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

PE18-012

GM

3-27-2019

Q3

[redacted]

Hooman Chevrolet

6201 W. Slauson Ave,
Culver City, CA. 90230
424 216-7400 | F 424-216-7440 | www.hoomanchevrolet.net

fax

TO: FROM: Jonathan Menge

FAX: (866)857-3108 PAGES: 4-8

PHONE: DATE: 5/12/16

RE: CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

[redacted]

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 02/11/16

7,849 BLK/JET BLK

[redacted] 15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

NONE 01/30/16

[redacted] MO: 7849

JOB# 1 CHARGES

LABOR

J# 1 51CVZ22 REVERSE LIGHTS HOURS: 0.60 TECH(S):997321 68.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997321	02/04/16	14.90	16.70	0.30	0.00	FINISH DIAG
997321	02/04/16	0.00	0.00	0.00	0.60	ENTERED IN INVOICING
997321	02/04/16	16.70	24.00	3.00	0.00	NON WORKING
997321	02/05/16	8.60	8.60	0.00	0.00	FINISHED
		TOTAL TECH TIME		3.30	0.60	

CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON
NAINTENANCE
CHECKED VEHICLE FOR TROBLE CODES FOUND B2545 BACK UP LAMP
CIRCUIT SHORT TO BATTERY. TESTED CIRCUIT FOUND BCM
INTERNALLY SHORTED. REPLACED BCM AND PERFORMED PROGRAM,
IMMOBILIZER LEARN, AND BCH SET UP. BACK UP LAMPS NOW WORKING
AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	13587704	MODULE 2.560	67.98	67.98	95.17	95.17
				COST TOTAL	67.98		
					TOTAL - PARTS		95.17

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	39506	598295	02/05/16	DAYS	152.00
				TOTAL - SUBLET	152.00

JOB# 1 TOTALS

LABOR	68.50
PARTS	95.17
SUBLET	152.00

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 315.67

JOB# 3 CHARGES

LABOR

J# 3 52CVZ03 SOUND SYSTEM HOURS: 0.60 TECH(S):997321 68.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997321	02/04/16	0.00	0.00	0.00	0.60	ENTERED IN INVOICING
997321	02/04/16	14.90	24.00	4.20	0.00	NON WORKING
997321	02/05/16	8.60	8.60	0.00	0.00	FINISHED
		TOTAL TECH TIME		4.20	0.60	

CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND
LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND
GIBBERISH...
RADIO SOFTWARE NOT UP TO DATE
PROGRAMMED TECHNICIANS PHONE AND PERFORMED RADIO SOFTWARE
UPDATE. READING TEXT MESSAGES AS DESIGNED AT THIS TIME.

JOB# 3 TOTALS

LABOR	68.50

JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 68.50

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 02/11/16

7,849 BLK/JET BLK

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

NONE 01/30/16

[redacted] MO: 7849

JOB# 4 CHARGES----------

LABOR----------

J# 4 52CVZ04 SOUND SYSTEM HOURS: TECH(S):997321 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997321	02/04/16	14.90	17.60	0.90	0.00	FINISHED
997321	02/04/16	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.90	0.00	

CUSTOMER REPORTS THE AUDIO SCREEM BLACKED OUT AND WHOULD
NOT SHOW ANYTHING, INCLUDING CONTROLS AND THE REAR CAMERA
REFER TO LINE 3

COMMENTS----------
++RENTAL++

R/O TAX	0.00
R/O TOTALS	384.17

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	315.67
	68.50
CLAIM TOTALS	384.17

APPROVED BY SIGNATURE

[redacted]

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 02/11/16

7,849 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

NONE 01/30/16

[redacted] MO: 7849

DCS AUDIT SLIP---------- [redacted] ----------

JOB CARD [redacted]

VIN	1GNSCBKCXFR[redacted]	REPAIRING BAC	292[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/30/2016
ODOMETER	7849	SERVICE ADVISOR GMIN	750941386
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001277446525	0001

JOB COMPLETION DATE: 02/11/2016
TECHNICIAN GMIN: 163909417

LABOR OPERATION	BASE HOURS
5410030	0.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0523
COMPLAINT DESCRIPTION: CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON

CAUSE CODE: 6573
CAUSE DESCRIPTION: MAINTENANCE

CORRECTION DESCRIPTION: CHECKED VEHICLE FOR TROBLE CODES FOUND B2545 BACK U P LAMP CIRCUIT SHORT TO BATTERY, TESTED CIRCUIT FOUND BCM INTERNALLY SHORT HORTED. REPLACED BCM AND PERFORMED PROGRAM, IMMOBILIZER LEARN, AND BCM SET SET UP. BACK UP LAMPS NOW WORKING AS DESIGNED.

CAUSAL PART: 13587704

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
13587704	1	67.98			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
152.00	NIC			1GCRDEC7FZ[redacted]	4	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	27.19		
PARTS	67.98	0.00	95.17
LABOR	68.50	0.00	68.50
NET ITEMS	152.00	0.00	152.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	315.67	0.00	315.67

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 02/11/16 [redacted]

7,849 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R 6 [redacted]

NONE 01/30/16

[redacted] MO: 7849

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1GNSCBKCXFR[redacted]	REPAIRING BAC	292[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/30/2016
ODOMETER	7849	SERVICE ADVISOR GMIN	750941386
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		192317-3	001277445983	0002

JOB COMPLETION DATE: 02/05/2016
TECHNICIAN GMIN: 163909417

LABOR OPERATION	BASE HOURS	ADD PUB.
2B10335	.3	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0223
COMPLAINT DESCRIPTION: CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND GIBBERISH...

CAUSE CODE: 3067
CAUSE DESCRIPTION: RADIO SOFTWARE NOT UP TO DATE

CORRECTION DESCRIPTION: PROGRAMMED TECHNICIANS PHONE AND PERFORMED RADIO SOFTWARE UPDATE. READING TEXT MESSAGES AS DESIGNED AT THIS TIME.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	68.50	0.00	68.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	68.50	0.00	68.50

Enterprise

4940 SOUTH SEPULVEDA BLVD
CULVER CITY, CA 90230-5210
[redacted]

Rental Agreement #: [redacted]
Bill Ref #: 7000-1260-5842
Invoice Date: 02/08/2016
Account #: [redacted]

BILL TO

HOOMAN CHEVY
ATTN: JIM RYAN
6101 WEST SLAUSON AVE
CULVER CITY, CA - 90230

RENTAL INFORMATION

Date/Time Out
02/01/2016 11:25 AM

Date/Time In
02/05/2016 01:22 PM

Renter
[redacted]

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	Miles/Kms In
WHITE	[redacted]	S15D	7L358D	3,061	3,125

VIN: 1GCRCREC7FZ[redacted]

CLAIM INFORMATION

Claim# / PO# / RO#
PO39506 RO[redacted]

Insured

Date of Loss

Type of Loss

Type of Vehicle
CHEVROLET

Repair Shop
BUNNIN CHEVROLET

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	4 DAY	32.61	130.45
	Subtotal		130.45
VEHICLE LICENSE RECOVERY FE	4 DAY	2.29	9.16
SALES TAX	PCT	9.50	12.39

Amount Due (USD) 152.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes, and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :
Tel#:(310) 390-9641
32CCARADMIN@erac.com
Payment Due within 30 days of invoice date
Late payments are subject to a finance charge.

[redacted]

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :
ENTERPRISE RENT-A-CAR
445 S FIGUEROA ST STE 3750
LOS ANGELES, CA 90071-1644

Amount Due (USD) 152

Paid By:
HOOMAN CHEVY
6101 WEST SLAUSON AVE
CULVER CITY, CA 90230

Fed Tax Id: [redacted]

Account #	Rental Agreement	Amount	GPBR
[redacted]	[redacted]	152	3215

[redacted]

[redacted]

[redacted]

WILLIAM 997321 [redacted] 02/05/16

CELL [redacted]

7,849 BLK/JET BLK

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

01/30/16

NONE

[redacted]

MO: 7849

JOB# 1 CHARGES

LABOR

J# 1 51CVZ22 REVERSE LIGHTS TECH(S):997321 WARRANTY

CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON
MAINTENANCE
CHECKED VEHICLE FOR TROBLE CODES FOUND B2545 BACK UP LAMP
CIRCUIT SHORT TO BATTERY. TESTED CIRCUIT FOUND BCM
INTERNALLY SHORTED. REPLACED BCM AND PERFORMED PROGRAM.
IMMOBILIZER LEARN. AND BCM SET UP. BACK UP LAMPS NOW WORKING
AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	13587704	MODULE 2.560			WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	39506	598295	02/05/16	DAYS	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50CVZ03 NO CRANK TECH(S):997321 0.00

CUSTOMER STATES ENGINE WILL NOT CRANK DUE TO THE BRAKE PEDAL
NOT BEING ABLE TO BE DEPRESSED AFTER THE CAR HAS BEEN
SITTING OVER NIGHT.
UNBALE TO DUPLICATE CUSTOMER CONCERN.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 52CVZ03 SOUND SYSTEM TECH(S):997321 WARRANTY

CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND
LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND
GIBBERISH...
RADIO SOFTWARE NOT UP TO DATE
PROGRAMMED TECHNICIANS PHONE AND PERFORMED RADIO SOFTWARE
UPDATE. READING TEXT MESSAGES AS DESIGNED AT THIS TIME.

68.50

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 52CVZ04 SOUND SYSTEM TECH(S):997321 WARRANTY

CUSTOMER REPORTS THE AUDIO SCREEM BLACKED OUT AND WHOULD
NOT SHOW ANYTHING, INCLUDING CONTROLS AND THE REAR CAMERA

[CONTINUED ON NEXT PAGE]

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 02/05/16

7,849 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

01/30/16

NONE

[redacted] MO: 7849

REFER TO LINE 3

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

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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

LABOR----------

J# 5 00CVT CK TIRE PRESS RECORD TECH(S):997321 0.00

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:..... LEFT FRONT:.....
RIGHT REAR:..... LEFT REAR:.....
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:.....35.... LEFT FRONT:.....35....
RIGHT REAR:.....35... LEFT REAR:...35.....

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

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS----------
++RENTAL++

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED [redacted] CUSTOMER PAY

CUSTOMER SIGNATURE

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 02/05/16

7,849 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

01/30/16

MO: 7849

REFER TO LINE 3

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

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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

LABOR----------

J# 5 OOCVT CK TIRE PRESS RECORD TECH(S):997321 0.00

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:..... LEFT FRONT:.....
RIGHT REAR:..... LEFT REAR:.....
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:.....35.... LEFT FRONT:.....35....
RIGHT REAR:.....35... LEFT REAR:...35.....

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

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS----------
++RENTAL++

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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

[redacted]

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 02/05/16

7,849 BLK/JET BLK

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

01/30/16

MO: 7849

JOB# 1 CHARGES

LABOR

J# 1 51CVZ22	REVERSE LIGHTS	TECH(S):997321	WARRANTY

CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON
MAINTENANCE
CHECKED VEHICLE FOR TROBLE CODES FOUND B2545 BACK UP LAMP
CIRCUIT SHORT TO BATTERY. TESTED CIRCUIT FOUND BCM
INTERNALLY SHORTED. REPLACED BCM AND PERFORMED PROGRAM,
IMMOBILIZER LEARN, AND BCM SET UP. BACK UP LAMPS NOW WORKING
AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	13587704	MODULE 2.560			WARRANTY
					TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	39506	598295	02/05/16	DAYS		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50CVZ03	NO CRANK	TECH(S):997321	0.00

CUSTOMER STATES ENGINE WILL NOT CRANK DUE TO THE BRAKE PEDAL
NOT BEING ABLE TO BE DEPRESSED AFTER THE CAR HAS BEEN
SITTING OVER NIGHT.
UNBALE TO DUPLICATE CUSTOMER CONCERN.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 52CVZ03	SOUND SYSTEM	TECH(S):997321	WARRANTY

CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND
LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND
GIBBERISH...
RADIO SOFTWARE NOT UP TO DATE
PROGRAMMED TECHNICIANS PHONE AND PERFORMED RADIO SOFTWARE
UPDATE. READING TEXT MESSAGES AS DESIGNED AT THIS TIME.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 52CVZ04	SOUND SYSTEM	TECH(S):997321	WARRANTY

CUSTOMER REPORTS THE AUDIO SCREEM BLACKED OUT AND WHOULD
NOT SHOW ANYTHING, INCLUDING CONTROLS AND THE REAR CAMERA

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 4940 SOUTH SEPULVEDA BLVD, CULVER CITY, CA 902305210 (310) 390-9641

RENTAL AGREEMENT **REF#** [redacted]

RENTER [redacted]

DATE & TIME OUT
02/01/2016 11:25 AM
DATE & TIME IN
02/05/2016 01:22 PM

BILLING CYCLE
24-HOUR

VEH #1 2015 CHEV S15D 1LT2
VIN# 1GCRCREC7FZ[redacted]
LIC# [redacted]
MILES DRIVEN 64

BILL TO ACCOUNT
BUNNIN CHEVROLET
ATTN: UNKNOWN
6101 WEST SLAUSON AVE
CULVER CITY, CA 90230

CLAIM INFO
PO39506 RO[redacted]
TYPE CAR: TAHOE
SHOP: BUNNIN CHEVROLET
PHONE: (424) 216-7400
ATTN: UNKNOWN

[redacted]

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/01 - 02/05	4	DAY	$32.61 *	$130.45
REFUELING CHARGE	02/01 - 02/05				$0.00
			Subtotal:		**$130.45**
Taxes & Surcharges					
SALES TAX	02/01 - 02/05			9.5%	$12.39
VEHICLE LICENSE RECOVERY FEE	02/01 - 02/05	4	DAY	$2.29	$9.16
			Total Charges:		**$152.00**
Bill-To / Deposits					
BUNNIN CHEVROLET					
TIME & DISTANCE	02/01 - 02/05	4	DAY		
REFUELING CHARGE	02/01 - 02/05				
SALES TAX	02/01 - 02/05	1	PERCENT	9.5%	
VEHICLE LICENSE RECOVERY FEE	02/01 - 02/05	4	DAY		
			Subtotal:		**($152.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

[redacted]

2/5/2016

HOOMAN CHEVROLET OF CULVER CITY

6101 W. Slauson Avenue
Culver City, CA 90230
: (424) 216-7400

FOR YOUR CONVENIENCE OUR SERVICE & PARTS DEPARTMENT HOURS ARE:
MONDAY-FRIDAY 7:00AM – 7:00PM • SATURDAY 8:00AM – 6:00PM
www.hoomanautomotive.com
EPA # CAL0004122038

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/06/15	[redacted]	5545	997324	997317	W	40CVZ01	BRAKE CONCERN
				997317	I	95CVZ	BODY REFINISH
09/22/15		4962	997324	997317	W	00CV22-YEARSCH	CHEVROLET 2-YEAR SCH
				997317	W	40CVZ	BRAKES
				997317	W	00CVT	CK TIRE PRESS RECORD

SALESPERSON NO. 997281 MANUEL DIAZ

S E R V I C E

STATE REG# E

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PROPAYMENT) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNSCBKCXFR [redacted]	15/CHEVROLET TRUCK/TAHOE/4DR 2WD		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]		04/09/15			01/30/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
BLK/JET BLK LEATH			[redacted]

TURBO	M/WC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				7,849	997324	WILLIAM

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts 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 [redacted] is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may [redacted] highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
04:23pm	02/03/16 06:00pm	2

CELL: [redacted]

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS :
++RENTAL++

1 **W** 51CVZ22 ***REVERSE LIGHTS***
CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON

997321 5411003Ø .9

2 **C** 50CVZ03 ***NO CRANK***
CUSTOMER STATES ENGINE WILL NOT CRANK DUE TO THE BRAKE PEDAL NOT BEING ABLE TO BE DEPRESSED AFTER THE CAR HAS BEEN SITTING OVER NIGHT.

unable to duplicate

3 **W** 52CVZ03 ***SOUND SYSTEM***
CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND GIBBERISH...

997321 2816335 .6

REVISED ESTIMATE (1)	PERSON CONTACTED		
DATE	TIME	VIA ☐ PHONE ☐ IN PERSON	CONTACTED BY
2ND REVISED ESTIMATE (2)	PERSON CONTACTED		
DATE	TIME	VIA ☐ PHONE ☐ IN PERSON	CONTACTED BY
PHONE #1	PHONE #2		

JOB 1
[redacted]
Chris
• S1983 • FD6E9
• FD81E warranty Coder

JOB 2

JOB 3
warranty Code
• 80C4E

PAGE 1 OF 2 ACCOUNTING COPY [CONTINUED ON NEXT PAGE]

[redacted]

ATTACHMENT NUMBER
PLAT MAP
PG NO
OPER NO
LEASE NO
TRAIL
ON
OFF
S

HOOMAN CHEVROLET OF CULVER CITY

6101 W. Slauson Avenue
Culver City, CA 90230
(424) 216-7400

FOR YOUR CONVENIENCE OUR SERVICE & PARTS DEPARTMENT HOURS ARE:
MONDAY-FRIDAY 7:00AM – 7:00PM • SATURDAY 8:00AM – 6:00PM
www.hoomanautomotive.com
EPA # CAL0004122038

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/06/15	[redacted]	5545	997324	997317	W	40CVZ01	BRAKE CONCERN
				997317	I	95CVZ	BODY REFINISH
09/22/15		4962	997324	997317	W	00CVZ2-YEARSCH	CHEVROLET 2-YEAR SCH
				997317	W	40CVZ	BRAKES
				997317	W	00CVT	CK TIRE PRESS RECORD

SALESPERSON NO. 997281 MANUEL DIAZ

S E R V I C E

STATE REG# E

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PROP APPROVAL) OTHER ☐

VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R.O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 04/09/15 | DELIVERY MILES | SELLING DEALER NO. | P.O. DATE 01/30/16

COLOR BLK/JET BLK LEATH | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	NUMO	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				7,849	997324	WILLIAM

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts 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 materia 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 _____

TIME RECEIVED 04:23pm | DATE/TIME PROMISED 02/03/16 06:00pm | PRIORITY 2

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

JOB

4 **W** 52CVZ04 ***SOUND SYSTEM***

CUSTOMER REPORTS THE AUDIO SCREEM BLACKED OUT AND WHOULD NOT SHOW ANYTHING, INCLUDING CONTROLS AND THE REAR CAMERA

Refer to Line 3

5 **C** * 00CVT ***CK TIRE PRESS RECORD***

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT: 35 **LEFT FRONT:** 35
RIGHT REAR: 35 **LEFT REAR:** 35

REVISED ESTIMATE (1) | PERSON CONTACTED | DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

(NO REVISED ESTIMATE (2)) | PERSON CONTACTED | DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB 1

JOB 2

JOB 3

SF0004248 Q (12/15)

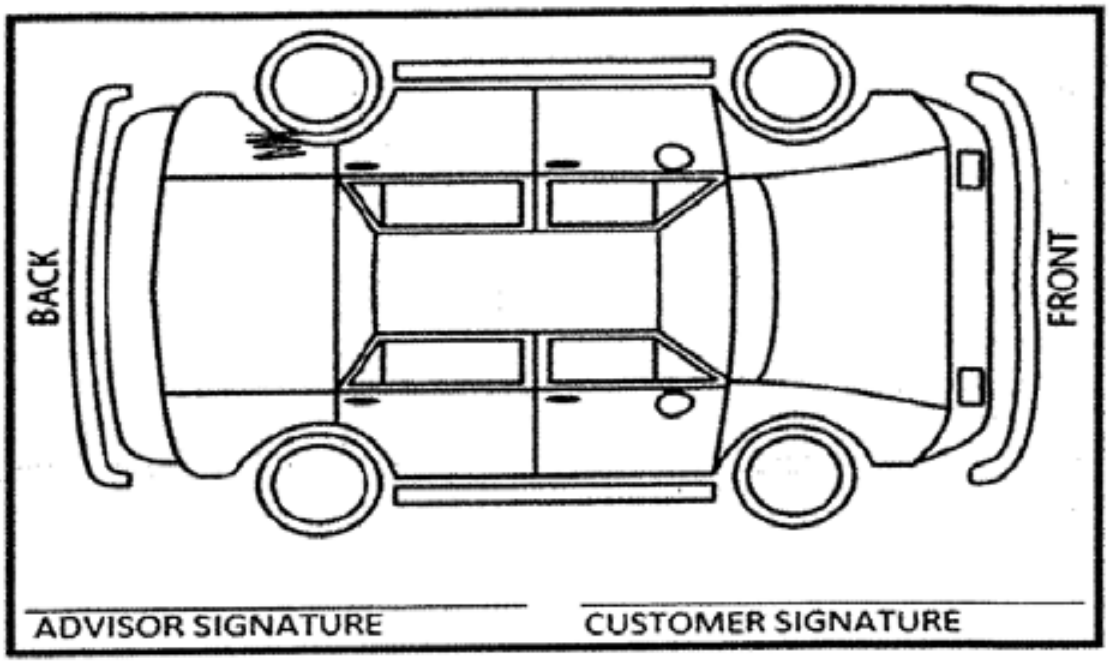
ACCOUNTING COPY

[redacted]

PRIOR BODY DAMAGE INSPECTION SHEET

☐ DIRTY/MUDDY – HARD TO SEE DAMAGES ☐ WET/MISTY – HARD TO SEE DAMAGES

☐ LIGHT SCRATCHES ALL OVER THE VEHICLE – HARD TO SEE DAMAGES



ADVISOR SIGNATURE CUSTOMER SIGNATURE

TAG# [redacted] VIN# FR[redacted] PLATE# _____ MILEAGE: 7849

COMPLAINTS/DETAILS:

COURTESY TRANSPORTATION
EXTENDED TIME DOCUMENTATION

REPAIR ORDER # [redacted] DATE OF REPAIR ORDER 01/30/2016

MON TUES WED THR FRI SAT SUN

TIME IN: 4:23 PM NUMBER OF DAYS REQUESTED: 7

TOTAL HOURS OF WARRANTY LABOR ON REPAIR ORDER 1.5

REASON FOR REQUEST

PARTS DELAY: DATE ORDERED : 02/01/16 DATE PART CAME IN: 02/03/16

HOW ORDERED? D.R.O. C.S.08 S.P.A.C.# _____

EXTENSIVE REPAIRS: _____

CUSTOMER ASSISTANCE CASE # _____ PQC # _____

DATE CASE OPENED : _____ DATE CASE CLOSED: _____

EXPLANATION OF DAILY SEQUENCE OF EVENTS

DAY 1 Sun — Customer picked up rental car on Sunday

DAY 2 Mon — Technician diagnosed and ordered part.

