PROGRAM INFORMATION

AGREEMENT TERM: 18 MONTHS 15000 MILES

AGREEMENT COST: $ $302

YOUR AGREEMENT EXPIRES ON 9/28/2018
OR WHEN YOUR VEHICLE'S ODOMETER READS 66974
OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE SERVICES CHECKLIST HAVE BEEN REDEEMED
(WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE	SERVICES SCHEDULE
PPMPlus	Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 2/27/2017

The definition of "**We**, **Us** and **Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the perfomance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

Florida residents, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE [redacted]

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance **Agreement** and appear in **Bold Faced Type**:
Agreement – Means this Pre-Paid Vehicle Maintenance **Agreement** which **You** have purchased from **Us**.
You, Your – Means the customer identified on the **Registration Page**.
We, Us, Our – Means the party obligated to fulfill the services of this **Agreement,** as shown on the **Registration Page.**
Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.
Registration Page – Means Page 1 of this **Agreement** that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement** Term and the covered **Vehicle**.
Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this **Agreement**.
Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this **Agreement** and as shown on the **Registration Page**.
Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this **Agreement**. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This **Agreement** is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this **Agreement** are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this **Agreement**. The term of this **Agreement** runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this **Agreement** begins on the **Agreement** Purchase Date and Odometer Mileage at **Agreement** Purchase Date. Expiration is measured in time from the **Agreement** Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at **Agreement** Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.

b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
   - A copy of **Your Registration Page**;
   - A completed transfer form; with
   - Name and Address of new owner, date of sale to new owner, current mileage; and
   - $50.00 Transfer Fee ($40.00 Florida Only) made payable to the **Administrator**.

c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

CANCELLATION OF YOUR AGREEMENT

a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.

b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.

c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.

d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date coverage begins, less a fifty dollar ($50.00) administrative fee and less any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other that the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement,** and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed $75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

(1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
   - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
   - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
   - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
   - claims that may arise after the termination of this **Agreement**.

   Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Agreement**.

(2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

(3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than $75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Agreement**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Agreement**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for $10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds $10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than $75,000 in damages, payment of these fees will be governed by the AAA rules.

(4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:

- pay You the amount of the award or $10,000 ("the alternative payment"), whichever is greater; and
- pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").

If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.

(5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.

(6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be null and void.

(7) Notwithstanding any provision in this **Agreement** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Agreement**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #[redacted]
Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.
CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:
If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars ($25.00) or 10% of the **Agreement** cost charged will be charged.
If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.
Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitraton Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
Service Wheels and tires			
Service Wheels and tires			
Service Oil and Filter			
Service Oil and Filter			

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED / REPAIR ORDER NUMBER	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER

PE18-012

GM

3-27-2019

Q3

United States Postal Service®

CERTIFIED MAIL™

02/16/2017

US POSTAGE

$0

ZIP
041L

RECEIVED FEB 21

RETURN RECEIPT REQUESTED ELECTRONICALLY

Lemon Law Group Partners PLC
2775 Sunny Isles Boulevard Suite 150
North Miami Beach FL 33160

[redacted]

00000009 0.460

CM-wSig
00000009

CM-0623-7955.01

[redacted]

General Motors LLC
P.O. 33170
Detroit MI 48232

[redacted]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
2775 Sunny Isles Boulevard, Suite 150
North Miami Beach, Florida 33160

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

February 15, 2017

General Motors LLC
P.O. 33170
Detroit, MI 48232

Re: [redacted]
Vehicle: 2015 Chevrolet Suburban
VIN: 1GNSCJKC6FR[redacted]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [redacted] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client is reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs, you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
By: s/n Rachel Cichowic
Rachel Cichowic (0092307)
Attorney for Plaintiff

CC: LOU BACHRODT CHEVROLET, COCONUT CREEK, FL

[redacted]

Motor Vehicle Defect Notification

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

[v] **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

[x] **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) : Engine Malfunction

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final repair attempt to correct the continuing substantial defect(s) or condition(s)

Vehicle Make: Chevrolet **Model:** Suburban **Year:** 2015

VIN: 1GNSCJKC6FR[redacted] **Date of Delivery**: 10/10/2015

Name and City/State of selling dealer or leasing company (if applicable)

Lou Bachrodt Chevrolet, Coconut Creek, FL

Name and City/State of authorized service agent(s) attempting previous repairs:

Lou Bachrodt Chevrolet, Coconut Creek, FL

Consumer – [redacted]

Address – [redacted]

LEMON LAW GROUP PARTNERS PLC

By: s/n Rachel Cichowic

Attorney for Plaintiff

2775 Sunny Isles Blvd., Suite 150, N. Miami Beach, FL 33160

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 04/18/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 32,915		COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 04/17/17	
	COMMENTS			MO: 32927

LABOR & PARTS----------

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS: TECH(S):1538 WARRANTY

CUST STATES WHEN APPLYING BRAKES RELEASE THEN APPLY AGAIN
BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE

NOTE THIS IS AN FRA AND FSE ROAD TESTED VEHICLE AND WAS NOT
found all working to spec
ABLE TO DUPLICATE THE CUSTOMER CONCERN.FOR CUSTOMER
SATISFACTION WE ARE REPLACING THE BRAKE BOOSTER. OK JUAN P
ALEMAN 04/18/17 AT 11:41 AM.

POWER VACUUM BRAKE BOOSTER REPLACEMENT DONE FOR CUSTOMER'S
ENTHUSIASM AFTER TEST DRIVEN BY FIELD ENGINEER.
DOC ID: 3279075 LABOR CODE: 2441580

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23135220	BOOSTER 4.805 Y			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 51CVZ02 BODY ELECT CONCERN HOURS: TECH(S):1538 WARRANTY

CUST STATES DVD PLAYER INOP CHECK AND ADVISE
UNABLE TO DUPLICATE WORKING AT THIS TIME.FIELD ENGINEER TEST
DROVE SEVERAL MILES.ALL WORKING TO SPEC AT THIS TIME.
NO FURTHER ACTIONS SYSTEM WORKING AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 00CVZINSP. MULTI-POINT VEH.INSP HOURS: TECH(S):1538 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4+70CVWASH CAR WASH HOURS: 0.00 TECH(S):99 INTERNAL

Added Operation (AARONF @ 04/18/2017 16:01)
CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS			0.00
				JOB # 4 TOTAL LABOR & PARTS			0.00

Thank You

FADA SI BLUE (Rev. 7/06) ©2016 The Reynolds and Reynolds Company TO ORDER: www.reysource.com, 1-800-344-1986, fax 1-800-521-9865 FADA

The Reynolds and Reynolds Company ERAINTINVE SF689662 Q (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE: 04/18/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 32,915	COLOR: /
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 04/17/17	
	COMMENTS			

MO: 32927

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 4 16576 04/18/17 CARWASH

	INTERNAL
TOTAL - SUBLET	0.00

ESTIMATE----------

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

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 06/05/2017 / 35927 MI 77CVZM6 MAINTENANCE 6 *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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**

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
YOU OWN THIS VEHICLE. CUSTOMER PAY ONLY.

THANK YOU FOR YOUR BUSINESS!!

_____
CUSTOMER SIGNATURE

Thank You

FADA-31-BLUE (rev. 1/16) © 2016 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996, fax 1-800-531-9665

The Reynolds and Reynolds Company ERAINTINVE
SF589662 Q (01/17)

PE18-012

GM

3-27-2019

Q3

Bomnin Chevrolet
11701 SW 152nd Street
Miami Florida 33177
(305) 235-8200 # 347
Fax: (305) 256-3171

FAX

Pages: 11

To: Mrs. Monica Vara Legal Department
For GENERAL MOTORS

Fax: (586) 920-0689
Telephone: (866) 790-5600
Extension: #5921293

Date: May 1, 2017

Ref: [redacted]
2015 Suburban
1GNSC JKC6FR[redacted]

From: Marilyn
Records Custodian For
Bomnin Chevrolet

Fax: 305-256-3171

Attached hereto is Invoice #[redacted]
as you've requested.
If I can be of any further assistance,
please let me know.

Thank You, [redacted]

- [ ] Urgent
- [X] For Review
- [ ] Please Comment
- [x] Please Reply
- [ ] Please Recycle

FAX

To: **Marilyn**
Company: Grand Prize Chevrolet /Bomnin Chevrolet West Kendall
Fax: 305-256-3171
Phone:

From: **Monica**
Fax: 586-920-0689
Phone: 866-790-5700 Ext. 5921293
E-mail:

NOTES: #[redacted]

Hello Marilyn,

I just spoke with you regarding Mr. [redacted] legal case on a 2015 Chevrolet Suburban VIN: 1GNSCJKC6FR[redacted] I need a copy of the final repair attempt that was completed on April 18th. If you can send a copy as soon as possible I would greatly appreciate it.

Monica.

Date and time of transmission: 5/1/2017 2:23:44 PM
Number of pages including this cover sheet: 1

[redacted]

BOMNIN CHEVROLET
WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

Solmal

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 04/19/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,915
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		COLOR /
	VEHICLE I.D. NO. 1GNSCJKC6FR [redacted]		DELIVERY DATE
	P.T.E. NO.	P.O. NO.	DELIVERY MILES
	COMMENTS		R.O. DATE 04/17/17
			STOCK NO.
			SELLING DEALER NO.
			PRODUCTION DATE

MO: 32927

LABOR & PARTS

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS: 1.00 TECH(S): 1538 108.32

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1538	04/18/17	10.50	14.20	0.40	0.00	FINISHED
1538	04/19/17	0.00	0.00	0.00	1.00	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.40	1.00	

CUST STATES WHEN APPLYING BRAKES RELEASE THEN APPLY AGAIN
BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE

NOTE THIS IS AN FRA AND FSE ROAD TESTED VEHICLE AND WAS NOT found all working to spec
ABLE TO DUPLICATE THE CUSTOMER CONCERN.FOR CUSTOMER SATISFACTION WE ARE REPLACING THE BRAKE BOOSTER. OK JUAN P ALEMAN 04/18/17 AT 11:41 AM.

POWER VACUUM BRAKE BOOSTER REPLACEMENT DONE FOR CUSTOMER'S ENTHUSIASM AFTER TEST DRIVEN BY FIELD ENGINEER.
DOC ID: 3279075 LABOR CODE: 2441580
1.0

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		23135220	BOOSTER 4 805 Y	79.46	79.46	111.24	111.24

JOB # 1 COST TOTAL 79.46
JOB # 1 TOTAL PARTS 111.24
JOB # 1 TOTAL LABOR & PARTS 219.56

J# 2 51CVZ02 BODY ELECT CONCERN HOURS: TECH(S): 1538 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1538	04/18/17	10.50	14.20	1.00	0.00	FINISHED
1538	04/18/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		1.00	0.00	

CUST STATES DVD PLAYER INOP CHECK AND ADVISE
UNABLE TO DUPLICATE WORKING AT THIS TIME.FIELD ENGINEER TEST DROVE SEVERAL MILES.ALL WORKING TO SPEC AT THIS TIME,
NO FURTHER ACTIONS SYSTEM WORKING AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 219.56

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	219.56
CLAIM TOTALS	219.56

APR 19 2017

APPROVED BY SIGNATURE

Thank You

The Reynolds and Reynolds Company ERAINTINVS
SF699662 Q (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	04/19/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 32,915		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/17/17	
	COMMENTS			MO: 32927

DCS AUDIT SLIP

JOB CARD 710578

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297695
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/17/2017
ODOMETER	32915	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001329786457	0002

JOB COMPLETION DATE: 04/19/2017
TECHNICIAN GMIN: 988516802

LABOR OPERATION	BASE HOURS
2441580	1.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0131
COMPLAINT DESCRIPTION: CUST STATES WHEN APPLYING BRAKES RELEASE THEN APPLY AGAIN BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE

CAUSE CODE: 6051
CAUSE DESCRIPTION: ---------- NOTE THIS IS AN FR N FRA AND FSE ROAD TESTED VEHICLE AND WAS NOT found all working to spec AB c ABLE TO DUPLICATE THE CUSTOMER CONCERN.FOR CUSTOMER SATISFACTION WE ARE ARE REPLACING THE BRAKE BOOSTER. OK JUAN P ALEMAN 04/18/17 AT 11:41 AM. ..

CORRECTION DESCRIPTION: POWER VACUUM BRAKE BOOSTER REPLACEMENT DONE FOR CUS TOMER'S ENTHUSIASM AFTER TEST DRIVEN BY FIELD ENGINEER. DOC ID: 3279075 LA 5 LABOR CODE: 2441580 1.0

CAUSAL PART: 23135220

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23135220	1	79.46			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	31.78		
PARTS	79.46	0.00	111.24
LABOR	108.32	0.00	108.32
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	219.56	0.00	219.56

Thank You

The Reynolds and Reynolds Company (PAINTINVE SF689662 Q (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 04/19/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,915	COLOR / STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/17/17	
	COMMENTS			MO: [redacted]

LABOR & PARTS

J# 4+70CVWASH CAR WASH HOURS: 0.00 TECH(S):99 0.00

Added Operation (AARONF @ 04/18/2017 16:01)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99	04/18/17	17.90	17.90	0.00	0.00	FINISHED
99	04/18/17	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 4	16576		04/18/17 CARWASH	10.00
			TOTAL - SUBLET	10.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
	65D	10.00		
			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	10.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	**10.00**

APPROVED BY SIGNATURE

Thank You

PAGE 1 OF 1 FILE COPY-I [END OF INVOICE] 03:22pm

The Reynolds and Reynolds Company ERAINVINVE SF669662.Q (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 04/18/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,915	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.Y.E. NO.	P.O. NO.		R.O. DATE 04/17/17	
	COMMENTS				MO: 32927

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 4	16576		04/18/17 CARWASH	INTERNAL
			TOTAL - SUBLET	0.00

ESTIMATE----------

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

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 06/05/2017 / 35927 MI 77CVZM6 MAINTENANCE 6 *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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**

[redacted]NTY"
AS

APR 18 2017

Thank You

The Reynolds and Reynolds Company ERAINTINVE
SF089882 O (01/17)

[redacted]

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

www.bomninchevroletwestkendall.com

MV# 96876 MVR# 94100685

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 04/18/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 32,915		COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 04/17/17	
	COMMENTS			MO: 32927

LABOR & PARTS

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS: TECH(S):1538 — WARRANTY

CUST STATES WHEN APPLYING BRAKES RELEASE THEN APPLY AGAIN
BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE

NOTE THIS IS AN FRA AND FSE ROAD TESTED VEHICLE AND WAS NOT found all working to spec
ABLE TO DUPLICATE THE CUSTOMER CONCERN.FOR CUSTOMER SATISFACTION WE ARE REPLACING THE BRAKE BOOSTER. OK JUAN P ALEMAN 04/18/17 AT 11:41 AM.

POWER VACUUM BRAKE BOOSTER REPLACEMENT DONE FOR CUSTOMER'S ENTHUSIASM AFTER TEST DRIVEN BY FIELD ENGINEER.
DOC ID: 3279075 LABOR CODE: 2441580

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23135220	BOOSTER 4.805 Y			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51CVZ02 BODY ELECT CONCERN HOURS: TECH(S):1538 — WARRANTY

CUST STATES DVD PLAYER INOP CHECK AND ADVISE
UNABLE TO DUPLICATE WORKING AT THIS TIME FIELD ENGINEER TEST DROVE SEVERAL MILES.ALL WORKING TO SPEC AT THIS TIME.
NO FURTHER ACTIONS SYSTEM WORKING AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00CVZINSP MULTI-POINT VEH.INSP HOURS: TECH(S):1538 — 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+70CVWASH CAR WASH HOURS: 0.00 TECH(S):99 — INTERNAL

Added Operation (AARONF @ 04/18/2017 16:01)
CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

Thank You

The Reynolds and Reynolds Company ERAINTNVE SF689862 Q (01/17)

SELECTED VEHICLE SUMMARY

Edit → Select New Vehicle

VIN: 1GNSCJKC6FR[redacted] Mileage: 32915 Customer Name: RO#: Line Items

Consultant Dashboard | Multi-Point Inspection | Maintenance Menu

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History

Print Vehicle Info

ALERTS & ACTION ITEMS

No alerts or action items for the vehicle

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2015 SUBURBAN 2WD 1/2 TON Delivery Date: 10/10/2015

Delivery Type: 015 RETAIL LEASE - INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address:

Phone Number(s): No Contact Information Available

Email:

NEXT STEPS

- → View Required Field Actions
- → View Applicable Warranties
- → View Service Contracts
- → View Service Information
- → View Warranty Claim History
- → View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR

OnStar Status: Equipped - Active

Advanced Diagnostics: Yes

DMN Enabled: Yes

For OnStar contact 888.ON.STAR1 (888.667.8271).

SIRIUS / XM RADIO

Radio Status: Equipped - Active

Radio ID: ZG92E3W4

For Sirius / XM Radio contact 877.GET.XMST (877.438.9677).

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
18049	Product Safety Recall	Tire Recall	10/14/2016	Closed
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
15577	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✔	Corrosion Limited Warranty	10/10/2015	6 MI	10/10/2021	100006 MI	Applicable
✔	Powertrain Limited Warranty	10/10/2015	6 MI	10/10/2020	100006 MI	Applicable
✔	Emission Select Component Ltd Wty	10/10/2015	6 MI	10/10/2023	80006 MI	Applicable
✔	Bumper to Bumper Limited Warranty	10/10/2015	6 MI	10/10/2018	36006 MI	Applicable
	Chevrolet 2 Year Scheduled Maintenance	10/10/2015	6 MI	10/10/2017	24006 MI	Expired
✔	CAC/BRC CCL - Comprehensive	01/19/2017	26851 MI	01/19/2022	101851 MI	Applicable

Page of 1 Displaying Records 1 - 6 of 6

[redacted]

1

SERVICE CONTRACTS

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

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Page 1 of 1 Displaying Records 1 - 1 of 1

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
02/14/2017	[redacted]	ZREG	0600518	SCREEN, VIDEO ENTERTAINMENT SYSTEM-ASSEMBLY RETURN TO AC DELCO ESC	27839 MI	Warranty
02/14/2017		ZREG	0600516	SCREEN, VIDEO ENTERTAINMENT SYSTEM-ASSEMBLY RETURN TO AC DELCO ESC	27839 MI	Warranty
02/13/2017		ZREG	0600486	PLAYER, VIDEO ENTERTAINMENT SYSTEM-ASSEMBLY RETURN TO AC DELCO ESC	27839 MI	Warranty
02/08/2017		ZREG	0600368	RADIO RECEIVER-RETURN TO AC/DELCO ESC	27839 MI	Warranty
01/02/2017		ZREG	3423210	Audio and Video Module Cable Replacement	27839 MI	Warranty
01/02/2017		ZREG	2024080	Rear Compartment Lift Window Replacement	27839 MI	Warranty
01/02/2017		ZREG	3423190	Audio Disc Player and USB Receptacle Replacement	27839 MI	Warranty
12/29/2016		ZREG	0600062	ROADSIDE SERVICE (FLAT TIRE)	27328 MI	Warranty
12/27/2016		ZREG	0600458	Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	26851 MI	Warranty
12/21/2016		ZREG	4417169	A/C System Analysis	26850 MI	Warranty

Page 1 of 3 Displaying Records 1 - 10 of 21

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

	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
	02/28/2017	[redacted]	FL	SOUND SYSTEM	14	C,I,W,U	27,839 MI
	12/29/2016		FL	CONCERN WITH BRAKES	12	C,I,W	26,850 MI
	12/08/2016		FL	RECALL	11	C,W	25,875 MI
	08/22/2016		FL		0		20,124 MI
	02/08/2016		FL		0		7,621 MI
	10/24/2015		FL		0		4 MI
	07/22/2015		FL		0		2 MI

Page 1 of 1 Displaying Records 1 - 7 of 7

Print Vehicle Info

• Select New Vehicle • Back To Home

[redacted]

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charges for storage of your vehicle will be $25.00 .

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reas [redacted] er waives reassembly or the reassembled vehicle would be unsafe. The re [redacted] he cost of parts and labor to replace items destroyed by teardown and [redacted]

Section 501.9 [redacted] before bringing any claim against a motor vehicle dealer for an unfair or d [redacted] the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.

JOB 1	JOB 2	JOB 3	JOB 4

CC727993 Q

BOMNIN CHEVROLET
GRAND PRIZE
Committed to Excellence
11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.bomninchevroletwestkendall.com

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 152nd St. Miami, FL 33177 (305) 235-8200
(305) 235-8200 www.grandpr
www.bomninchevroletwestkendall.com

MV# 30491 MVR# 94100685

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary labor and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

MV# 96876 MVR# 94100685

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MI	170.75
77CVZM6	MAINTENANCE 6	MI	29.95	01CVZ015	00000	MO	0.00

SERVICE HISTORY

COMEBACK

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/02/17	[redacted]	27839	7329	1538	W	85CVZ13	SOUND SYSTEM
				1538	W	40CVSPB1A	BRAKE CONCERN
				99	I	70CVWASH	CAR WASH
				1538	C	00CVZINSP..	MULTI-POINT VEH.INSP
				99	W	70CVZ04	DRAC RENTAL OVERNITE
				99	W	70CVZ03	RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# MV-30491

METHOD OF PAYMENT: CASH / CREDIT CARD / CHECK / BANK/PERSONAL / OTHER/EXP.

VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

CUSTOMER NO. [redacted]

SERVICE CONTRACT

PRODUCTION DATE

STOCK NO.

LICENSE NO.

R.O. NO. [redacted]

DELIVERY DATE

DELIVERY MILES

SELLING DEALER NO.

R.O. DATE 04/17/17

COLOR

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	32,915	7329	AAROM FARQUHARSON

ESTIMATE/DIAG FEE: $ _____ /OR HOURLY AT $ _____

ORIGINAL ESTIMATE $

ADDITIONAL AUTHORIZED AMOUNT $

REVISED AUTHORIZED ESTIMATE $

DATE TIME

COST REPAIRS AUTHORIZED BY

AUTHORIZATION RECEIVED BY

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDT'L REPAIRS

CUSTOMER INITIAL X

TIME RECEIVED 10:05am DATE/TIME PROMISED 04/17/17 06:00pm PRIORITY 30

LABOR RATE

PART NO. AND DESCRIPTION
(All parts new unless otherwise specified)

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

Final Attempt

X _____

1 W 02CVSPB3 CONCERN WITH BRAKES
CUST STATES WHEN APPLYING BRAKES RELEASE THEN APPLY AGAIN
BRAKE PEDAL GOES TO THE FLOOR CHECK AND ADVISE

Power Vacuum brake booster replacement

DOC ID: 3279075 LABOR CODE: 24415 1.0

2 W 51CVZ02 BODY ELECT CONCERN
CUST STATES DVD PLAYER INOP CHECK AND ADVISE

NPF

3 W 00CVZINSP. MULTI-POINT VEH.INSP
PERFORM MULTI-POINT VEHICLE INSPECTION

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS ABOVE AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100. I REQUEST A WRITTEN ESTIMATE. PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100. I REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE FINAL BILL MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $100.00. THE FINAL BILL MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

SIGNED _____ DATE _____

I DO NOT REQUEST A WRITTEN ESTIMATE.

A shop charge is made of 10% with a maximum of $69.95. This charge represents costs and profits in the motor repair facility for miscellaneous shop supplies and materials which are not listed on this repair order.

The State of Florida requires [redacted]

CUSTOMER SIGNATURE

DAMAGE = C-Chips D

SFES1 101 Q (03/17)

PAGE 1 OF 1 REPRINT # 1 SEE REVERSE FOR ADDITIONAL INFORMATION TECHNICIAN COPY

PE18-012

GM

3-27-2019

Q3

BOMNIN CHEVROLET
CASHIER DEPARTMENT
11701 SW 152nd STREET
KENDALL, FLORIDA 33177
(305) 235-8200 Extension (347)

FAX

To: Monica, Customer Relationship Specialist

Fax: (586) 920-0689
(866) 790-5700 # 5921293

Date: FEB 28 2017

Ref: [redacted] Service Request: 8-276723263
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]

From: [redacted] Bomnin Chevrolet

Fax: 305-256-3171

Pages: 41

- [ ] Urgent
- [X] For Review
- [✓] Please Comment
- [✓] Please Reply
- [ ] Please Recycle

Part (1)

Phone: (305) 235-8200 Extension (347)
PLEASE LET ME KNOW IF I CAN BE OF ANY FURTHER ASSISTANCE.
THANK YOU,

Comments: As requested are the following invoices;

[redacted]

BOMNIN CHEVROLET [redacted]

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

MV# 30491 MVR# 94100685

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AARON FARQUHARSON 7325	TAG NO. [redacted]	INVOICE DATE 02/16/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 27,839	COLOR	STOCK NO.
	VEHICLE DESCRIPTION 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/02/17	REPRINT# 1	
	COMMENTS			MO: 27840	

LABOR & PARTS

J# 1 05CVZ13 SOUND SYSTEM HOURS: 6.70 TECH(S):1538 WARRANTY

SOP PART IS HERE. RADIO SCREEN CONCERN- SCREEN INOP/
GLITCH.
NEED TO REPLACE USB CABLE CONNECTION
3423210 1.6 OLH 4.1
REMOVE FRONT SEATS
REMOVE INSTRUMENT PANEL CENTER CONSOLE - COMPLETE
REMOVE ALL INSTRUMENT PANEL
REPLACE INSTRUMENT PANEL WIRING HARNESS - USB CABLE INTERNAL
SHORT CIRCUIT.
INSTALLED ALL INSTRUMENT PANEL - CENTER CONSOLE - FRONT
SEATS
REPLACE AND REPROGRAMMING HUMAN MACHINE INTERFACE CONTROL
MODULE.
USB CABLE REPLACED IS INTERFACE RADIO - DVD - HUMAN HACHINE
INTERFACE CONNECTION.
REPROGRAMMING K74 HUMAN MACHINE INTERFACE MODULE
CLAIM CODE: 8F6AC
REPLACE BOTH SECOND ROW AND THIRD ROW DISPLAY UNITS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		23268831	HARNESS 2.480 N			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 40CVSPB1A BRAKE CONCERN HOURS: TECH(S):1538 WARRANTY

BRAKE CONCERN- CUST STATES AT SLOW SPEEDS BRAKE PEDAL GOES
TO THE FLOOR
VEHICLE CONTINUES TO MOVE ONCE PEDAL TO THE FLOOR CHECK AND
ADVISE
BRAKE CONCERN
UNABLE TO DUPLICATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 70CVWASH CAR WASH HOURS: 0.00 TECH(S):99 INTERNAL

CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 00CVZINSP MULTI-POINT VEH.INSP. HOURS: TECH(S):1538 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

Thank You

The Reynolds and Reynolds Company CC734208.Q (11/16)

Feb. 28. 2017 11:42AM No. 4488 P. 2

BOMNIN CHEVROLET [redacted]

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

MV# 30491 MVR# 94100685

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AARON FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 02/16/17	INVOICE [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 27,839	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/02/17		REPRINT# 1
	COMMENTS				MO: 27840

PARTS------QTY---FP-NUMBER-------------DESCRIPTION-------LIST PRICE UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+70CVZ04 DRAC RENTAL OVERNITE HOURS: TECH(S):99 WARRANTY

Added Operation (AARONF @ 01/12/2017 13:46)
GENERAL MOTORS DRAC RENTAL PROGRAM
SEE LINE 1
OVER NIGHT DRAC GENERAL MOTORS RENTAL

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+70CVZ03 RENTAL HOURS: TECH(S):99 WARRANTY

Added Operation (AARONF @ 01/12/2017 13:47)
RENTAL PROVIDED MUST BE RETURNED THE SAME DAY YOUR VEHICLE
IS COMPLETED TO AVOID ANY CHARGES TO YOU.
SEE LINE 1

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+60CVZ01 INT TRIM CONCERN HOURS: 0.70 TECH(S):1538 WARRANTY

Added Operation (AARONF @ 01/17/2017 08:34)
CUST STATES REAR DEFROST CABLE CAME APART CHECK AND ADVISE
CABLE IN WINDOW CAME APART UNABLE TO REPAIR
2024050 0.7
REPLACE REAR COMPARTMENT LIFT WINDOW
DOCUMENT ID: 3620613

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 7 1 23391077 WINDOW 17.190 N WARRANTY

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+51CVZ02 BODY ELECT CONCERN HOURS: 0.70 TECH(S):1538 WARRANTY

Added Operation (AARONF @ 01/17/2017 08:36)
CUST STATES FRONT CONSOLE USB PORT INOP CHECK AND ADVISE
INTERNAL SHORT
REPLACED FRONT USB PORT IN CENTER CONSOLE
3423190 0.4 0.3

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 8 1 13583047 RECEPTACL 9.675 N WARRANTY

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

Thank You

The Reynolds and Reynolds Company CCT344208.Q (11/16)

Feb. 28. 2017 11:43AM No. 4488 P. 3

BOMNIN CHEVROLET [redacted]

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

MV# 30491 MVR# 94100685

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AARON FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 02/16/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 27,839	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/02/17		REPRINT# 1
	COMMENTS				MO: 27840

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	9425			RENTAL INV	WARRANTY
JOB # 3	11425		02/10/17	CARWASH	INTERNAL
JOB # 3	11774		02/15/17	CARWASH	INTERNAL
				TOTAL - SUBLET	0.00

ESTIMATE----------

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

COMMENTS----------

++SHUTTLE++
2/16/2017 10.07 AM SPOKE TO JENNIFER 3 DAYS GM 10 DAYS COMP 17DAYS
BOMNIN RUBEN

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 02/20/2017 / 30840 MI 7TCVZM6 MAINTENANCE 6 *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
YOU OWN THIS VEHICLE. CUSTOMER PAY ONLY.

THANK YOU FOR YOUR BUSINESS!!

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 **********

Thank You

The Reynolds and Reynolds Company CC7344206 Q (11/16)

Feb. 28. 2017 11:43AM No. 4488 P. 4

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2064	TAG NO [redacted]		INVOICE DATE 02/06/16	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO 1 G N S C J K C 6 F R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO		R O DATE 02/06/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 7621

LABOR & PARTS

J# 1 00CVZ0600723 2011 CHEV LOF ROTATE HOURS TECH(S) 4671 WARRANTY
CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE
MONITOR AND REFILL WITH DEXOS OIL
ROUTINE MAINTENANCE

CHANGE OIL FILTER ROTATE 4 TIRES
FILL WITH CONVENTIONAL OIL OR DEXOS done

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330001	FILTER 1 836 Y			WARRANTY
JOB # 1	8	88864006 DEXOS1 0W20	OIL 8 800 N			WARRANTY

JOB # 1 TOTAL PARTS 0 00

JOB # 1 TOTAL LABOR & PARTS 0 00

J# 2 99CVZ RECALLS HOURS TECH(S) 4671 WARRANTY
RECALL 15577 INTERIOR LEFT OF CENTER END CAP LABEL ERROR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0 00

JOB # 2 TOTAL LABOR & PARTS 0 00

J# 3 00CVZINSP MULTI POINT VEH INSP HOURS 0 00 TECH(S) 4671 WARRANTY
PERFORM MULTI POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
MULTI POINT VEHICLE INSPECTION COMPLETED done

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0 00

JOB # 3 TOTAL LABOR & PARTS 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0 00 (+TAX)
COMMENTS
++WAITER++

[CONTINUED ON NEXT PAGE]
10 31am

The Reynolds and Reynolds Company ERARTHWE
SF630646 O (09/15)

Feb. 28. 2017 11:43AM No. 4488 P. 5

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2064	TAG NO [redacted]	INVOICE DATE 02/06/16	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE I D NO 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO		PRODUCTION DATE
	F T E NO	P O NO	R O DATE 02/06/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MQ 7621

TOTALS

***

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www grandprizeauto com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2064	TAG NO [redacted]		INVOICE DATE 02/08/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO 1 G N S C J K C 6 F R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	P T E NO	P O NO		R O DATE 02/06/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 7621

LABOR & PARTS

J# 1 00CVZ0600723 2011 CHEV LOF ROTATE HOURS TECH(S) 4671 — 12 50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	02/06/16	9 70	10 30	0 00	0 00	FINISHED
4671	02/06/16	0 00	0 00	0 00	0 50	FINISHED
		TOTAL TECH TIME		0 00	0 50	

CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE
MONITOR AND REFILL WITH DEXOS OIL
ROUTINE MAINTENANCE
0600723 50 00
CHANGE OIL FILTER ROTATE 4 TIRES
FILL WITH CONVENTIONAL OIL OR DEXOS done

PAID FEB 0 8 2016

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19330001	FILTER 1 636 Y	3 11	3 11	5 50	5 50
JOB # 1	8	88864006 DEXOS1 0W20	OIL 8 800 N	3 27	26 16	4 00	32 00

JOB # 1 COST TOTAL 29 27
JOB # 1 TOTAL PARTS 37 50

JOB # 1 TOTAL LABOR & PARTS 50 00

J# 2 99CVZ RECALLS HOURS 0 20 TECH(S) 4671 — 21 66

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	02/06/16	9 70	10 30	0 20	0 00	HOLD PARTS
4671	02/06/16	10 40	10 40	0 00	0 00	FINISHED
4671	02/08/16	0 00	0 20	0 00	0 20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 20	0 20	

RECALL 15577 INTERIOR LEFT OF CENTER END CAP LABEL ERROR
CORRECTED LABEL 9101975 0 2
INSTALLED CORRECTED LABEL

JOB # 2 TOTAL LABOR & PARTS 21 66

J# 3 00CVZINSP MULTI POINT VEH INSP HOURS 0 00 TECH(S) 4671 — 0 00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	02/06/16	9 70	10 30	0 30	0 00	FINISHED
4671	02/06/16	0 00	0 00	0 00	0 00	FINISHED
		TOTAL TECH TIME		0 30	0 00	

PAID FEB 0 8 2016

PERFORM MULTI POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
MULTI POINT VEHICLE INSPECTION COMPLETED done

JOB # 3 TOTAL LABOR & PARTS 0 00

COMMENTS
++WAITER++

R/O TAX 0 00
R/O TOTALS 71 66

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50 00

PAGE 1 OF 4 WARRANTY COPY W [CONTINUED ON NEXT PAGE] 11 37am

The Reynolds and Reynolds Company ERAINTINVE 6F630646 0 (08/15)

Feb. 28. 2017 11:44AM No. 4488 P. 7

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www grandprizeauto com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2064		TAG NO [redacted]	INVOICE DATE 02/08/16	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO 1 G N S C J K C 6 F R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO		R O DATE 02/06/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 7621

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	21 66
CLAIM TOTALS	71 66

APPROVED BY SIGNATURE

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 11 37am

The Reynolds and Reynolds Company (GRANTRAVE)
SF630846 Q (08/15)

Feb. 28. 2017 11:44AM No. 4488 P. 8

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2004		TAG NO [redacted]	INVOICE DATE 02/08/16	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GNSCJKC6FR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	FTE NO	P O NO		R O DATE 02/06/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 7621

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	114[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	02/06/2016
ODOMETER	7621	SERVICE ADVISOR GMIN	601153872
NON GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZREG		[redacted]		

JOB COMPLETION DATE 02/06/2016
TECHNICIAN GMIN 092708866

LABOR OPERATION	BASE HOURS
0600723	0 0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0021
COMPLAINT DESCRIPTION CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TI RE MONITOR AND REFILL WITH DEXOS OIL

CAUSE CODE 9098
CAUSE DESCRIPTION ROUTINE MAINTENANCE 0600723 50 00

CORRECTION DESCRIPTION CHANGE OIL FILTER ROTATE 4 TIRES FILL WITH CONVENTI ONAL OIL OR DEXOS done

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50 00	NIM			MAINT		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0 00	0 00	0 00
LABOR	0 00	0 00	0 00
NET ITEMS	50 00	0 00	50 00
PARTICIPATION AMOUNT			(0 00)
TRANSACTION	50 00	0 00	50 00

WARRANTY COPY W

[CONTINUED ON NEXT PAGE] 11 37am

The Reynolds and Reynolds Company ERAWTINVE
SF630646 Q (08/15)

Feb. 28. 2017 11:45AM No. 4488 P. 9

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www grandprizeauto com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR SCOTT ERICKSON 2064	TAG NO [redacted]	INVOICE DATE 02/08/16	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 7,621	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 02/06/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 7621	

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	114[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	02/06/2016
ODOMETER	7621	SERVICE ADVISOR GMIN	601153872
NON GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
2	W	ZFAT		[redacted]		

JOB COMPLETION DATE 02/08/2016
TECHNICIAN GMIN 092708866

LABOR OPERATION	BASE HOURS
9101975	0 2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION INSTALLED CORRECTED LABEL

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0 00	0 00	0 00
LABOR	21 66	0 00	21 66
NET ITEMS	0 00	0 00	0 00
PARTICIPATION AMOUNT			(0 00)
TRANSACTION	21 66	0 00	21 66

WARRANTY COPY W

[END OF INVOICE] 11 37am

The Reynolds and Reynolds Company ERAINTPAYE
SF630646 O (08/15)

Feb. 28. 2017 11:45AM No. 4488 P. 10

GRAND PRIZE CHEVROLET
11701 SW 152 ST
MIAMI, FL 33177
http //www grandprizeauto com

COMPLETE

CHEVROLET

Phone (305) 235-8200 Email service@grandprizeauto com

Customer Name _____ VIN [redacted] Date 02/06/2016

Repair Order # _____ Mileage 7621 Tag # _____ License # _____

☑ Checked and OK ⚠ May Require Attention Soon ⊗ Requires Immediate Attention

☑ ○ OnStar active
☑ ○ Enrolled in OVD
☑ ○ Enrolled in DMN

☑ Service Maintenance Check
☑ ○ Front wiper arms raised on inspection ☐ Passed ☐ N/A
☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals etc)

WIPER BLADES

☑ LF △ ○ ☑ RF △ ○

☑ △ ○ Rear (if applicable)
☑ △ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD

	☑ 8/32 or Greater	⚠ 7/32 to 4/32	⊗ 3/32 or Less
LF	☑ 8/32 or greater		RF ☑ 8/32 or greater
PSI@	36 set to ___ PSI		PSI@ 35 set to ___ PSI
	☐ Wear Pattern/Damage		☐ Wear Pattern/Damage
LR	☑ 8/32 or greater		RR ☑ 8/32 or greater
PSI@	35 set to ___ PSI		PSI@ 35 set to ___ PSI
	☐ Wear Pattern/Damage		☐ 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	○

BRAKE MEASUREMENTS FRONT AND REAR LININGS

Front ☑ 4 mm or greater ⚠ 3 mm to 4 mm ⊗ 3 mm or Less

LF RF
LR RR

Rear ☑ 4 mm or greater ⚠ 3 mm ⊗ 2 mm or Less

Lowest Front Lining ___ Lowest Rear Lining ___

☐ ○ Leak system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual conditions

☐ △ ○ Fuel system (also including gas cap sealing)	☐ ○ Steering components and steering linkage
☐ △ ○ Engine transmission drive axle transfer case	☐ ○ 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 aid (flash/other)
☐ △ ○ Passenger compartment air filter	☐ ○ Alternative control system

Your Service Consultant Scott Erickson Your Service Technician

Feb. 28. 2017 11:45AM No. 4488 P. 11

GRAND PRIZE CHEVROLET
11701 SW 152 ST
MIAMI, FL 33177
http //www grandprizeauto com

Scott Erickson
Phone (305) 235-8200
Email service@grandprizeauto com

CHEVROLET | COMPLETE CARE

Maintenance Menu for your 2015 Chevrolet Suburban - 2WD

Name	-	Year	2015	Menu Presented Date	02/06/2016
VIN	1GNSCJKC6FR[redacted]	Make	Chevrolet	Engine	-
RO	-	Model	Suburban - 2WD	Transmission	-
Current Mileage	7621	FuelType	Gasoline	Drivetrain / Sub Model	-

Service Items Accepted by Customer

Service Description	Our Price

Factory Required Maintenance

Chevrolet 2 Year Scheduled Maintenance

0600723	- Change engine oil and filter (or every 12 months, whichever occurs first)	Included
0600723	- Rotate the tires every 7500 miles and inspect tire inflation pressures and tire wear	Included
	- Lubricate the body components	
	- Check the engine coolant and windshield washer fluid levels and add fluid as needed	
	- Inspect the wiper blades for wear or cracking	
	- Inspect the vehicle for any leaks or damage	
	- Inspect engine air cleaner filter	
	- Inspect the brake system	
	- Inspect the suspension and steering components	
	- Inspect the restraint system components	
	- Inspect fuel system for damage or leaks	
	- Inspect exhaust system and nearby heat shields for loose or damaged components	
	- Check starter switch	
	- Check automatic transmission shift lock control function	
	- Check ignition transmission lock	
	- Check parking brake and automatic transmission park mechanism	
	- Inspect Accelerator pedal for damage, high effort, or binding	
	- Visually inspect gas strut for signs of wear corrosion, cracks, loss of lubricant, or other damage Check the hold open ability of gas strut	
	- Verify spare tire key lock operation and lubricate as needed	
	- Inspect sunroof track and seal, if equipped	

Estimated Totals

Accepted Items Estimate	$0 00
Miscellaneous Fees Estimate	$0 00

Feb. 28. 2017 11:46AM No. 4488 P. 12

Customer Name _____ VIN 1GNSCJKC6FR[redacted] Date 02/06/2016

Repair Order # _____ Year/Make/Model 2015 Chevrolet Suburban - 2WD Mileage 7621

Total Estimated Price (Pre-Tax) **$0.00**

Please refer to the GM Factory Service Manual and Technical Publications for more detailed information about the use of some vehicles. As with most vehicle maintenance, some of these procedures require special tools, training, or experience to perform properly. If you choose to perform these procedures yourself, or have them performed at a non-GM dealership service center, we recommend that you follow the procedures in the GM Factory Service Manual.

Feb. 28. 2017 11:46AM No. 4488 P. 13

Vehicle Report

Printed on 02/06/2015 09:02:09

WORKBENCH Service

VIN 1GNSCJKC6FR[redacted] **Vehicle Model** 2015 SUBURBAN 2WD 1/2 TON **Delivery Date** 10/10/2015

Service Consultant Scott Erickson **Mileage** 7621

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	ZC02E3W4

Required Field Actions

Number	Type	Description	Release Date	Status
15577	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	0/10/2015	6 MI	0/10/2023	80006 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	10/10/2015	6 MI	0/10/2017	24006 MI	4 of 4 visits remaining
Bumper to Bumper Limited Warranty	10/10/2015	6 MI	10/10/2018	36006 MI	Applicable
Corrosion Limited Warranty	10/10/2015	6 MI	10/10/2021	100006 MI	Applicable
Powertrain Limited Warranty	10/10/2015	6 MI	10/10/2020	100006 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

No information found for this vehicle

Vehicle Transaction History

Service Date	RO Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
07/21/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty
06/30/2015	[redacted]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

	RO Closure Date	RO Number	Service Location	1st RO Job Description Text	RO Job Count	Job Type Indicators	Vehicle RO Mileage
	10/24/2015	[redacted]	FL	CLEAN FOR DELIVERY	1	I	4 MI
	07/22/2015	[redacted]	FL	PDI SUBURBAN	4	IW	2 MI

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

Feb. 28. 2017 11:46AM No. 4488 P. 14

GRAND PRIZE CHEVROLET

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 152nd St Miami, FL 33177
(305) 235-8200
www.grandprizeauto.com

[redacted] MV# 30491 MVR# 94100685

WAITING

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63 85	77CVZM2	MAINTENANCE 2	Y	75 80
77CVZM3	MAINTENANCE 3	MO	63 85	77CVZM6	MAINTENANCE 6	Y	29 95
01CVZ015	00000	MO	0 00				

1.5 HRS Please IF Possible

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

SERVICE

STATE FDC# MV-30491

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☑ VISA ☐ MAS CARD ☐ AM EXP
BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH
RETAIN PARTS: ☐ YES ☐ NO
APPOINTMENT: ☐ Yes ☐ No

VEHICLE ID NO: 1GNSCJKC6FR[redacted]
YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD
PRODUCTION DATE | STOCK NO | LICENSE NO | R O NO
CUSTOMER NO | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE: 02/06/16
COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO

TURBO	MAKE	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	CVZ2	Y	Y	A	7,621	2064	SCOTT ERICKSON

RESIDENCE PHONE | BUSINESS PHONE
TIME RECEIVED: 09 06am | DATE/TIME PROMISED: 02/06/16 04 00pm | PRIORITY: 20
LABOR RATE
CELL [redacted]

[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 0 00

X _____ 4671

COMMENTS
++WAITER++

1 W 00CVZ0600723 *2011 CHEV LOF ROTATE*
CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE MONITOR AND REFILL WITH DEXOS OIL
Dre 4671 50.00
0600723

2 W 99CVZ *RECALLS* S/O (ABLE)
RECALL 15577 INTERIOR LEFT OF CENTER END CAP LABEL ERROR
9101975 OK 012

3 W 00CVZINSP *MULTI-POINT VEH INSP*
PERFORM MULTI-POINT VEHICLE INSPECTION
Dre 4671

ORIGINAL ESTIMATE $ | DATE | TIME
ADDITIONAL AUTHORIZED AMOUNT $ | ADDL REPAIRS AUTHORIZED BY
REVISED AUTHORIZED ESTIMATE $ | AUTHORIZATION RECEIVED BY
NAME AND PHONE NUMBER OF OTHER PERSON(S) WHO MAY AUTHORIZE ADDL REPAIRS
CHARGE FOR ESTIMATE $ | DESCRIPTION OF ADDL WORK AUTHORIZED

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100 00.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS [redacted]

[redacted]

The State of Florida requires a $1 00 fee to be collected for each new tire sold in the state [s.403 718] and a $1 50 fee to be collected for each new

[redacted]

The Reynolds and Reynolds Company CC727853 Q (08/15)

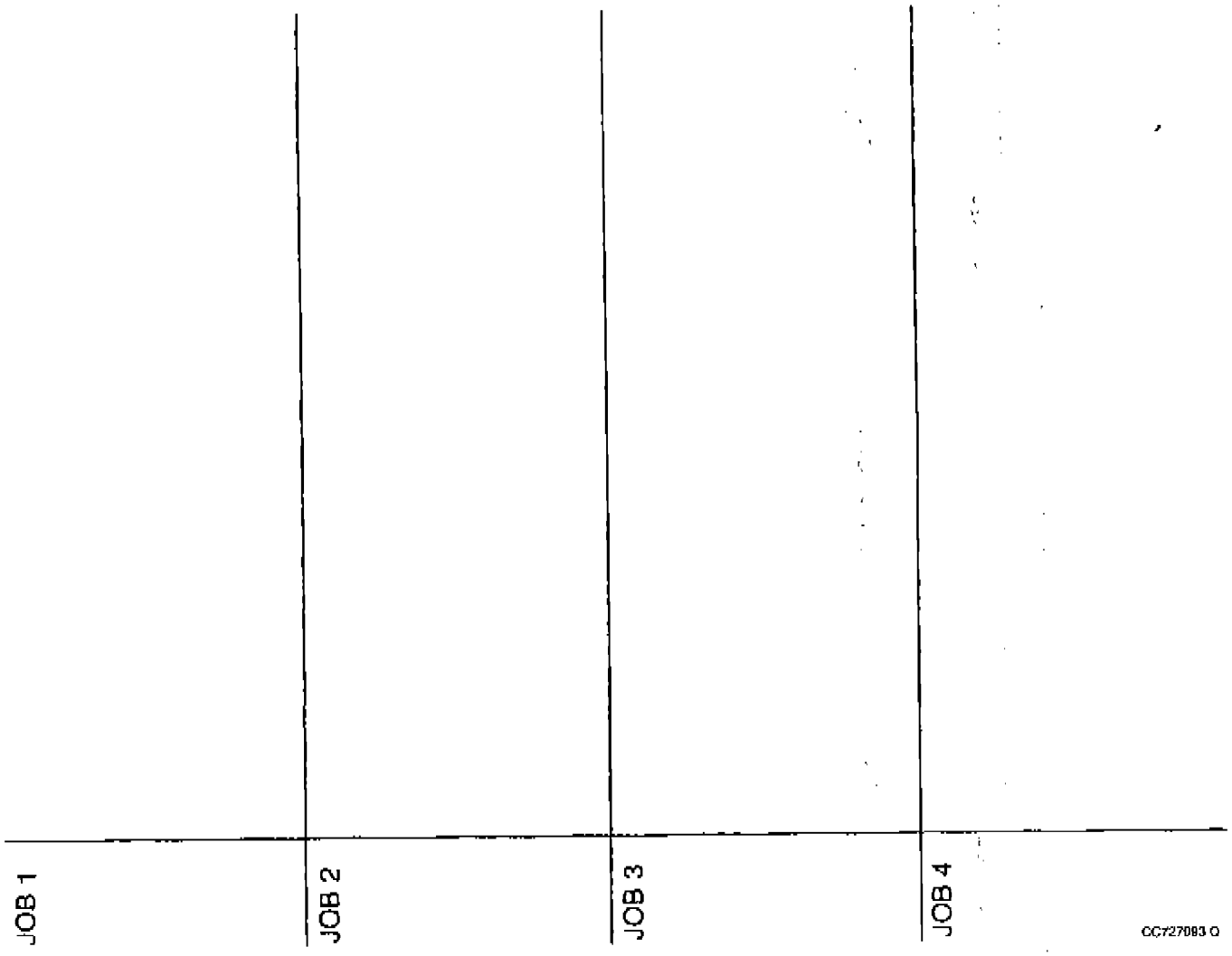
PAGE 1 OF 1 SEE REVERSE FOR ADDITIONAL INFORM 50

NOTE You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100 00 If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair STORAGE CHARGES No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed After that date, the daily charges for storage of your vehicle will be $25 00

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint

CANCELLATION OF REPAIR In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle

Section 501 98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer, the name and address of the dealer, a description of the facts that serve as the basis for the claim, the amount of damages, and copies of any documents in the possession of the consumer which relate to the claim Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business



[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www grandprizeauto com

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	AAROM FARQUHARSON 7329	[redacted]	08/22/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 20,124		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GNSCJKC6FR[redacted]		SELLING DEALER NO	PRODUCTION DATE
	PTE NO / PO NO		R O DATE: 08/17/16	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO 20125

LABOR & PARTS

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS 1 30 TECH(S) 5374 0 00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
5374	08/19/16	9 50	16 30	1 20	0 00	FINISHED
5374	08/22/16	0 00	0 00	0 00	1 30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1 20	1 30	

140.62 pd

CUSTOMER STATES WHEN BRAKING SOUNDS LIKE MELT ON MELT CHECK AND ADVISE ALSO FELT AS IF VEHICLE WOULD NOT STOP CHECK AND ADVISE
FOUND LEFT FRONT BRAKE INNER PAD METAL TO METAL AND OUTER WITH 5MM FOLLOWED PJT53770
REMOVED AND REPLACED FRONT ROTORS AND BRAKE PADS AND TEST DROVE VEHICLE BRAKING SYSTEM NOW OPERATING PROPERLY
2420150 0 9 0 4

PAID AUG 2 2 2016

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	23135915	PAD KIT 5 017 Y	56 00	56 00	98 56	98 56
JOB # 1	2	23144340	ROTOR 5 809 Y	68 00	136 00	119 68	239 36
			JOB # 1 COST TOTAL		192 00		
			JOB # 1 TOTAL PARTS				337 92
			JOB # 1 TOTAL LABOR & PARTS				337 92

pd 562.74 Total line

J# 2 51CVZ02 BODY ELECT CONCERN HOURS TECH(S) 5374 0 00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
5374	08/19/16	9 50	16 30	3 80	0 00	FINISHED
5374	08/19/16	0 00	0 00	0 00		FINISHED
		TOTAL TECH TIME		3 80	0 00	

CUST STATES UPON TURNING VEHICLE OFF BRAKE LIGHTS STUCK ON
CHECK AND ADVISE
FOUND VEHICLE REALLY LOW ON PADS CAUSING LIGHT TO COME ON .
SEE LINE 1

JOB # 2 TOTAL LABOR & PARTS 0 00

J# 3 00CVZ0600723 2011 CHEV LOF ROTATE HOURS TECH(S) 5374 12 50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
5374	08/19/16	9 50	16 30	0 40	0 00	FINISHED
5374	08/19/16	0 00	0 00	0 00	0 50	FINISHED
		TOTAL TECH TIME		0 40	0 50	

PAID AUG 2 2 2016

CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE MONITOR AND REFILL WITH DEXOS OIL
ROUTINE NAINTENANCE

CHANGE OIL FILTER ROTATE 4 TIRES
FILL WITH CONVENTIONAL OIL OR DEXOS
0600723 50 00

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	19330001	FILTER 1 836 Y	3 11	3 11	5 50	5 50
JOB # 3	8	88864006 DEXOS1 0W20	OIL 8 800 N	3 21	25 68	4 00	32 00
			JOB # 3 COST TOTAL		28 79		

The Reynolds and Reynolds Company ERUNTWVE
SF630640 Q (08/15)

Feb. 28. 2017 11:47AM No. 4488 P. 17

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG # [redacted]	INVOICE DATE 08/22/16	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 20,124	COLOR / STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO	R O DATE 08/17/16	
	COMMENTS			MO 20125

JOB # 3 TOTAL PARTS 37 50

JOB # 3 TOTAL LABOR & PARTS 50 00

J# 5+70CVZ04 DRAC RENTAL OVERNITE HOURS TECH(S) 99 0 00
Added Operation (AARONF @ 08/19/2016 15 33)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99	08/19/16	16 30	16 30	0 00	0 00	FINISHED
99	08/19/16	0 00	0 00	0 00	0 00	FINISHED
		TOTAL TECH TIME		0 00	0 00	

PAID
AUG 2 2 2016

GENERAL MOTORS DRAC RENTAL PROGRAM
OVER NIGHT RENTAL
OVER NIGHT DRAC GENERAL MOTORS RENTAL

JOB # 5 TOTAL LABOR & PARTS 0 00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	WCVC	WARRANTY COURTESY VAN CREDIT		84 00
			TOTAL MISC	84 00

PAID
AUG 2 2 2016

R/O TAX 0 00
R/O TOTALS 471 92

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	421 92
	50 00
CLAIM TOTALS	471 92

APPROVED BY SIGNATORE

The Reynolds and Reynolds Company ERAPTINVE
SF630646 Q (08/16)

Feb. 28. 2017 11:48AM No. 4488 P. 18

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO [redacted]	INVOICE DATE 08/22/16	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 20,124	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE ID NO 1GNSCJKC6FR [redacted]		SELLING DEALER NO		PRODUCTION DATE
	F T E NO	P O NO	P O DATE 08/17/16		
	COMMENTS				MO 20125

DCS AUDIT SLIP -

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	114[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/17/2016
ODOMETER	20124	SERVICE ADVISOR GMIN	135842305
NON GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZREG		[redacted]		

JOB COMPLETION DATE 08/22/2016
TECHNICIAN GMIN 947042904

LABOR OPERATION	BASE HOURS	ADD PUB
2420150	0 9	0 4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0132
COMPLAINT DESCRIPTION CUSTOMER STATES WHEN BRAKING SOUNDS LIKE MELT ON MEL T CHECK AND ADVISE ALSO FELT AS IF VEHICLE WOULD NOT STOP CHECK AND ADVIS OVISE

CAUSE CODE 9090
CAUSE DESCRIPTION FOUND LEFT FRONT BRAKE INNER PAD METAL TO METAL AND OUTE R WITH 5MM FOLLOWED PITS377D

CORRECTION DESCRIPTION REMOVED AND REPLACED FRONT ROTORS AND BRAKE PADS A ND TEST DROVE VEHICLE BRAKING SYSTEM NOW OPERATING PROPERLY 2420150 0 9 0 9 0 4

CAUSAL PART 23135915

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON GM
23135915	1	56 00			
23144340	2	68 00			

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
0 00	NIC			1GNSCJKC6FR[redacted]	C	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	145 92		
PARTS	192 00	0 00	337 92
LABOR	0 00	0 00	0 00
NET ITEMS	84 00	0 00	84 00
PARTICIPATION AMOUNT			(0 00)
TRANSACTION	421 92	0 00	421 92

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE]

01 38pm

The Reynolds and Reynolds Company ERAINTIVE
SF630646 O (08/15)

Feb. 28. 2017 11:48AM No. 4488 P. 19

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO [redacted]	INVOICE DATE 08/22/16	INVOICE NO [redacted]
[redacted]	LABOR RATE / LICENSE NO	MILEAGE 20,124	COLOR /	STOCK NO
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F T E NO.	P O NO	P O DATE 08/17/16	
	COMMENTS			MO 20125

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	114[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/17/2016
ODOMETER	20124	SERVICE ADVISOR GMIN	135842305
NON GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
3	W	ZREG		[redacted]		

JOB COMPLETION DATE 08/19/2016
TECHNICIAN GMIN 947042904

LABOR OPERATION	BASE HOURS
0600723	0 0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0021
COMPLAINT DESCRIPTION CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TI RE MONITOR AND REFILL WITH DEXOS OIL

CAUSE CODE 9098
CAUSE DESCRIPTION ROUTINE MAINTENANCE

CORRECTION DESCRIPTION CHANGE OIL FILTER ROTATE 4 TIRES FILL WITH CONVENTI ONAL OIL OR DEXOS 0600723 50 00

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50 00	MIM			MAINT		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0 00	0 00	0 00
LABOR	0 00	0 00	0 00
NET ITEMS	50 00	0 00	50 00
PARTICIPATION AMOUNT			(0 00)
TRANSACTION	50 00	0 00	50 00

WARRANTY COPY-W

[END OF INVOICE] 01 36pm

The Reynolds and Reynolds Company ERAINTWVE
6F630646 O (08/15)

Feb. 28. 2017 11:49AM No. 4488 P. 20

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG N [redacted]	INVOICE DATE 08/22/16	INVOICE NO [redacted]
	LABOR RATE	LICENSE NO	MILEAGE 20,124	COLOR /
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GNSCJKC6FR [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO	R O DATE 08/17/16	
	COMMENTS			MO 20125

LABOR & PARTS
J# 6+70CVWASH CAR WASH HOURS 0 00 TECH(S) 99 0 00
Added Operation (AARONF @ 08/19/2016 15 33)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99	08/19/16	16 30	16 30	0 00	0 00	FINISHED
99	08/19/16	0 00	0 00	0 00	0 00	FINISHED
		TOTAL TECH TIME		0 00	0 00	

CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

JOB # 6 TOTAL LABOR & PARTS 0 00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 6	198829		08/19/16	CARWASH	5 00
				TOTAL SUBLET	5 00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	WCVC	WARRANTY COURTESY VAN CREDIT		WARRANTY
			TOTAL MISC	0 00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
	65D	5 00

TOTAL LABOR	0 00
TOTAL PARTS	0 00
TOTAL SUBLET	5 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	0 00
TOTAL INVOICE $	**5 00**

APPROVED BY SIGNATURE

PAGE 1 OF 1 FILE COPY-I [END OF INVOICE] 01 38pm

The Reynolds and Reynolds Company ERAINTINVE
SF630646 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	
[redacted]	AAROM FARQUHARSON 7329	[redacted]	08/19/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 20,124		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	R T E NO / P O NO		R O DATE: 08/17/16	
	COMMENTS			MO 20125

LABOR & PARTS
J# 5+70CVZ04 DRAC RENTAL OVERNITE HOURS TECH(S) 99 WARRANTY
Added Operation (AARONF @ 08/19/2016 15 33)
GENERAL MOTORS DRAC RENTAL PROGRAM
OVER NIGHT RENTAL
OVER NIGHT DRAC GENERAL MOTORS RENTAL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE UNIT PRICE	
				JOB # 5 TOTAL PARTS	0 00
				JOB # 5 TOTAL LABOR & PARTS	0 00

J# G+70CVWASH CAR WASH HOURS 0 00 TECH(S) 99 INTERNAL
Added Operation (AARONF @ 08/19/2016 15 33)
CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE UNIT PRICE	
				JOB # 6 TOTAL PARTS	0 00
				JOB # 6 TOTAL LABOR & PARTS	0 00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 6	198829		08/19/16	CARWASH		INTERNAL
					TOTAL SUBLET	0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF 30 00 (+TAX)
TOTALS

****
* NEXT RECOMMENDED SERVICE *
* 09/28/2016 / 23125 MI 77CVZH6 MAINTENANCE 6 *
****

****
* *
* [ ] CASH [ ] CHECK CK NO [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
YOU OWN THIS VEHICLE CUSTOMER PAY ONLY

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**

[redacted]

AUG 19 2016

PAGE 2 OF 2 FILE COPY [END OF INVOICE] 05 54pm

The Reynolds and Reynolds Company (Solutions)
SF630648 D (08/15)

Feb. 28. 2017 11:49AM No. 4488 P. 22

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	AARON FARQUHARSON 7329	[redacted]	08/19/16	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE: 20,124		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GNSCJKC6FR[redacted]		SELLING DEALER NO	PRODUCTION DATE
	F T E NO / P O NO		R O DATE: 08/17/16	
	COMMENTS			MO 20125

LABOR & PARTS

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS TECH(S) 5374 WARRANTY

CUSTOMER STATES WHEN BRAKING SOUNDS LIKE METL ON METL CHECK
AND ADVISE ALSO FELT AS IF VEHICLE WOULD NOT STOP CHECK AND
ADVISE
FOUND LEFT FRONT BRAKE INNER PAD METAL TO METAL AND OUTER
WITH 5MM FOLLOWED PI T53770
REMOVED AND REPLACED FRONT ROTORS AND BRAKE PADS AND
TEST DROVE VEHICLE BRAKING SYSTEM NOW OPERATING
PROPERLY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	23135915	PAD KIT 5 017 Y			WARRANTY
JOB # 1	2	23144340	ROTOR 5 809 Y			WARRANTY
				JOB # 1 TOTAL PARTS		0 00
				JOB # 1 TOTAL LABOR & PARTS		0 00

J# 2 51CVZ02 BODY ELECT CONCERN HOURS TECH(S) 5374 WARRANTY

CUST STATES UPON TURNING VEHICLE OFF BRAKE LIGHTS STUCK ON
CHECK AND ADVISE
FOUND VEHICLE REALLY LOW ON PADS CAUSING LIGHT TO COME ON
SEE LINE 1

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0 00
				JOB # 2 TOTAL LABOR & PARTS		0 00

J# 3 00CVZ0600723 2011 CHEV LOF ROTATE HOURS TECH(S) 5374 WARRANTY

CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE
MONITOR AND REFILL WITH DEXOS OIL
ROUTINE MAINTENANCE

CHARGE OIL FILTER ROTATE 4 TIRES
FILL WITH CONVENTIONAL OIL OR DEXOS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	19330001	FILTER 1 836 Y			WARRANTY
JOB # 3	8	88864006 DEXOS1 0W20	OIL 8 800 N			WARRANTY
				JOB # 3 TOTAL PARTS		0 00
				JOB # 3 TOTAL LABOR & PARTS		0 00

J# 4 00CVZINSP MULTI POINT VEH INSP HOURS 0 00 TECH(S) 5374 0 00

PERFORM MULTI POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
MULTI POINT VEHICLE INSPECTION COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0 00
				JOB # 4 TOTAL LABOR & PARTS		0 00