DAY 3 Tues —

DAY 4 Wed — Part arrived - Technician was OFF work this day -

DAY 5 Thurs — Repairs completed contacted Customer and he requested re-checking concern # 2 in the A/M

DAY 6 Fri —

DAY 7 Sat —

Service Manager Signature _____ Date: _____

[redacted]

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 10/28/15

[redacted] 5,545 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

10/06/15

MO: 5585

JOB#. 2 CHARGES----------

LABOR----------

J# 2 95CVZ BODY REFINISH HOURS: TECH(S):997317 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	10/16/15	12.40	12.40	0.00	0.00	HOLD OTHER
997317	10/16/15	15.30	15.30	0.00	0.00	FINISHED
997317	10/16/15	0.00	0.00	0.00		FINISHED
			TOTAL TECH TIME	0.00	0.00	

repair front bumper damage from last visit.
AS REQUESTED

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

37483	17D60	10/13/15	REPAIRS	341.64
			TOTAL - SUBLET	341.64

JOB# 2 TOTALS----------

SUBLET	341.64
JOB# 2 JOURNAL PREFIX CVIS JOB# 2 TOTAL	341.64

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
	77D	341.64

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	341.64
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**341.64**

APPROVED BY SIGNATURE

Everyone's runnin' to BUNNIN CHEVROLET

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

GENUINE GM Parts

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 10/16/15	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 5,545	COLOR BLK/JET BLK	[redacted]
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15	DELIVERY MILES	
	VEHICLE I.D. NO. 1GNSCBKCXFR [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE 10/06/15		
	COMMENTS			MO: 5585	

JOB# 1 CHARGES

LABOR

J# 1 40CVZ01 BRAKE CONCERN TECH(S):997317 WARRANTY

customer reports the brake pedal is very hard to pust after
the car has been sitting about 8 hrs...(see previous repair)
the car is beginning to be hard to start.
FOUND ENGIND MOUNTED VACUMME PUMP NOT PRODUCING ENOUGH
VACCUME
REPLACE TEST DRIVE WORKING TO SPECS AT THIS TIME NOTE
PROBLEM ONLY FELT ONCE AFTER SITTING OVER NIGHT TESTED WITH
ADVISOR WORKING TO SPECS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		12662552	PUMP 3.2BD			WARRANTY
						TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	37327	594638	10/16/15	DAYS	WARRANTY
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
			TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 95CVZ BODY REFINISH TECH(S):997317 INTERNAL

repair front bumper damage from last visit.
AS REQUESTED

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	37483	17060	10/13/15	REPAIRS	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

CWO

Internal
$ 341.64
Lot Damage
OK. P.J.

BAR # ARD 263843 • EPA # CAL0003595O7

The Reynolds and Reynolds Company (RNRTWHS) (0205064) (8911)

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 10/16/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 5,545	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15		DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKCXFR [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/06/15		
	COMMENTS				MO: 5585

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

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

CUSTOMER SIGNATURE

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

BAR # ARD 263843 • EPA # CA1000358507

The Reynolds and Reynolds Company (ERA/INT/NVT CD09864 G (03/11)

[redacted]

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 10/16/15

5,545 BLK/JET BLK [redacted]

[redacted] 15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

10/06/15

MO: 5585

JOB# 1 CHARGES

LABOR

J# 1 40CVZ01 BRAKE CONCERN TECH(S):997317 WARRANTY

customer reports the brake pedal is very hard to pust after
the car has been sitting about 8 hrs...(see previous repair)
the car is beginning to be hard to start.
FOUND ENGIND MOUNTED VACUMME PUMP NOT PRODUCING ENOUGH
VACCUME
REPLACE TEST DRIVE WORKING TO SPECS AT THIS TIME NOTE
PROBLEM ONLY FELT ONCE AFTER SITTING OVER NIGHT TESTED WITH
ADVISOR WORKING TO SPECS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1		12662552	PUMP 3.280			
						TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
	37327	594638	10/16/15	DAYS	
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 95CVZ. BODY REFINISH TECH(S):997317 INTERNAL

repair front bumper damage from last visit.
AS REQUESTED

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	INTERNAL
	37483	17060	10/13/15	REPAIRS	
				TOTAL - SUBLET	0.00

$341.04 → Lot Damage

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

[redacted]

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 10/16/15 [redacted]

5,545 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

10/06/15

MO: 5585

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****

* [ ] CASH [ ] CHECK CK NO. [ ] *

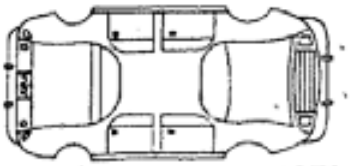
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *

* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

****

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFET[redacted] CUSTOMER PAY REPAI[redacted]

NOTED PRIOR DAMAGE
PAINT ☐ BODY ☐



BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE [redacted] DIGNATES ARE NECESSARY. BUNNIN CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM.
I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle hereon for purposes of testing, highways, or elsewhere. Subject to conditions on the reverse side of this contract. PLEASE READ REVERSE SIDE.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

X [redacted]

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/22/15	[redacted]	4962	997324	997317 997317 997317	W W W	00CV22-YEARSCH 40CVZ 00CVT	CHEVROLET 2-YEAR SCH BRAKES CK TIRE PRESS RECORD

SALESPERSON NO. 997281 MANUEL DIAZ

S E R V I C E

STATE REG# E

BAR # ARD 263843 • EPA # CALB00358507

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ BMW ASSIST ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNSCBKCXFR[redacted]	15/CHEVROLET TRUCK/TAHOE/4DR 2WD		[redacted]		184[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]		04/09/15			10/06/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLK/JET BLK LEATH				[redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				5,545	997324	WILLIAM

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
11:22am	10/09/15 06:00pm	2

Everyone's runnin' to BUNNIN CHEVROLET

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

JGB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W *40CVZ01 ***BRAKE CONCERN***
customer reports the brake pedal is very hard to pust after the car has been sitting about 8 hrs...(see previous repair) the car is beginning to be hard to start.

947317 4023850 1.4

2 I 95CVZ ***BODY REFINISH***
repair front bumper damage from last visit.

[redacted]

NOTES / RECOMMENDED SERVICES

10/6/15 3:37
Spoke to Mr. Tovi to gain permission to drive estimate
OK per Stan Spencer

PAGE 1 OF 1

ACCOUNTING COPY

184663

The Reynolds and Reynolds Company (DAYTON) CC7100141 Q (05/15)

THE PRINTED MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

EQUIPPED WITH

A/C

R/G

AM FM FACTORY/AFTERMARKET

STEREO/TAPE/CD/CHANGER

STD.

UPG

VACUUM MOT 10/16/15

RECOMMENDED REPAIRS	TECH. NO.	MECH. #	TIME CLOCK
			OFF
			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF 4
	1.4	OPER. NO. 997317		10/16
		EMP. NO.		ON

1. WHAT WAS DONE TO CORRECT?

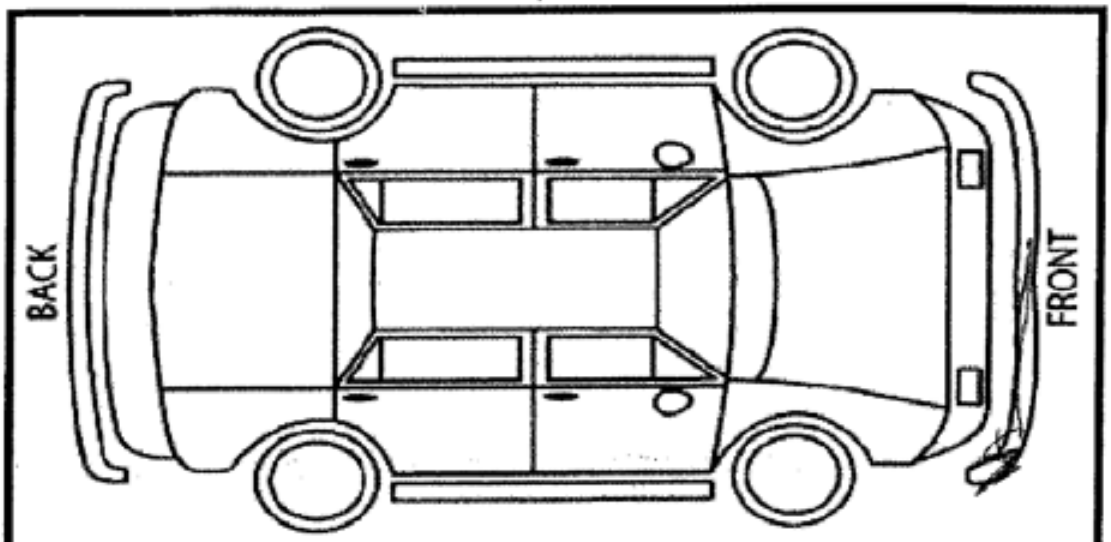
2. WHAT WAS DONE TO CORRECT?

3. WHAT WAS DONE TO CORRECT?

PRIOR BODY DAMAGE INSPECTION SHEET

☐ DIRTY/MUDDY – HARD TO SEE DAMAGES ☐ WET/MISTY – HARD TO SEE DAMAGES

☐ LIGHT SCRATCHES ALL OVER THE VEHICLE – HARD TO SEE DAMAGES



ADVISOR SIGNATURE CUSTOMER SIGNATURE

TAG# [redacted] VIN# FR[redacted] PLATE# _____ MILEAGE: 5545

COMPLAINTS/DETAILS:

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 4940 SOUTH SEPULVEDA BLVD, CULVER CITY, CA 902305210 (310) 390-9641

RENTAL AGREEMENT [redacted] **REF#** [redacted]

RENTER [redacted]

DATE & TIME OUT
10/06/2015 11:32 AM
DATE & TIME IN
10/16/2015 08:11 AM

BILLING CYCLE
24-HOUR

VEH #1 2015 CHEV TAHO 1TN2
VIN# 1GNSCBKC2FR[redacted]
LIC# [redacted]
MILES DRIVEN 276

BILL TO ACCOUNT
BUNNIN CHEVROLET**
ATTN: BILL
6101 WEST SLAUSON AVE
CULVER CITY, CA 90230

CLAIM INFO
PO#37327 RO# [redacted]
SHOP: BUNNIN CHEVROLET
PHONE: (424) 216-7400
ATTN: BILL

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/06 - 10/16	10	DAY	$34.70 *	$347.03
REFUELING CHARGE	10/06 - 10/16				$0.00
			Subtotal:		**$347.03**
Taxes & Surcharges					
SALES TAX	10/06 - 10/16			9.5%	$32.97
			Total Charges:		**$380.00**
Bill-To / Deposits					
BUNNIN CHEVROLET**					
TIME & DISTANCE	10/06 - 10/16	10	DAY		
REFUELING CHARGE	10/06 - 10/16				
SALES TAX	10/06 - 10/16	1	PERCENT	9.5%	
			Subtotal:		**($380.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

10/19/2015 R/O TIME - TECHNICIAN DAILY TIME CLOCK 3618
08:08:29 10/16/2015 - 10/16/2015 PAGE 1

TIMECARD TECH# 997317 NICHOLAY SEMENDEIEFF

DATE	START	FINISH	DURATION	ACTUAL HRS	UNAPPLIED HRS	BOOKED HRS	BOOKED & UNAPPLIED	STATUS	RO#	JOB#	ADJ
10/16/2015	0.00	0.00	0.00	0.00	0.00	1.40	1.40	OVERRIDE IN INVOICING	[redacted]	1	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.60	0.60	OVERRIDE IN INVOICING		1	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.30	0.30	OVERRIDE IN INVOICING		1	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.50	0.50	OVERRIDE IN INVOICING		2	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.50	0.50	OVERRIDE IN INVOICING		3	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.20	0.20	OVERRIDE IN INVOICING		4	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.80	0.80	OVERRIDE IN INVOICING		6	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.60	0.60	OVERRIDE IN INVOICING		1	0.00
10/16/2015	0.00	0.00	0.00	0.00	0.00	0.30	0.30	OVERRIDE IN INVOICING		2	0.00
10/16/2015	9.20	9.20	0.00	0.00	0.00	0.00	0.00	START DIAG		1	0.00
10/16/2015	9.20	11.40	2.20	2.20	0.00	0.00	0.00	FINISH DIAG		1	0.00
10/16/2015	11.40	12.40	1.00	1.00	0.00	0.00	0.00	HOLD OTHER		1	0.00
10/16/2015	12.40	12.40	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		2	0.00
10/16/2015	12.40	12.90	0.50	0.10	0.00	0.00	0.00	FINISHED		1	0.00
10/16/2015	12.40	12.90	0.50	0.20	0.00	0.00	0.00	FINISHED		2	0.00
10/16/2015	12.40	12.90	0.50	0.20	0.00	0.00	0.00	FINISHED		3	0.00
10/16/2015	12.40	12.90	0.50	0.00	0.00	0.00	0.00	FINISHED		4	0.00
10/16/2015	15.30	15.30	0.00	0.00	0.00	0.00	0.00	FINISHED		1	0.00
10/16/2015	15.30	15.30	0.00	0.00	0.00	0.00	0.00	FINISHED		2	0.00
10/16/2015	17.80	17.80	0.00	0.00	0.00	0.00	0.00	FINISHED		1	0.00
10/16/2015	17.80	24.00	6.20	0.00	0.00	0.00	0.00	NON WORKING			0.00
		DATE TOTAL		3.70	0.00	5.20	5.20				0.00
	TECHNICIAN TOTAL			3.70	0.00	5.20	5.20				0.00

WPC [redacted]

Warranty Parts Return to GM

Type of Request: **Parts**
Parts with Documents:

Service Agent	WPC Address
BUNNIN CHEVROLET From Contact, KEN GUTELL 4242167400 6101 WEST SLAUSON AVENUE CULVER CITY CULVER CITY, CA 90230-6419 US	WARRANTY PARTS CTR Attention, - - 248-371-9900 45 NORTHPOINTE DR ORION, MI 48359 USA
Transaction Information	**Additional Shipping Information**
Transaction ID: 001265028326 Job Card Number: [redacted] Invoice Number:	Tracking Number: Shipping Company: Account:

Vehicle Information

VIN 1GNSCBKCXFR[redacted]

Labour Operation:

4023850 - Vacuum Pump Assembly Replacement

Complaint:

0390 - Engine/Fuel/Exhaust - Other issues

customer reports the brake pedal is very hard to pust after the car has been sitting about 8 hrs...(see previous repair) the car isbeginning to be hard to start.

Cause:

3073 - Rotating Part - Seized/Binds/Sticks

FOUND ENGIND MOUNTED VACUMME PUMP NOT PRODUCING ENOUGH VACCUME

Correction:

REPLACE TEST DRIVE WORKING TO SPECS AT THIS TIME NOTE PROBLEM ONLY FELT ONCE AFTER SITTING OVER NIGHT TESTED WITH ADVISOR WORKINGTO SPECS

Special Instructions:

Replacement Parts:

Quantity	Causal Part	Part Number	Description	Hazardous	Core Part Flag
1	X	000000000012662552	PUMP ASM-VAC	No	No

GM Global Warranty Management Fri Oct 30 13:17:37 EDT 2015

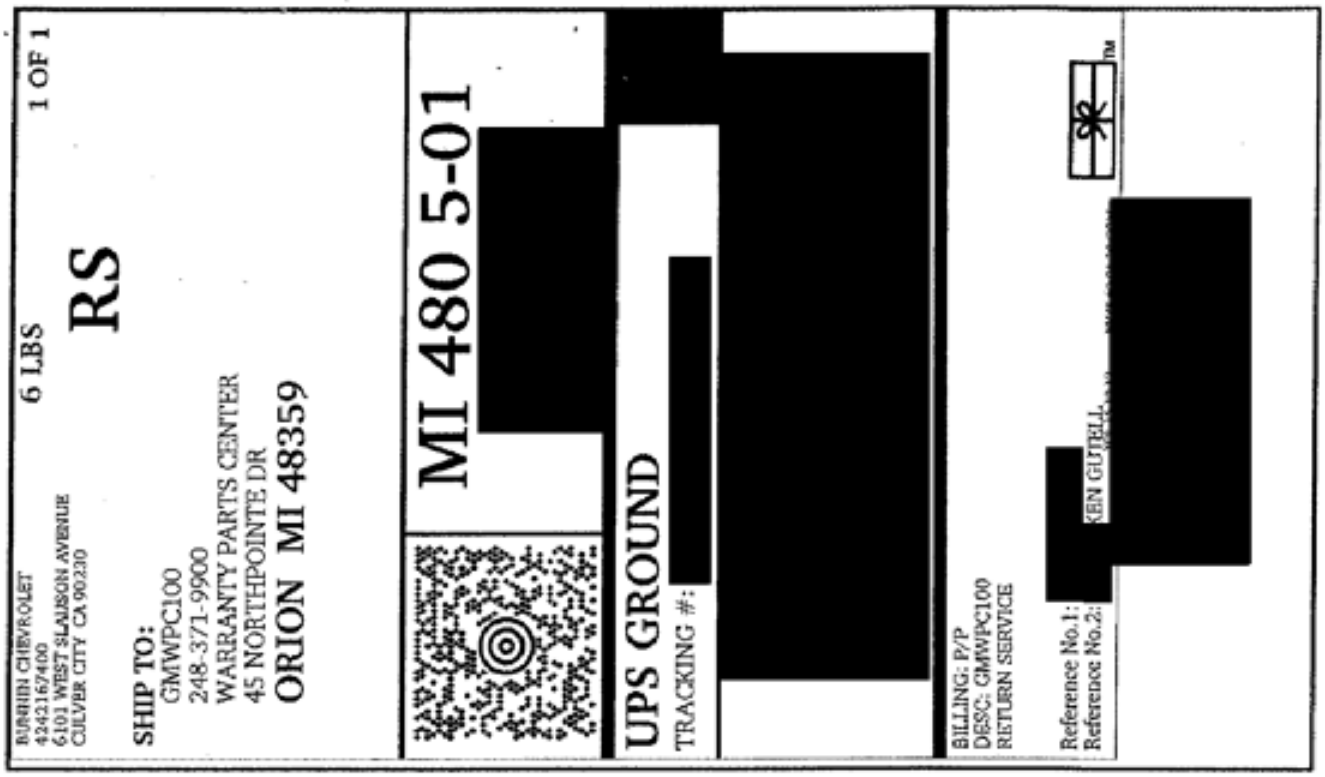
Please detach along this line and include the top portion inside the package and affix the bottom portion to the outside of the package

[redacted]

BUNNIN CHEVROLET
From Contact, KEN CUTELL 4242167400
6101 WEST SEPULVEDA AVENUE
CULVER CITY
CULVER CITY, CA 90230-6419
US

WPC

WARRANTY PARTS CTR
Attention: - - 248-371-9900
45 NORTHPOINTE DR
ORION, MI 48359
USA



FOLD HERE

Instructions

UPS Electronic Return Label: View/Print Label

1. **Ensure that there are no other tracking labels attached to your package.**

2. **Fold the printed label at the solid line above. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.**

3. **Collection and Drop-off**

   - **Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages.**
   - **Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS ReturnsSM Services(including via UPS Ground) are accepted at Drop Boxes, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop Off.** Drop Off Locator

[redacted]

COURTESY TRANSPORTATION
EXTENDED TIME DOCUMENTATION

REPAIR ORDER # [redacted] DATE OF REPAIR ORDER 10/09/2015

MON TUES WED THR (FRI) SAT SUN

TIME IN: 11:22 AM NUMBER OF DAYS REQUESTED: 10 days

TOTAL HOURS OF WARRANTY LABOR ON REPAIR ORDER 1.4

REASON FOR REQUEST

PARTS DELAY: DATE ORDERED : 10/9/15 DATE PART CAME IN: 10/15/15

HOW ORDERED? D.R.O. C.S.03 (S.P.A.C.E.)

EXTENSIVE REPAIRS: Replace Vacuum pump

CUSTOMER ASSISTANCE CASE # PQC #

DATE CASE OPENED : DATE CASE CLOSED:

EXPLANATION OF DAILY SEQUENCE OF EVENTS

DAY 1 Customer dropped off vehicle
S weekend
DAY 2 S Weekend
DAY 3 M Inspected Vehicle to diagnos
DAY 4 T ordered part - part on back order
DAY 5 W awaiting parts
DAY 6 TH awaiting parts
DAY 7 F awaiting parts

Service Manager Signature [redacted] Date: 10-9-15

DAY 8 S Weekend.

DAY 9 S Weekend

DAY 10 M part came in and installed customer pickup. vehicle

DAY 11

DAY 12

DAY 13

DAY 14

DAY 15

DAY 16

DAY 17

DAY 18

DAY 19

DAY 20

DAY 21

DAY 22

DAY 23

DAY 24

DAY 25

DAY 26

DAY 27

DAY 28

DAY 29

DAY 30

Everyone's runnin' to BUNNIN CHEVROLET

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
[redacted] (424) 216-7400 • FAX (424) 216-7440

GENUINE GM Parts

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR: WILLIAM 997324	R.O. NO. [redacted]	INVOICE DATE: 09/30/15	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE: 4,962	COLOR: BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE: 04/09/15	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNSCBKCXFR[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 09/22/15	
	COMMENTS				MO: 4976

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 00CVZ2-YEARSCH CHEVROLET 2 YEAR SCH HOURS: TECH(S):997317 5.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	09/28/15	10.70	15.60	2.50	0.00	HOLD OTHER
997317	09/29/15	9.10	11.50	1.10	0.00	FINISHED
997317	09/29/15	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
			TOTAL TECH TIME	3.60	0.60	

PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION
AND MULTIPOINT INSPECTION.
11% OIL LIFE
PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND
MULTIPOINT INSPECTION.