[CONTINUED ON NEXT PAGE]
05 54pm

The Reynolds and Reynolds Company ERAUTOMVE
SF630546 O (08/15)

Feb. 28. 2017 11:49AM No. 4488 P. 23

Vehicle Report

Printed on 01/1

WORKBENCH

VIN 1GNSCJKC6FR[redacted] Vehicle Model 2015 SUBURBAN WT 2 TON Delivery Date 10/10/2015

Service Consultant Aaron Farquharson Mileage 20124

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped Active	Yes	Yes	Equipped Active	ZG92E3W4

Required Field Actions

Number	Type	Description	Release Date	Status
15577	Customer Satisfaction Progra	INTERIOR ELECTRIC A [illegible] END CAP FUSE [illegible]	01/29/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	10/0[illegible]/201[illegible]	0 MI	10/10/2023	80006 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	10/[illegible]/201	0 MI	10/10/2017	24006 MI	3 of 4 visits remaining
Bumper to Bumper Limited Warranty	10/10/201[illegible]	0 MI	10/10/2018	36006 MI	Applicable
Corrosion Limited Warranty	10/[illegible]/201	0 MI	10/10/2021	100006 MI	Applicable
Powertrain Limited Warranty	10/[illegible]/201[illegible]	0 MI	10/10/2020	100006 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

Service Information

Type	Number	Description	Date Posted
EI	PIE0049	Vehicle Crank with No Start Troubleshoot DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	RO Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
03/12/2016	[redacted]	ZREG	0600032	ROAD SIDE ASSIST (1 OUT)	8000 MI	Warranty
02/06/2016	[redacted]	ZFAT	9103975	15577 Install Fuse Tap Block Label	7621 MI	Warranty
02/06/2016	[redacted]	ZREG	0600723	Chevrolet Courtesy Transportation	7621 MI	Warranty
07/21/2015	[redacted]	ZPDI	0590032	PDI Dealer Installed Options Invoiced	2 MI	Warranty
06/30/2015	[redacted]	ZPDI	0590072	Pre Delivery Inspection Base Time	1 MI	Warranty

Repair Order History

RO Closure Date	RO Number	Service Location	1st RO Job Description Text	RO Job Count	Job Type Indicators	Vehicle RO Mileage
02/08/2016	[redacted]	FL	2014 CHEV LOF [illegible]	3	W	7621 MI
10/24/2015	[redacted]	FL	CLEAN FOR DELIVER	1	I	4 MI

Please Note: This copy may be [illegible]

Feb. 28. 2017 11:50AM No. 4488 P. 24

Vehicle Report

WORKBENCH

VIN 1GNSCJKC6FR[redacted] **Vehicle Model** 2015 SUBURBAN [illegible] **Delivery Date** 10/10/2015

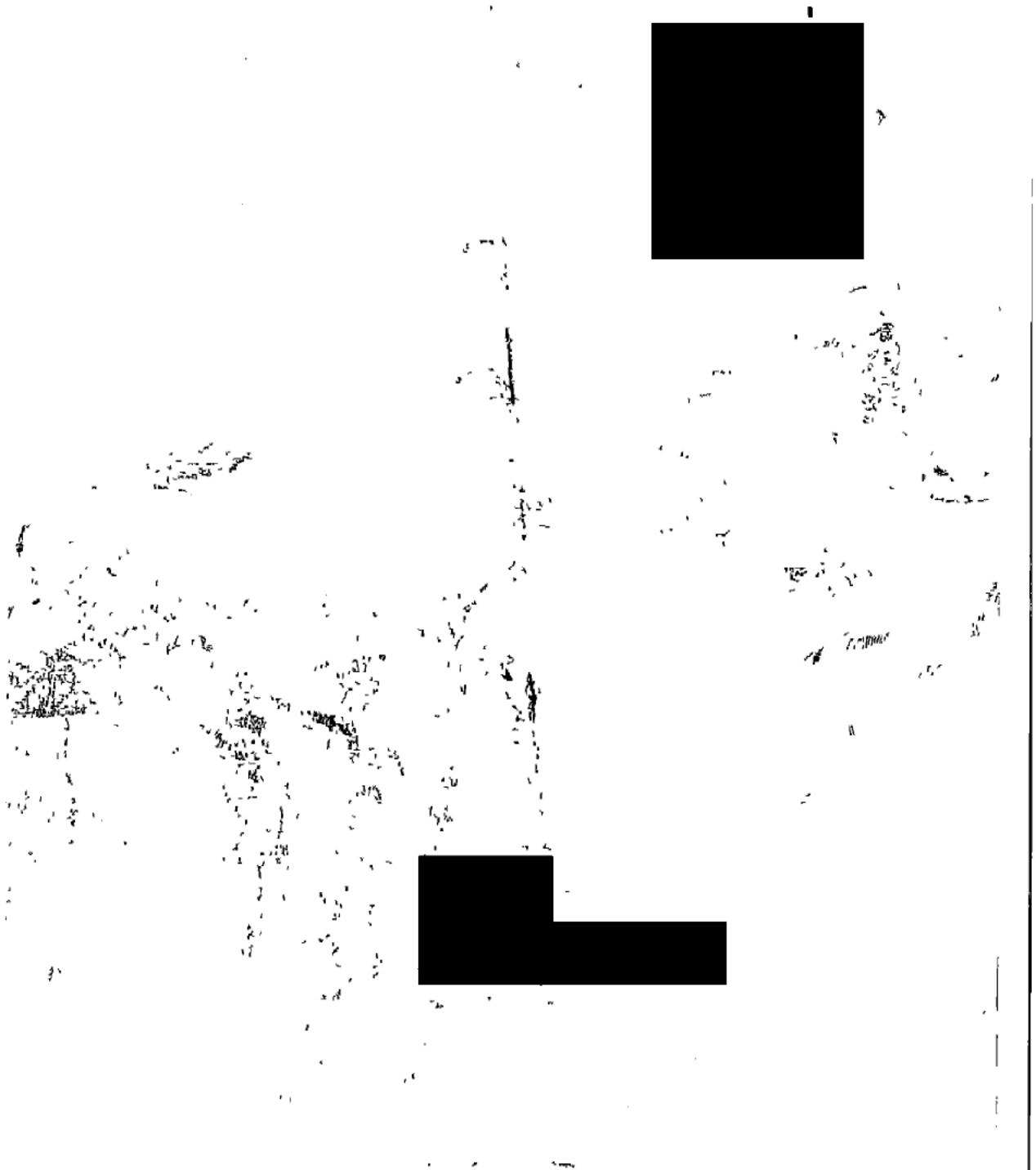
Service Consultant Aaron Farquharson **Mileage** 20124

Repair Order History

07/22/2015	[redacted]	FL	2 MI

Please Note This document may [illegible]

Feb. 28. 2017 11:50AM No. 4488 P. 25



FACE PAGE

RENTAL AGREEMENT

DEALERSHIP INFORMATION

Name: G P Chevrolet
Address: 11701 S.W. 152nd ST
City: Miami | State: FL | Zip: 33177
Phone: 305-235-0200

RO# [redacted] Unit# TLT1105 BA# Agron

CUSTOMER INFORMATION

Customer [redacted]
Home Address [redacted]
City [redacted] Zip 33157
Driver's License [redacted] Expires 10/21
Birth Date [redacted] Home Telephone

Additional Driver's Name | Birth Date
Driver's License No | State | Expires
Additional Driver's Name | Birth Date
Driver's License No | State | Expires

CUSTOMER VEHICLE INFORMATION

License No | State
VIN 1[redacted]
Year/Make/Model/Color 15 Chevrolet Suburban

CUSTOMER INSURANCE INFORMATION

Insurer State Farm | Agent
Pol[redacted] | Expiration Date 9/17 | Telephone

RENTAL VEHICLE INFORMATION

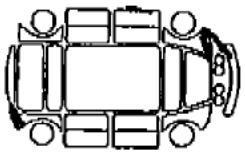
Date and Time IN	8/15/16	A.M. 5:[redacted]	P.M.
Date and Time OUT	8/17/16	A.M. 11:09	P.M.
Date and Time DUE IN	/ /	A.M.	P.M.
Vehicle VIN	GK[redacted]		
Vehicle Description	White - Suburban		
Mileage IN	2375		
Mileage OUT	2854		
Miles Driven			
Miles Allowed			
Chargeable Miles			

FUEL

OUT	IN
(F)	F
3/4	3/4
1/2	(1/2)
1/4	1/4
E	E

DAMAGE DESIGNATION

Initial
Condition Out: R/R bumper, R/R outside door, L/F bumper
Condition In



RATES DO NOT INCLUDE FUEL — RENTAL CHARGES

MILES ____ @ ____ ¢	
DAYS 2 @ $ 42	84 00
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL GAL @ $	
TAXABLE SUB-TOTAL →	
TAX @ ____ %	
NON TAXABLE FUEL GAL @ $	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	84 00

METHOD OF PAYMENT — REFUNDED

$ [redacted]
☐ CHECK ☐ AMEX ☑ MC ☐ VISA ☐ OTHER
4/17 EXPIRES
5[redacted] 1603 1304 9858
☐ CARD VERIFIED

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by §§ 324.021(7) and 627.736, Florida Statutes.

Failure to return rented property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are evidence of abandonment or refusal to [redacted]perty, punishable in accordance with section 812.1[redacted]es

Customer's I[redacted]

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and [redacted] had an opportunity to read the [redacted]e us to process a separate credit/[redacted]r all Charges, including Tolls and [redacted] your billing/rental information to [redacted]urposes, and agree that binding [redacted]scribed in Section 2 of the Terms

[redacted] AUDIT

CTP-1 FL RA 120114 White Dealer Copy Canary Customer Copy Pink RO Copy

Feb. 28. 2017 11:51AM No. 4488 P. 27

GRAND PRIZE CHEVROLET

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 192nd St, Miami, FL 33177
(305) 235-8200
www.grandprizeauto.com

[redacted] MV# 30491 MVR# 94100685

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63		MAINTENANCE 2	MI	75 80
77CVZM3	MAINTENANCE 3	MI	63		MAINTENANCE 6	MI	29 95
01CVZ01	[illegible]						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/16	[redacted]	7[illegible]	7064	16		[illegible]0600723	2011 CHEV LOF ROTATE RECALL MULTI-POINT VEH INSP

SALESPERSON NO. [redacted] STATE REG# MV 30491

PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ MAS CARD ☐ AM EXP
BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH
RETAIN PARTS: ☐ YES ☐ NO
APPOINTMENT: ☐ Yes ☐ No

1GNSC JKC6EE[redacted]

PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO
			[redacted]

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO

COLOR [redacted] CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | 03/17/16 [redacted]

TURBO	MAKE	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	CV				70,124	7329	AARON FARQUHARSON

03 10am 03/17/16 06 00pm LABOR RATE 10

BB

CUSTOMER INITIAL X

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 7 00

X _____

1 C 02CVSPB3 *CONCERN WITH BRAKES*
CUSTOMER STATES WHEN BRAKING SOUNDS LIKE MELT ON MILEAGE CK AND ADVISE ALSO FELT AS IF VEHICLE WOULD NOT STOP CHECK AND ADVISE

PITS3 770 Pullaw Both Front Rotors & Pads
2420150
09

2 W 51CVZ02 *BODY ELECT CONCERN*
CUST STATES UPON TURNING VEHICLE OFF BRAKE LIGHTS STILL ON CHECK AND ADVISE

REF1

[redacted]

3 W 03CVZ0600723
CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE MONITOR AND REFILL WITH DEXOS OIL

0600723
50.00

ORIGINAL ESTIMATE $	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT $	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE $	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE $	DESCRIPTION OF ADD'L WORK AUTHORIZED	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100 00

☐ I REQUEST A WRITTEN ESTIMATE
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS

[redacted]

repair facility for miscellaneous shop supplies or waste disposal

The State of Florida requires a $1 00 fee to be collected for each new tire sold in the state [s 403 718] and a $1 50 fee to be collected for each new or remanufactured battery sold in the state [s 403 7185]

I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by the supplier or transporter

I hereby [illegible] operate the vehicle hereon described on the streets, highways or elsewhere for the purpose of testing and/or inspection An express [illegible] vehicle to secure the amount of repairs thereto

CUSTOMER SIGNATURE [redacted]

The Reynolds and Reynolds Company CC7279630 O (08/15)

PAGE 1 OF 2

SEE REVERSE FOR ADDITIONAL INFORMATION [redacted]

Feb. 28. 2017 11:51AM No. 4488 P. 28

GRAND PRIZE CHEVROLET

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 137nd St. Miami, FL 33177
(305) 235-8200
www.grandprizeauto.com

[redacted] MV# 30491 MVR# 94100685

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1 77CVZM3 01CVZ01S	MAINTENANCE 1 MAINTENANCE 3 00000	MI MI MI	63 3 63 3 0		MAINTENANCE 2 MAINTENANCE 6	MI MI	75 80 29 95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/16	[redacted]	70[illegible]	7064	16		0CVZ0600723 0CVZ 0CVZINSP	2011 CHEV LOF ROTATE RECALL MULTI-POINT VEH INSP

SALESPERSON NO. SERV I STATE REG# MV-30491

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ MAS CARD ☐ AM EXP
BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH
RETAIN PARTS: ☐ YES ☐ NO
APPOINTMENT: ☐ Yes ☐ No

VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO
1GNSC JWC6ER [redacted]	[illegible]				

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO
[redacted]				[redacted]

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TIME
[redacted]				08/17/16

TURBO	MAC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
					70,124	7329	AARON FARQUHARSON

03 10am 03/17/16 06 00pm

LABOR RATE 10

BB

CUSTOMER INITIAL X

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 0 00

X _____

1 C 02CVSPB3 *CONCERN WITH BRAKES*
CUSTOMER STATES WHEN BRAKING SOUNDS LIKE MELT ON METAL CH CK AND ADVISE ALSO FELT AS IF VEHICLE WOULD NOT STOP CHECK AND ADVISE

PITS3 770 Pullaw Both Front 2420150 09 M Rotors & Pads

2 W 51CVZ02 *BODY ELECT CONCERN*
CUST STATES UPON TURNING VEHICLE OFF BRAKE LIGHTS STILL ON CHECK AND ADVISE

REFI

[redacted]

3 W 00CVZ0600723 *2011 CHEV LOF ROTATE*
CUSTOMER STATES CHANGE OIL & ROTATE 4 TIRES RESET TIRE MONITOR AND REFILL WITH DEXOS OIL

0600723 50.00

ORIGINAL ESTIMATE $	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT $	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE $	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE $	DESCRIPTION OF ADDITIONAL AUTHORIZED	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100 00

☐ I REQUEST A WRITTEN ESTIMATE
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED [redacted]

[redacted]

with a $45 00 maximum The charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal

The State of Florida requires a $1 00 fee to be collected for each new tire sold in the state [s 403 718] and a $1 50 fee to be collected for each new or remanufactured battery sold in the state [s 403 7185]

I hereby authorize the work work hereinafter to be done along with the necessary material and agr[illegible] to vehicle or articles left in vehicle [illegible] control or for any delays caused [illegible] by the supplier or transporter I hereby [illegible] operate the vehicle hereon described [illegible] of testing and/or inspection An expr[illegible] vehicle to secure the amount of repair

[redacted]

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company CC72Z993 O (08/15)

PAGE 1 OF 2

SEE REVERSE FOR ADDITIONAL INFORMATION [illegible] [CONTINUED ON NEXT PAGE]

[redacted]

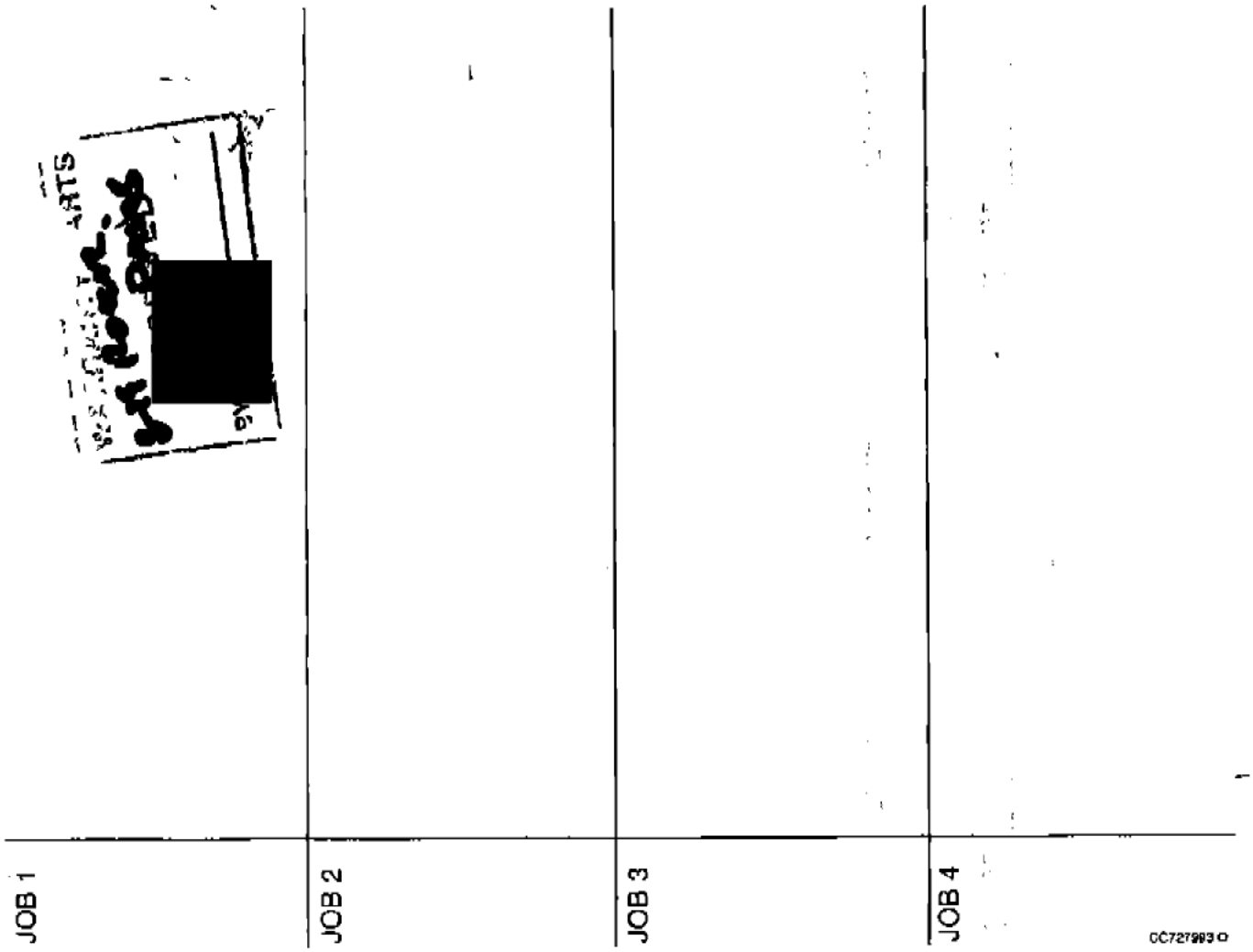
Feb. 28. 2017 11:52AM No. 4488 P. 28

NOTE You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100 00 If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair STORAGE CHARGES No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed After that date, the daily charges for storage of your vehicle will be $25 00

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint

CANCELLATION OF REPAIR In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle

Section 501 90, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer, a description of the facts that serve as the basis for the claim, the amount of damages, and copies of any documents in the possession of the consumer which relate to the claim Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business



GRAND PRIZE CHEVROLET

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 152nd St Miami, FL 33177
(305) 235-8200
www grandprizeauto com

[redacted] MV# 30491 MV# 30491

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63 95		MAINTENANCE 2	MI	75 80
77CVZM3	MAINTENANCE 3	MI	63 95		MAINTENANCE 6	MI	29 95
01CVZ015	00000	MI	0 00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/16	[redacted]	76?1	7064	16? 16 16		[illegible] 600723 [illegible] [illegible] INSP	'011 CHEV LOF ROTATE RECALL MULTI-POINT VEH INSP

SALESPERSON NO [redacted] SERVICE STATE REG# MV-30491

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☑ VISA ☐ MAS CARD ☐ AM EXP
BASIS FOR CHARGE: ☐ [illegible] ☐ HRLY RATE ☐ BOTH
RETAIN PARTS: ☐ YES ☐ NO
APPOINTMENT: ☐ Yes ☐ No

VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	I D NO
1GNSCJKC8FR[redacted]	15 CHEVROLET [illegible]				[redacted]

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO
[redacted]				

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TIME
				08/17/16

TURBO	MMC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	CVZ				76,124	7329	AARON PARQUHARSON

09 10am 03/17/16 06 00pm 1.0 LABOR RATE

[redacted] CUSTOMER INITIAL X

JOB

4 C 00CVZINSP *MULTI-POINT VEH INSP*
PERFORM MULTI-POINT VEHICLE INSPECTION

5. Drag

6. Cr Wash

ORIGINAL ESTIMATE $	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT $	ADDL REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE $	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS		
CHARGE FOR ESTIMATE $	DESCRIPTION OF ADDL WORK AUTHORIZED	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100 00

☐ I REQUEST A WRITTEN ESTIMATE
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED _____ DATE _____

A standard charge for supplies (rags nuts bolts cleaners etc) and disposal of hazardous waste (oil coolant oil filters etc) will appear on each repair order when used in the repair The amount of each charge will be 7% of the total labor with a $45 00 maximum This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal

The State of Florida requires a $1 00 fee to be collected for each new tire sold in the state [s 403 718] and a $1 50 fee to be collected for each new or remanufactured battery sold in the state [s 403 7185]

I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees.