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	19330000	FILTER 1.836	4.30	4.30	6.02	6.02
9	19259487	OIL 8.800	3.49	31.41	4.89	44.01
			COST TOTAL	35.71		
				TOTAL - PARTS		50.03

MISC CODE	DESCRIPTION	CONTROL NO	
CDP	CUSTOMER DISCOUNT PARTS		-5.03
		TOTAL - MISC	-5.03

JOB# 1 TOTALS

LABOR	5.00
PARTS	50.03
MISC	-5.03
JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL	50.00

JOB# 2 CHARGES

LABOR

J# 2 40CVZ BRAKES HOURS: 2.60 TECH(S):997317 289.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	09/28/15	10.70	10.70	0.00	0.00	START DIAG
997317	09/28/15	10.70	15.00	2.20	0.00	FINISH DIAG
997317	09/28/15	15.00	15.60	0.30	0.00	HOLD OTHER
997317	09/29/15	9.10	9.10	0.00	0.00	START OLH
997317	09/29/15	9.10	11.50	1.10	0.00	FINISH OLH
997317	09/29/15	11.50	11.50	0.00	0.00	FINISHED
997317	09/29/15	0.00	0.00	0.00	2.60	OVERRIDE IN INVOICING
			TOTAL TECH TIME	3.60	2.60	

CUSTOMER STATES AFTER TRUCK SITS OVER 8 HOURS BRAKES
PEDAL FEELS REALLY STIFF.OK AFTER TRUCK WARMS UP.
DAY 1 - CUSTOMER PICKED UP RENTAL CAR FROM SANTA MONICA
LOCATION

BAR # ARD

Tire Recycle and Recycle Company EXAMPARC 0000664 G (0011)

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6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
(424) 216-7400 • FAX (424) 216-7440

[redacted]

GENUINE GM Parts

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 09/30/15	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE 4,962	COLOR BLK/JET BLK	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15	DELIVERY MILES	
	VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/15		
	COMMENTS			MO: 4976	

BAR# ARD 263843 • EPA # CAL0093586507

JOB# 2 CHARGES

LABOR

DAY 2 - ORDERED PARTS
FOUND MASTER CYLINDER DAMAGING BRAKE BOOSTER AND GETTING STUCK
DAY 3
DAY 4 AWAITING PARTS
DAY 5 WEEKEND
DAY 6 WEEKEND
REPLACE MASTER CYLINDER AND BRAKE BOOSTER BLEED BRAKE FLUID SYSTEM ROAD TEST WORKING TO FACTORY SPECS AT THGIS TIME
DAY 7 - REPAIRS COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		23135220	BOOSTER 4.805	76.01	76.01	106.41	106.41
	1		20925765	CYLINDER 4.650	54.65	54.65	76.51	76.51
					COST TOTAL	130.66		
						TOTAL - PARTS		182.92

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	37027		09/30/15	DAYS		0.00
					TOTAL - SUBLET	0.00

JOB# 2 TOTALS

LABOR	289.59
PARTS	182.92

JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 472.51

JOB# 3 CHARGES

LABOR

J# 3 00CVT CK TIRE PRESS RECORD HOURS: TECH(S):997317 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	09/29/15	9.10	11.60	0.40	0.00	FINISHED
997317	09/29/15	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.40	0.00	

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:..... LEFT FRONT:.....
RIGHT REAR:..... LEFT REAR:.....
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:....35..... LEFT FRONT:....35.....
RIGHT REAR:.....35.. LEFT REAR:.....35..

COMMENTS
NON GM RENTAL

R/O TAX	0.00
R/O TOTALS	522.51

WARRANTY CLAIN DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00

The Reynolds and Reynolds Company (ERA-NET/WIN) CC(08/04.0) (07/11)

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6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 09/30/15	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,962	COLOR BLK/JET BLK
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/15	
	COMMENTS			MO: 4976

BAR #[redacted]

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	472.50
CLAIM TOTALS	522.50

APPROVED BY SIGNATURE

BAR # ARD 263843 • EPA #[redacted]

The Reynolds and Reynolds Company (DEALER) CC69864 © 2011

Everyone's runnin' to BUNNIN CHEVROLET.

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 09/30/15	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,962	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15	DELIVERY MILES	
	VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/22/15		
	COMMENTS			MO: 4976	

BAR # [redacted]

BAR # ARD [redacted]

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCBKCXFR[redacted]	REPAIRING BAC	265[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/22/2015
ODOMETER	4962	SERVICE ADVISOR GMIN	750941386
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001261631438	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 311759960

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE R OTATION AND MULTIPOINT INSPECTION.

CAUSE CODE: 9094
CAUSE DESCRIPTION: 11% OIL LIFE

CORRECTION DESCRIPTION: PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROT ATION AND MULTIPOINT INSPECTION.

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			OIL CHANGE		

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

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCBKCXFR[redacted]	REPAIRING BAC	265509
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/22/2015
ODOMETER	4962	SERVICE ADVISOR GMIN	750941386
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

The Reynolds and Reynolds Company (SANTANA) CDD00064 © (0311)

Everyone's runnin' to BUNNIN CHEVROLET

[redacted]

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 09/30/15	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,962	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE 04/09/15		DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	V.T.C. NO.	P.O. NO.	R.O. DATE 09/22/15		
	COMMENTS				

BAR # [redacted]

MO: 4976

BAR # ARD [redacted]

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		[redacted]	001261685448	0001

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 311759960

LABOR OPERATION	BASE HOURS	OTHER
2440100	.8	1.8

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0131
COMPLAINT DESCRIPTION: CUSTOMER STATES AFTER TRUCK SITS OVER 8 HOURS BRAKES PEDAL FEELS REALLY STIFF.OK AFTER TRUCK WARMS UP. DAY 1 - CUSTOMER PICKED CKED UP RENTAL CAR FROM SANTA MONICA LOCATION

CAUSE CODE: 3073
CAUSE DESCRIPTION: DAY 2 - ORDERED PARTS FOUND MASTER CYLINDER DAMAGING BRA KE BOOSTER AND GETTING STUCK DAY 3 DAY 4 AWAITING PARTS DAY 5 WEEKEND DAY DAY 6 WEEKEND

CORRECTION DESCRIPTION: REPLACE MASTER CYLINDER AND BRAKE BOOSTER BLEED BRA KE FLUID SYSTEM ROAD TEST WORKING TO FACTORY SPECS AT THGIS TIME DAY 7 - R - REPAIRS COMPLETED

CAUSAL PART: 20925765

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
20925765	1	54.65			
23135220	1	76.01			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
190.00	NIC			1C4NJCBAXFD[redacted]	5	0

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: 1.8 OLH TIME NEEDED MASTER CYLINDER AND BOOSTER /BO OSTER HAD BRAKE FLUUID IN IT FROM LEAKING

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	52.26		
PARTS	130.66	0.00	182.92
LABOR	289.59	0.00	289.59
NET ITEMS	190.00	0.00	190.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	662.51	0.00	662.51

The Reynolds and Reynolds Company (DRAFTSMS) CC0666A (03/11)

[redacted]

28-29

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 09/29/15 [redacted]

4,962 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 09/22/15

MO: 4976

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CVZ2-YEARSCH CHEVROLET 2-YEAR SCH TECH(S):997317 WARRANTY

PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION
AND MULTIPOINT INSPECTION.
11% OIL LIFE
PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND
MULTIPOINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.836			WARRANTY
	9	19259487	OIL 8.800			WARRANTY
				TOTAL - PARTS		0.00

PP

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 40CVZ BRAKES TECH(S):997317 WARRANTY

CUSTOMER STATES AFTER TRUCK SITS OVER 8 HOURS BRAKES
PEDAL FEELS REALLY STIFF.OK AFTER TRUCK WARMS UP.
FOUND MASTER CYLINDER DAMAGING BRAKE BOOSTER AND GETTING
STUCK
REPLACE MASTER CYLINDER AND BRAKE BOOSTER BLEED BRAKE FLUID
SYSTEM ROAD TEST WORKING TO FACTORY SPECS AT THGIS TIME

Brake Booster &

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	23135220	BOOSTER 4.805			WARRANTY
	1	20925765	CYLINDER 4.650			WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	37027	667613	09/29/15	DAYS		WARRANTY
				TOTAL - SUBLET		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 00CVT CK TIRE PRESS RECORD TECH(S):997317 WARRANTY

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:..... LEFT FRONT:.....
RIGHT REAR:..... LEFT REAR:.....
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:....35..... LEFT FRONT:....35.....
RIGHT REAR:.....35.. LEFT REAR:.....35..

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

[redacted]

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 09/29/15

[redacted]

4,962 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 09/22/15

MO: 4976

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

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LI[redacted]OMER PAY
RE[redacted]

CUSTOMER SIGNATURE

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 10799 SANTA MONICA BLVD, LOS ANGELES, CA 900254718 (310) 475-8738

RENTAL AGREEMENT **REF#**
[redacted] [redacted]

RENTER
[redacted]

DATE & TIME OUT
09/22/2015 03:11 PM
DATE & TIME IN
09/29/2015 12:11 PM

BILLING CYCLE
24-HOUR

VEH #1 2015 JEEP COMP SPT2
VIN# 1C4NJCBAXFD[redacted]
LIC# [redacted]
MILES DRIVEN 128

BILL TO ACCOUNT
BUNNIN CHEVROLET
ATTN: UNKNOWN
6101 WEST SLAUSON AVE
CULVER CITY, CA 90230

CLAIM INFO
PO:37027 RO:[redacted]
TYPE CAR: TAHOE
SHOP: BUNNIN CHEVROLET
PHONE: (424) 216-7400
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/22 - 09/29	7	DAY	$27.52 *	$192.66
REFUELING CHARGE	09/22 - 09/29				$0.00
			Subtotal:		**$192.66**
Taxes & Surcharges					
SALES TAX	09/22 - 09/29			9%	$17.34
			Total Charges:		**$210.00**
Bill-To / Deposits					
BUNNIN CHEVROLET					
TIME & DISTANCE	09/22 - 09/29	7	DAY		
REFUELING CHARGE	09/22 - 09/29				
SALES TAX	09/22 - 09/29	1	PERCENT	9%	
			Subtotal:		**($210.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

DON /GM

[redacted] 9/29/2015

NOTED PRIOR DAMAGE
PAINT ☐ BODY ☐

[redacted]

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MA

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MO	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 997281 MANUEL DIAZ

S E R V I C E

STATE REG# E

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: YES ☐ NO ☐

APPOINTMENT: ☒ Yes ☐ No

CELL: [redacted]

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNSCBKCXFR[redacted]	15/CHEVROLET TRUCK/TAHOE/4DR 2WD		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		04/09/15			09/22/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
BLK/JET BLK LEATH			[redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				4,962	997324	WILLIAM

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
12:09pm	09/22/15 06:00pm	6

Everyone's runnin' to BUNNIN CHEVROLET

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

JOB

ORIGINAL CUSTOMER ESTIMATE:
0.00 0.00 0.00
X

TOTAL [redacted]

COMMENTS:

1 W 00CVZ2-YEARSCH **CHEVROLET 2-YEAR SCH**
PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION AND MULTIPOINT INSPECTION.
94317 98,6

2 W 40CVZ **BRAKES**
CUSTOMER STATES AFTER TRUCK SITS OVER 8 HOURS BRAKES PEDAL FEELS REALLY STIFF.OK AFTER TRUCK WARMS UP.
2441580 1.0
2440100 .8

3 W 00CVT **CK TIRE PRESS RECORD**
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT: 36 LEFT FRONT: 40
RIGHT REAR: 36 LEFT REAR: 40
2440122 .8

[redacted]

2.6

NOTES / RECOMMENDED SERVICES

OK MASTER CYLINDER AND BOOSTER
BOOSTER HAS BRAKE FLUID IN IT FROM LEAKING ASTER
2440100 .8 1.8 OLH
OK P/G 9-22-15-11:45AM

3.2

[redacted]

PAGE 1 OF 1

ACCOUNTING COPY

BAR # ARD 263843 • EPA # CAL000358507 BAR # ARD263843

The Reynolds and Reynolds Company 8344W2035 CC700141 Q (05/15)

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EQUIPPED WITH
A/C
P/S
AIR BAG(S)
POWER WINDOW
POWER DOOR LOCK
REAR DEF.
REM. COMP. MIR. L.H.
POWER ANT. L.R.
CRUISE CONT.

AM FM FACT/NON-FACT
STEREO TAPE FACT/NON-FACT
STD. TRANS.
AUTO TRANS.
AIR CONDITIONER FACT/AFTMKT
TILT COOLER
SEATS: LOW/BENCH/BUCKET/SPLIT

Booster & Master Cylinder
9-29-15

RECOMMENDED REPAIRS | TECH. NO. | MECH. # | TIME CLOCK

STRAIGHT TIME (HOURS)		FLAT RATE		W/O NO. [redacted]		TIME	OFF	10
		3	2	OPER. NO. 967317			ON	9/29
				EMP. NO.				

TECH. #	1. COMPLAINT OR PROBLEM	2. WHAT CAUSED THE TROUBLE?	3. WHAT WAS DONE TO CORRECT?
	1. COMPLAINT OR PROBLEM	2. WHAT CAUSED THE TROUBLE?	3. WHAT WAS DONE TO CORRECT?
		Brake Booster Not allowing Master Cyl To close causing Master Cyl to LEAK into Booster Corroding Diaphragm.	
	1. COMPLAINT OR PROBLEM	2. WHAT CAUSED THE TROUBLE?	3. WHAT WAS DONE TO CORRECT?

CC/50141 G

From:

2440100 Master Cylinder Replacement

Effective Date: Sep 1, 2015

LABOR CODE: 2440100

Base **LABOR TIME:** 0.8

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2440122 Hydraulic Brake System Bleeding

Effective Date: Sep 1, 2015

LABOR CODE: 2440122

Base **LABOR TIME:** 0.8

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Document ID: 3633136 #2 (3-Labor OP's 1 line)

2441580 Power Vacuum Brake Booster Replacement

Effective Date: Sep 1, 2015

LABOR CODE: 2441580

Base

LABOR TIME: 1.0

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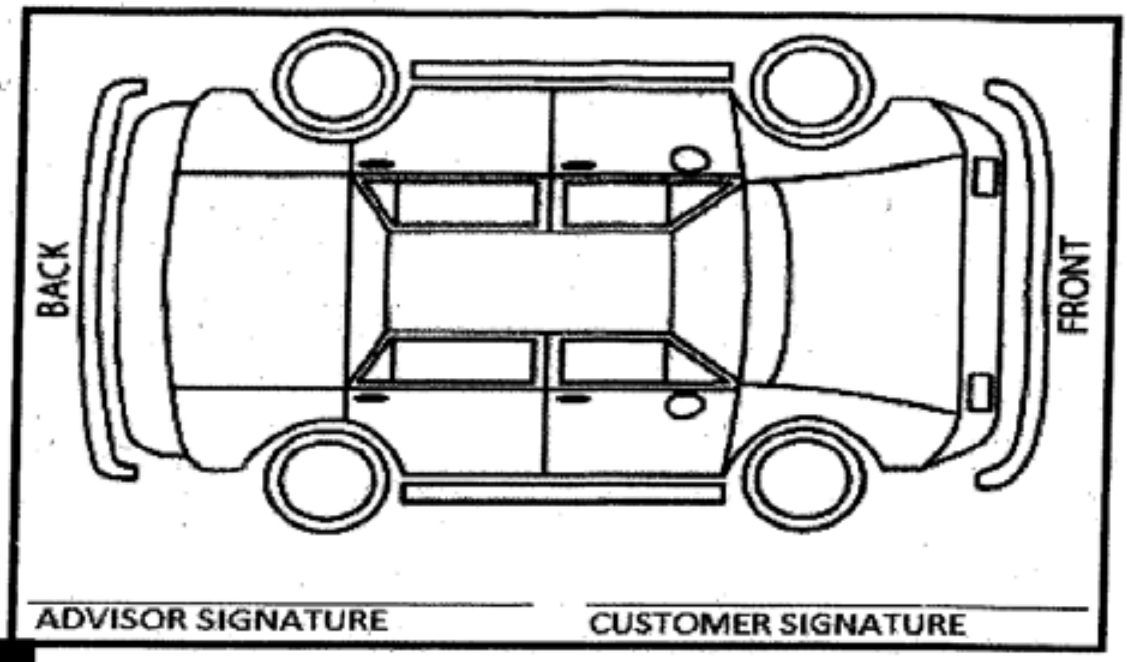
[redacted]

9/30/2015

PRIOR BODY DAMAGE INSPECTION SHEET

☐ DIRTY/MUDDY – HARD TO SEE DAMAGES ☐ WET/MISTY – HARD TO SEE DAMAGES

☐ LIGHT SCRATCHES ALL OVER THE VEHICLE – HARD TO SEE DAMAGES



ADVISOR SIGNATURE _____ CUSTOMER SIGNATURE _____

TA[redacted] VIN# _____ PLATE# Now Black MILEAGE: 4962

COMPLAINTS/DETAILS:

Global Warranty Management

Maintenance				
Bumper to Bumper Limited Warranty	04/09/2015	75 MI	04/09/2018	36,075 MI
Corrosion Limited Warranty	04/09/2015	75 MI	04/09/2021	100,075 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/30/2015	A41459	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

9/22/2015

COURTESY TRANSPORTATION
EXTENDED TIME DOCUMENTATION

REPAIR ORDER # _____ DATE OF REPAIR ORDER 9/22/15

MON (TUES) WED THR FRI SAT SUN

TIME IN: 12:09 (A)M NUMBER OF DAYS REQUESTED: 7

TOTAL HOURS OF WARRANTY LABOR ON REPAIR ORDER 3.2

REASON FOR REQUEST

PARTS DELAY: DATE ORDERED : 9/23 DATE PART CAME IN: 9/28

HOW ORDERED? D.R.O. (C.S.O.S.) S.P.A.C.# _____

EXTENSIVE REPAIRS: _____

CUSTOMER ASSISTANCE CASE # _____ PQC # _____

DATE CASE OPENED : _____ DATE CASE CLOSED: _____

EXPLANATION OF DAILY SEQUENCE OF EVENTS

DAY 1 T Customer dropped of vehicle
DAY 2 W diagnosis began - and determined brake/master Hydraulic were needed. Cust received a rental car ordered part
DAY 3 T awaiting parts
DAY 4 F awaiting Parts
DAY 5 S weekend
DAY 6 S Weekend
DAY 7 M Parts arrived and Repairs complete

Service Manager Signature [redacted] Date: 9-29-15

09/30/2015 R/O TIME - TECHNICIAN DAILY TIME CLOCK 3618
08:13:00 09/28/2015 - 09/29/2015 PAGE 1

TIMECARD TECH# 997317 NICHOLAY SEMENDRIEFF

DATE	START	FINISH	DURATION	ACTUAL HRS	UNAPPLIED HRS	BOOKED HRS	BOOKED & UNAPPLIED	STATUS	RO#	JOB#	ADJ
09/28/2015	0.00	10.70	10.70	0.00	0.00	0.00	0.00	NON WORKING			0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	START DIAG	[redacted]	2	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		1	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		4	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		5	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		7	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		2	0.00
09/28/2015	10.70	10.70	0.00	0.00	0.00	0.00	0.00	HOLD OTHER		3	0.00
09/28/2015	10.70	15.00	4.30	2.20	0.00	0.00	0.00	FINISH DIAG		2	0.00
09/28/2015	10.70	15.60	4.90	2.50	0.00	0.00	0.00	HOLD OTHER		1	0.00
09/28/2015	15.00	15.60	0.60	0.30	0.00	0.00	0.00	HOLD OTHER		2	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		4	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		5	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		7	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		1	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		2	0.00
09/28/2015	15.60	15.70	0.10	0.00	0.00	0.00	0.00	FINISHED		3	0.00
09/28/2015	15.70	24.00	8.30	0.00	0.00	0.00	0.00	NON WORKING			0.00
	DATE TOTAL			5.00	0.00	0.00	0.00				0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	2.60	2.60	OVERRIDE IN INVOICING	[redacted]	2	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	0.60	0.60	OVERRIDE IN INVOICING		1	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	0.60	0.60	OVERRIDE IN INVOICING		5	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	0.30	0.30	OVERRIDE IN INVOICING		7	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	0.80	0.80	OVERRIDE IN INVOICING		1	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	1.90	1.90	ENTERED IN INVOICING		1	0.00
09/29/2015	0.00	0.00	0.00	0.00	0.00	3.50	3.50	ENTERED IN INVOICING		3	0.00
09/29/2015	9.10	9.10	0.00	0.00	0.00	0.00	0.00	START OLH		2	0.00
09/29/2015	9.10	11.50	2.40	1.10	0.00	0.00	0.00	FINISHED		1	0.00
09/29/2015	9.10	11.50	2.40	1.10	0.00	0.00	0.00	FINISH OLH		2	0.00
09/29/2015	9.10	11.60	2.50	0.40	0.00	0.00	0.00	FINISHED		3	0.00
09/29/2015	11.50	11.50	0.00	0.00	0.00	0.00	0.00	FINISHED		2	0.00
09/29/2015	15.80	15.80	0.00	0.00	0.00	0.00	0.00	FINISHED		1	0.00
09/29/2015	15.80	15.80	0.00	0.00	0.00	0.00	0.00	FINISHED		2	0.00
09/29/2015	15.80	15.80	0.00	0.00	0.00	0.00	0.00	FINISHED		3	0.00
09/29/2015	17.60	17.60	0.00	0.00	0.00	0.00	0.00	START DIAG		1	0.00
09/29/2015	17.60	18.00	0.40	0.40	0.00	0.00	0.00	FINISH DIAG		1	0.00
09/29/2015	18.00	24.00	6.00	6.00	0.00	0.00	0.00	NON WORKING		1	0.00
	DATE TOTAL			9.00	0.00	10.30	10.30				0.00
	TECHNICIAN TOTAL			14.00	0.00	10.30	10.30				0.00

PE18-012

GM

3-27-2019

Q3

[redacted]

Hooman Chevrolet

6101 W. Slauson Ave,
Culver City, CA. 90230
424 216-7400 | F 424-216-7440 : www.hoomanchevrolet.net

fax

TO: FROM: Jonathan Menge

FAX: PAGES: 12

PHONE: (866) 857-3108 DATE: 5/20/16

RE: CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

[redacted]

[redacted] WILLIAM 997324 [redacted] 05/18/16

CELL: [redacted]

10,335 BLK/JET BLK [redacted]

[redacted] 5/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

[redacted] 1 G N S C B K C X F R [redacted] 04/19/16

MO: 10335

JOB# 1 CHARGES----------

LABOR----------

J# 1 00CVZ2-YEARSCH CHEVROLET 2-YEAR SCH HOURS: TECH(S):997321 14.82

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997321	04/25/16	0.00	0.00	0.00	0.60	ENTERED IN INVOICING
997321	04/25/16	10.20	11.30	0.30	0.00	FINISHED
		TOTAL TECH TIME		0.30	0.60	

PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION
AND MULTIPOINT INSPECTION.
14% OIL LIFE
PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND
MULTIPOINT INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	1		0	0.01	0.01	0.01	0.01
	1		19330000	FILTER 1.836	4.30	4.30	4.30	4.30
	9		19259487	OIL 8.800	3.43	30.87	3.43	30.87
				COST TOTAL		35.18		
						TOTAL - PARTS		35.18

JOB# 1 TOTALS----------

LABOR	14.82
PARTS	35.18

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 50.00

JOB# 3 CHARGES----------

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

40656	600980	04/25/16 DAYS		228.00
			TOTAL - SUBLET	228.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

SVPOL	SERVICE POLICY	197015	-50.00
SVPOL	SERVICE POLICY	197015	-50.00
SVPOL	SERVICE POLICY	197015	-50.00
SVPOL	SERVICE POLICY	197015	-28.00
SVPOL	SERVICE POLICY	197015	-50.00
		TOTAL - MISC	-228.00

JOB# 3 TOTALS----------

SUBLET	228.00
MISC	-228.00

JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4+51CVZ17 BODY ELECT RECALL HOURS: TECH(S):997321 0.00

Added Operation (SPENCEWI @ 04/19/2016 11:16)

[redacted]

CELL: [redacted]

[redacted] WILLIAM 997324 [redacted] 05/18/16

10,335 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 04/19/16

MO: 10335

SUBL 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997321	04/25/16	0.00	0.00	0.00	0.20	ENTERED IN INVOICING
997321	04/25/16	10.20	11.30	0.40	0.00	FINISHED
997321	05/16/16	0.00	0.00	0.00	-0.20	ENTERED IN INVOICING
		TOTAL TECH TIME		0.40	0.00	

RECALL #15577 - INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE
LABEL ERROR
RECALL CLOSE
INSTALL New Fuse Block Label

COMMENTS
++RENTAL++

R/O TAX	0.00
R/O TOTALS	50.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	50.00
	0.00
CLAIM TOTALS	50.00

APPROVED BY SIGNATURE

[redacted]

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 05/18/16

10,335 BLK/JET BLK

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 04/19/16

MO: 10335

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSCBKCXFR[redacted]	REPAIRING BAC	292[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/19/2016
ODOMETER	10335	SERVICE ADVISOR GMIN	750941386
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001288595307	0002

JOB COMPLETION DATE: 04/25/2016
TECHNICIAN GMIN: 163909417

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION AND MULTIPOINT INSPECTION.