CUSTOMER'S SIGNATURE X _____

The Reynolds and Reynolds Company CC727983 Q (08/15)

SEE REVERSE FOR ADDITIONAL INFORMATION

620394

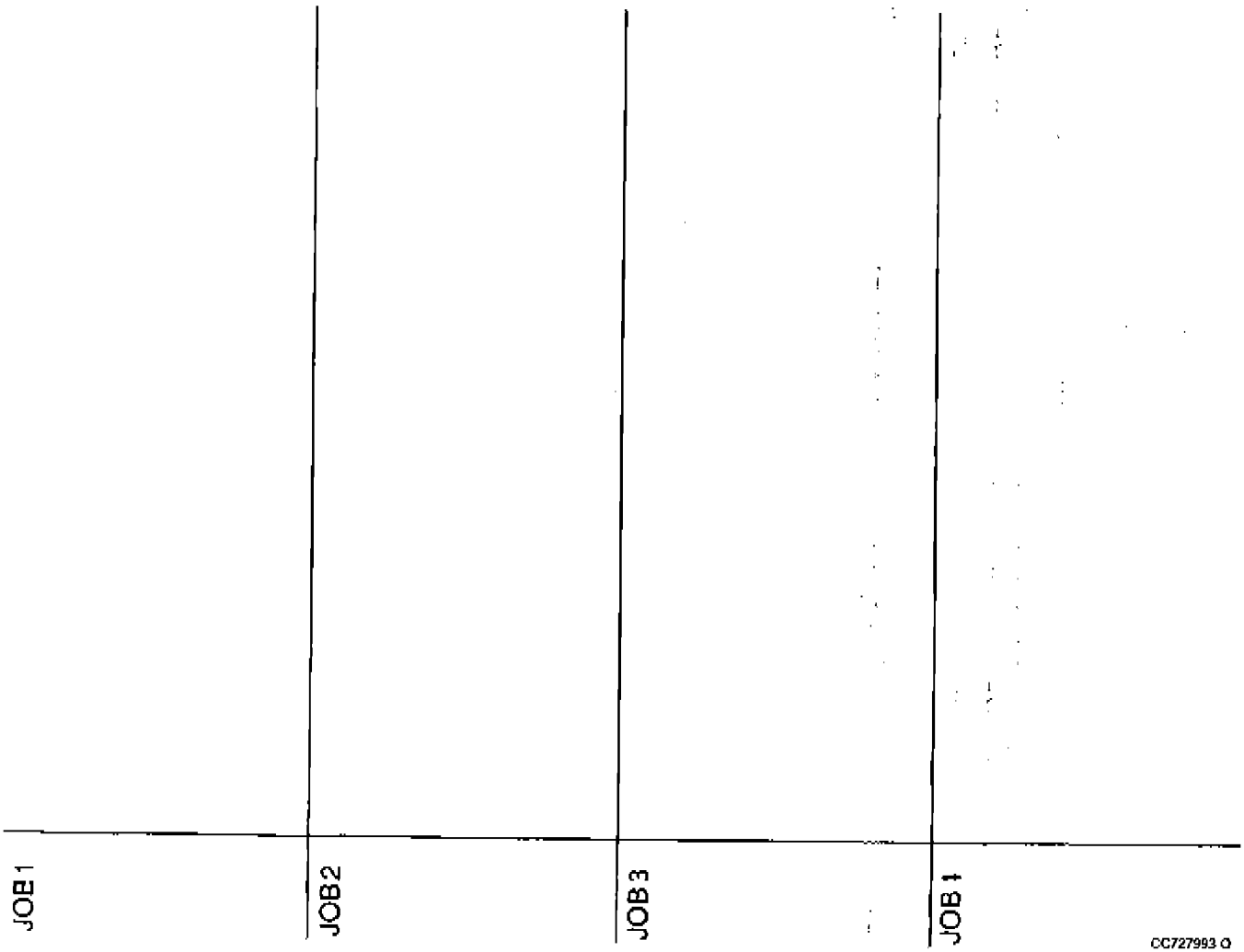
Feb. 28. 2017 11:53AM No. 4488 P. 30

NOTE You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100 00 If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair STORAGE CHARGES No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed After that date, the daily charges for storage of your vehicle will be $25 00

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint

CANCELLATION OF REPAIR In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle

Section 501 98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer, a description of the facts that serve as the basis for the claim, the amount of damages, and copies of any documents in the possession of the consumer which relate to the claim Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business



[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,875		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/03/16	
	COMMENTS			MO: 25876

LABOR & PARTS----------

J# 1 99CVZ RECALL HOURS: 0.90 TECH(S):4671 97.49

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	12/03/16	15.40	16.00	0.10	0.00	NON WORKING
4671	12/06/16	0.00	0.70	0.00	0.90	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.10	0.90	

PERFORM RECALL # 16049
PERFORM RECALL 16049 FOUND TWO TIRE FALL UNDER RECALL
DOT A32AWBDE1815
NECESSARY TO REPLACE TWO TIRES
9102651 0.7 0.2

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	2	22809730	C2755520 5.880 N	144.94	289.88	202.92	405.84
			JOB # 1 COST TOTAL		289.88		
					JOB # 1 TOTAL PARTS		405.84
					JOB # 1 TOTAL LABOR & PARTS		503.33

PAID
DEC 06 2016

J# 2 99CVZ00 RECALL HOURS: 0.30 TECH(S):4671 32.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	12/03/16	15.40	16.00	0.10	0.00	NON WORKING
4671	12/06/16	0.00	0.30	0.00	0.30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.10	0.30	

PERFORM RECALL # 16007
UPDATE REQUIRED IN SDM
PERFORMED RECALL 16007 - REPROGRAM
WCC S30A2 9102276 0.2 0.1

JOB # 2 TOTAL LABOR & PARTS 32.50

PAID
DEC 06 2016

J# 3 51CVZ BODY ELECTRICAL HOURS: TECH(S):4671 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	12/03/16	15.40	16.00	0.20	0.00	NON WORKING
4671	12/03/16	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.20	0.00	

CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE
NWD
CUSTOMER WILL RETURN AT A LATER DATE.
(ADVISE CUSTOMER NECESSARY TO GET GM INVOLVED WITH ISSUE)

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 20CVZ03 A/C CONCERN HOURS: TECH(S):4671 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4671	12/03/16	15.40	16.00	0.20	0.00	NON WORKING
4671	12/03/16	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.20	0.00	

CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE
NWD
CUSTOMER WILL RETURN AT LATTER TIME

JOB # 4 TOTAL LABOR & PARTS 0.00

The Reynolds and Reynolds Company ERA-MIN-E SF630646 Q (08/15)

Feb. 28. 2017 11:53AM No. 4488 P. 32

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG N	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,875		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/03/16	
	COMMENTS			MO: 25876

COMMENTS
DISPATCH 244 PM

R/O TAX	0.00
R/O TOTALS	535.83

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	503.33
	32.50
CLAIM TOTALS	535.83

APPROVED BY SIGNATURE

PAGE 2 OF 4 WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 10:47am

The Reynolds and Reynolds Company SF630846 Q (08/15)

Feb. 28. 2017 11:54AM No. 4488 P. 33

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,875		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/03/16	
	COMMENTS			MO: 25876

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/03/2016
ODOMETER	25875	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		[redacted]		

JOB COMPLETION DATE: 12/06/2016
TECHNICIAN GMIN: 092708866

LABOR OPERATION	BASE HOURS	ADD PUB.
9102651	0.7	0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: NECESSARY TO REPLACE TWO TIRES 9102651 0.7

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
22809730	2	144.94			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	115.96		
PARTS	289.88	0.00	405.84
LABOR	97.49	0.00	97.49
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	503.33	0.00	503.33

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE]

10:47am

The Reynolds and Reynolds Company ERAINTINVE
SF630848 Q (08/15)

Feb. 28. 2017 11:54AM No. 4488 P. 34

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/06/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 25,875		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	E.T.E. NO. / P.O. NO.		T. O. DATE: 12/03/16	
	COMMENTS			MO: 25876

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/03/2016
ODOMETER	25875	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		[redacted]		

JOB COMPLETION DATE: 12/06/2016
TECHNICIAN GMIN: 092708866

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	0.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: PERFORMED RECALL 16007 - REPROGRAM WCC S30A2 910227
6 0.2 0.1

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	32.50	0.00	32.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	32.50	0.00	32.50

The Reynolds and Reynolds Company ERAINTIVE
SF630546 Q (09/15)

Feb. 28. 2017 11:54AM No. 4488 P. 35

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

SHOWROOM

[redacted]

CUSTOMER NO.	ADVISOR / TAG NO	INVOICE DATE
[redacted]	AAROM FARQUHARSON 7329 [redacted]	12/03/16
	LABOR RATE / LICENSE NO. / MILEAGE: 25,875	COLOR: / STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD	DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]	SELLING DEALER NO. / PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: 12/03/16
	COMMENTS	MO: 25876

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
DISPATCH 244 PM

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 01/21/2017 / 28876 MI 77CVZM6 MAINTENANCE 6 *
****

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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

PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
MEANS YOU DONT PAY FOR THIS REPAIR AS LONG AS
YOU OWN THIS VEHICLE CUSTOMER PAY ONLY

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DEC 0 3 2016

SHOWROOM

PAGE 2 OF 2 FILE COPY [END OF INVOICE] 04:26pm

The Reynolds and Reynolds Company BRANTNIVE
SP630640 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/03/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,875		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/03/16	
	COMMENTS			MO: 25876

LABOR & PARTS

J# 1 99CVZ RECALL HOURS: TECH(S):4671 WARRANTY

PERFORM RECALL # 16049
PERFORM RECALL 16049 FOUND TWO TIRE FALL UNDER RECALL
DOT A32AWBDE1815
NECESSARY TO REPLACE TWO TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2	22809730	C2755520 5.880 N			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99CVZ00 RECALL HOURS: TECH(S):4671 WARRANTY

PERFORM RECALL # 16007
PERFORM REPROGRAM DONE
PERFORMED RECALL 16007 - REPROGRAM
WCC: S30A2

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 51CVZ BODY ELECTRICAL HOURS: TECH(S):4671 WARRANTY

CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE
CUSTOMER WILL RETURN AT A LATER DATE.
(ADVISE CUSTOMER NECESSARY TO GET GM INVOLVED WITH ISSUE)

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 20CVZ03 A/C CONCERN HOURS: TECH(S):4671 WARRANTY

CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE
CUSTOMER WILL RETURN AT LATTER TIME

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 00GVZINSP MULTI POINT VEH.INSP HOURS: TECH(S):4671 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI POINT VEHICLE INSPECTION COMPLETED

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

SF600648 G (08/15)

Feb. 28. 2017 11:55AM No. 4488 P. 37

$\phi = 2\pi \cdot 5 \cdot 10^{-7}$

PE18-012

GM

3-27-2019

Q3

BOMNIN CHEVROLET
CASHIER DEPARTMENT
11701 SW 152nd STREET
KENDALL, FLORIDA 33177
(305) 235-8200 Extension (347)

FAX

Pages: 21

To: Monica, Customer Relationship Specialist

Fax: (586) 920-0089
(866) 790-5700 # 5921293

Date: FEB 28 2017

Ref: [redacted]
Service Request. 8-2767236263
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]

From: Marilyn | Bomnin Chevrolet

Fax: 305-256-3171

- [✓] Urgent
- [X] For Review
- [ ] Please Comment
- [✓] Please Reply
- [ ] Please Recycle

Phone: (305) 235-8200 Extension (347)
PLEASE LET ME KNOW IF I CAN BE OF ANY FURTHER ASSISTANCE.
THANK YOU,

Continuation Part (2)

Comments: ~~As requested~~ are the following invoices # [redacted]. Scanned copy of customer's request for duplicate invoices.

Please reply as soon as you receive this fax.

Thanks,

[redacted]

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 12/26/16	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 26,850	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.G. NO.	P.O. NO.	R.O. DATE 12/21/16	
	COMMENTS			MO: 26851

TOTALS

```
**********************************************************************
* NEXT RECOMMENDED SERVICE:                                          *
* 02/08/2017 /  29851 MI 77CVZM6        MAINTENANCE 6                *
**********************************************************************

**********************************************
*                                            *
* [ ] CASH    [ ] CHECK    CK NO. [       ]  *
*                                            *
* [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER *
*                                            *
* [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE *
*                                            *
**********************************************
PARTS WITH (*) ASTERISK ARE "LIFETIME WARRANTY"
```

[redacted]

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**

DEC 26 [redacted]

The Reynolds and Reynolds Company ERMINDWE
SF630640 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/26/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 26,850		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 12/21/16	
	COMMENTS			MO: 26851

LABOR & PARTS----------

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS: TECH(S):1538 WARRANTY
CUST STATES AT SLOW SPEEDS BRAKE PEDAL GOES TO THE FLOOR
VEHICLE CONTINUES TO MOVE ONCE PEDAL TO THE FLOOR CHECK AND
ADVISE
HYDRAULIC BRAKE SYSTEM BLEEDING
LABOR OPERATION: 2440122

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51CVZ01 BODY ELECT CONCERN. HOURS: TECH(S):1538 WARRANTY
CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE
INFO DISPLAY MODULE DAMAGE
REMOVE CHECK - DIAGNOSTIC INFO DISPLAY MODULE - DAMAGE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 20CVZ03 A/C CONCERN HOURS: TECH(S):1538 WARRANTY
CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE
RECOVERY, VACUUM AND CHARGE A/C SYSTEM
LABOR OPERATION: 4417169

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 70CVZ03 RENTAL HOURS: TECH(S):99 WARRANTY
RENTAL PROVIDED MUST BE RETURNED THE SAME DAY YOUR VEHICLE
IS COMPLETED TO AVOID ANY CHARGES TO YOU.

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 70CVWASH CAR WASH HOURS: 0.00 TECH(S):99 INTERNAL
CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 00CVZINSP. MULTI-POINT VEH.INSP HOURS: 0.00 TECH(S):99 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
MULTI-POINT VEHICLE INSPECTION COMPLETED

JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET-----P0#-------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 4	7914	00	12/26/16	RENTAL	WARRANTY
JOB # 5	8213		12/24/16	WASH	INTERNAL

TOTAL - SUBLET 0.00

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

The Reynolds and Reynolds Company ERAINVNE
SF630648 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/29/16	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		26,850	/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD			
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G N S C J K C 6 F R [redacted]			
	E.T.E. NO. / P.O. NO.		R.O. DATE	
			12/21/16	
	COMMENTS			

MO: 26851

LABOR & PARTS

J# 1 02CVSPB3 CONCERN WITH BRAKES HOURS: 0.80 TECH(S):1538 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1538	12/22/16	13.20	15.50	0.30	0.00	HOLD OTHER
1538	12/23/16	8.40	18.00	1.10	0.00	NON WORKING
1538	12/24/16	10.60	14.50	0.50	0.00	FINISHED
1538	12/26/16	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.90	0.80	

86.66

CUST STATES AT SLOW SPEEDS BRAKE PEDAL GOES TO THE FLOOR
VEHICLE CONTINUES TO MOVE ONCE PEDAL TO THE FLOOR CHECK AND ADVISE
BRAKE SYSTEM NEED BLEEDING
HYDRAULIC BRAKE SYSTEM BLEEDING
2440122 0.8

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51CVZ01 BODY ELECT CONCERN HOURS: 1.10 TECH(S):1538 119.15

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1538	12/22/16	13.20	15.50	1.10	0.00	HOLD OTHER
1538	12/23/16	8.40	18.00	4.70	0.00	NON WORKING
1538	12/24/16	10.60	14.50	2.00	0.00	FINISHED
1538	12/29/16	0.00	0.00	0.00	1.10	OVERRIDE IN INVOICING
		TOTAL TECH TIME		7.80	1.10	

PAID DEC 29 2016

CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE
INFO DISPLAY MODULE DAMAGE
REMOVE CHECK - DIAGNOSTIC INFO DISPLAY MODULE - DAMAGE
3422790 1.1

JOB # 2 TOTAL LABOR & PARTS 119.15

J# 3 20CVZ03 A/C CONCERN - HOURS: 0.50 TECH(S):1538 54.16

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1538	12/22/16	13.20	15.50	0.90	0.00	HOLD OTHER
1538	12/23/16	8.40	18.00	3.40	0.00	NON WORKING
1538	12/24/16	10.60	14.50	1.40	0.00	FINISHED
1538	12/26/16	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		5.60	0.50	

PAID DEC 29 2016

CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE
PERFORMED AC SYSTEM ANALYSIS AND NO LEAKS WERE FOUND
RECOVERY, VACUUM AND CHARGE A/C SYSTEM
4417169 0.3 0.2

JOB # 3 TOTAL LABOR & PARTS 54.16

J# 4 70CVZ03 RENTAL HOURS: TECH(S):99 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99	12/24/16	15.20	15.20	0.00	0.00	FINISHED
99	12/24/16	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

RENTAL PROVIDED MUST BE RETURNED THE SAME DAY YOUR VEHICLE IS COMPLETED TO AVOID ANY CHARGES TO YOU.

JOB # 4 TOTAL LABOR & PARTS 0.00

The Reynolds and Reynolds Company ERAWIN/VE SF630646 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/29/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 26,850		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/21/16	
	COMMENTS			MO: 26851

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	7914	878630	12/29/16	ENTERPRISE INV# [redacted]		
				TOTAL - SUBLET		114.00
						114.00
G.O.G. & SUPPLIES						
JOB # 2	Z5000 EXPEDITE PARTS					25.00
				TOTAL - GOG		25.00
				R/O TAX		0.00
				R/O TOTALS		312.31

PAID
DEC 29 2016

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	114.00
	144.15
	54.16
CLAIM TOTALS	312.31

APPROVED BY SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
8F690646 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	AAROM FARQUHARSON 7329	[redacted]	12/29/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 26,850		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE: 12/21/16	
	COMMENTS			MO: 26851

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/21/2016
ODOMETER	26850	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]		

JOB COMPLETION DATE: 12/26/2016
TECHNICIAN GMIN: 988516802

LABOR OPERATION	BASE HOURS
2440122	0.8

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0131
COMPLAINT DESCRIPTION: CUST STATES AT SLOW SPEEDS BRAKE PEDAL GOES TO THE F LOOR VEHICLE CONTINUES TO MOVE ONCE PEDAL TO THE FLOOR CHECK AND ADVISE E

CAUSE CODE: 6011
CAUSE DESCRIPTION: BRAKE SYSTEM NEED BLEEDING

CORRECTION DESCRIPTION: HYDRAULIC BRAKE SYSTEM BLEEDING 2440122 0.8

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
114.00	NIC			1GKKRSJD2HJ[redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	114.00	0.00	114.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	114.00	0.00	114.00

The Reynolds and Reynolds Company ERAINTINVE
SF630646 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG NO. [redacted]	INVOICE DATE 12/29/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 26,850		COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 12/21/16	
	COMMENTS			MD: 26851

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/21/2016
ODOMETER	26850	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]		

JOB COMPLETION DATE: 12/29/2016
TECHNICIAN GMIN: 988516802

LABOR OPERATION	BASE HOURS
3422790	1.1

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0222
COMPLAINT DESCRIPTION: CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE

CAUSE CODE: 6573
CAUSE DESCRIPTION: INFO DISPLAY MODULE DAMAGE

CORRECTION DESCRIPTION: REMOVE CHECK - DIAGNOSTIC INFO DISPLAY MODULE - DAMAGE 3422790 1.1

CAUSAL PART: FRONT INFO DISPLAY MODULE

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
25.00	NIE					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	119.15	0.00	119.15
NET ITEMS	25.00	0.00	25.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	144.15	0.00	144.15

The Reynolds and Reynolds Company ERAINTNVE SF630646 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM FARQUHARSON 7329	TAG [redacted]	INVOICE DATE 12/29/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,850	COLOR /
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCJKC6FR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.I.E. NO.	P.O. NO.	R.O. DATE 12/21/16	
	COMMENTS			MO: 26851

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCJKC6FR[redacted]	REPAIRING BAC	297[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/21/2016
ODOMETER	26850	SERVICE ADVISOR GMIN	135842305
NON-GM VEHICLE	N	FOREIGN TOURIST	N
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[redacted]		

JOB COMPLETION DATE: 12/26/2016
TECHNICIAN GMIN: 988516802

LABOR OPERATION	BASE HOURS	ADD PUB.
4417169	0.3	0.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0722
COMPLAINT DESCRIPTION: CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE

CAUSE CODE: 9096
CAUSE DESCRIPTION: PERFORMED AC SYSTEM ANALYSIS AND NO LEAKS WERE FOUND

CORRECTION DESCRIPTION: RECOVERY, VACUUM AND CHARGE A/C SYSTEM 4417169 0.3 0.2

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	54.16	0.00	54.16
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	54.16	0.00	54.16

The Reynolds and Reynolds Company EXAINVOVE
SF030648 Q (08/15)

[redacted]

GRAND PRIZE CHEVROLET
11701 SW 152nd St. • Kendall, FL 33177
(305) 235-8200
MV# 30491 MVR# 94100685
www.grandprizeauto.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR AAROM PARQUHARSON 7329	VAS NO. [redacted]	INVOICE DATE 12/29/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,850	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C J K C 6 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 12/21/16	
	COMMENTS			MO: 26851

LABOR & PARTS

J# 5 70CWASH CAR WASH HOURS: 0.00 TECH(S):99 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
99	12/24/16	15.20	15.20	0.00	0.00	FINISHED
99	12/24/16	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CAR WASH REQUESTED BY SERVICE ADVISOR
CAR WASH JOB REQUESTED
PERFORMED CAR WASH

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET

	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	7914	870630	12/20/16	ENTERPRISE INV# [redacted]	56.00
JOB # 5	8213		12/24/16	WASH	5.00
				TOTAL - SUBLET	61.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
	67D	56.00
	65D	5.00

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	61.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**61.00**

APPROVED BY SIGNATURE

PAGE 1 OF 1 FILE COPY-1 { END OF INVOICE } 05:08pm

The Reynolds and Reynolds Company SRWINVE
SF630848 O (08/15)

ARMS® GRAND PRIZE

Skip navigation

Welcome PAM VILLALOBOS 12/28/16 Sign Out

Create Authorization Find Customer Action Items Completed Actions Reports Administration Help

Dealership: 01 GRAND PRIZE CHEVROLET File Owner: FAEQUHARSON, AARON

Customer File: CLOSED

for [redacted] PO Number: 7914/R.O [redacted]

<< Previous

Go to Vehicles Rented Invoice

RENTER INFORMATION:

[redacted]

Phone Numbers:
Home [redacted] Ext:

E-mail:

Note to Self Only:

Process

RENTAL INFORMATION:
Current Rental Status: Closed Rental
Ticket Number:
Reservation Number: [redacted]
Authorized Class: Full Size
Days/Rate: 5 days up to No Limit /day
Rental Start Date: 12/21/16

ENTERPRISE RENT-A-CAR Location:
ENTERPRISE RENT-A-CAR4162
12037 S.W. 117 AVE.