CAUSE CODE: 9094
CAUSE DESCRIPTION: 14% OIL LIFE

CORRECTION DESCRIPTION: PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND MULTIPOINT INSPECTION.

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			OIL CHANGE		

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

[redacted]

CELL: [redacted]

[redacted]

WILLIAM 997324 [redacted] 04/25/16

10,335 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 04/19/16

MO: 10335

JOB# 4 CHARGES----------

LABOR----------

J# 4+5ICVZ17 BODY ELECT RECALL TECH(S):997321 WARRANTY

Added Operation (SPENCEWI @ 04/19/2016 11:16)
RECALL #15577 - INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE
LABEL ERROR
INSTALL New Fuse Block Label

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

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS----------
++RENTAL++

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETI[redacted]ES FOR CUSTOMER PAY REPAIR

[redacted]

CUSTOMER SIGNATURE

(6) Days (W)

INTERNAL 6 DAYS.

05-16-16

670

2288

RECALL WAS CLOSED ALREADY - NO FAULT FOUND

[redacted]

[redacted]

CELL: [redacted]

WILLIAM 997324 [redacted] 04/25/16

10,335 BLK/JET BLK

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted]

04/19/16

MO: 10335

JOB# 1 CHARGES

LABOR

J# 1 00CVZ2-YEARSCH CHEVROLET 2-YEAR SCH TECH(S):997321 WARRANTY

PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION
AND MULTIPOINT INSPECTION.
14% OIL LIFE
PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND
MULTIPOINT INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	1		0			WARRANTY
	1		19330000	FILTER 1.836			WARRANTY
	9		19259487	OIL 8.800			WARRANTY
					TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00CVT CK TIRE PRESS RECORD TECH(S):997321 0.00

CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:..... LEFT FRONT:.....
RIGHT REAR:..... LEFT REAR:.....
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT:.....36.... LEFT FRONT:..36.....
RIGHT REAR:..... 36... LEFT REAR:.....36.....

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 51CVZ BODY ELECTRICAL TECH(S):997321 0.00

CUSTOMER REPORTS THAT THE CAR WILL NOT START - DIC READS
"PRESS BRAKE PEDAL TO START" USUALLY AFTER SITTING FOR A
WHILE.
NO PROBLEM FOUND WITH THE VEHICLE.
CHECKED VEHICLE FOR TROUBLE CODES FOUND NONE STORED IN ANY
MODULE. CHECKED FOR BULLETINS FOUND NONE PERTAINING TO
CUSTOMER CONCERN. COLED STARTED VEHICLE 4 DAYS UNABLE TO
DUPLICATE CUSTOMER CONCERN.
CALLED TAC CASE NUMBER [redacted] WAS ADVISE TO RELEASE
VEHICLE IF UNABLE TO DUPLICATE CONCERN.

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	40656	600980	04/25/16	DAYS		WARRANTY
				TOTAL - SUBLET		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 4940 SOUTH SEPULVEDA BLVD, CULVER CITY, CA 902305210 (310) 390-9641

RENTAL AGREEMENT **REF#** [redacted]

RENTER [redacted]

DATE & TIME OUT
04/19/2016 11:16 AM
DATE & TIME IN
04/25/2016 11:59 AM

BILLING CYCLE
24-HOUR

VEH #1 2016 CHEV TAHO 3TN2
VIN# 1GNSCBKC3GR[redacted]
LIC# [redacted]
MILES DRIVEN 168

BILL TO ACCOUNT
HOOMAN CHEVROLET
ATTN: SPENCER, BILL
6101 WEST SLAUSON AVE
CULVER CITY, CA 90230

CLAIM INFO
PO#40656 RO# [redacted]
TYPE CAR: TAHOE
SHOP: HOOMAN CHEVROLET
PHONE: (424) 216-7400
ATTN: SPENCER, BILL

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/19 - 04/25	6	DAY	$33.27	$199.62
REFUELING CHARGE	04/19 - 04/25				$0.00
			Subtotal:		**$199.62**
Taxes & Surcharges					
SALES TAX	04/19 - 04/25			9.5%	$18.96
VEHICLE LICENSE RECOVERY FEE	04/19 - 04/25	6	DAY	$1.57	$9.42
			Total Charges:		**$228.00**
Bill-To / Deposits					
HOOMAN CHEVROLET					
TIME & DISTANCE	04/19 - 04/25	6	DAY		
REFUELING CHARGE	04/19 - 04/25				
SALES TAX	04/19 - 04/25	1	PERCENT	9.5%	
VEHICLE LICENSE RECOVERY FEE	04/19 - 04/25	6	DAY		
			Subtotal:		**($228.00)**
Total Amount Due					**$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

P.O. 4056

[redacted] 4/25/2016

HOOMAN CHEVROLET OF CULVER CITY

6101 W. Slauson Avenue
Culver City, CA 90230
(424) 216-7400

FOR YOUR CONVENIENCE OUR SERVICE & PARTS DEPARTMENT HOURS ARE:
MONDAY-FRIDAY 7:00AM – 7:00PM • SATURDAY 8:00AM – 6:00PM
www.hoomanautomotive.com
EPA # CAL0004122038 BAR # ARD 00282184

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/16	[redacted]	7849	997324	997321	W	51CVZ22	REVERSE LIGHTS
				997321	C	50CVZ03	NO CRANK
				997321	W	52CVZ03	SOUND SYSTEM
				997321	W	52CVZ04	SOUND SYSTEM
				997321	C	00CVT	CK TIRE PRESS RECORD
10/06/15	[redacted]	5545	997324	997317	W	40CVZ01	BRAKE CONCERN

SALESPERSON NO. 997281 MANUEL DIAZ — S E R V I C E — STATE REG# E

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PHOTO I.D. REQUIRED) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNSCBKCXFR[redacted]	15/CHEVROLET TRUCK/TAHOE/4DR 2WD		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]		04/09/15			04/19/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLK/JET BLK LEATH				[redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				10,335	997324	WILLIAM

[redacted]

TIME RECEIVED 11:06am | DATE/TIME PROMISED 04/21/16 07:00pm | PRIORITY 2

CELL: [redacted]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts 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 [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS :
++RENTAL++

1 **W * 00CVZ2-YEARSCH** ***CHEVROLET 2-YEAR SCH***
PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION AND MULTIPOINT INSPECTION.

997321 .6

2 **C * 00CVT** ***CK TIRE PRESS RECORD***
CHECK TIRE PRESSURE PER MANUFACTURERS SPECIFICATIONS:
RIGHT FRONT: 36 **LEFT FRONT:** 36
RIGHT REAR: 36 **LEFT REAR:** 36

3 **C * 51CVZ** ***BODY ELECTRICAL***
CUSTOMER REPORTS THAT THE CAR WILL NOT START - DIC READS "PRESS BRAKE PEDAL TO START" USUALLY AFTER SITTING FOR A WHILE. 4th Time In M.F.

(4) Recall # 15577 Fuse Label error .2
997321 9101975

REVISED ESTIMATE (1) | PERSON CONTACTED | DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

2ND REVISED ESTIMATE (2) | PERSON CONTACTED | DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB 1

[redacted] 50

JOB 2

2 DAYS RENTAL

0 [redacted]

JOB 3

[redacted]

The Reynolds and Reynolds Company FRANCHISE CC7224909 O (03/16)

ACCOUNTING COPY

TECHNICIAN REPAIRS

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF 4
	8	OPER. NO. 997321		4:25
		EMP. NO.		ON

1. COMPLAINT OR REQUEST

2. WHAT CAUSED THE TROUBLE?

3. WHAT WAS DONE TO CORRECT?

1. COMPLAINT OR REQUEST

2. WHAT CAUSED THE TROUBLE?

3. WHAT WAS DONE TO CORRECT?

1. COMPLAINT OR REQUEST

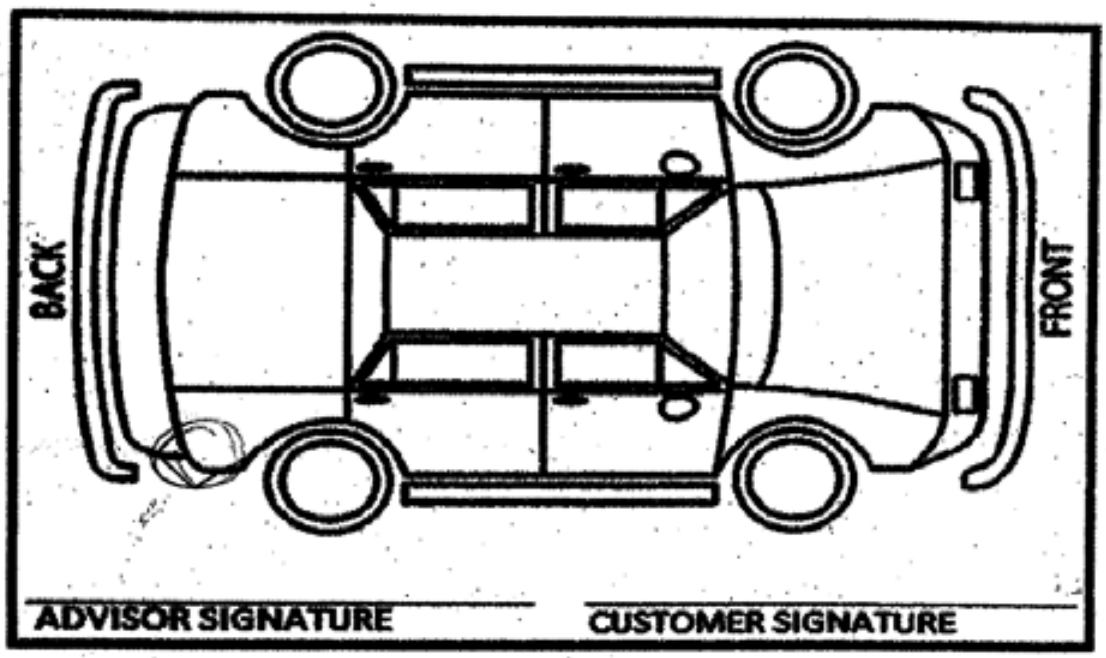
2. WHAT CAUSED THE TROUBLE?

3. WHAT WAS DONE TO CORRECT?

PRIOR BODY DAMAGE INSPECTION SHEET

☐ DIRTY/MUDDY – HARD TO SEE DAMAGES ☐ WET/MISTY – HARD TO SEE DAMAGES

☐ LIGHT SCRATCHES ALL OVER THE VEHICLE – HARD TO SEE DAMAGES



TAG# [redacted] VIN# _____ PLATE [redacted] MILEAGE: 10,335

COMPLAINTS/DETAILS:

Maint –
L/R Cpillar Molding
NO start on cold story.

GlobalConnect

alicia barajas

May 16, 2016

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information
- → Investigate Major Assembly History

Vehicle Information

VIN: 1GNSCBKCXFR[redacted] Model: CC15706-2015 TAHOE 1/2 TON 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: Y

XM Radio ID: QMU2D34V

OnStar Status: Active
XM Status: Active
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	04/09/2015	75 MI	04/09/2018	50,075 MI
	Emission Select Component Ltd Wty	04/09/2015	75 MI	04/09/2023	80,075 MI
		04/09/2015	75 MI	04/09/2022	70,075 MI

Emission Select Sole Component Ltd Wty				
Powertrain Limited Warranty	04/09/2015	75 MI	04/09/2020	100,075 MI
Chevrolet 2 Year Scheduled Maintenance	04/09/2015	75 MI	04/09/2017	24,075 MI
Bumper to Bumper Limited Warranty	04/09/2015	75 MI	04/09/2018	36,075 MI
Corrosion Limited Warranty	04/09/2015	75 MI	04/09/2021	100,075 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/30/2016	192317	ZREG---Regular Vehicle Transaction		5410030 - Body Control Module Replacement	7,849 MI
01/30/2016	192317	ZREG---Regular Vehicle Transaction		2810335 - Radio Reprogramming with SPS	7,849 MI
10/06/2015	184663	ZREG---Regular Vehicle Transaction	Add Credit	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG---Regular Vehicle Transaction	Full Debit - Reversal	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG---Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	5,545 MI
09/22/2015	183738	ZREG---Regular Vehicle Transaction		2440100 - Master Cylinder Replacement	4,962 MI
09/22/2015	183738	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	4,962 MI
03/30/2015	A41459	ZPDI---Pre-Delivery Inspection		0530072 - Pre-Delivery Inspection - Base Time	1 MI

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PE18-012

GM

3-27-2019

Q3

[redacted]

Hooman Chevrolet

6101 W. Sllauson Ave,
Culver City, CA 90230
424 216-7400 | F 424-216-7440 | www.hoomanchevrolet.net

fax

TO: FROM: Jonathan Menge

FAX: (586)920-0142 PAGES: 33

PHONE: DATE: 6-3-16

RE: CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

Hooman Chevrolet

6101 W. Slauson Ave,
Culver City, CA. 90230
424 216-7400 | F 424-216-7440 | www.hoomanchevrolet.net

fax

TO: FROM: Jonathan Menge

FAX: PAGES: 4

PHONE: (580) 920-0742 DATE: 6-10-16

RE: CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number DT _____

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	BUNNIN CHEVROLET 6101 W SLAUSON AVE CULVER CITY CA 90230 LOS ANGELES

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 unde 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 Fir 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 cor

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TAHOE	76	1GNSCBKCXFR[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 $ 10570.00
1.99 %	$ 2518.99 (e)	$ 48238.71	$ 50757.60 (e)	$ 61257.60 (e) is

(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
59	845.96	Monthly beginning 05/23/2015
N/A	N/A	N/A
One final payment	845.96	DUE ON 04/23/2020

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**
   - A. Cash Price of Motor Vehicle and Accessories $ 53364.00 (A)
     - 1. Cash Price Vehicle $ 53364.00
     - 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) N/A $ N/A (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) $ 4809.96 (J)
   - K. Electronic Vehicle Registration or Transfer Charge [illegible] $ 28.00

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of finan the purchase of a motor vehicle to purchase or negotiate insurance through a particular insurance company, age broker. You are not required to buy any other insuranc obtain credit. Your decision to buy or not buy other insur will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Prem
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/
$ N/A	Ded. Collision	N/A Mos.	$ N/
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/
Property Damage	$ N/A Limits	N/A Mos.	$ N/
Medical N/A		N/A Mos.	$ N/
N/A		N/A Mos.	$ N/
Total Vehicle Insurance Premiums			$ N/

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYM FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMEN

[redacted]

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

Insurance Company Name N/A
Home Office Address N/A

Credit life insurance and credit disability insurance are n required to obtain credit. Your decision to buy or not buy cre life and credit disability insurance will not be a factor in t credit approval process. They will not be provided unless y sign and agree to pay the extra cost. Credit life insurance based on your original payment schedule. This insurance m not pay all you owe on this contract if you make late payment Credit disability insurance does not cover any increase in yo payment or in the number of payments. Coverage for credit l insurance and credit disability insurance ends on the origin due date for the last payment unless a different term for t insurance is shown above.

You are applying for the credit insurance marke above. Your signature below means that you agre that: (1) You are not eligible for insurance if you hav

E. (Optional) Theft Deterrent Device (to whom paid) _____ $ _____ (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) $ [redacted] (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A $ 29.00 (K)
L. (Optional) Service Contract (to whom paid) N/A $ N/A (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) N/A $ N/A (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For _____ $ N/A (T)

Total Cash Price (A through T) $ [redacted] (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATED $ [redacted] (A)
B. Registration/Transfer/Titling Fees ESTIMATED $ [redacted] (B)
C. California Tire Fees $ 8.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ [redacted] (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) $ [redacted] (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ [redacted] (E)
F. Other N/A $ N/A (F)
G. Cash $ [redacted] (G)
Total Downpayment (C through G) $ [redacted] (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) $ [redacted] (7)

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

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 [redacted] LAST [redacted] Covere [redacted] You w [redacted]

Date _____ Buyer Signature _____ Age _____
Date _____ Co-Buyer Signature _____ 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 N/A Mo [redacted] Contract
I want to [redacted]
Buyer Sig [redacted]

OPTIONA [redacted] u 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 N/A
Term N/A Mos. or N/A 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 Comp [redacted]
Term [redacted] Miles
Buyer [redacted]

HOW THIS CONTRACT MAY BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract mu [redacted] we must sign it.

Buyer Signs [redacted]
Co-Buyer Signs [redacted]

SEL [redacted] d 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 assi [redacted] will apply.

X [redacted]
Buy [redacted]

X N/A
Co-Buyer

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.

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, you are not obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X [redacted] Co-Buyer Signature X

Notice to buyer: [redacted] u 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 [redacted] the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, After this con[redacted] and it is an un[redacted] ke a unilateral change.

Buyer Signat[redacted] Co-Buyer Signature X

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-highwa[redacted] w. 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 CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signa[redacted] ate Co-Buyer Signature X Date

Co-Buyers and [redacted] esponsible 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 [redacted] ty 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

Address

Guarantor X Date

Seller Signa[redacted] Date Title

ORIGINAL LIENHOLDER

LAW® FORM NO. 553-CA (REV. 7/13) U.S. PATENT NO. 7463,782
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*** DMV FILE COPY ***

[redacted]

[redacted]

OWNERSHIP/REGISTRATION (R)

TL: 11 LIC: [redacted]

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	EXP DT: 04/10/2016
CHEV	2015	2015	PE	110	

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	WR	1GNSCBKCXFR[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT PER RECVD	PIC	STICKER ISSUED
AUTOMOBILE	04/21/15	19	04/21/15	4	U0784922

REGISTERED OWNER

[redacted]

P*
A

AMOUNT PAID $ 447.00

AMOUNT DUE $ 447.00

AMOUNT RECVD			
CASH :		060	6.00
CHCK :	447.00	061	8.00
CRDT :		083	1.00
		085	6.00
001	43.00	086	1.00
002	24.00	100	3.00
004	346.00	464	1.00
008	1.00		
031	1.00		
039	6.00		

LIENHOLDER
US BK NA
PO BX 3427

OSHKOSH
WI 54903

ODOM RDG/CODE
000000076 A

A00 042115
VD5 E9 0032 0044700

A00 042115 11 CS [redacted]

[redacted]

Notice of Error

- ☐ And/or relationship
- ☐ Registered Owner name wrong or misspelled
- ☐ Omitted co-buyer
- ☐ Lienholder name wrong or misspelled
- ☐ Signature missing: _____
- ☐ Printed name missing: _____
- ☐ Incorrectly reported vehicle
- ☐ Lease buyout/ VLF change
- ☐ Reg.227 submitted for vehicle 2 years/ newer
- ☐ Odometer discrepancy
- ☐ Missing, incomplete or error on VIN verification
- ☐ Documents missing: _____
- ☐ Other: _____

DMVdesk

DMV
A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

FOR DEPARTMENT USE ONLY _____ CASHIER DATE LINE STAMP

34322275

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)				NHM/MD
04/29/2015	04/29/2015				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015	UT	GAS	2	
VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	OHV/MOTORCYCLE DEALERS ONLY ☐ On-Highway ☐ Off-Highway			
[redacted]					
FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE	
				[redacted]	

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

(1) LAST	FIRST	MIDDLE	SUFFIX	EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO.
[redacted]					[redacted]
☐ AND ☐ OR (2)					DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]		LOS ANGELES	CA	[redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) — ELECTRONIC LIENHOLDER ID. #: ELT#

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
U.S. Bank N.A. PO Box 3427 Oshkosh WI 54903				
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION: [redacted] *...ty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 04/29/2015 | BUY... (1) [redacted] | (2) X

CERTIFICATE OF COST—The dea... ...ifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	04/29/2015	[redacted]
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,☐☐☐ (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER 48121

I/we certify (or de... [redacted] ***...ng is true and correct.***

DATE 04/29/2015 ADDRESS [redacted]

DATE [redacted] ADDRESS [redacted]

REG 397 (REV 11/2011) — ***– DMV copy –***

[redacted]

OWNERSHIP/REGISTRATION (R)

TL: 11 LIC: [redacted]

MAKE: CHEV | YR MODEL: 2015 | YR 1ST SOLD: 2015 | VLF CLASS: PE | TYPE VEH: 110

EXP DT: 04/10/2016

BODY TYPE MODEL: UT | MP: G | MO: WR

VEHICLE ID NUMBER: 1GNSCBKCXFR[redacted]

TYPE VEHICLE USE: AUTOMOBILE | DATE ISSUED: 04/21/15 | CC/ALCO: 19 | DT FEE RECVD: 04/21/15 | PIC: 4

STICKER ISSUED: U0784922

AMOUNT PAID: $ 447.00

[redacted]

P*
A

AMOUNT DUE: $ 447.00

AMOUNT RECVD

CASH :		060	6.00
CHCK :	447.00	061	8.00
CRDT :		083	1.00
		085	6.00
001	43.00	086	1.00
002	24.00	100	3.00
004	346.00	464	1.00
008	1.00		
031	1.00		
039	6.00		

LIENHOLDER
US BK NA
PO BX 3427

ODOM RDG/CODE
000000076 A

OSHKOSH
WI 54903

A00 042115
VD5 E9 0032 0044700 CS

A00 042115 11 [redacted]

[redacted]

Notice of Error

- ☐ And/or relationship
- ☐ Registered Owner name wrong or misspelled
- ☐ Omitted co-buyer
- ☐ Lienholder name wrong or misspelled
- ☐ Signature missing: _____
- ☐ Printed name missing: _____
- ☐ Incorrectly reported vehicle
- ☐ Lease buyout/ VLF change
- ☐ Reg.227 submitted for vehicle 2 years/ newer
- ☐ Odometer discrepancy
- ☐ Missing, incomplete or error on VIN verification
- ☐ Documents missing: _____
- ☐ Other: _____

DMVdesk

GM OrderWORKBENCH

DV02 Report a Vehicle Delivery

Current as of:. 04/10/2015 - 8:18 PM EDT

Transaction Mode: Online

Vehicle Identifier

Division:	Chevrolet
Dealer Code:	20103
Delivery Date:	04/09/2015
Delivery Type:	Retail
Purchase Type:	010 - Individual Purchase
Sales Manager:	Ramirez, Jorge
Sales Person:	DIAZ, MANUEL
VIN 1:	1GNSCBKCXFR[redacted]
Odometer 1:	76

Customer

FAN #:	[redacted]
Evening Phone:	
Daytime Phone:	
Ext.	
Email:	Not Applicable
Primary Language:	English
Secondary Language:	

Incentives

Incentive 1

Incentive Code:	LWX
Payee:	Dealer
Authorization #:	
Amount:	500.00
Notes:	
Date:	04/09/2015
Additional Information:	
Loyalty Qualifying VIN:	3GYFNAE36CS[redacted]

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GM OrderWORKBENCH

Close Window

Transaction Details

PRINT THIS SCREEN

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN:	1GNSCBKCXFR[redacted]	Status:	**Successfully Submitted**
Dealer Code:	**20103**	User ID:	**1w61ne**
Transaction Date:	**04/09/2015**	User Role:	**Dealer Administrator**
Transaction Type:	**DELIVERY(D1)**	Timestamp Date:	**2015-04-10 20:18:23.664164**

Transaction Messages:

1096 - Incentive sent to BARS

Print Summary Page

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[redacted]

KEEP THIS CARD IN YOUR VEHICLE WHILE IN OPERATION.