MIAMI, FL 33186-5216
(305) 233-8292

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
12/21/16 9:17 AM	2017	GMC	ACAL	1GKKR8KD2HJ [redacted] 1376		1400	24	$37.22

ADDITIONAL INFORMATION:
PO Number: 7914/R.O [redacted]
Owner's Vehicle: 2015 CHEVROLET SUBUR
Vehicle Condition: Unknown
Additional Driver:

Repair Facility:
GRAND PRIZE CHEVROLET
MIAMI FL 33157
(305) 235-6200

NOTEBOOK:

☐ Extensions ☐ Request Extension ☐ Maintain Authorization

Date	Author	Message
12/27/16 6:43 PM	RENTAL, BRANCH	Ticket 878630 closed on 12/26/16 at 8:00 AM.
12/27/16 6:43 PM	SYSTEM, ARMS	Invoice sent for Approval/Payment AMOUNT DUE $190.00
12/26/16 9:15 AM	FAEQUHARSON, AARON	Authorization changed by FAEQUHARSON, AARON at 9:15 AM. Rental extended by FAEQUHARSON, AARON at 9:15 AM for 2 day(s). Current authorized date is 12/26/16. Extended 2 days up to No Limit/day.
12/21/16 9:20 AM	RENTAL, BRANCH	Ticket [redacted] opened on 12/21/16 at 9:17 AM.
12/21/16 8:28 AM	RENTAL, BRANCH	Authorization confirmed by Enterprise at 7:28 AM. Reservation number [redacted]
12/21/16 8:28 AM	FAEQUHARSON, AARON	Authorization sent at 8:28 AM for 3 days up to No Limit/day. Authorized by FAEQUHARSON, AARON. Direct Bill Authorization set at 100 % WARRANTY RENTAL $38.00 CUSTOMER RESPONSIBLE FOR ANY UPGRADES ALSO INSURANCE

Enterprise® Employee Note To Self

* Time is displayed based on your local time zone: GMT-05:00

Top Of Page

Invoicing:

☐ Print Rental History too

Printer Friendly Page View as PDF

RENTAL INFORMATION:
ENTERPRISE RENT-A-CAR Location:
ENTERPRISE RENT-A-CAR (4162)
12037 S.W. 117 AVE.

MIAMI, FL 33186-5216
(305) 233-8292

AUTHORIZATION DETAIL:

Days:	5
Rate:	No Limit
Direct Bill Percent:	100%
Total Authorized:	$0.00*

INVOICE:
Invoice Number: [redacted]
Alternate Invoice Number: [redacted]
Invoice Date: 12/27/16

RENTAL DETAIL:
Rental Period: 12/21/16 to 12/26/16 (5 days)
Billed Period: 12/21/16 to 12/26/16 (5 days)

[redacted]

ARMS® - Automated Rental Management System

ADDITIONAL INFORMATION:
Renter: [redacted]
PO Number: 7914/F[redacted]

Products and Services	Rate	Amount
5 DAYS @	37.22	$186.10
Taxes and Surcharges		
5 VLF REC	0.76	$3.90
	Direct Bill %:	100%
	Total Charges:	$190.00
	Amount Rec[illegible]	[illegible]
	Total Amount Due:	$190.00

Top Of Page

Contact Us Terms of Use Privacy Policy UK, Ireland | North America
© Copyright 2016 The Crawford Group
U.S. Patent No. 7,275,039 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending

[redacted]

12/28/2016

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

1034 **NET 30 DAYS** 7914 **DUPLICATE**
AARON FARQUHARSON
SERVICE

ENTERPRISE RENT-A-CAR
11945 SW 140TH TER
MIAMI FL 33186-6015

12/21/16 170.00

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

701219 ENTERPRISE INV# [redacted] 114.00
701219 ENTERPRISE INV# [redacted] 56.00

246 170.00 701219

AUTHORIZED SIGNATURE

PAGE 1 OF 1

1034 **NET 30 DAYS** 7914 **DUPLICATE**
AARON FARQUHARSON
SERVICE

ENTERPRISE RENT-A-CAR
11945 SW 140TH TER
MIAMI FL 33186-6015

12/21/16 170.00

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

3F4B041 0 (05/08)

701219 ENTERPRISE INV# [redacted] 114.00
701219 ENTERPRISE INV# [redacted] 56.00

246 170.00 701219

AUTHORIZED SIGNATURE

PAGE 1 OF 1

BOMNIN CHEVROLET WEST KENDALL
11701 SW 152 ST
MIAMI FL 33177

Vehicle Report

Printed on: 12/21/2016 08:14:55

WORKBENCH Service

VIN: 1GNSCJKC6FR[redacted] Vehicle Model: 2015 SUBURBAN 2WD 1/2 TON Delivery Date: 10/10/2015

Service Consultant : Aaron Farquharson Mileage : 26851

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	ZG92E3W4

Required Field Actions

Number	Type	Description	Release Date	Status
16049	Product Safety Recall	Tire Recall	10/14/2016	Closed
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
15577	Customer Satisfaction Program	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	10/10/2015	6 MI	10/10/2023	80006 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	10/10/2015	6 MI	10/10/2017	24006 MI	Expired
Bumper to Bumper Limited Warranty	10/10/2015	6 MI	10/10/2018	36006 MI	Applicable
Corrosion Limited Warranty	10/10/2015	6 MI	10/10/2021	100006 MI	Applicable
Powertrain Limited Warranty	10/10/2015	6 MI	10/10/2020	100006 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	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/03/2016	[redacted]	ZFAT	9102276	16007 - N16-204617 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	25875 MI	Warranty
12/03/2016	[redacted]	ZFAT	9102651	2016049 - Replacement One Tire (Includes Inspection)	25875 MI	Warranty
08/17/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	20124 MI	Warranty
08/17/2016	[redacted]	ZREG	2420150	Front Disc Brake Pads Replacement	20124 MI	Warranty
03/12/2016	[redacted]	ZREG	0600032	ROADSIDE SERVICE (LOCKOUT)	6000 MI	Warranty
02/06/2016	[redacted]	ZFAT	9101975	15577 - Install New Fuse Block Label	7621 MI	Warranty
02/06/2016	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	7621 MI	Warranty
07/21/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 MI	Warranty

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

Vehicle Report

Printed on: 12/21/2016 08:14:55

WORKBENCH Service

VIN: 1GNSCJKC6FR[redacted] **Vehicle Model:** 2015 SUBURBAN 2WD 1/2 TON **Delivery Date:** 10/10/2015

Service Consultant : Aaron Farquharson **Mileage :** 26851

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
06/30/2015	[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
08/22/2016	[redacted]	FL		0		20124 MI
02/08/2016	[redacted]	FL		0		7621 MI
10/24/2015	[redacted]	FL		0		4 MI
07/22/2015	[redacted]	FL		0		2 MI

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

BOMNIN CHEVROLET

WEST KENDALL *'Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

[redacted] MV# 30491 MVR# 94100685 [redacted]

7414

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4.	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.95	01CVZ015	00000	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/03/16	[redacted]	25875	7329	4671	W	99CVZ	RECALL
				4671	W	99CVZ00	RECALL
				4671	W	51CVZ	BODY ELECTRICAL
				4671	W	20CVZ03	A/C CONCERN
				4671	C	00CVZINSP.	MULTI-POINT VEH.INSP
08/17/16.	[redacted]	20124	7329	5374	W	02CV5PB3	CONCERN WITH BRAKES

SALESPERSON NO. SERVICE STATE REG# MV-[redacted]

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ MAS. CARD ☐ AM EXP

VEHICLE I.D. NO: 1GNSCJKC6FR[redacted] YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 12/21/16

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	26,850	7329	AAROM FARQUHARSON

RETAIL PARTS: ☐ YES ☐ NO

TIME RECEIVED 08:24am | DATE/TIME PROMISED 12/21/16 06:00pm | PRIORITY 30

APPOINTMENT: ☐ Yes ☐ No | LABOR RATE

CELL: [redacted]

CRUZ 1538

CUSTOMER INITIAL X

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

3 DAYS Rental Authorized Other 6TD

X _____

1 W 02CV5PB3 *CONCERN WITH BRAKES*

CUST STATES AT SLOW SPEEDS BRAKE PEDAL GOES TO THE FLOOR VEHICLE CONTINUES TO MOVE ONCE PEDAL TO THE FLOOR CHECK AND ADVISE

Hydraulic brake system bleeding

Labor operation: 2440/22. 0.8

1538

2 W *51CVZ01 *BODY ELECT CONCERN*

CUST STATES INTERMITTEN BOTH REAR TV INOP CHECK AND ADVISE

Front Info display module damage

3427440 1.1

1538

3 W *20CVZ03 *A/C CONCERN*

CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE

Recovery, Vacuum and Charge A/C System 0.3 0.2

Labor operation: 4417169

1538

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LO[redacted]D NOT EXCEED $[redacted]Y NOT EXCEED THE[redacted]TTEN OR ORAL AP[redacted] ESTIMATE.

SIGN[redacted] DATE[redacted]

A st[redacted]s, etc.] and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 7% of the total labor with a $45.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.60 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

I her[redacted]s along with the necessary material and [redacted]verage to vehicle or articles left in veh[redacted]nd your control or for any delays caus[redacted]ers by the supplier or transporter. I ho[redacted]on to operate the vehicle herein asse[redacted]rpose of testing and/or inspection. An e[redacted]above vehicle to secure the amount of re[redacted]

CUS[redacted]

SIGNATURE[redacted]

SEE REVERSE FOR ADDITIONAL INFORMATION [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company CC7342G7 © (1156)

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charges for storage of your vehicle will be $25.00 .

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.

Doc ID: 4507867

Human Machine Interface Control Module
B127E-00 Front video display output signal
B127D-28 Rearview camera input signal circuit

Nebraska 411 Radio
Chain Code: [redacted]
Nebraska 402 Radio Antenna
Chain Code: [redacted]

JOB 1 JOB 2 JOB 3 JOB 4

CC7341207 0

BOMNIN CHEVROLET

WEST KENDALL *Committed to Excellence*

11701 SW 152nd St. Miami, FL 33177

(305) 235-8200

[redacted] MV# 30491 MVR# 94100683

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.85	77CVZM2	MAINTENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.85	77CVZM4	MAINTENANCE 4	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.95	01CVZ01S	00000	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/03/16	[redacted]	25875	7329	4671	W	99CVZ	RECALL
				4671	W	99CVZ00	RECALL
				4671	W	51CVZ	BODY ELECTRICAL
				4671	W	20CVZ03	A/C CONCERN
				4671	C	00CVZINSP.	MULTI-POINT VEH.INSP
08/17/16	[redacted]	20124	7329	5374	W	0ZCVSPB3	CONCERN WITH BRAKES

SALESPERSON NO.

S E R V I C E

STATE REG# MV-[redacted]

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ MAS. CARD ☐ AM. EXP.

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☐ No

CELL: [redacted]

VEHICLE I.D. NO.	CAS/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNSCJKC6FR[redacted]	5/CHEVROLET TRUCK/SUBURBAN/40R 2WD				

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					12/21/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MAC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	Y	A	26,850	7329	AAROM FARQUHARSON

TIME RECEIVED	DATE/TIME PROMISED		PRIORITY
08:24am	12/21/16	06:00pm	30

LABOR RATE

CUSTOMER INITIAL X

JOB

4 **W** 70CVZ03 ***RENTAL***

RENTAL PROVIDED MUST BE RETURNED THE SAME DAY YOUR VEHICLE IS COMPLETED TO AVOID ANY CHARGES TO YOU.

5 **I** 70CVWASH ***CAR WASH***

CAR WASH REQUESTED BY SERVICE ADVISOR

6 **C** * 00CVZINSP. ***MULTI-POINT VEH.INSP***

PERFORM MULTI-POINT VEHICLE INSPECTION

ORIGINAL ESTIMATE $	DATE	TIME
ADDITIONAL AUTHORIZED AMOUNT $	ADD'L REPAIRS AUTHORIZED BY	
REVISED AUTHORIZED ESTIMATE $	AUTHORIZATION RECEIVED BY	
NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS		
CHARGE FOR ESTIMATE $	DESCRIPTION OF ADD'L WORK AUTHORIZED	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ **I REQUEST A WRITTEN ESTIMATE.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: _____ DATE: _____

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 7% of the total labor with a $45.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and a $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees.

CUSTOMER SIGNATURE X _____

[redacted]

The Reynolds and Reynolds Company OCT34207 Q (11/16)

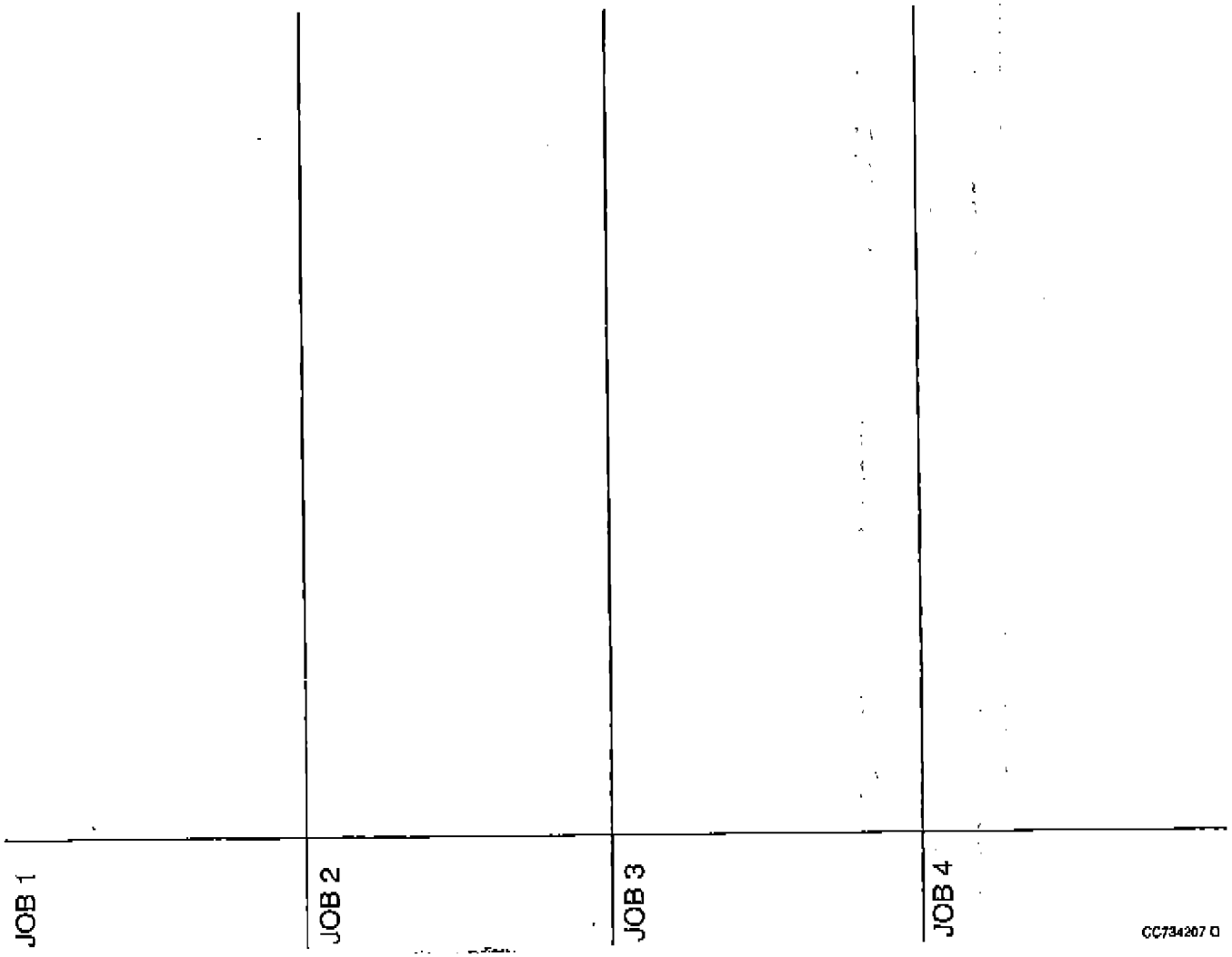
SEE REVERSE FOR ADDITIONAL INFORMATION

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charges for storage of your vehicle will be $25.00 .

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.



[redacted]

INVOICE REQUEST FORM:

Date: FEB. 16, 2017

I [redacted], am requesting my previous Invoices from BOMNIN CHEVROLET. I acknowledge receipt of these invoices by signing my name where indicated. I have attached a copy of my Driver's License, as a method of identification. I understand if and when, I am not able to retrieve the invoices on the same day as requested, I will be notified via cell when to pick them up.

[redacted]

Customer's Signature:

[redacted]

Contact Number:

[redacted]

[redacted]

CUSTOMER Signature

FEB 20 2017 L/M

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

February 24, 2017

Ruben Garcia
Grand Prize Chevrolet
11701 SW 152nd St.
Miami, FL 33177

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Customer Relationship Specialist: Monica

Dear Ruben:

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,

Chevrolet

PE18-012

GM

3-27-2019

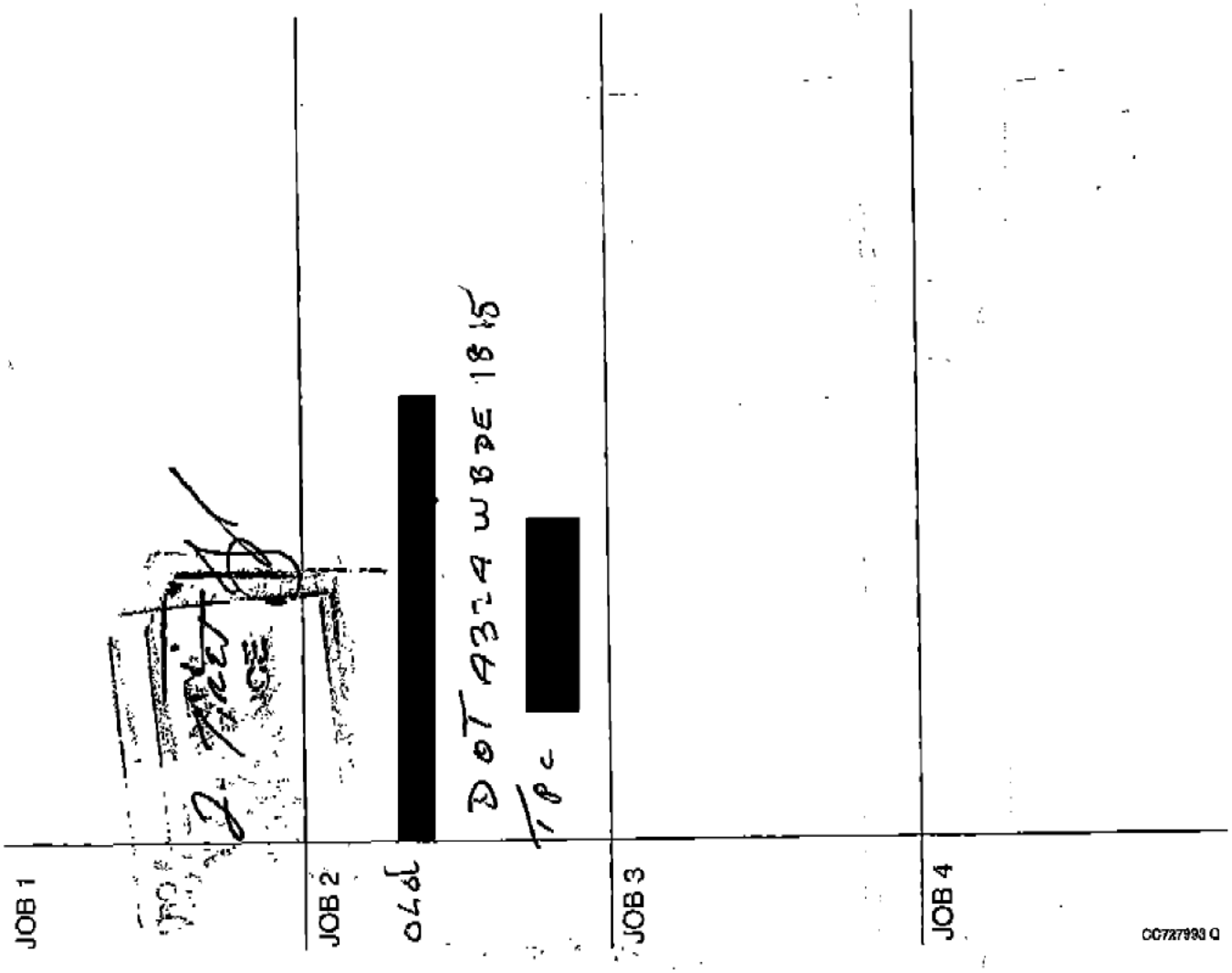
Q3

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charges for storage of your vehicle will be $25.00 .