DRIVE Insurance

IF YOU'RE IN AN ACCIDENT
1. Remain at the scene. Don't admit fault.
2. Find a safe location, call the police, and exchange driver information.
3. Call Drive Insurance right away.

TO REPORT A CLAIM
Call 1-800-274-4199 or go to claims.progressive.com.

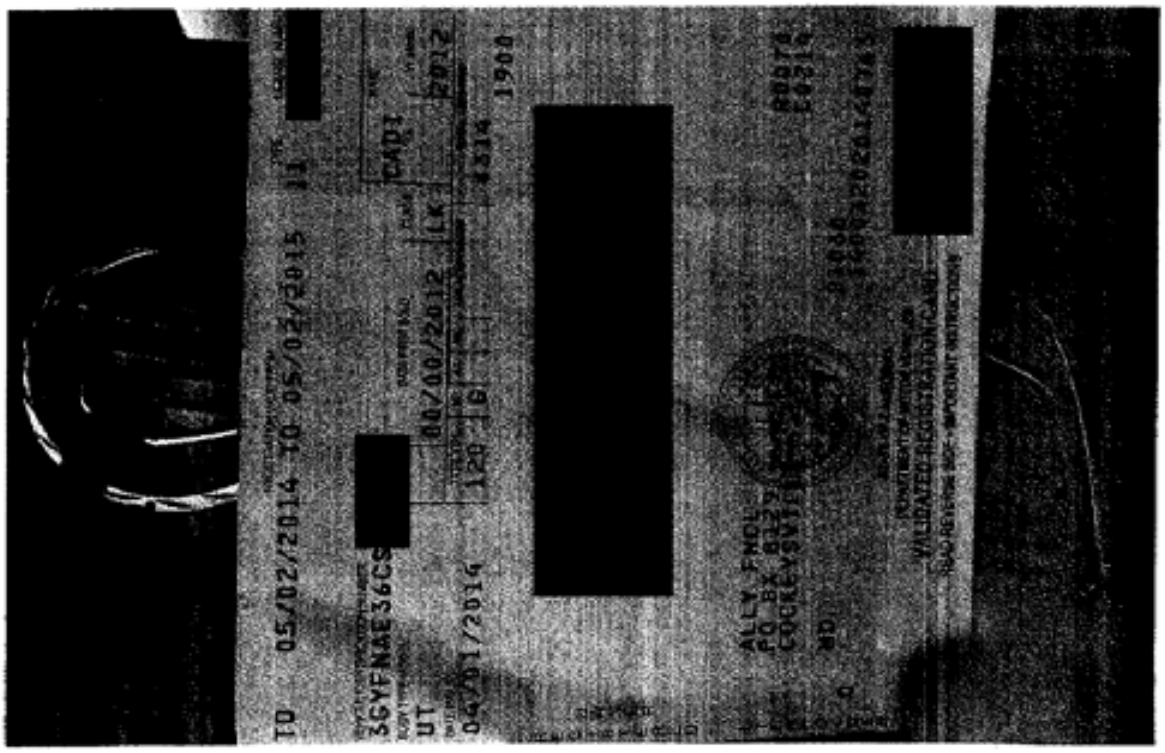
NEED ROADSIDE ASSISTANCE?
Call 1-800-776-2778.

[redacted]

Valued Customer Since 2007

DRIVE Insurance

Form A024 CA (03/11)


ID 05/02/2014 TO 05/02/2015 II
3GYFNAE36CS
UT
04/01/2014
00/00/2012
CADI
LX
2012
1900
ALLY FNDL
PO BX 8237
COCKEYSVILLE
VALIDATED REGISTRATION CARD

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: _____

VIN: ___/ / / [redacted] / / / / / / / / / / / /___/

1 G N S [redacted]

Customer Incentive Acknowledgement

1. 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
CHEVY LOYALTY	$ 500.00	LMY
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
	$ 500.00	
Total Incentive Amount Received	$	

2. 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 ___/ ___/ ___. I acknowledge receipt of [redacted] and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] ___/___/2016

[redacted]owledgement

XX

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 incidate 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 automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due [redacted] will be provided at least 30 days prior to any charges. Current pricing and infor[redacted].com.

Purchaser/Lessee Signature: [redacted] ___/___

The undersigned person, as Dealer[redacted] is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar T[redacted]ment Method disclosures have been provided to the said purchaser/lessee who has take[redacted]t properly completed accurate delivery data has been forwarded to General Motors [redacted]

Authorized Dealer Signature: [redacted] 28/16 ___/___/___

Dealership Name: _____ **Dealer Code:** _____

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. GM3795-OS 10/2010

ITEM # 7270

Select Incentives

Selection Criteria
Delivery Date: **04/09/2015**
VIN #: **1GNSCBKCXFR[redacted]**
2015 CHEVROLET Tahoe
Inventory Stauts: **New**

Customer Location: **LOS ANGELES (90230)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$500**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✔	$0	$500	15-40AGA-4008	GENERAL MOTORS CONSUMER CASH PROGRAM					2015-04-01	2015-04-30	NCC		

Additional Stackable Incentives

	Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
*✔	$500	15-40CF-004	GM LEASE LOYALTY PROGRAM				2015-04-01	2015-04-30	LWX		

The information presented on this screen is as of 04/09/2015 12:43 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

No part of this information may be used without the written consent of General Motors

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Select Incentives

Selection Criteria
Delivery Date: **04/09/2015**
VIN #: **1GNSCBKCXFR[redacted]**
2015 CHEVROLET Tahoe
Inventory Stock: **New**

Customer Location: **LOS ANGELES (91324)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$500**
Term:
Rate:
Residual:

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
$0	$500	15-40ACA-006	GENERAL MOTORS CONSUMER CASH PROGRAM					2015-04-01	2015-04-30	NCC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
$500	15-40CF-004	GM LEASE LOYALTY PROGRAM				2015-04-01	2015-04-30	LWX		

**Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/ineligibility guidelines. Dealer responsible for determining consumer eligibility for each program.*

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Select Incentives

Selection Criteria
Delivery Date: **04/09/2015**
VIN #: **1GNSCBKCXFR[redacted]**
2015 CHEVROLET Tahoe
Inventory Stauts: **New**

Customer Location: **LOS ANGELES (90230)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$500**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓	$0	$500	15-40ACA-008	GENERAL MOTORS CONSUMER CASH PROGRAM					2015-04-01	2015-04-30	NCC		

Additional Stackable Incentives

	Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
*✓	$500	15-40CF-004	GM LEASE LOYALTY PROGRAM				2015-04-01	2015-04-30	LWX		

The information presented on this screen is as of 04/09/2015 01:12 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

No part of this information may be used without the written consent of General Motors

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From:

06/03/2016 10:55 #324 P.013/033

BUNNIN AUTOMOTIVE GROUP VERIFICATION SHEET

CUSTOMER'S EMAIL ADDRESS_____@_____.COM

SOLD UNIT

STOCK# D.T. NEW X DEMO____ UNWIND____ USED____ RENTAL____

YEAR 15 MAKE Chevrolet MODEL TAHOE MILES_____

SERIAL# 1GNSCBKCXFR[redacted] COLOR BLK

LIC# N/A # OF PLATES n/a TAGS EXPIRE N/A

TRANS Auto #CYLS 8 BODY SUV

TRADE IN

STOCK#_____ YEAR_____ MAKE_____ MODEL_____

MILES_____ SERIAL#_____

LIC#_____ # OF PLATES N/A TAGS EXPIRES_____

#CYLS_____ TRANS_____ COLOR_____

CUSTOMER HOME PHONE # (NO CELL PHONES)_____

CUSTOMER WORK PHONE # (NO CELL PHONES)_____

CUSTOMER CELL PHONE # _____

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

FOR DEPARTMENT USE ONLY CASHIER DATE LINE STAMP

[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/ND
04/09/2015	04/09/2015	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015	PKP	GAS	2	

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	DMV/MOTORCYCLE DEALERS ONLY
1GNSCBKCXFR[redacted]		☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

(1) TOVAR, ABRAHAM

LAST	FIRST	MIDDLE	SUFFIX	EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO.

☐ AND
☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
2000 LACONDESA DR		LOS ANGELES	CA	90039-1832

MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE

LIENHOLDER OR L[redacted] TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

U.S. Bank N.A.

ELECTRONIC LIENHOLDER ID. #

ELT#

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO Box 3427 Oshkosh, WI. 54903				

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION [redacted] *alty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 04/09/2015 (1) [redacted] (2) X

CERTIFICATE OF COST—The de[redacted]rtifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	04/09/2015	$[redacted].00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,☐☐☐ (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER

I/we certify (or [redacted] ***ing is true and correct.***

DATE	ADDRESS
04/09/2015	[redacted] CULVER CITY CA 90232
DATE 04/09/2015	ADDRESS 2000 LACONDESA DR LOS ANGELES CA 90039-1832

REG 397 (REV 11/20[redacted]

A Public Service Agency

NEW VEHICLE DEALER NOTICE

After completion, detach this stub copy and mail direct to Department of Motor Vehicles, P.O. Box 944292, Sacramento, CA 94244-2920, no later than the period of time specified in Section 5901 VC.

[redacted]

MAKE	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
CHEVROLET	2WD	1GNSCBKCXFR[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DEALER'S NUMBER	SALESPERSON'S NUMBER
04/09/2015		S088921

SOLD TO: PRINT TRUE FULL NAME(S)
[redacted]

ADD[redacted]

NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE: ☐☐☐,☐☐☐

IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for registration or title.

REG 397 (REV 11/2011)

---------- OFAC SEARCH ----------

[redacted]

---------- EXPERIAN CREDIT REPORT ----------

PAGE 1 DATE 4-9-2015 TIME 13:28:44

[redacted]

SS: ***
DOB: ../../51

[redacted]

RPTD: 11-00 TO 6-12

SELF
RPTD: 7-08 TO 7-08

10825 SANTA MONICA
WEST LOS ANGELES CA 900254601
RPTD: 1-11

*703 N LA CIENEGA
LOS ANGELES CA 900695203
RPTD: 6-04

[redacted]

---------- ALERTS ----------
(13) High probability SSN belongs to another
(17) On-file address: Non-residential
(27) SSN reported more frequently for another

---------- SCORE SUMMARY ----------

Fair Isaac Auto Loan Model V8	=	763	SCORE FACTORS: 10, 11, 08, 30
Fair Isaac Auto FICO3	=	710	SCORE FACTORS: 10, 11, 08, 05

---------- PROFILE SUMMARY ----------

PUBLIC RECORDS-------0	PAST DUE AMT--------$0	INQUIRIES--12	SATIS ACCTS--31
INSTALL BAL----$84,553	SCH/EST PAY-----$3,394	INQS/6 MO---0	NOW DEL/DRG---0
R ESTATE BAL$4,293,521	R ESTATE PAY---$23,844	TRADELINE--31	WAS DEL/DRG---0
TOT REV BAL----$45,719	TOT REV AVAIL------93%	PAID ACCT--13	OLD TRADE--5/87

---------- TRADES ----------

SUBSCRIBER / SUB# / ACCOUNT # / RATING/COMMENTS	OPEN / KOB TYP TRM ECOA / LAST PD	AMT-TYP1 / BALANCE / MONTH PAY	AMT-TYP2 / PYMT LEVEL / PAST DUE	ACCTCOND / MOS REV / MAXIMUM	PYMT STATUS / PYMT HISTORY / BY MONTH
ALLY FINANCIAL 1918788 FA AUL 036 061919102649 IC	8-12 1 04-01-15 3-15	$16,128-O $1,648 $449	 4-15	OPEN (32)	CURR ACCT CCCCCCCCCCCCC CCCCCCCCCCCC
ALLY FINANCIAL 1918797 FA AUL 036 611918745825 IC	4-12 1 04-01-15 3-15	$15,795-O $26 $26 .	 4-15	OPEN (36)	CURR ACCT CCCCCCCCCCCCC CCCCCCCCCCCC
CHASE AUTO 1101969 BB AUT 066 11336221255107 IC	12-13 1 03-31-15 3-15	$101,293-O $81,838 $1,707	 3-15	OPEN (15)	CURR ACCT CCCCCCCCCCCCC CC

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
[redacted]				

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We _____ (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to _____ (PRINT BUYER'S NAME(S)) on ____ (MO) ____ (DAY) ____ (YEAR) for the amount of $ _____ (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 [ ][ ][ ],[ ][ ][ ] [ ] 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'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.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X [redacted]		
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.

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.

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
H. Burgein [redacted]			
PRINT SELLER'S NAME	SIGNATURE	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.

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/We _____ (PRINT NAME(S)) appoint _____ (PRINT NAME(S)) [redacted] to complete all necessary documents, as needed, to transfer ownership as required by law.

X [redacted] ...TING POWER OF ATTORNEY	DATE
X ...TING POWER OF ATTORNEY	DATE

2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCBK CX PF[redacted] — VEHICLE INVOICE [redacted]
**********6967******13*204668

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	51505.00	47899.66	INVOICE 03/24/15
AIN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 03/24/15
AUF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 04/06/15
C5Y GVW RATING - 7100 LBS	N/C	N/C	INT COM 04/06/15
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	495.00	435.60	PRC EFF 03/23/15
			KEYS XXXXX XXXXX
			WTP-S QTR OPT-1
			BANK: J P MORGAN
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	CHG-TO 20-466
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
NET MAX TRAILERING PACKAGE:	450.00	396.00	SHIP WT: 5295
* REAR AXLE, 3.42 RATIO			HP: 45.7
* TRAILER BRAKE CONTROLLER			GVWR: 7100
* SUSPENSION PACKAGE			GAWR.FT: 3200
PCK LUXURY PACKAGE:	2940.00	2587.20	GAWR.RR: 4300
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			EMPLOY: 51159.15
			SUPPLR: 53232.66
* SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE			NTR: 1/2
			DAN: LUX18
* HEATED, 2ND ROW SEATS			EMPINC: 3192.01
* SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD			SUPINC: 1118.51
* 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			
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	

** CONTINUED ON PAGE 2 **

SELMAN CHEVROLET COMPANY
2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114

VIN 1GN 8CBK CX FF[redacted] VEHICLE INVOICE [redacted]

**********6967******13*204668

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK		
** CONTINUED FROM PAGE 1 **					
TOTAL MODEL & OPTIONS	55980.00	51837.66	ACT 237	51353.26	
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1679.40	
DEALER INR CONTRIBUTION		559.80	ADV 261	559.80	
LMA GROUP CONTRIBUTION		559.80	EXP 65A	559.80	
TOTAL	57175.00	54152.26	PAY 310	54152.26	
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		51700.28			

****

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.

****

SELMAN CHEVROLET COMPANY

APPLICATION FOR REGISTRATION OF NEW VEHICLE

DMV A Public Service Agency

FOR DEPARTMENT USE ONLY — CASHIER DATE LINE STAMP

34322275

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)				NRM/ND
6/30/2015	6/30/2015				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015	2DR	GAS	2	
VEHICLE IDENTIFICATION [redacted]	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			OHV/MOTORCYCLE DEALERS ONLY ☐ On-Highway ☐ Off-Highway	
FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE [redacted]	
SOLD TO: PRINT NAME AS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW			EQUIPMENT NUMBER	[redacted]	
(1) LAST [redacted]	FIRST	MIDDLE	SUFFIX	DRIVER LICENSE/ID CARD NO.	
☐ AND ☐ OR (2)					
PURCHASER'S RESIDENCE ADDRESS [redacted]		APT./STE. NO. [redacted]		STATE CA	ZIP CODE [redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)		APT./STE. NO.	CITY	STATE	ZIP CODE
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)				ELECTRONIC LIENHOLDER ID. # ELT#	
BUSINESS OR RESIDENCE ADDRESS		APT./STE. NO.	CITY	STATE	ZIP CODE
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE		APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION [redacted] *...alty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 6/30/2015 (2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	6/30/2015	$ [redacted]
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,☐☐☐ (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER 48121

I/we certify (or dec... [redacted] ***...egoing is true and correct.***

DATE 6/30/2015 ...GENT ADDRESS [redacted] CULVER CITY CA 90232

DATE 6/30/2015 ...GENT ADDRESS [redacted]

REG 397 (REV 11/2011) — DMV COPY —

2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GXG TUNGSTEN METALLIC /V8G
K2U JET BLACK — RENAISSANCE CENTER
ORDER NO. AJSBT0/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCBK C7 FR[redacted] — VEHICLE INVOICE [redacted]
**********4873******13*201035

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	51505.00	47099.66	INVOICE 03/24/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 03/24/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 04/06/15
C5Y GVW RATING - 7100 LBS	N/C	N/C	INT COM 04/06/15
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	495.00	435.60	PRC EFF 03/24/15 KEYS XXXXX XXXXX WFP-S QTR OPT-1 BANK: ALLY - 061
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	CRG-TO 20-103
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
PCK LUXURY PACKAGE:	2940.00	2587.20	SHIP WT: 5278
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			HP: 45.7
* SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE			GVWR: 7100
* HEATED, 2ND ROW SEATS			GAWR.FT: 3200
* SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD			GAWR.RR: 4100
* STEERING COLUMN, POWER TILT AND TELESCOPIC			EMPLOY: 50778.99
* HEATED STEERING WHEEL			SUPPLR: 52836.66
* FRONT AND REAR PARK ASSIST			NTR: 1/2
* REAR CROSS TRAFFIC ALERT			EMPINC: 2166.72
* SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT			SUPINC: 1109.06
* REAR CROSS TRAFFIC ALERT ADJUSTABLE W/ TURN SIGNAL			
* FRONT FOG LAMPS			
* WIRELESS CHARGING			
* HANDSFREE LIFTGATE			
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
TOTAL MODEL & OPTIONS	55530.00	51441.66	ACT 237 50970.76
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1665.90
DEALER PMR CONTRIBUTION		555.30	ADV 261 555.30
LMA GROUP CONTRIBUTION		555.30	EXP 65A 555.30
TOTAL	56725.00	53747.26	PAY 310 53747.26
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		51308.78	

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

BUNNIN CHEVROLET

REMIT TO ALLY NO. 061
VIN 1GNSCBKC7FR[redacted]
$ 53747.26 INV [redacted]
DUE 04/06/15 DEALER 20-103

2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCBK CX FR[redacted] — VEHICLE INVOICE [redacted]
**********6967******13*204668

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	51505.00	47899.66	INVOICE 03/24/15
AIN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 03/24/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 04/06/15
C5Y GVW RATING - 7100 LBS	N/C	N/C	INT COM 04/06/15
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	495.00	435.60	PRC EFF 03/23/15
			KEYS XXXXX XXXXX
			WPP-S QTR OPT-1
			BANK: J P MORGAN
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	CHG-TO 20-466
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
NHT MAX TRAILERING PACKAGE:	450.00	396.00	SHIP WT: 5295
* REAR AXLE, 3.42 RATIO			HP: 45.7
* TRAILER BRAKE CONTROLLER			GVWR: 7100
* SUSPENSION PACKAGE			GAWR.FT: 3200
PCK LUXURY PACKAGE:	2940.00	2587.20	GAWR.RR: 4300
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			EMPLOY: 51159.15
			SUPPLR: 53232.66
* SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE			NTR: 1/2
			DAN: LUX18
* HEATED, 2ND ROW SEATS			EMPINC: 3192.01
* SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD			SUPINC: 1118.51
* 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			
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	

** CONTINUED ON PAGE 2 **

SELLMAN CHEVROLET COMPANY
2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114

VIN 1GN SCBK CX FR[redacted] VEHICLE INVOICE [redacted]

**********6967*****13*20466S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK	
** CONTINUED FROM PAGE 1 **				
TOTAL MODEL & OPTIONS	55980.00	51837.66	ACT 237	51353.26
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1679.40
DEALER INR CONTRIBUTION		559.80	ADV 261	559.80
LNA GROUP CONTRIBUTION		559.80	EXP 65A	559.80
TOTAL	57175.00	54152.26	PAY 310	54152.26
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		51700.28		

****

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.

****

SELMAN CHEVROLET COMPANY

PE18-012

GM

3-27-2019

Q3

[redacted]

RUBEN & SJOLANDER LLP
20750 Ventura Boulevard, Suite 101
Woodland Hills, California 91364
(310) 788-2828 Telephone
(310) 788-9028 Facsimile

LOS ANGELES • SAN FRANCISCO

SAN FRANCISCO OFFICE
Three Embarcadero, Suite 550
San Francisco, California 94111
(415) 391-0188 Telephone
(415) 391-0189 Facsimile

jason.williams@randsllp.com

October 9, 2017

Via E- Mail
Angela Van
General Motors LLC

Re: [redacted] v. General Motors LLC
Los Angeles County Superior Court
Case No. : [redacted]
Vehicle : 2015 Chevrolet Tahoe
VIN# : 1GNSCBKCXFR[redacted]
GM Legal No. : 835761
Our File No. : [redacted]

NOTICE OF SETTLEMENT / CHECK REQUEST

Dear Ms. Van:

Please be advised that the above-referenced matter has settled for a total of $78,322.39 including attorneys' fees and costs. At your earliest convenience, please forward General Motors' settlement draft as follows:

1. A check in the amount of $51,902.08 payable to "[redacted] and Yashar Law APLC." This check will be used to reimburse plaintiff's down payment, monthly payments and plaintiff's attorneys' fees and costs. Yashar Law APLC's Federal Tax Identification Number is [redacted]

2. A second check in the amount of $26,420.31 made payable to "U.S. Bank." This check will be used to pay off plaintiff's loan for the subject vehicle so that clear title to the vehicle can be transferred to General Motors. The payoff is good until 11/9/17 and includes a $1.44 per diem. The plaintiff's account number is [redacted] and U.S. Bank is located at 1850 Osborn Avenue, Oshkosh, WI 54902 (800) 872.2657 - Attention: Consumer Loan Servicing - FCPT

Concurrent with ordering these checks, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement drafts will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

[redacted]
RUBEN & SJOLANDER LLP

Enclosures:
1. Check Approval Form
2. Registration
3. Settlement Confirmation
4. Warranty History
5. Purchase Contract
6. Invoice (BARS)
7. Repurchase Worksheet
8. Supporting Repair Orders

GM RDC BRCW
Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com
Created Date: 10/09/2017
Vehicle Info
***VIN:** 1GNSCBKCXFF[redacted] **MSRP:** 57175.0 ***TAC #:**
Year: 2015 **Make:** Chevrolet **Model:** Tahoe
Vehicle Comments & TAC Explanation:
No TAC associated.

Original Purchase Date: 04/09/2015 *** Repurchase Mileage:** 28010
Vehicle Owner(s) *** Original Purchase Condition:** New
Entity Type Person
*** Names(s) on Title:** [redacted] *** Title State:** CA
*** Primary Owner:**
*** Address**
*** City** *** State** CA *** ZIP Code:** [redacted]
*** Day Phone:** *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**

*** Reason Repurchase** Brakes Leak. Brake Noise. Brakes Inoperative (Effort).

UCC Codes (H0107) Brakes - General - Leaks
(H0110) Brakes - General - Noise
(H0106) Brakes - General - Inoperative

Repurchasing Dealer: -
*** Dealer #:** 292842 **Dealer Name:** NISSANI BROS CHEVROLET
Region: 10 **District:** 1114
*** Phone:** (424) 216-7400 **Fax:** (424) 216-7446
*** Contact Name:** John Bolter *** Contact Title:** Service Manager **E-Mail:**

Repair
*** Contact Name:** *** Contact Title:**

Vehicle Location: -

Customer's Attorney
Legal Case Ref. #: [redacted]
Firm Name: Yashar Law, APCL **Contact:** Nadia Yashar, Esq.
Address: 8889 West Olympic Boule..
City: Beverly Hills **State:** CA **Zip Code:** 90211
Phone: 310.927.9810 **Fax:** 310.928.4579 **E-mail:**
Local Counsel
Firm Name: 143523 - Ruben and Sjola.. **Contact Person:** AMY SJOLANDER
Address: 20750 Ventura Blvd. #101
City: Woodland Hills **State:** CA **Zip Code:** 91364
Phone: (310) 788-2828 **Fax:** (310) 788-9028 **E-mail:**

GM RDC BRCW

Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com
Created Date: 10/09/2017

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	U.S. Bank	**Account #:**	[redacted]
Payoff Amount:	26420.31	**Per Diem:**	1.44	**Payoff Date:**	2017-11-09
Contact or Attention:	Consumer Loan Servicing - [redacted]	**Address**	1850 Osborn Avenue		
City	Oshkosh	**State**	WI	**ZIP Code:**	54902
Day Phone:	800.872.2657	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Lcl Counsel - Lawsuit - Vol or Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2017-10-17	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** Please cut joint check for customer and attorney and forward to Local Counsel. Payoff has been confirmed and any overage can be refunded to the customer. Surrender date has been confirmed.

Disbursement(s)

Payment Type	TIN	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	****[redacted]	[redacted]	Yashar Law, APCL	51902.08
Lien Payoff		U.S. Bank		26420.31

AUTO

REGISTRATION VALID FROM 04/10/2017 TO 04/10/2018

TYPE 11

[redacted]

VEHICLE IDENTIFICATION NUMBER
1GNSCBKCXFR[redacted]

BODY TYPE MODEL
UT

DATE ISSUED
03/29/2017

CYLS

DATE FIRST SOLD
00/00/2015

CLASS
PE

MAKE
CHEV

YR
2015

TYPE VEH
120

AP
G

AX

TC

UNLOADING/COW

TOTAL FEES PAID
$388

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

US BK NA
PO BX 3427
OSHKOSH

WI

54903

0

L0277

143031620171148

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

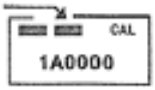
G4660551

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

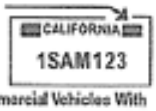
INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

PEEL HERE

RUBEN & SJOLANDER LLP
20750 Ventura Boulevard, Suite 101
Woodland Hills, California 91364
(310) 788-2828 Telephone
(310) 788-9028 Facsimile

LOS ANGELES • SAN FRANCISCO
SAN FRANCISCO OFFICE
650 California Street, 10th Floor
San Francisco, California 94108
(415) 501-0188 Telephone
(415) 501-0189 Facsimile

jason.williams@randslp.com

September 8, 2017

Via Email
Nadia Yashar, Esq.
Yashar Law, APLC
8889 West Olympic Boulevard, PH
Beverly Hills, California 90211

Re: [redacted] v. General Motors LLC
Los Angeles County Superior Court
Case No. : [redacted]
Vehicle : 2015 Chevrolet Tahoe
VIN# : 1GNSCBKCXFR[redacted]
Our File No. [redacted]

Dear Ms. Yashar:

This letter shall confirm the settlement of this matter, which was agreed to on September 8, 2017 with defendants. The settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by defendants, in exchange for the return of the subject vehicle free and clear of all liens and encumbrances and the dismissal of the entire action, with prejudice:

Down Payment:	$10,500.00
Payments:	$23,686.88
Including Sales Tax:$4,609.96	
Registration:	$ 388.00
Mileage Offset:	[$ 2,172.80]
Rebate:	[$ 500.00]
Attorneys Fees/Costs:	$20,000.00
	$51,902.08
U.S. Bank (Lien Holder):	$26,420.31

Defendants have already begun processing the settlement checks and I expect to receive them in our offices shortly. All the documents necessary to conclude the settlement of this matter have already been forwarded to you. Please sign and fax this page back to our offices so that we may complete the check processing.

_____

Nadia Yashar, Esq.
Attorney for Plaintiff

Global Warranty

Lorena Velasquez

June 24, 2016

Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNSCBKCXFR[redacted] Model: CC15706-2015 TAHOE 1/2 TON 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: QMU2D34V XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2018	50,075 MI
	Emission Select Component Ltd	04/13/2015	04/09/2015	75 MI	04/09/2023	80,075 MI

[redacted]

Wty					
Emission Select State Component Ltd Wty	04/13/2015	04/09/2015	75 MI	04/09/2022	70,075 MI
Powertrain Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2020	100,075 MI
Chevrolet 2 Year Scheduled Maintenance	04/13/2015	04/09/2015	75 MI	04/09/2017	24,075 MI
Bumper to Bumper Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2018	36,075 MI
Corrosion Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2021	100,075 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/19/2016	197015	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	10,335 MI
01/30/2016	192317	ZREG----Regular Vehicle Transaction		5410030 - Body Control Module Replacement	7,849 MI
01/30/2016	192317	ZREG----Regular Vehicle Transaction		2810335 - Radio Reprogramming with SPS	7,849 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction	Add Credit	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	5,545 MI
09/22/2015	183738	ZREG----Regular Vehicle Transaction		2440100 - Master Cylinder Replacement	4,962 MI
09/22/2015	183738	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	4,962 MI
03/30/2015	A41459	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Global Warranty

Lorena Velasquez

June 24, 2016

Logout

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GNSCBKCXFR[redacted] Model: CC15706-2015 TAHOE 1/2 TON 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 04/19/2016 **Job Card Number:** 197015 **Transaction Detail**

Repair Service Agent: 292842

HOOMAN CHEVROLET OF CULVER CITY
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 10,335 MI

Authorization Code:

Process Date:
05/16/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 01/30/2016 **Job Card Number:** 192317 **Transaction Detail**

Repair Service Agent: 292842

HOOMAN CHEVROLET OF CULVER CITY
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 7,849 MI

Authorization Code:

Process Date:
02/11/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0523-Features/Controls/Displays - Lights

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op 5410030-Body Control Module Replacement

Causal Part Number 0000000000013587704-MODULE ASM-BODY CONT

[redacted]

→See other Parts and/or Net Items Line Total: USD 315.67

Job Card Date: 01/30/2016 **Job Card Number:** 192317 **Transaction Detail**

Repair Service Agent: 292842
HOOMAN CHEVROLET OF CULVER CITY
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 7,849 MI
Authorization Code:

Process Date:
02/11/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0223-Audio/Entertainment/Navigation - Communication

Job Card Line #: 3 Transaction Adjustment: Cause Code: 3067-Rotating Part - Resonance / from foreign part

Labour Op 2810335-Radio Reprogramming with SPS

Causal Part Number

Line Total: USD 68.50

Job Card Date: 10/06/2015 **Job Card Number:** 184663 **Transaction Detail**

Repair Service Agent: 265509
BUNNIN CHEVROLET
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 5,545 MI
Authorization Code:

Process Date:
11/03/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0390-Engine/Fuel/Exhaust - Other issues

Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 3073-Rotating Part - Seized/Binds/Sticks

Labour Op 4023850-Vacuum Pump Assembly Replacement

Causal Part Number 00000000012662552-PUMP ASM-VAC

→See other Parts and/or Net Items Line Total: USD 545.51

Job Card Date: 10/06/2015 **Job Card Number:** 184663 **Transaction Detail**

Repair Service Agent: 265509
BUNNIN CHEVROLET
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 5,545 MI
Authorization Code:

Process Date:
11/03/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

[redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number DT _____

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	BUNNIN CHEVROLET 6101 W SLAUSON AVE CULVER CITY CA 90230 LOS ANGELES

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 unde 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 Fir 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 cor

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TAHOE	76	1GNSCBKCXF[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 $ 10500.00
1.99 %	$ 2518.99 (e)	$ 48238.71	$ 50757.60 (e)	is $ 61257.60 (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
59	845.96	Monthly beginning 05/23/2015
N/A	N/A	N/A
One final payment	845.96	DUE ON 04/23/2020

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		
A. Cash Price of Motor Vehicle and Accessories	$ 53364.00	(A)
1. Cash Price Vehicle	$ 53364.00	
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) N/A	$ N/A	(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)	$ 4809.96	(J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) DVR	$ 26.00	(K)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financ the purchase of a motor vehicle to purchase or negotiate insurance through a particular insurance company, age broker. You are not required to buy any other insuranc obtain credit. Your decision to buy or not buy other insura will not be a factor in the credit approval process.

Vehicle Insurance

	Term		Prem
$ N/A Ded. Comp., Fire & Theft	N/A	Mos.	$ N/
$ N/A Ded. Collision	N/A	Mos.	$ N/
Bodily Injury $ N/A Limits	N/A	Mos.	$ N/
Property Damage $ N/A Limits	N/A	Mos.	$ N/
Medical N/A	N/A	Mos.	$ N/
N/A	N/A	Mos.	$ N/
Total Vehicle Insurance Premiums			$

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYM FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMEN

You may buy the physical damage insurance this contract requ (see [redacted] are n

Buye
Co-B
Selle

If any named insurance companies will describe the terms and condition

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

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are n required to obtain credit. Your decision to buy or not buy cre life and credit disability insurance will not be a factor in t credit approval process. They will not be provided unless y sign and agree to pay the extra cost. Credit life insurance based on your original payment schedule. This insurance m not pay all you owe on this contract if you make late payment Credit disability insurance does not cover any increase in yo payment or in the number of payments. Coverage for credit li insurance and credit disability insurance ends on the origin due date for the last payment unless a different term for t insurance is shown above.

You are applying for the credit insurance marke above. Your signature below means that you agre that: (1) You are not eligible for insurance if you hav

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) $ [illegible] (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A $ 29.00 (K)
L. (Optional) Service Contract (to whom paid) N/A $ N/A (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) N/A $ N/A (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) $ [illegible] (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATED $ 324.00 (A)
B. Registration/Transfer/Titling Fees ESTIMATED $ 121.32 (B)
C. California Tire Fees $ 2.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ [illegible] (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) $ [illegible] (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 500.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ 10000.00 (G)
Total Downpayment (C through G) $ [illegible] (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) $ [illegible] (7)

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"
You want [redacted]
Date
Date

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 N/A Mos. N/A
Name of Gap Contract
I want to [redacted]
Buyer S

OPTIONA You want to purchase [redacted] the following company [redacted] the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P.
1L Company N/A
Term N/A Mos. or N/A 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 [redacted] Miles
Buyer

HOW [redacted] 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.
Buyer Signs [redacted]
Co-Buyer Sign

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

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 [redacted]
Buyer

X N/A
Co-Buyer

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.

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 or the calculation 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, Seller will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X [redacted] Co-Buyer Signature X

Notice to buyer: (1) [redacted] 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 [redacted] e a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X

The Annual [redacted] y 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 m[redacted] he 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 CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signatur[redacted] Co-Buyer Signature X [redacted] Date

Co-Buyers and Ot[redacted] sible 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 p[redacted] rest in the vehicle given to us in this contract.

Other Owner Signature X [redacted] 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 [redacted] Date [redacted] Date

Address [redacted]

Seller Signa[redacted] Date [redacted] Title

LAW FORM NO. 553-CA (REV. 7-13) U.S. PATENT NO. D463,782
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[redacted] ORIGINAL LIENHOLDER

2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
N2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SCRK CX F[redacted] — VEHICLE INVOICE [redacted]
**********6067******13*204668

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	51505.00	47899.66	INVOICE 03/24/15
AIN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 03/24/15
AVT **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 04/06/18
C5Y GVW RATING - 7100 LBS	N/C	N/C	INT COM 04/06/15
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	495.00	435.60	PRC EFF 03/23/15 KEYS XXXXX XXXXX WFD-S QTR OPT-1 BANK: J P MORGAN
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	CHG-TO 20-466
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
NBT MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * SUSPENSION PACKAGE	450.00	396.00	SHIP WT: 8295 HP: 45.7 GVWR: 7100 GAWR.FT: 3200
PCK LUXURY PACKAGE: * PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START * SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE * HEATED, 2ND ROW SEATS * SEATS, 3RD ROW 60/40 SPLIT 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	2940.00	2587.20	GAWR.RR: 4300 EMPLOY: 51159.15 SUPPLR: 53232.66 NTR: 1/2 DAN: LUX18 EMPINC: 3192.01 SUPINC: 1118.51
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	

** CONTINUED ON PAGE 2 **

SELMAN CHEVROLET COMPANY
2015 TAHOE 2WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
N2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SJXFFM/TRE STOCK NO. — DETROIT MI 48243-1114

VIN 1GN SCBK CX F[redacted] VEHICLE INVOICE [redacted]

**********6967******13*204668

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	55980.00	51837.66	ACT 237	51353.26	
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1679.40	
DEALER INV CONTRIBUTION		559.80	ADV 261	559.80	
LMA GROUP CONTRIBUTION		559.80	EXP 65A	559.80	
TOTAL	57175.00	54152.26	PAY 310	54152.26	
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		51700.28			

****

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.

****

SEIBERN CHEVROLET COMPANY

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Jason Williams

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GNSCBKCXFR[redacted]

Date: October 9, 2017

	USAGE FORMULAS	
1	**To calculate usage:**	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$0.00
7	Mileage	
8	Denominator	120,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$2,172.80
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	0
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$0.00**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used **when** financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$60,107.19**
28	Mileage	0
29	Any ext service contract (CA only)	0
30	**Usage**	**$0.00**
31		

	STRAIGHT REPURCHASE - BASE	
1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$2,172.80**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$2,172.80**
23		
24	**Repurchase Subtotal**	**-$2,172.80**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**-$2,172.80**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**-$2,172.80**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**-$2,172.80**

	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	Down Pmt / Cap Cost Reduction	$10,500.00
2	Pmts (inc. 1st month if lease)	$23,686.88
3	Reg/Lic/Title Fees	$388.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Goodwill	$0.00
10	**Total Additions**	**$34,574.88**
11		
12	*** Usage/Depreciation**	**$2,172.80**
13	Refinance Charges	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$500.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$0.00
21	Accessories	$0.00
22	**Total Deductions**	**$2,672.80**
23		
24	**Total Refund to Customer**	**$31,902.08**
25	Dlr Buyout (lease) or Loan Payoff	$26,420.31
26	(GMAC=DL quote) good thru 11/9/17	
27	Attorney's Fees	$20,000.00
28	**Total Repurchase**	**$78,322.39**
29	NADA (Legal Only)	$41,125.00
30	**Estimated Auction Value**	**$30,432.50**
31	**Projected Loss**	**$47,889.89**

PURCHASE PRICE (before t/t/t)	$	-
MSRP (FROM BARS INVOICE)	$	-
DIFFERENCE	$	-
if positive look for over allowance		
Authorized Signature	Date	

TRADE ALLOWANCE	$	-
PAYOFF OF TRADE	$	-
DIFFERENCE	$	-
if negative=negative equity		
TRADE ALLOWANCE	$	-
ACV OF TRADE	$	-
DIFFERENCE	$	-
ACV=actual cash value		

PURCHASE PRICE	$	-
INCENTIVE* (from BARS)	$	-
OVERALLOWANCE	$	-
ACTUAL PRICE	$	-
Do not include fuel fill credit		
Include GM card points		

Form Rev. 04/28/2006

Everyone's runnin' to BUNNIN CHEVROLET

6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG N [redacted]	INVOICE DATE 09/30/15	INVOICE NO. [redacted]	
LABOR RATE	LICENSE NO.	MILEAGE 4,962	COLOR BLK/JET BLK	STOCK NO. [redacted]	
YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE 04/09/15	DELIVERY MILES	
VEHICLE I.D. NO. 1GNSCBKCXFR [redacted]			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.		R. O. DATE 09/22/15		
COMMENTS				MO: 4976	

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 00CV7 YEARSCH CHEVROLET 12 YEAR SCH HOURS: TECH(S):997317 5.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	09/28/15	10.70	15.60	2.50	0.00	HOLD OTHER
997317	09/29/15	9.10	11.50	1.10	0.00	FINISHED
997317	09/29/15	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.60	0.60	

PERFORM LUBE OIL AND FILTER CHANGE ALONG WITH TIRE ROTATION
AND MULTIPOINT INSPECTION.
11% OIL LIFE
PERFORM LUBE OIL AND FILTER CHANGE.PERFORM TIRE ROTATION AND
MULTIPOINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	19330000	FILTER 1.836	4.30	4.30	6.02	6.02
	9	19259487	OIL 8.800	3.49	31.41	4.89	44.01
				COST TOTAL	35.71		
					TOTAL - PARTS		50.03

MISC	CODE	DESCRIPTION	CONTROL NO	
	CDP	CUSTOMER DISCOUNT PARTS		-5.03
			TOTAL - MISC	-5.03

JOB# 1 TOTALS

LABOR	5.00
PARTS	50.03
MISC	-5.03
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	50.00

JOB# 2 CHARGES

LABOR

J# 2 40CV2 BRAKES HOURS: 2.60 TECH(S):997317 289.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	09/28/15	10.70	10.70	0.00	0.00	START DIAG
997317	09/28/15	10.70	15.00	2.20	0.00	FINISH DIAG
997317	09/28/15	15.00	15.60	0.30	0.00	HOLD OTHER
997317	09/29/15	9.10	9.10	0.00	0.00	START OLH
997317	09/29/15	9.10	11.50	1.10	0.00	FINISH OLH
997317	09/29/15	11.50	11.50	0.00	0.00	FINISHED
997317	09/29/15	0.00	0.00	0.00	2.60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.60	2.60	

CUSTOMER STATES AFTER TRUCK SITS OVER 8 HOURS BRAKES
PEDAL FEELS REALLY STIFF.OK AFTER TRUCK WARMS UP.
DAY 1 - CUSTOMER PICKED UP RENTAL CAR FROM SANTA MONICA
LOCATION

The Reynolds and Reynolds Company (Form) OD3560.0 (9/11)

Everyone's runnin' to BUNNIN CHEVROLET
6101 W. SLAUSON AVE., CULVER CITY, CA 90230-6419
PH (424) 216-7400 • FAX (424) 216-7440

GENUINE GM Parts

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 997324	TAG NO. [redacted]	INVOICE DATE 10/16/15	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE 5,545	COLOR BLK/JET BLK	STOCK NO. [redacted]
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE 04/09/15	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKCXFR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		P.O. DATE 10/06/15	
	COMMENTS				MO: 5585

JOB# 1 CHARGES

LABOR

OP			TECH(S): 997317	
1	40CVZ01	BRAKE CONCERN		WARRANTY

customer reports the brake pedal is very hard to pust after
the car has been sitting about 8 hrs...(see previous repair)
the car is beginning to be hard to start.
FOUND ENGIND MOUNTED VACUMME PUMP NOT PRODUCING ENOUGH
VACCUME
REPLACE TEST DRIVE WORKING TO SPECS AT THIS TIME NOTE
PROBLEM ONLY FELT ONCE AFTER SITTING OVER NIGHT TESTED WITH
ADVISOR WORKING TO SPECS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		12662552	PUMP 3.280			WARRANTY
						TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	37327	594638	10/16/15	DAYS	WARRANTY
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
	SVPOL	SERVICE POLICY	184663	WARRANTY
			TOTAL - MISC	0.00

CWO

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

OP			TECH(S): 997317	
2	95CVZ	BODY REFINISH		INTERNAL

repair front bumper damage from last visit.
AS REQUESTED

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	37483	17060	10/13/15	REPAIRS	INTERNAL
				TOTAL - SUBLET	0.00

Internal
> $341.64
Lot Damage
OK. P.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

The Reynolds and Reynolds Company (Reynolds) 0033884-0 (0211)

[redacted]

[redacted] WILLIAM 997324 [redacted] 02/05/16 CELL: [redacted]

7,849 BLK/JET BLK [redacted]

15/CHEVROLET TRUCK/TAHOE/4DR 2WD 04/09/15

1 G N S C B K C X F R [redacted] 01/30/16

MO: 7849

JOB# 1 CHARGES

LABOR

J# 1 51CVZ22 REVERSE LIGHTS TECH(S):997321 WARRANTY

CUSTOMER REPORTS THE REVERSE LIGHT ARE STUCK ON
MAINTENANCE
CHECKED VEHICLE FOR TROBLE CODES FOUND B2545 BACK UP LAMP
CIRCUIT SHORT TO BATTERY, TESTED CIRCUIT FOUND BCM
INTERNALLY SHORTED. REPLACED BCM AND PERFORMED PROGRAM.
IMMOBILIZER LEARN. AND BCM SET UP. BACK UP LAMPS NOW WORKING
AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	13587704	MODULE 2.560			WARRANTY
					TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	39506	598295	02/05/16	DAYS		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50CVZ03 NO CRANK TECH(S):997321 0.00

CUSTOMER STATES ENGINE WILL NOT CRANK DUE TO THE BRAKE PEDAL
NOT BEING ABLE TO BE DEPRESSED AFTER THE CAR HAS BEEN
SITTING OVER NIGHT.
UNBALE TO DUPLICATE CUSTOMER CONCERN.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 52CVZ03 SOUND SYSTEM TECH(S):997321 WARRANTY

CUSTOMER REPORTS THAT WHEN RECIEVEING A TEXT MESSAGE AND
LISTENING TO IT...ALL THAT COMES THROUGH IS CODE AND
GIBBERISH...
RADIO SOFTWARE NOT UP TO DATE
PROGRAMMED TECHNICIANS PHONE AND PERFORMED RADIO SOFTWARE
UPDATE. READING TEXT MESSAGES AS DESIGNED AT THIS TIME.