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.



GRAND PRIZE CHEVROLET

Grand Prize Motors, Inc.
d/b/a GRAND PRIZE CHEVROLET
11701 SW 152nd St. Miami, FL 33177
(305) 235-8200
www.grandprizeauto.com

[redacted] MV# 30491 MVR# 94100685

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
77CVZM1	MAINTENANCE 1	MI	63.84	[illegible]	[illegible]ENANCE 2	MI	75.80
77CVZM3	MAINTENANCE 3	MI	63.84	[illegible]	[illegible]ENANCE 4	MO	170.75
77CVZM6	MAINTENANCE 6	MI	29.[illegible]	[illegible]	[illegible]	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/16	[redacted]	20124	7329	[illegible]		[illegible]	CONCERN WITH BRAKES BODY ELECT CONCERN 2011 CHEV LOF ROTATE MULTI-POINT VEH.INSP DRAC RENTAL OVERNITE CAR WASH

SALESPERSON NO. SERVICE STATE REG# MV [redacted]

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ VISA ☐ MAS. CARD ☐ AM. EXP.

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNSCJKC6FR [redacted]	15/CHEVROLET [illegible]				[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					12/03/16

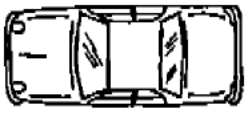
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MAKE	AIR COND.	R.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZ2				25,875	7329	AARON FARQUHARSON

TIME RECEIVED: 08:11am | DATE/TIME PROMISED: 12/03/16 04:00pm | PRIORITY: 30

LABOR RATE

CELL: [redacted]



CUSTOMER INITIAL X

JOB

4 W 20CVZ03 *A/C CONCERN*
CUST STATES REAR A/C NOT COOLING CHECK AND ADVISE

5 W 00CVZINSP. *MULTI-POINT VEH.INSP*
PERFORM MULTI-POINT VEHICLE INSPECTION

ESTIMATE $

ADDITIONAL AUTHORIZED AMOUNT $

REVISED AUTHORIZED ESTIMATE $

ADDL REPAIRS AUTHORIZED BY

AUTHORIZATION RECEIVED BY

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS

CHARGE NOW ESTIMATE $

DESCRIPTION OF ADDL WORK AUTHORIZED

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ **I REQUEST A WRITTEN ESTIMATE.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: DATE:

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 7% of the total labor with a $40.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718]. and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees.

CUSTOMER'S SIGNATURE X

The Reynolds and Reynolds Company CC72798 © (06/15)

SEE REVERSE FOR ADDITIONAL INFORMATION

[redacted]

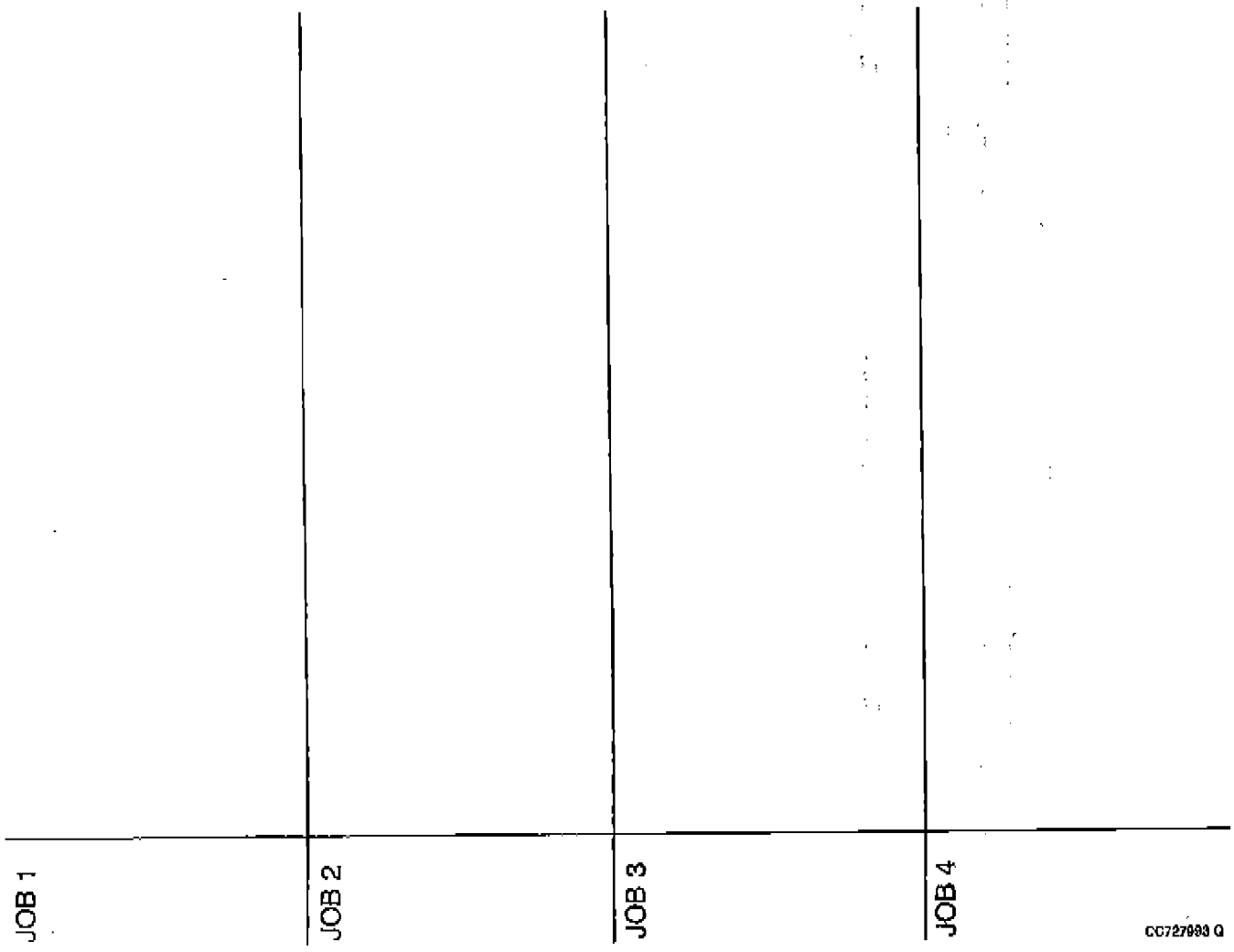
Feb. 28. 2017 12:11PM No. 4488 P. 41/42

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $100.00. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charges for storage of your vehicle will be $25.00 .

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for one year or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or address at which the dealer regularly conducts business.



PE18-012

GM

3-27-2019

Q3

© 2013 The Reynolds and Reynolds Company TO ORDER: www.reyspress.com; 1-800-344-0996; fax 1-800-531-8055

[redacted]

THE PRINTER MAKES NO WARRANTY EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

LOU BACHRODT CHEVROLET

☐ 1801 WEST ATLANTIC BLVD.
POMPANO BEACH, FL 33069
(954) 971-3000

☐ 5500 NORTH STATE ROAD 7
COCONUT CREEK, FL 33073
(954) 247-3000

LOU BACHRODT MAZDA

☐ 5400 NORTH STATE ROAD 7
COCONUT CREEK, FL 33073
(954) 247-5000

RETAIL LEASE ORDER

DATE 10/10/2015

CU[redacted]	DOB [redacted]	CO-CUSTOMER	DOB
ADD[redacted]		ADDRESS	
CI[redacted]	S[redacted] ZIP [redacted]	CITY	STATE ZIP
[redacted]		E-MAIL	
HO[redacted]	WOR[redacted] COUNTY MIAMI-DADE	HON[redacted]	COUNTY MIAMI-DADE

[redacted]K NO.	2015	NEW XX	USED	DEMO	EXECUTIVE	MILEAGE 28	SILV ICE MET	JOHN MULVIHILL
1GNSCJKC6FR[redacted]		CHEVROLET TRUCKSUBURBAN					4DR	SALESPERSON 2

NEW / DEMO AND EXECUTIVE VEHICLE DISCLOSURE

The new, demonstrator or executive Vehicle is leased AS-IS and WITH ALL FAULTS. **Dealer hereby expressly disclaims all warranties,** either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby ac[redacted]lable "warranty Pre-Sale Information" as di[redacted]nt to the Magnuson-Moss Warranty Act.

C[redacted]Customer: _____

THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

Customer: _____ Customer: _____

USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does dealer have the obligation to make any such disclosure. Customer understands that s/he may retain a third-party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased "AS IS and WITH ALL FAULTS," without any warranty and **Dealer hereby expressly disclaims all warranties,** either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a _____ (enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit, replica or flood vehicle).

Customer: _____ Customer: _____

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms

LEASE INFORMATION

Cash Price of Vehicle	59395.00
Extended Service Plan	N/A
Accessories /Options	N/A
	N/A
	N/A
	N/A
SUBTOTAL CAPITALIZED COST	59395.00
Predelivery Service Fee **Reconditioning Fee** Electronic Registration Filing Fee These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles and preparing documents related to the sale.	$799.00 $395.00 $199.00
Florida New Tire Fee & Lead Acid Battery Fee	N/A
	N/A
Sales Tax ___%	N/A
Rental Surcharge	N/A
County Tax	N/A
Lemon Law – Warranty Enforcement Act (New Cars Only)	N/A
Florida Title, Registration and License Fees (New___ Trans___) ☐ If box is checked this is an estimate	N/A
	N/A
Trade Pay-off / Balance on Prior Lease	N/A
Pre-owned Allowance &/or Discount	N/A
TOTAL CAPITALIZED COST	60393.00
Net Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction	N/A
Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction	2250.00
Rebates	1400.00

TRADE-IN

☐ Private Trade ☐ Lease Walk Away

Year	Make	Model	Color
VIN		Mileage	
1st Lien to:		Amount	N/A Good Thru
2nd Lien to:		Amount	Good Thru

and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased "AS IS and WITH ALL FAULTS," without any warranty and **Dealer hereby expressly disclaims all warranties,** either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a _____(enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit, replica or flood vehicle).

Customer: _____ Customer: _____

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO, LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. *Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the* [redacted] *a condition precedent to the enforcement*

[redacted] Customer: _____

Sales Tax ___%	N/A
Rental Surcharge	N/A
County Tax	N/A
Lemon Law – Warranty Enforcement Act (New Cars Only)	N/A
Florida Title, Registration and License Fees (New ___ Trans ___) ☐ If box is checked this is an estimate	N/A
	N/A
Trade Pay-off / Balance on Prior Lease	N/A
Pre-owned Allowance &/or Discount	N/A
TOTAL CAPITALIZED COST	60393.00
Net Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction	N/A
Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction	2250.00
Rebates	1400.00

TRADE-IN 1

☐ Private Trade ☐ Lease Walk Away

Year Make Model Color

VIN Mileage

1st Lien to: Amount N/A Good Thru

2nd Lien to: Amount Good Thru

Authorized by:

TRADE-IN 2

☐ Private Trade ☐ Lease Walk Away

Year Make Model Color

VIN Mileage

1st Lien to: Amount N/A Good Thru

2nd Lien to: Amount Good Thru

Authorized by:

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in an accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was not previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), also referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle, and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or not the Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on the Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previously unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is for convenience only and Dealer assumes no responsibility for its condition or any other obligation of Customer with respect to that lease such as remaining payments, excess miles or damage to vehicle, unless otherwise indicated in writing and signed by Dealer.

Customer: _____ Customer: _____

ARBITRATION AND LIMITATION ACKNOWLEDGEMENTS

The parties agree to submit all claims to binding arbitration as set forth in paragraph H on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages, including, but not li[redacted]ler is not evidence of any cash payment. Cash p[redacted]eipt document. The Deposit will serve to hold th[redacted]urs from this date.

C[redacted] Customer: _____

[redacted] UNDERSTOOD ALL OF THE TERMS AND CONDITIONS CONTAINED ON THE FRONT AND REVERSE OF THIS ORDER. BY SIGNING BELOW, YOU ACKNOWLEDGE [redacted]NG, THIS REPRESENTS THE ENTIRE AGREEMENT AND THAT [redacted] PROMISE OR AGREEMENT NOT [redacted]IS ORDER IS NOT BINDING UNTIL EXECUTED BY DEALER'S MA[redacted]LL INFORMATION PROVIDED TO [redacted]N IS COMPLETE AND ACCURATE. CUSTOMER HAS READ, UNDER[redacted]ND THE WARRANTY STATEMENT.

[redacted]stomer's Signature Co-Customer's Signature [redacted] 0/10/2015 Date

CLOSED END MOTOR VEHICLE LEASE
(WITH ARBITRATION PROVISION)

CHEVROLET

Lease Date: 10/10/2015

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
LOU BACHRODT CHEVROLET, INC. 5500 N STATE ROAD 7 COCONUT CREEK FL 33073	[redacted] County: MIAMI-DADE	County:

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
	County: Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	15	CHEVROLET	TRUCK SUBURBAN	4DR 2W	1GNSCJKC6FR7[redacted]	28	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 3650.00

3. Scheduled Payments
A. Your first monthly payment of $799.60 is due on 10/10/15, followed by 47 monthly payments of $799.60, due on the 10th of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 38380.80.

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(i)) $ 395.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 395.00

5. Total of Payments
(The amount you will have paid by the end of the Lease)
$ 41626.20
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$ 2423.88
2. Taxes on capitalized cost reduction	$ 193.91
3. First monthly payment	$ 799.60
4. Single scheduled payment	$ N/A
5. Refundable security deposit	$ N/A
6. Lease acquisition fee	$ N/A
7. Title fees	$ N/A
8. License and registration fees	$ 158.85
9. Sales/use tax	$ 5.26
10. FL FEES	$ 68.50
11.	$ N/A
12. Total	$ 3650.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$ N/A
2. Rebates and noncash credits	$ 1400.00
3. Amount to be paid in cash	$ 2250.00
4. Other N/A	$ N/A
5. Total	$ 3650.00

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 58800.00) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 60393.00
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 2423.88
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 57969.12
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 28669.50
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 29299.62
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 6238.14
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 35537.76
H. Lease payments. The number of payments in your Lease.	÷	48
I. Base scheduled payment.	=	$ 740.37
J. Sales/use tax (e).	+	$ 59.23
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. Total Scheduled Payment.	=	$ 799.60

L. N/A + $ N/A

M. Total Scheduled Payment. = $ 799.60

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 38669.50 plus a purchase option fee of $ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. The Trade-In Vehicle

Year N/A
Make N/A
Model N/A

A. Gross Amount of Trade-In Allowance	$	N/A
B. Prior Credit or Lease Balance	– $	N/A
C. Net Trade-In Allowance (If less than 0 then enter 0)	= $	0.00

12. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle:	$ 58800.00	Optional Products and Services:	
Other amounts included in the gross capitalized cost:		I. N/A	$ N/A
B. Taxes	$ N/A	J. N/A	$ N/A
C. Title, license, and registration fees	$ N/A	K. N/A	$ N/A
D. Lease acquisition fee	$ 595.00	L. N/A	$ N/A
E. Documentation fee	$ 996.00	M. N/A	$ N/A
F. Prior credit or lease balance	$ N/A	N. N/A	$ N/A
G. N/A	$ N/A	O. N/A	$ N/A
H. N/A	$ N/A	P. Total Gross Capitalized Cost:	$ 60393.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 3070.39 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked: ☐

☐ If this box is checked, the Vehicle is subject to the following express warranties:
N/A
N/A
N/A

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Except as prohibited by law, the following sentence applies. WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the written warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name STATE FARM INS
Insurance Agency Name HARGIE HARNER INS
Agency Address
Agency Phone Number (904)296-2500
Agent's Name HARGIE HARNER INS
Policy Number [redacted]

N/A	N/A	N/A	N/A	Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name STATE FARM INS — Insurance Agency Name MARGIE HARNER INS

Agency Address — Agency Phone Number (904)296-2500

Agent's Name MARGIE HARNER INS — Policy Number [redacted]

Deductibles: Collision $ 500.00 — Comprehensive $ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 48 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to [redacted] and we must sign it. No oral changes are bi[redacted].

Lessee Signs [redacted]

Co-Lessee Signs X N/A

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by n[redacted]ction. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs X [redacted] Co-Lessee Signs X N/A

LESSOR'S RIGHT TO CANCEL - If Lessor is unable to assign this Lease within N/A days, the provisions of the Lessor's Right to Cancel section on the back of this contract will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Lessor a charge of $ N/A per day from the date of cancellation until the vehicle is returned or repossessed.

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT.
PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY SECTIONS 324.021(7) AND 627.736, FLORIDA STATUTES.

Notice is hereby given that the rights, but not the obligations, of N/A to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

NOTICE TO THE LESSEE: DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS LEASE WHEN YOU SIGN IT. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.
YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lesse[redacted] Date 10/10/15 — Co-Lessee Signature N/A — Date N/A

[redacted] — N/A

Type/Print Lessee Name — Type/Print Co-Lessee Name

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee _____ Date _____ By _____

Type/Print Name _____ Type/Print Title _____

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: LOU BACHRODT CHEVROLET, INC.
Lienholder Name: WELLSFRGO AS CTL AGT
Assignee Name: ACAR Leasing Ltd., Inc.

By: _____
Type/Print Name: _____
Type/Print Title: _____

©2015 The Reynolds and Reynolds Company TO ORDER: www.gmfdealerstore.com
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

LESSEE COPY

CUSTOMER NAME: [redacted]

VIN: 1 /G M S C/ J/ K/ C / 6 /E /R [redacted] / /

Customer Incentive Acknowledgement

. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GM SUPPORTED LEASE PR	$ 900.00	XAA1540GFL 020
GM COMPETITIVE LESSEE	$ 500.00	DSX1540CK 017
GMCOSTCO MEMBER PRICI	$ 0.01	JLF1540CZB 001
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 1400.01	

$1263.23

. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 10/10/15. I ackn[redacted]ibed in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on this

Purchaser/Lessee Signature: [redacted] **Date:** 10/10/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be[redacted] my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amou[redacted]redit or debit card information will be provided at least 30 days prior to any charges. Current pricing an[redacted]s can be found at www.onstar.com.

Purchaser/Lessee Signatu[redacted] **Date:** 10/10/15

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar T[redacted]ces and Payment Method disclosures have been provided to the said purchaser/lessee who has take[redacted]rship and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] **Date:** 10/10/15

Dealership Name: LOU BACHRODT CHEVROLET, INC. **Dealer Code:** 26027

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. ***GM-3795-OS Rev 10-15-2010***

FORM NO. GM-3795-OS Rev. 10/15/10
The Reynolds and Reynolds Company 10 ORDER: www.reysource.com; 1-800-344-0905, fax 1-800-631-9055

PE18-012

GM

3-27-2019

Q3

March 7, 2017

Lemon Law Group Partners PLC
2775 Sunny Isles Blvd. Suite 150
North Miami Beach, FL
33160
Attention: Maritza Izquierdo

Re: [redacted] vs. General Motors

Dear Ms. Izquierdo,

Enclosed you will find a copy of the CLOSED END MOTOR VEHICLE LEASE I received at the lease inception of the vehicle.

Attached to the top of the CLOSED END MOTOR VEHICLE LEASE, is a receipt for $2,250.00, which was the amount due at signing.