GB .SD

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 52CVZ04 SOUND SYSTEM TECH(S):997321 WARRANTY

CUSTOMER REPORTS THE AUDIO SCREEM BLACKED OUT AND WHOULD
NOT SHOW ANYTHING, INCLUDING CONTROLS AND THE REAR CAMERA

PE18-012

GM

3-27-2019

Q3

[redacted]

usbank

U.S. Bank 24-Hour Banking
800-USBANKS (872.2657)
TTY users – Dial 711

Payoff quotes may be requested through our automated system at 800.872.2657. Please have the account number or SSN and the ZIP Code ready.

Loan Payoff Summary

Date: September 08, 2017
Requestor Name: TELEPHONE REQUEST
Requestor Address:

Fax #: 310-788-9028
Account Name: [redacted]
Account Address:

Account #: [redacted]

As requested, the amount necessary to pay the account referenced above in full, as of:

Payoff Date:	September 15, 2017	is
Payoff Amount:	$26,377.11	
Daily Interest:	$1.4362936 (1.44 x 30	(per diem)

Please send your payoff to: $26,420.31

U.S. Bank
Consumer Loan Servicing – FCPT
1850 Osborn Ave
Oshkosh WI 54902

Overnight delivery can also be accepted at this address.

Important Notes:
Please include the account number in the memo area of the payoff check. A copy of this statement and any special handling instructions should be included in writing with the remittance.

The above amount will not be valid if any further transactions are made or any prior advances have not yet posted to the account. Any discrepancies between the amount quoted and payoff received will be the responsibility of the account holder.

Warrantee and credit insurance rebates on indirect loans must be processed at the dealership.

The payoff quote should not be considered a letter of guarantee.

Payoff figures are subject to change due to loan adjustments, returned bank items, payment of any escrowed items such as taxes and insurance as they become due or if the payoff figures provided herein have been inadvertently miscalculated. This payoff may be subject to additional fees or costs should your line be delinquent. Recording fees are subject to change without notice due to adjustments by County Recording Offices.

One the line is paid in full it immediately becomes the responsibility of the homeowner to obtain and pay property tax bills, homeowner's and flood insurance premiums. If there is an escrow account balance, at the time of payoff, it will be mailed to the mortgagor of record approximately 30 days after receipt of the payoff funds. If you have an escrow account and your address has or will be changed, please complete the information below and send with your payoff. This will ensure that your escrow funds will be mailed to your correct address.

If you are an agent that has requested this payoff on behalf of our mortgagor, please advise the mortgagor to update their address if it has changed and mail this form with the payoff. FAILURE TO UPDATE YOUR ADDRESS COULD RESULT IN MISDIRECTED MAIL AND NON-RECEIPT OF YOUR PAID IN FULL ESCROW REFUND CHECK.

Thank you for your inquiry. If you have further questions, please contact U.S. Bank 24-Hour Banking at the number above. Bankers are available to assist you 24 hours a day.

PE18-012

GM

3-27-2019

Q3

[redacted]

Form **W-9**
(Rev. December 2011)
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.

Name (as shown on your income tax return)
Yashar Law, APLC

Business name/disregarded entity name, if different from above
Yashar Law, APLC

Check appropriate box for federal tax classification:
☐ Individual/sole proprietor ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
8889 West Olympic Blvd. Flr

Requester's name and address (optional)

City, state, and ZIP code
Beverly Hills, CA 90211

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 the "Name" line to avoid backup withholding. For individuals, this is 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 chart on page 4 for guidelines on whose number to enter.

Social security number
[ ][ ][ ] - [ ][ ] - [ ][ ][ ][ ]

Employer identification number
[redacted] - [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).

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, acquisition [redacted] of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other [redacted] to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here | Signature of U.S. person ▶ [redacted] Date ▶ 10/16/15

General Instruct[redacted]

Section references are to [redacted] noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

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.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

PE18-012

GM

3-27-2019

Q3

[redacted]

CORPORATION SERVICE COMPANY®

Notice of Service of Process

null / WARBREACH
Transmittal Number: 15143019
Date Processed: 05/12/2016

Primary Contact:
Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Los Angeles County Superior Court, California
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	05/11/2016
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	Yashar Law APLC (Beverly Hills, CA) 310-927-9810
Client Requested Information:	Year: 2015 Make: Chevrolet Model: Tahoe VIN: 1GNSCBKCXFR[redacted]

Notes: Yashar Law APLC 8889 West Olympic Boulevard Suite PH Beverly Hills, CA 90211
CSC Location document was served: Corporation Service Company which will do business in California as Csc-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC

CSC is SAS70 Type II certified for its Litigation Management System.

2711 Centerville Road Wilmington, DE 19808 (888) 690-2882 | sop@cscinfo.com

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):
GENERAL MOTORS LLC and DOES 1 THROUGH 100, INCLUSIVE

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):
[redacted]

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

APR 29 2016

Sherri R. Carter, Executive Officer/Clerk
By Cristina Grijalva, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

¡AVISO! *Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.*

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Los Angeles Superior Court
111 North Hill Street, Los Angeles, CA

CASE NUMBER
(Número de
[redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
YASHAR LAW, APLC, 8889 West Olympic Blvd., PH, Beverly Hills, CA 90211 (310) 927-9810

DATE: *(Fecha)* APR 29 2016 SHERRI R. CARTER Clerk, by *(Secretario)* CRISTINA GRIJALVA , Deputy *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☐ on behalf of *(specify):*
   under: ☐ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
   ☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
   ☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
   ☐ other *(specify):*
4. ☐ by personal delivery on *(date):*

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC and DOES 1 THROU	CASE NUMBER [redacted]

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.3 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? ✓YES CLASS ACTION? YES LIMITED CASE? YES TIME ESTIMATED FOR TRIAL 4 HOURS/✓DAYS

Item II. Indicate the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column **A**, the Civil Case Cover Sheet case type you selected.

Step 2: Check **one** Superior Court type of action in Column **B** below which best describes the nature of this case.

Step 3: In Column **C**, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.3.

Applicable Reasons for Choosing Courthouse Location (see Column C below)

1. Class actions must be filed in the Stanley Mosk Courthouse, central district.
2. May be filed in central (other county, or no bodily injury/property damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office
11. Mandatory Filing Location (Hub Case)

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A Civil Case Cover Sheet Category No.	B Type of Action (check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	☐ A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	☐ A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	☐ A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	☐ A7210 Medical Malpractice - Physicians & Surgeons ☐ A7240 Other Professional Health Care Malpractice	1., 4. 1., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	☐ A7250 Premises Liability (e.g., slip and fall) ☐ A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) ☐ A7270 Intentional Infliction of Emotional Distress ☐ A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 4. 1., 4. 1., 3. 1., 4.

CM-010

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
Nadia Yashar, Esq. (SBN 256437)
YASHAR LAW, APCL
8889 West Olympic Blvd., PH
Beverly Hills, CA 90211
TELEPHONE NO.: (310) 927-9810 FAX NO.:
ATTORNEY FOR (Name): Plaintiff

FOR COURT USE ONLY

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

APR 29 2016

Sherri R. Carter, Executive Officer/Clerk
By Cristina Grijalva, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LA
STREET ADDRESS: 111 North Hill Street
MAILING ADDRESS:
CITY AND ZIP CODE: Los Angeles, CA
BRANCH NAME:

CASE NAME:
[redacted] v. GENERAL MOTORS LLC and DOES 1 THROU

CASE NUMBER:
[redacted]

JUDGE:
DEPT:

CIVIL CASE COVER SHEET

☑ **Unlimited** (Amount demanded exceeds $25,000) ☐ **Limited** (Amount demanded is $25,000 or less)

Complex Case Designation

☐ Counter ☐ Joinder

Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1–6 below must be completed (see instructions on page 2).

1. Check **one** box below for the case type that best describes this case:

Auto Tort
- ☐ Auto (22)
- ☐ Uninsured motorist (46)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- ☐ Asbestos (04)
- ☐ Product liability (24)
- ☐ Medical malpractice (45)
- ☐ Other PI/PD/WD (23)

Non-PI/PD/WD (Other) Tort
- ☐ Business tort/unfair business practice (07)
- ☐ Civil rights (08)
- ☐ Defamation (13)
- ☐ Fraud (16)
- ☐ Intellectual property (19)
- ☐ Professional negligence (25)
- ☐ Other non-PI/PD/WD tort (35)

Employment
- ☐ Wrongful termination (36)
- ☐ Other employment (15)

Contract
- ☑ Breach of contract/warranty (06)
- ☐ Rule 3.740 collections (09)
- ☐ Other collections (09)
- ☐ Insurance coverage (18)
- ☐ Other contract (37)

Real Property
- ☐ Eminent domain/Inverse condemnation (14)
- ☐ Wrongful eviction (33)
- ☐ Other real property (26)

Unlawful Detainer
- ☐ Commercial (31)
- ☐ Residential (32)
- ☐ Drugs (38)

Judicial Review
- ☐ Asset forfeiture (05)
- ☐ Petition re: arbitration award (11)
- ☐ Writ of mandate (02)
- ☐ Other judicial review (39)

Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400–3.403)
- ☐ Antitrust/Trade regulation (03)
- ☐ Construction defect (10)
- ☐ Mass tort (40)
- ☐ Securities litigation (28)
- ☐ Environmental/Toxic tort (30)
- ☐ Insurance coverage claims arising from the above listed provisionally complex case types (41)

Enforcement of Judgment
- ☐ Enforcement of judgment (20)

Miscellaneous Civil Complaint
- ☐ RICO (27)
- ☐ Other complaint *(not specified above)* (42)

Miscellaneous Civil Petition
- ☐ Partnership and corporate governance (21)
- ☐ Other petition *(not specified above)* (43)

2. This case ☐ is ☑ is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
   a. ☐ Large number of separately represented parties
   b. ☐ Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve
   c. ☐ Substantial amount of documentary evidence
   d. ☐ Large number of witnesses
   e. ☐ Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
   f. ☐ Substantial postjudgment judicial supervision
3. Remedies sought *(check all that apply)*: a. ☑ monetary b. ☐ nonmonetary; declaratory or injunctive relief c. ☑ punitive
4. Number of causes of action *(specify)*: 5
5. This case ☐ is ☑ is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. *(Yo*

Date: 4-29-16
Nadia Yashar, Esq.,
(TYPE OR PRINT NAME)

[redacted]
(SIGNATURE OF PARTY OR ATTORNEY)

NOTICE
- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

Form Adopted for Mandatory Use
Judicial Council of California
CM-010 [Rev. July 1, 2007]

CIVIL CASE COVER SHEET

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740;
Cal. Standards of Judicial Administration, std. 3.10
www.courtinfo.ca.gov

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing First Papers. If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 6 on the sheet. In item 1, you must check one box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Rule 3.740 Collections Cases. A "collections case" under rule 3.740 is defined as an action for recovery of money owed in a sum stated to be certain that is not more than $25,000, exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a rule 3.740 collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A rule 3.740 collections case will be subject to the requirements for service and obtaining a judgment in rule 3.740.

To Parties in Complex Cases. In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort
- Auto (22)–Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) *(if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)*

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- Asbestos (04)
  - Asbestos Property Damage
  - Asbestos Personal Injury/Wrongful Death
- Product Liability *(not asbestos or toxic/environmental)* (24)
- Medical Malpractice (45)
  - Medical Malpractice–Physicians & Surgeons
  - Other Professional Health Care Malpractice
- Other PI/PD/WD (23)
  - Premises Liability (e.g., slip and fall)
  - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
  - Intentional Infliction of Emotional Distress
  - Negligent Infliction of Emotional Distress
  - Other PI/PD/WD

Non-PI/PD/WD (Other) Tort
- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) *(not civil harassment)* (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
  - Legal Malpractice
  - Other Professional Malpractice *(not medical or legal)*
- Other Non-PI/PD/WD Tort (35)

Employment
- Wrongful Termination (36)
- Other Employment (15)

Contract
- Breach of Contract/Warranty (06)
  - Breach of Rental/Lease Contract *(not unlawful detainer or wrongful eviction)*
  - Contract/Warranty Breach–Seller Plaintiff *(not fraud or negligence)*
  - Negligent Breach of Contract/Warranty
  - Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
  - Collection Case–Seller Plaintiff
  - Other Promissory Note/Collections Case
- Insurance Coverage *(not provisionally complex)* (18)
  - Auto Subrogation
  - Other Coverage
- Other Contract (37)
  - Contractual Fraud
  - Other Contract Dispute

Real Property
- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
- Other Real Property (e.g., quiet title) (26)
  - Writ of Possession of Real Property
  - Mortgage Foreclosure
  - Quiet Title
  - Other Real Property *(not eminent domain, landlord/tenant, or foreclosure)*

Unlawful Detainer
- Commercial (31)
- Residential (32)
- Drugs (38) *(if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential)*

Judicial Review
- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
  - Writ–Administrative Mandamus
  - Writ–Mandamus on Limited Court Case Matter
  - Writ–Other Limited Court Case Review
- Other Judicial Review (39)
  - Review of Health Officer Order
  - Notice of Appeal–Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)
- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims *(arising from provisionally complex case type listed above)* (41)

Enforcement of Judgment
- Enforcement of Judgment (20)
  - Abstract of Judgment (Out of County)
  - Confession of Judgment *(non-domestic relations)*
  - Sister State Judgment
  - Administrative Agency Award *(not unpaid taxes)*
  - Petition/Certification of Entry of Judgment on Unpaid Taxes
  - Other Enforcement of Judgment Case

Miscellaneous Civil Complaint
- RICO (27)
- Other Complaint *(not specified above)* (42)
  - Declaratory Relief Only
  - Injunctive Relief Only *(non-harassment)*
  - Mechanics Lien
  - Other Commercial Complaint Case *(non-tort/non-complex)*
  - Other Civil Complaint *(non-tort/non-complex)*

Miscellaneous Civil Petition
- Partnership and Corporate Governance (21)
- Other Petition *(not specified above)* (43)
  - Civil Harassment
  - Workplace Violence
  - Elder/Dependent Adult Abuse
  - Election Contest
  - Petition for Name Change
  - Petition for Relief From Late Claim
  - Other Civil Petition

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC and DOES 1 THROU	CASE NUMBER [redacted]

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Business Tort (07)	☐ A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 3.
	Civil Rights (08)	☐ A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	☐ A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	☐ A6013 Fraud (no contract)	1., 2., 3.
	Professional Negligence (25)	☐ A6017 Legal Malpractice ☐ A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
	Other (35)	☐ A6025 Other Non-Personal Injury/Property Damage tort	2.,3.
Employment	Wrongful Termination (36)	☐ A6037 Wrongful Termination	1., 2., 3.
	Other Employment (15)	☐ A6024 Other Employment Complaint Case ☐ A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Contract	Breach of Contract/ Warranty (06) (not Insurance)	☐ A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) ☐ A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) ☑ A6019 Negligent Breach of Contract/Warranty (no fraud) ☑ A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
	Collections (09)	☐ A6002 Collections Case-Seller Plaintiff ☐ A6012 Other Promissory Note/Collections Case ☐ A6034 Collections Case-Purchased Debt (Charged Off Consumer Debt Purchased on or after January 1, 2014)	2., 5., 6, 11 2., 5, 11 5, 6, 11
	Insurance Coverage (18)	☐ A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
	Other Contract (37)	☐ A6009 Contractual Fraud ☐ A6031 Tortious Interference ☐ A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Real Property	Eminent Domain/Inverse Condemnation (14)	☐ A7300 Eminent Domain/Condemnation Number of parcels_____	2.
	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case	2., 6.
	Other Real Property (26)	☐ A6018 Mortgage Foreclosure ☐ A6032 Quiet Title ☐ A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Residential (32)	☐ A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Post-Foreclosure (34)	☐ A6020F Unlawful Detainer-Post-Foreclosure	2., 6.
	Unlawful Detainer-Drugs (38)	☐ A6022 Unlawful Detainer-Drugs	2., 6.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC and DOES 1 THROU	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Judicial Review	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2., 6.
	Petition re Arbitration (11)	☐ A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
	Writ of Mandate (02)	☐ A6151 Writ - Administrative Mandamus ☐ A6152 Writ - Mandamus on Limited Court Case Matter ☐ A6153 Writ - Other Limited Court Case Review	2., 8. 2. 2.
	Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	☐ A6003 Antitrust/Trade Regulation	1., 2., 8.
	Construction Defect (10)	☐ A6007 Construction Defect	1., 2., 3.
	Claims Involving Mass Tort (40)	☐ A6006 Claims Involving Mass Tort	1., 2., 8.
	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1., 2., 8.
	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	☐ A6141 Sister State Judgment ☐ A6160 Abstract of Judgment ☐ A6107 Confession of Judgment (non-domestic relations) ☐ A6140 Administrative Agency Award (not unpaid taxes) ☐ A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax ☐ A6112 Other Enforcement of Judgment Case	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
Miscellaneous Civil Complaints	RICO (27)	☐ A6033 Racketeering (RICO) Case	1., 2., 8.
	Other Complaints (Not Specified Above) (42)	☐ A6030 Declaratory Relief Only ☐ A6040 Injunctive Relief Only (not domestic/harassment) ☐ A6011 Other Commercial Complaint Case (non-tort/non-complex) ☐ A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
Miscellaneous Civil Petitions	Partnership Corporation Governance (21)	☐ A6113 Partnership and Corporate Governance Case	2., 8.
	Other Petitions (Not Specified Above) (43)	☐ A6121 Civil Harassment ☐ A6123 Workplace Harassment ☐ A6124 Elder/Dependent Adult Abuse Case ☐ A6190 Election Contest ☐ A6110 Petition for Change of Name ☐ A6170 Petition for Relief from Late Claim Law ☐ A6100 Other Civil Petition	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC and DOES 1 THRO	CASE NUMBER

Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected for this case. ☐1. ☑2. ☐3. ☐4. ☐5. ☐6. ☐7. ☐8. ☐9. ☐10. ☐11.	ADDRESS: 6101 W. Slauson Ave.,		
CITY: Culver City	STATE: CA	ZIP CODE: 90230	

Item IV. *Declaration of Assignment:* I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Los Angeles courthouse in the Central District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., § 392 et seq., and Local Rule 2.3, subd.(a).

Dated: 4-29-16

[redacted]

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 03/15).
5. Payment in full of the filing fee, unless fees have been waived.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

APR 29 2016

Sherri R. Carter, Executive Officer/Clerk
By Cristina Grijalva, Deputy

Nadia Yashar, Esq. (SBN 256437)
YASHAR LAW, APLC
A Professional Law Corporation
8889 West Olympic Boulevard, Suite PH
Beverly Hills, California 90211

Tel: (310) 927-9810
Fax: (310) 928-4579

Attorney for Plaintiff

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF LOS ANGELES-CENTRAL-UNLIMITED

[redacted]) CASE NO. [redacted]
)
Plaintiff,) UNLIMITED JURISDICTION
)
vs.)
)
GENERAL MOTORS LLC and DOES 1 through 100, inclusive,) COMPLAINT FOR DAMAGES FOR:
)
Defendants.) (1) BREACH OF CONTRACT/EXPRESS WARRANTY;
) (2) BREACH OF IMPLIED WARRANTIES;
) (3) NEGLIGENCE; AND
) (4) VIOLATION OF STATUTE/ RESTITUTION
) (5) MISREPRESENTATION/FRAUD

Plaintiff alleges:

GENERAL ALLEGATIONS

1. Plaintiff [redacted] hereinafter referred to as "Plaintiff") is, and at all times

herein mentioned were, a competent individual over the age of [redacted] years residing in the county of Los Angeles, in the state of California.

2. Plaintiff is informed and believes, and thereupon alleges, that Defendant GENERAL MOTORS LLC (hereinafter referred to as "GM") is a corporation with offices located in California and has an agent for service of process located in this State. At all times here relevant was a corporation authorized to do, has regularly done, and is doing business within the State of California, engaged in the business of designing, manufacturing, assembling and distributing vehicles, including the 2015 Chevrolet Truck/Tahoe (hereinafter referred to as "TAHOE") for sale to California residents. GM derives substantial economic profits from the State of California and its residents by marketing and distributing its vehicles, including TAHOE, to California residents. GM is registered with California Department of Corporations, to do business in the State of California. GM is subject to personal jurisdiction in California.

3. Plaintiff is informed and believes, and thereupon alleges, that Defendant GM, at all times relevant, were, engaged in the business of designing, manufacturing, constructing, assembling, and selling automobiles and other motor vehicles and motor vehicle components.

4. The true names and capacities of defendants sued herein as Does 1 through 100, inclusive, are unknown to plaintiff who therefore sues said defendants by such fictitious names. Plaintiff will seek leave of court to amend this complaint to allege their true names and capacities when fully ascertained. Plaintiff is informed and believes, and thereon alleges that each of the fictitiously named defendants is responsible in some manner for the acts, occurrences and damages hereinafter alleged.

5. Plaintiff is informed and believes, and thereon alleges that each of the defendants is, and at all times herein mentioned was, the agent, partner, employee, and/or co-joint venturer of each of the remaining defendants, and in doing the things herein alleged, was acting within the course and scope of such agency, partnership, employment and/or joint venture. Plaintiff is informed and believes, and thereon alleges that each of the defendants ratified, approved and accepted the benefits of the acts of each of the remaining defendants with full knowledge of the

nature and effect of such acts. As to each defendant herein which is a corporation, plaintiff is informed and believes, and thereon alleges that each of the acts hereinafter alleged were approved in advance, and subsequently ratified, by all of the managing agents, officers and directors of each of said corporate defendants, and that the acts hereinafter alleged were undertaken by said corporate defendants pursuant to a fixed company policy.