I have previously sent you all of the repair orders from Bomnin Chevrolet Kendall, as well as the repair order from Jack Wilson Chevrolet dated December 31, 2016. In addition, I U.S. mailed you a copy of the vehicle registration.

Please let me know if you are in need of any further material for a successful resolution.

Best regards,

[redacted]

:enclosure

LOU BACHRODT CHEVY
5500 N STATE ROAD 7
CORAL SPRINGS, FL 33073
954/971-3000

DEBIT SALE

TID: 005 REF#: [redacted]
Batch #: 282001 RRN:
10/10/15 18:01:19
Invoice #: [redacted]
APPR CODE: 487560
Trace: 000006
DEBIT Swiped
**********9479

AMOUNT **$2,250.00**

APPROVED

Thank You
Please Come Again

CUSTOMER COPY

CLOSED END MOTOR VEHICLE LEASE
(WITH ARBITRATION PROVISION)

CHEVROLET

Lease Date: 07/10/2015

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
LOU BACHRODT CHEVROLET, INC. 5500 N STATE ROAD 7 COCONUT CREEK FL 33073	[redacted] County: MIAMI-DADE	County:

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
	County: Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	15	CHEVROLET	TRUCK SUBURBAN	4DR 2W	1GNSCJKC6FR7[redacted]	28	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 3650.00

3. Scheduled Payments
A. Your first monthly payment of $ 799.60 is due 10/10/15, followed by 47 monthly payments of $ 799.60, due on the ____ of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 38380.80

4. Other Charges (not part of your scheduled payment)

A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(t))		$ 395.00
B. N/A		$ N/A
C. N/A		$ N/A
D. Total		$ 395.00

5. Total of Payments
(The amount you will have paid by the end of the Lease)
$ 41626.20
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be paid:	
1. Capitalized cost reduction	$ 423.88		
2. Taxes on capitalized cost reduction	$ 193.91	1. Net trade-in allowance	$ N/A
3. First monthly payment	$ 799.60		
4. Single scheduled payment	$ N/A	2. Rebates and noncash credits	$ 1400.00
5. Refundable security deposit	$ N/A		
6. Lease acquisition fee	$ N/A	3. Amount to be paid in cash	$ 2250.00
7. Title fees	$ N/A		
8. License and registration fees	$ 158.85	4. Other N/A	$ N/A
9. Sales/use tax	$ 5.25		
10. FL FEES	$ 68.50	5. Total	$ 3650.00
11.	$ N/A		
12. Total	$ 650.00		

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 58800.00) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 60393.00
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 2473.88
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 57969.12
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 28669.50
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 29299.62
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 6238.14
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 35537.76
H. Lease payments. The number of payments in your Lease.	÷	48
I. Base scheduled payment.	=	$ 740.37
J. Sales/use tax (e).	+	$ 59.23
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. Total Scheduled Payment.	=	$ 799.60

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 8669.50 plus a purchase option fee of $ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. The Trade-In Vehicle

Year N/A
Make N/A
Model N/A

A. Gross Amount of Trade-In Allowance		$ N/A
B. Prior Credit or Lease Balance	−	$ N/A
C. Net Trade-In Allowance (If less than 0 then enter 0)	=	$ 0.00

12. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle:	$ 58000.00	Optional Products and Services:	
Other amounts included in the gross capitalized cost:		I. N/A	$ N/A
B. Taxes	$ N/A	J. N/A	$ N/A
C. Title, license, and registration fees	$ N/A	K. N/A	$ N/A
D. Lease acquisition fee	$ 595.00	L. N/A	$ N/A
E. Documentation fee	$ 998.00	M. N/A	$ N/A
F. Prior credit or lease balance	$ N/A	N. N/A	$ N/A
G. N/A	$ N/A	O. N/A	$ N/A
H. N/A	$ N/A	P. Total Gross Capitalized Cost:	$ 60393.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 3070.39 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked: ☐

☐ If this box is checked, the Vehicle is subject to the following express warranties:
N/A
N/A
N/A

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Except as prohibited by law, the following sentence applies. WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the written warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name STATE FARM INS
Insurance Agency Name MARGIE HARMER INS
Agency Address
Agency Phone Number (904)296-2500
Agent's Name MARGIE HARMER INS
Policy Number [redacted]
Deductibles: Collision $ 500.00
Comprehensive $ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and both you and we must sign it. No oral

C. The Total of your [illegible] | D. Total

Deductibles: Collision $ 500.00 Comprehensive $ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 39 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the [redacted] st sign it. No oral changes are bindi[redacted]

Lessee Signs X [redacted]

Co-Lessee Signs X N/A

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to A[redacted] e that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by [redacted] a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs X [redacted]

Co-Lessee Signs X N/A

LESSOR'S RIGHT TO CANCEL - If Lessor is unable to assign this Lease within N/A days, the provisions of the Lessor's Right to Cancel section on the back of this contract will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Lessor a charge of $ N/A per day from the date of cancellation until the vehicle is returned or repossessed.

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT.
PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY SECTIONS 324.021(7) AND 627.736, FLORIDA STATUTES.

Notice is hereby given that the rights, but not the obligations, of N/A to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

NOTICE TO THE LESSEE: DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS LEASE WHEN YOU SIGN IT. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.
YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

[redacted] Date 10/10/15

Type/Print [redacted]

Co-Lessee Signature N/A **Date** N/A

Type/Print Co-Lessee Name N/A

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee _____ Date _____ By _____

Type/Print Name _____ **Type/Print Title** _____

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: LOU BACHRODT CHEVROLET, INC.
Lienholder Name: WELLSFRGO AS CTL AGT
Assignee Name: ACAR Leasing Ltd., Inc.

By: _____
Type/Print Name: _____
Type/Print Title: _____

© 2015 The Reynolds and Reynolds Company TO ORDER: www.gmfdealerstore.com
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

PE18-012

GM

3-27-2019

Q3

Columbus copy document requested by wz9xwd at 12:22:39 PM on 2/28/2017

2015 SUBURBAN 2WD 1/2 TON LT — GENERAL MOTORS LLC
GAN SILVER ICE METALLIC /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SPWZ03/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCJK C6 FR[redacted] — VEHICLE INVOICE [redacted]
**********5324******13*26027S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15906 SUBURBAN 2WD 1/2 TON LT	54205.00	50410.66	INVOICE 06/26/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 06/26/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 07/10/15
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 07/10/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	PRC EFF 06/26/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V2845 V2845
PCJ SUN, ENTERTAINMENT, DESTINATIO	3355.00	2952.40	WFP-S QTR OPT-1
PACKAGE:			BANK: COMERICA BA
* POWER SUNROOF			CHG-TO 26-027
* ADD'L 9 MONTHS XM RADIO			
* CHEVROLET MYLINK AUDIO SYSTEM			SHIP WT: 5567
DIAGONAL COLOR TOUCH &			HP: 45.7
NAVIGATION			GVWR: 7300
PCK LUXURY PACKAGE:	2940.00	2587.20	GAWR.FT: 3500
* PASSIVE ENTRY SYSTEM, INCL.			GAWR.RR: 4200
REMOTE KEYLESS START			EMPLOY: 56809.52
* SEATS, 2ND ROW 60/40 SPLIT			SUPPLR: 59118.46
BENCH POWER RELEASE			NTR: 1/2
* HEATED, 2ND ROW SEATS			EMPINC: 3572.17
* SEATS, 3RD ROW 60/40 SPLIT			SUPINC: 1263.23
BENCH POWER FOLD			
* STEERING COLUMN, POWER TILT			
AND TELESCOPIC			
* HEATED STEERING WHEEL			
* FRONT AND REAR PARK ASSIST			
* REAR CROSS TRAFFIC ALERT			
* SIDE BLIND ZONE ALERT WITH			
LANE DEPARTURE ALERT			
* REAR CROSS TRAFFIC ALERT			
ADJUSTABLE W/ TURN SIGNAL			
* FRONT FOG LAMPS			
* WIRELESS CHARGING			
* HANDSFREE LIFTGATE			
RD4 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	
SFE WHEEL LOCKS (DLR INSTALLED)	55.00	48.40	
SFZ BLACK BOWTIE EMBLEMS	185.00	162.80	
(DEALER INSTALLED)			
VLI REAR CARGO MAT	85.00	74.80	
(DEALER INSTALLED)			
VQY CHROME RECOVERY HOOKS	200.00	176.00	
(DEALER INSTALLED)			
VV4 ONSTAR(R) 4G LTE WI-FI(R)	0.00	0.00	
HOTSPOT W/ 3GB/3MO DATA TRIAL			
1SZ SUN, ENTERTAINMENT AND	500.00-	440.00-	
DESTINATIONS PACKAGE DISCOUNT			

** CONTINUED ON PAGE 2 **

LOU BACHRODT CHEVROLET

Confidential document requested by wz9xwd at 12:21:11 PM on 2/28/2017

RCMPR028 VEHICLE EVENT SELECTION 11/12/16
PROCESSING SOURCE: CHEVROLET 08:36:12
PAGE: 1

VIN: 1GNSCJKC6 FR[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCTV APPLICATN	13 26027	GMF		11/11/15	XAA	7,468.46	
INCENTIVE MEMO	13 26027	00044616451		11/10/15	JLF	1,263.24	
INCTV PAYMENT	13 26027	00044616451		11/10/15	JLF	1,263.24	
INCENTIVE MEMO	13 26027	GMF		11/10/15	XAA	7,468.46	
INCTV PAYMENT	13 26027	GMF		11/10/15	XAA	7,468.46	
INCENTIVE MEMO	13 26027	00044558632		10/27/15	FFC	59.36	
INCTV PAYMENT	13 26027	00044558632		10/27/15	FFC	59.36	
INCENTIVE MEMO	13 26027	00044558632		10/27/15	DSX	500.00	
INCTV PAYMENT	13 26027	00044558632		10/27/15	DSX	500.00	
INCTV APPLICATN	13 26027	00044616451		10/14/15	JLF	1,263.24	
INCTV APPLICATN	13 26027	00044558632		10/14/15	FFC	59.36	
INCTV APPLICATN	13 26027	00044558632		10/14/15	DSX	500.00	
DELIVERY D.O.E.	13 26027			10/13/15		0.00	
DELIVERY TO CUS	13 26027			10/10/15		0.00	
EXPIRATION TRAN	13 26027	1OD37744298		07/10/15		0.00	
SETTLEMENT DATE	13 26027	1OD37744298		07/09/15		60,012.48	CR
ORIGINAL INVOIC	13 26027	1OD37744298		06/26/15		60,012.48	
COV/NVIS DATE	13 26027	1OD37744298		06/26/15		0.00	
SHIPMENT DATE	13 26027			06/26/15		0.00	
PRODUCTION (BUI	13 26027			06/26/15		0.00	
PREFERENCE TO P	13 26027			05/26/15		0.00	
GM ORDER ACCEPT	13 26027			05/21/15		0.00	
GM ORDER ACCEPT				05/21/15		0.00	

Columbus copy document requested by wz9xwd at 12:22 04 PM on 2/28/2017

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/12/16
PROCESSING SOURCE: CHEVROLET 08:35:51
PAGE: 1

VIN: 1GNSCJKC6 FR[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]

ODATE: 05/21/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26027
DDATE: 10/10/15 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 10/13/15 ORDER BY:
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
DSX	01	13 26027	[redacted]	10/27/15	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044558632 AUTH PUR CD:
MISC DATE: 10/10/15 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 26027	[redacted]	10/27/15	59.36	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00044558632 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JLF	01	13 26027	[redacted]	11/10/15	1,263.24	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044616451 AUTH PUR CD:
MISC DATE: 10/10/15 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XAA	01	13 26027	GMF	11/10/15	7,468.46	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: GMF AUTH PUR CD:
MISC DATE: 10/10/15 MISC: 171188692
POLICY PYMT CMNT: ACTV TYPE: A

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

[redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Lemon Law Group Partners PLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ **P**
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
2775 Sunny Isles Blvd, Suite 150

Requester's name and address (optional)

6 City, state, and ZIP code
North Miami Beach, FL 33160

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, [redacted] debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ [redacted] **Date** ▶ 2/28/17

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

PE18-012

GM

3-27-2019

Q3

February 23, 2017

Rachel Cichowic, Esq.
Lemon Law Group Partners PLC
2775 Sunny Isles Blvd Ste 150
North Miami Beach, FL 33160

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Customer Relationship Specialist: Monica

Dear Cichowic:

This is to advise that General Motors is in receipt of the above referenced case dated 02/15/2017. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Service orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

February 24, 2017

Ruben Garcia
Grand Prize Chevrolet
11701 SW 152nd St.
Miami, FL 33177

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Customer Relationship Specialist: Monica

Dear Ruben:

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,

Chevrolet

PE18-012

GM

3-27-2019

Q3

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

March 7, 2017

Maria Brownlee
Lou Bachrodt Chevrolet
5500 N State Rd 7
Coconut Creek, FL 33073

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Customer Relationship Specialist: Monica

Dear Maria Brownlee:

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,

Chevrolet

PE18-012

GM

3-27-2019

Q3

Request for Field Service Engineer Assistance

**When being completed for BBB, arbitration, or State Lemon Law case requiring immediate dispatch must have case or Reference #*

GM Region	Southest
Requestor:	Todd Yorlano
Requestor's Title:	DMA
Date:	March 1, 2017

Request Type (please check appropriate box with an "X")

	Vehicle Inspection	X	Final Repair Attempt
	Executive CAC case		CAC case / Customer Satisfaction
	Regional Request		Other - please specify

Business Reason for Request:	MVDN Received
Approximate date(s) when FSE will be needed	Scheduled for Thursday 3/21/17 with Joe Chan, BAC 297[redacted]

Required Information

VIN:	1GNSCJKC6FR[redacted]
Dealer BAC:	297695
Dealership name:	Bomnin Chevrolet West Kendall
Dealer contact name:	Juan Aleman
Dealer contact phone number:	786-402-4586
Detailed Description of Customer Complaint:	1 Entertainment system 2 Overall system check of all vehicle systems
Vehicle Currently at Dealer (Y/N)	N
GM Representative Contact Name	Todd Yorlano
GM Representative Phone number	631-873-6176
Service Request # (CAC/TAC)	SR[redacted]

Additional information (if available)

Mileage:	27839
RO number:	
Times In for same complaint:	2
Days Down:	unknown

PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From:	Maritza A <maritza@lemonlawgrouppartners.com>
Sent:	Wednesday, June 21, 2017 10:50 AM
To:	Monica1 Vara1 (C)
Cc:	Aaron Todd; Hector Viallalobos
Subject:	[EXTERNAL] Re: FW: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]
Attachments:	Vehicle Reg.PDF

Our client accepts contingent upon review of the release.

On Wed, Jun 21, 2017 at 10:46 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Rachel,

I would like to follow up on an email sent to your office on 06/16/17. Will your client be accepting our offer?

Please see above attachment.

If your client finds acceptable, return the signed offer and release of claim along with a copy of the **current registration** and your firm's **W-9 form**.

If your clients' name differs on the client's vehicle registration in regards to the name on the release of claim, please advise so that we may make corrections and send a new release of claim for your client to sign.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]

Good Morning Rachel,

Please see above attachment.

If your client finds acceptable, return the signed offer and release of claim along with a copy of the **current registration** and your firm's **W-9 form**.

If your clients' name differs on the client's vehicle registration in regards to the name on the release of claim, please advise so that we may make corrections and send a new release of claim for your client to sign.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 15, 2017 4:14 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: FW: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

Any updates?

On Mon, Jun 12, 2017 at 5:16 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Any updates?

On Fri, Jun 9, 2017 at 10:51 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Maritza,

Your above client's case is back under review. I will provide an update as soon as I can.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

Any updates?

On Fri, Jun 2, 2017 at 4:59 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Any updates?

On Fri, May 26, 2017 at 10:10 AM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re: [redacted]

Dear Ms. Vara:

We received your offer for $4,500 inclusive of attorneys fees and costs.

At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Mon, May 22, 2017 at 4:04 PM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Hello Rachel,

Please see above attachment.

If your client finds acceptable, return the signed offer along with a copy of the **current registration** and your firm's **W-9 form**. Once those needed document are received a release of claim will be generated.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, May 22, 2017 2:28 PM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam; Andres Pino
Subject: [EXTERNAL] Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re: [redacted]

Dear Ms. Vara:

We received your offer for $4,000 inclusive of attorneys fees and costs.

At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Mon, May 22, 2017 at 9:35 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Hello Rachel,

Please see above attachment.

If your client finds acceptable, return the signed offer along with a copy of the **current registration** and your firm's **W-9 form**. Once those needed document are received a release of claim will be generated.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, May 18, 2017 2:42 PM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam; Andres Pino
Subject: [EXTERNAL] Re: Re: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re: Brian Martin

Dear Ms. Vara:

We received your offer for $3,500 inclusive of attorneys fees and costs.

At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Tue, May 16, 2017 at 4:43 PM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Hello Rachel,

Please see above attachment.

If your client finds acceptable, return the signed offer along with a copy of the **current registration** and your firm's **W-9 form**. Once those needed document are received a release of claim will be generated.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, May 16, 2017 10:29 AM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam; Andres Pino
Subject: [EXTERNAL] Re: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re: [redacted]

Dear Ms. Vara:

We received your offer for $3,000 inclusive of attorneys fees and costs.

At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Mon, May 15, 2017 at 9:34 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Rachel,

I would like to follow up on an email sent 5/10. Will your client be accepting General Motors' offer?

Please see above attachment.

If your client finds acceptable, return the signed offer along with a copy of the **current registration** and your firm's **W-9 form**. Once those needed document are received a release of claim will be generated.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Wednesday, May 10, 2017 3:51 PM
To: 'info@lemonlawgrouppartners.com'
Cc: 'Maritza A'; 'Stacy Konstam'

Subject: FW: [EXTERNAL] Re: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]
Importance: High

Hello Rachel,

Please see above attachment.

If your client finds acceptable, return the signed offer along with a copy of the **current registration** and your firm's **W-9 form**. Once those needed document are received a release of claim will be generated.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

Hello Maritza,

Your above client's legal case is under review. I will follow up with you as soon as I can. Thank you for your patience.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Monday, May 08, 2017 10:44 AM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam
Subject: [EXTERNAL] Re: Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

Any updates?

On Mon, May 1, 2017 at 3:02 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Please see attached.

On Fri, Apr 21, 2017 at 10:58 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Maritza,

I'm still waiting on the repair order for the final repair from the dealership. If you can provided that to me I would greatly appreciate it.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Friday, April 21, 2017 8:58 AM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam
Subject: [EXTERNAL] Re: Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

Any updates?

On Fri, Apr 14, 2017 at 11:05 AM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good morning.

We are confirmed.

On Fri, Apr 14, 2017 at 9:27 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Rachel,

I would like to remind you once again that your above client has a final repair attempt scheduled for this Tuesday, April 18th at Bomnin Chevrolet West Kendall located at 11701 SW 152nd St. Miami, FL 33177.

Thank you,

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

Good Morning Rachel,

I would like to follow up on an email sent on 03/31 regarding the 2nd FRA attempt at on April 18th at Bomnin Chevrolet West Kendall located at 11701 SW 152nd St. Miami, FL 33177. Please confirm your client will be making it out to this appointment.

Thank you,

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Friday, March 31, 2017 8:18 AM
To: Rachel Cichowic

Cc: Maritza A
Subject: RE: [EXTERNAL] Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]

Good Morning Rachel,

Can you please confirm that your above client will be at the second attempt for a final repair scheduled for April 18th at Bomnin Chevrolet West Kendall located at 11701 SW 152nd St. Miami, FL 33177. If you can please have your client drop the vehicle off the day before on Monday, April 17th, 2017 by 12 p.m.

Thank you,

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

Hello Rachel,

I would like to inform you that your client's second attempt for a final repair has been scheduled for April 18th at Bomnin Chevrolet West Kendall located at 11701 SW 152nd St. Miami, FL 33177. If you can please have your client drop the vehicle off the day before on Monday, April 17th, 2017 by 12 p.m.

Please confirm that your client will be at this appointment.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR[redacted]

Good Morning Maritza,

Your client had a final repair attempt schedule for March 21st and did not show up.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Martin/ 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re[redacted]

Vehicle: 2015 Chevy Suburban

VIN: 1GNSCJKC6FR[redacted]

Dear Ms. Vara:

Any updates?

On Tue, Mar 14, 2017 at 5:21 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Please see attached.

On Tue, Mar 7, 2017 at 5:13 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re: Brian Martin

Vehicle: 2015 Chevy Suburban

VIN: 1GNSCJKC6FR[redacted]

Dear Ms. Vara:

Attached please find a copy of our client's repair orders, car registration and purchase agreement.

Please be advised that before we file a lawsuit and the parties start to incur significant costs and fees in this case, we would like to discuss possible settlement. At this point, our client is willing to settle this matter for a repurchase of the vehicle plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Thu, Feb 23, 2017 at 1:21 PM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Hello Rachel,

Please see attachment.

Monica Vara

General Motors Business Resource Center

Legal Department

Southeast & South Central Region

Email: monica.vara@gm.com

P: 1-866-790-5700 EXT 5921293

F: 1-586-920-0689

If you have further questions, you may also contact the Business Resource Center at 1- 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,
General Motors

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.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may

contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the

contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

--
Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com