6. Plaintiff is informed and believes, and thereupon alleges, that at all times mentioned herein, GM and Does 1 through 100, inclusive and each of them in some manner, and to some degree, in whole or in part, designed, manufactured, assembled, tested, inspected, supplied, fabricated, furnished, delivered, imported, distributed, sold, and transferred the TAHOE.

7. On or about April 9, 2015, Plaintiff purchased a 2015 Chevrolet Truck/Tahoe with a Vehicle Identification Number 1GNSCBKCXFR[redacted]

8. Unbeknown to Plaintiff, at the time the TAHOE was delivered to Plaintiff, the vehicle was not in merchantable condition, was not safe, and did not conform to the quality and safety guidelines reasonably expected of a new motor vehicle.

9. From the time of possession and the time period that followed continuously to present, the TAHOE failed to function properly, and was not in a condition that made it safe or reliable. The problems with the vehicle which were experienced by plaintiff was not the result of any misuse on the part of plaintiff, and was not the result of any modifications made to vehicle.

FIRST CAUSE OF ACTION BROUGHT BY PLAINTIFF AGAINST ALL DEFENDANTS FOR DAMAGES FOR BREACH OF CONTRACT/EXPRESS WARRANTY

10. Plaintiff incorporates the allegations of paragraphs 1 through 9, inclusive, of the First Cause of Action of the Complaint as though fully set forth hereat.

11. Plaintiff performed all conditions, covenants and promises on her part to be performed under the aforesaid agreements.

12. Defendant expressly warranted that the TAHOE was merchantable, safely designed, assembled and fit for the purpose for which it was designed, manufactured, sold and intended to be used.

13. Defendant breached those express warranties in that the TAHOE was neither merchantable, safe, properly assembled, nor fit for the purpose for which it was intended to be used.

14. Prior to filing of the Complaint in this action, Defendants, and each of them, breached the above-alleged agreements and express warranties by failing and refusing to effect adequate or proper repairs to the Vehicle, all to Plaintiff's damage, including for loss of use of the vehicle, in a sum exceeding $25,000.00, more specifically according to proof.

15. Defendants, and each of them, through their agents, employees and representatives, repeatedly assured Plaintiff that the defects in the vehicle could be repaired, and such assurances, which were repeated throughout the period, were made with the intent to induce Plaintiff's detrimental reliance and Plaintiff did, in fact, rely to her detriment by refraining from instituting suit earlier, and by reason thereof, Defendants, and each of them, are estopped to assert that Plaintiff's claims are barred by a statute of limitations.

16. Defendant breached those express warranties in that Plaintiff complained on several occasions as early as few weeks after possession that the TAHOE was not functioning properly, and made reasonable attempts to have the TAHOE repaired, however Defendant through its authorized dealership failed to properly repair the vehicle.

17. As a direct and proximate result of said breach of Defendant the TAHOE has proven to be virtually useless due to the frequency of breakdown, due to the safety hazards associated with using the vehicle, and due to the amount of time that the vehicle has remained out

of service due to repair attempts, which have been made by defendant and its authorized dealer and continues to break down due to mechanical problems.

18. As a direct and proximate result of Defendants' breaches of the contracts, Plaintiff suffered damage to the Vehicle and incurred costs of repair, all to his/her damage in a sum according to proof.

19. As a further direct and proximate result of Defendants' breaches of the contracts, Plaintiff lost the use of the Vehicle, and the value of the Vehicle has been diminished, all to her damage in a sum according to proof.

SECOND CAUSE OF ACTION
BROUGHT BY PLAINTIFF
AGAINST ALL DEFENDANTS
FOR DAMAGES FOR BREACH
OF IMPLIED WARRANTY

20. Plaintiff incorporates the allegations of paragraphs 1 through 19, inclusive, of the Complaint as though fully set forth herein.

21. Plaintiff is informed and believes, and thereon alleges that implied within the above-alleged contract was a warranty of merchantability and of fitness of the vehicle for its intended use. Plaintiff is informed and believes, and thereon alleges that such an implied warranty of merchantability also arose because of the provisions of Civil Code, Sections 1791.1 and 1792.

22. In doing the things herein alleged by incorporation, Defendants, and each of them, breached the implied warranty of merchantability and of fitness for intended use of the Vehicle.

23. Defendants, and each of them, through their agents, employees and representatives, repeatedly assured Plaintiff that the defects in the vehicle could be repaired, and such assurances, which were repeated throughout the period and were made with the intent to induce Plaintiff's

detrimental reliance and Plaintiff did, in fact, rely to her detriment by refraining from instituting suit earlier, and by reason thereof, Defendants, and each of them, are estopped to assert that Plaintiff's claims are barred by a statute of limitations.

24. As a direct and proximate result of Defendants' breaches of the implied warranties, Plaintiff suffered damage to the Vehicle and incurred costs of repair, all to her damage in a sum according to proof.

25. As a further direct and proximate result of Defendants' breaches of the implied warranties, Plaintiff lost the use of the Vehicle, and the value of the Vehicle has been diminished, all to her damage in a sum according to proof.

THIRD CAUSE OF ACTION
BROUGHT BY PLAINTIFF
AGAINST ALL DEFENDANTS
FOR DAMAGES FOR NEGLIGENCE

27. Plaintiff incorporates the allegations of paragraphs 1 through 26, inclusive, of the Complaint as though fully set forth hereat.

28. At all times mentioned herein, Defendants, and each of them, were engaged in the business of and had a duty to manufacture, fabricate, design, assemble, test, inspect, market, warrant, modify, warn, instruct, distribute, sell, lease, and/or advertise the TAHOE, and each and every component part thereof, in a reasonable manner, and which Defendants knew, or in the exercise of reasonable care should have known, would be used without inspection for defects in its parts, mechanisms or design.

29. As is more particularly alleged herein by incorporation, Defendants, and each of them, so negligently failed to effect proper repairs to the Vehicle, and so negligently failed to cure the problems.

30. At all times herein, Defendant negligently, recklessly, and/or carelessly manufactured, fabricated, design, assembled, tested, inspected, marketed, warranted, modified, dialed to warn, instructed, distributed, sold, purchased and/or advertised the CIVIC and each and

every component parts thereof, and that same was causing and in fact did cause break down of the vehicle repeatedly while being used in a manner reasonably foreseeable, thereby rendering the same unsafe and dangerous for use by the consumer more specifically Plaintiff.

31. The TAHOE has proven to be virtually useless as to its use and operation due to the frequency of breakdown, the safety hazards associated with using the vehicle, while Plaintiff continues to pay all expenses associating with the TAHOE including but not limited to insurance expense, rental expense, and registration fees.

32. The actions of GM and DOES 1 to 100 that were done willfully, wrongfully, intentionally, and with conscious and reckless disregard for the probable, serious harm to consumers and users of their products, including Plaintiff, were taken by managing agents of Defendant, and authorized and ratified by GM and Does 1 to 100, and each of them. These managing agents were those employees who exercised substantial independent authority and judgment in their decision making so their decisions, mentioned above, ultimately had direct impact on the TAHOE.

FOURTH CAUSE OF ACTION
BROUGHT BY PLAINTIFF
AGAINST ALL DEFENDANTS
FOR RELIEF PURSUANT TO CIVIL CODE, SECTION 1793.2

33. Plaintiff incorporates the allegations of paragraphs 1 through 32, inclusive, of the First Amended Complaint as though fully set forth hereat.

34. Plaintiff is informed and believes, and thereon alleges that pursuant to Civil Code, Section 1793.2(d)(2), a manufacturer, or its representative, which has failed to repair the goods to conform to applicable express warranties after a reasonable number of attempts, "shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount directly attributable to use by the buyer prior to the discovery of the nonconformity."

35. As is more particularly alleged herein by incorporation, Defendants, and each of them, were afforded numerous opportunities to effect repairs to the Vehicle which constituted a reasonable number of attempts, but despite Plaintiff's demand, which demand is also hereby made, Defendants, and each of them, have failed to replace the Vehicle or reimburse Plaintiff the amount equal to the purchase price, less the amount attributable to use by Plaintiff prior to discovery of the nonconformity.

36. As a direct and proximate result of Defendants' violation of said code section, Plaintiff has lost the original purchase price, or alternatively, the amount equal to the purchase price less the amount attributable to use by Plaintiff prior to discovery of the nonconformity, in a sum exceeding $25,000.00, more specifically according to proof. Plaintiff is entitled to restitution in said sum, more specifically according to proof.

37. Pursuant to Civil Code, Section 1794(d), Plaintiff is entitled to an award of attorney's fees in this action. Plaintiff has incurred, and is informed and believes, and thereon alleges that she will, in the future, incur such attorney's fees.

FIFTH CAUSE OF ACTION
BROUGHT BY PLAINTIFF
AGAINST ALL DEFENDANTS
FOR MISREPRESENTATION/FRAUD

38. COME NOW Plaintiff, and for a Fifth Cause of Action against all defendants, and DOES 1 through 100, inclusive, and each of them, complain and allege, as follows:

39. Plaintiff incorporates by reference as though fully set forth herein the allegations of paragraphs 1 through 38, inclusive.

40. Defendant, and DOES 1 through 100, inclusive, and each of them, misrepresented the

character and quality of the TAHOE. The misrepresentations were of such a nature as to render GM strictly liable for the injuries and damages to Plaintiff. GM engaged in the course of advertising, marketing, and promoting this line of vehicles, including the TAHOE in question. GM made false representations that included express and implied misrepresentations of material fact concerning the character and quality of the product and materials used in constructing the vehicle in question.

41. The express and implied misrepresentations included, but are not limited to the following acts and/or omissions:

(a) Failing to comply with the standards of care applicable in the automotive industry insofar as providing reasonable protection against fire;

(b) Defectively designing and manufacturing the vehicle;

(c) Failing to recall the vehicle or, alternatively, failing to retrofit the vehicle to enhance safety ;

(d) Negligently operating or inspecting the plant where the defective vehicle was produced;

(e) Implementing quality control procedures resulting in poor and defective quality of the vehicle.

(f) Defectively designing the vehicle from a handling and stability standpoint;

(g) Inadequately testing of the vehicle from a handling and stability and fire prevention standpoint;

(h) Failing to meet or exceed internal corporate guidelines;

(i) Failing to disclose known problems and defects;

(j) Failing to inform consumer, including, Plaintiff, of information that Defendants knew about the risk in light of vehicles such as the one at issue, thus depriving the Plaintiff of the right to make a conscious free choice as to whether to purchase the vehicle in question;

(k) Failing to adequately train and assist dealers in advising their customers about the dangers associated with the vehicle;

(l) Failing to comply with applicable and necessary Federal Motor Vehicle Safety Standards;

(m) Failing to notify consumers, as required by law, that a defect existed in the vehicle that related to public safety; and

42. The misrepresentations were made through advertising, marketing, and promoting the product, the totality of which, taken as a whole, falsely misrepresented that the product was safe for use in a manner indicated by GM, to be suitable for consumers such as Plaintiff, who relied on those misrepresentations to their detriment.

43. Because the acts and/or omissions of defendants, and DOES 1 through 100, inclusive, and each of them, were either committed by authorized, ratified, or otherwise approved by the officers, directors, and/or managing agents of the defendants, or were carried out unfairly, in bad faith, or in an oppressive, fraudulent, deliberate, callous, intentional, and/or unreasonable manner, causing damage to Plaintiff, and was done with a conscious disregard of Plaintiffs' rights, Plaintiff requests that punitive damages be assessed against the defendants in an amount appropriate to punish and/or set an example of the defendant.

44. The Defendants' conduct is reprehensible and of such an egregious nature that a lesson

must be taught so that a similar conduct does reoccur. Defendants acted with such reckless, willful and wanton conduct to merit punitive damages being assessed and for which Plaintiff seeks recovery. The Defendants acted with total disregard for the safety, health and welfare of the Plaintiff.

WHEREFORE, Plaintiff prays for judgment as follows:

FIRST AND SECOND CAUSES OF ACTION

1. For general damages in a sum according to proof;

2. For special damages in a sum according to proof;

3. For consequential damages in a sum according to proof;

4. For incidental damages in a sum according to proof;

5. For damages for loss of use of the and for costs of repairs to the Vehicle in a sum according to proof;

6. For damages for diminution in the value of the Vehicle, in a sum according to proof;

7. For costs of suit incurred herein and ;

8. For attorney's fees.

THIRD CAUSE OF ACTION

1. For general damages in a sum according to proof;

2. For special damages for loss of use of the Vehicle and for costs of repair to the Vehicle, in a sum according to proof;

3. For costs of suit incurred herein and ;

4. For attorney's fees.

FOURTH CAUSE OF ACTION

1. For damages and/or restitution in a sum exceeding $25,000.00, more specifically according to proof;

2. For general damages in a sum according to proof;

3. For special damages in a sum according to proof;

4. For consequential damages in a sum according to proof;

5. For incidental damages in a sum according to proof;

6. For damages for loss of use of the and for costs of repairs to the Vehicle in a sum according to proof;

7. For damages for diminution in the value of the Vehicle, in a sum according to proof;

8. For costs of suit incurred herein and ;

9. For attorney's fees.

ALL CAUSES OF ACTION

1. To the extent permitted by law, for prejudgment interest in a sum according to proof;

2. For attorney's fees;

3. For costs of suit incurred herein; and

4. For such other and further relief as though fully set forth hereat.

DATED: April 29, 2016

[redacted]

Attorney for Plaintiff

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From:	Lorena Velasquez (C)
Sent:	Friday, June 24, 2016 3:19 PM
To:	'robert.m.kropp@gm.com'
Cc:	Valentino R Farias (C); Nora Valverde (C)
Subject:	Lawsuit Removal Notification — [redacted]
Attachments:	[redacted] CaseAssessment.xls; CA from CACEC case.xls; 0080 Letter to CAM.pdf

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKCXFR[redacted]
Customer Relationship Specialist: Lorena
PH: 866-790-5700 ext, 5913911
Fax: 586-920-0742

Dear Mr. Kropp,

Please find attached my letter advising of removal and case assessment for the above-referenced case.

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Jonathan Menge <jonathan.menge@hoomanautomotive.com>
Sent: Friday, June 10, 2016 3:56 PM
To: Lorena Velasquez (C)
Subject: RE: [redacted] vs GM [redacted]

I am unaware of any aftermarket modifications or damage

From: Lorena Velasquez (C) [mailto:lorena.velasquez@gm.com]
Sent: Friday, June 10, 2016 12:22 PM
To: Jonathan Menge
Subject: RE: [redacted] vs GM [redacted]

Thank you I received the documents, are you aware of any accidents or aftermarket modifications on the vehicle?

Lorena

From: Jonathan Menge [mailto:jonathan.menge@hoomanautomotive.com]
Sent: Tuesday, June 07, 2016 5:52 PM
To: Lorena Velasquez (C)
Subject: RE: [redacted] vs GM [redacted]

It is very hard to get those documents. Vehicle was sold under Bunnin… we are now Hooman. Ill see what I can do.

From: Lorena Velasquez (C) [mailto:lorena.velasquez@gm.com]
Sent: Tuesday, June 07, 2016 1:12 PM
To: Jonathan Menge
Subject: [redacted] vs GM [redacted]

Good afternoon,

I received your fax on June 3rd regarding the sales documents for customer [redacted] however I did not receive the sales contract where all the charges are listed. Can you please fax or email me the sales contract for this purchase?
Vin: 1GNSCBKCXFR[redacted], 2015 Chevrolet Tahoe.

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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

contrary is included in this message.

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PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Jonathan Menge <jonathan.menge@hoomanautomotive.com>
Sent: Friday, May 20, 2016 1:08 PM
To: Lorena Velasquez (C)
Subject: RE: request for Sales docs and Repair orders

We sent some already. We had to obtain the most recent ones from our corporate office as it was under warranty claim submission. I got them this morning and will be faxed to you today by 12 noon pacific standard time.

From: Lorena Velasquez (C) [mailto:lorena.velasquez@gm.com]
Sent: Friday, May 20, 2016 10:58 AM
To: jonathan.menge@hoomanautomotive.com
Subject: FW: request for Sales docs and Repair orders

Just wanted to follow up with you regarding the SALES DOCS & RO's I requested from you. Could you have those to me by Monday?

Thank you,
Lorena

From: Lorena Velasquez (C)
Sent: Monday, May 16, 2016 4:48 PM
To: 'jonathan.menge@hoomanautomotive.com'
Subject: request for Sales docs and Repair orders

Please see attached letter requesting Sales docs and all ro's for vin: 1GNSCBKCXFR[redacted]

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Jonathan Menge <jonathan.menge@hoomanautomotive.com>
Sent: Tuesday, June 07, 2016 5:52 PM
To: Lorena Velasquez (C)
Subject: RE: [redacted] vs GM [redacted]

It is very hard to get those documents. Vehicle was sold under Bunnin… we are now Hooman. Ill see what I can do.

From: Lorena Velasquez (C) [mailto:lorena.velasquez@gm.com]
Sent: Tuesday, June 07, 2016 1:12 PM
To: Jonathan Menge
Subject: [redacted] vs GM [redacted]

Good afternoon,

I received your fax on June 3rd regarding the sales documents for customer [redacted], however I did not receive the sales contract where all the charges are listed. Can you please fax or email me the sales contract for this purchase?
Vin: 1GNSCBKCXFR[redacted], 2015 Chevrolet Tahoe.

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: PAUL WASKO
Sent: Monday, May 16, 2016 10:25 PM
To: Lorena Velasquez (C)
Subject: RE: BRC-Legal Initial Notification of NISM for [redacted]

b

Paul Wasko
Chevrolet
District Mgr. Aftersales
805.217.2835

CHEVROLET

From: Lorena Velasquez (C)
Sent: Monday, May 16, 2016 2:58 PM
To: PAUL WASKO <paul.wasko@chevrolet.com>
Subject: BRC-Legal Initial Notification of NISM for [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Hooman Chevrolet of Culver City, 292842, Culver City, CA

Dealership Contact: Jonathan Menge

VIN: 1GNSCBKCXFR[redacted]

Vehicle: 2015 Chevrolet Tahoe

Dear Jonathan,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved ([redacted] Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be “B”. Your written feedback will be documented and the email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Friday, June 10, 2016 2:22 PM
To: 'Jonathan Menge'
Subject: RE: [redacted] vs GM [redacted]

Thank you I received the documents, are you aware of any accidents or aftermarket modifications on the vehicle?

Lorena

From: Jonathan Menge [mailto:jonathan.menge@hoomanautomotive.com]
Sent: Tuesday, June 07, 2016 5:52 PM
To: Lorena Velasquez (C)
Subject: RE: [redacted] vs GM [redacted]

It is very hard to get those documents. Vehicle was sold under Bunnin… we are now Hooman. Ill see what I can do.

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Sent: Tuesday, June 07, 2016 1:12 PM
To: Jonathan Menge
Subject: [redacted] vs GM [redacted]

Good afternoon,

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Vin: 1GNSCBKCXFR[redacted] 2015 Chevrolet Tahoe.

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From:	Lorena Velasquez (C)
Sent:	Monday, May 16, 2016 4:48 PM
To:	'jonathan.menge@hoomanautomotive.com'
Subject:	request for Sales docs and Repair orders
Attachments:	Hooman dlr ack letter.pdf

Please see attached letter requesting Sales docs and all ro's for vin: 1GNSCBKCXFR[redacted]

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

PE18-012

GM

3-27-2019

Q3

[redacted]

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FAX: 586-920-0742

PE18-012

GM

3-27-2019

Q3

[redacted]

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Subject:	FW: request for Sales docs and Repair orders
Attachments:	Hooman dlr ack letter.pdf

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Thank you,
Lorena

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Subject: request for Sales docs and Repair orders

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Thank you,

Lorena

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General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Friday, May 20, 2016 1:11 PM
To: 'Jonathan Menge'
Subject: RE: request for Sales docs and Repair orders

I have not received any documents at all. I will be waiting for them . fax 586-920-0742

Thank you

From: Jonathan Menge [mailto:jonathan.menge@hoomanautomotive.com]
Sent: Friday, May 20, 2016 1:08 PM
To: Lorena Velasquez (C)
Subject: RE: request for Sales docs and Repair orders

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Lorena

From: Lorena Velasquez (C)
Sent: Monday, May 16, 2016 4:48 PM
To: 'jonathan.menge@hoomanautomotive.com'
Subject: request for Sales docs and Repair orders

Please see attached letter requesting Sales docs and all ro's for vin: 1GNSCBKCXFR[redacted]

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Monday, May 16, 2016 4:58 PM
To: 'paul.wasko@gm.com'
Subject: BRC-Legal Initial Notification of NISM for [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Hooman Chevrolet of Culver City, 292842, Culver City, CA

Dealership Contact: Jonathan Menge

VIN: 1GNSCBKCXFR[redacted]

Vehicle: 2015 Chevrolet Tahoe

Dear Jonathan,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved ([redacted]). Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and the email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Tuesday, May 24, 2016 12:25 PM
To: 'paul.byrne@gm.com'
Subject: FW: [redacted] vs. GM [redacted]

Good Morning Paul,

I still have not received Sales documents and repair orders from Hooman Chevrolet regarding vin: 1GNSCBKCXFR[redacted]
Your help would be gladly appreciated

Thank you,

Lorena

From: Lorena Velasquez (C)
Sent: Monday, May 23, 2016 9:43 AM
To: 'paul.byrne@gm.com'
Subject: FW: [redacted] vs. GM [redacted]

From: Lorena Velasquez (C)
Sent: Monday, May 23, 2016 9:38 AM
To: 'paul.wasko@gm.com'
Subject: [redacted] vs. GM [redacted]

Involved Dealership Contact: Hooman Chevrolet of Culver City, 292842, Culver City, CA 90230

Dealership Contact: Jonathan Menge, P: 424-216-7400

Vehicle Information: 1GNSCBKCXFR[redacted], 2015 Chevrolet Tahoe

Dear Paul,

I am contacting you because I have not received a response after several attempts from the subject dealership regarding this Customer and case. I am very concerned that the Customer's case is not receiving the appropriate attention. The dealership was notified of the Customer's vehicle repair/service concern, and assistance with documentation was requested on several occasions:

Several times by email and phone

May I ask for your assistance in obtaining the following documentation:

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade;
- Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);

- Any receipts for aftermarket or dealer add-on's.

Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached by calling 866-790-5700 extension # 5913911.

Sincerely,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Monday, May 23, 2016 9:38 AM
To: 'paul.wasko@gm.com'
Subject: [redacted] vs. GM [redacted]

Involved Dealership Contact: Hooman Chevrolet of Culver City, 292842, Culver City, CA 90230

Dealership Contact: Jonathan Menge, P: 424-216-7400
Vehicle Information: 1GNSCBKCXFR[redacted], 2015 Chevrolet Tahoe

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Several times by email and phone

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- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade;
- Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);
- Any receipts for aftermarket or dealer add-on's.

Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached by calling 866-790-5700 extension # 5913911.

Sincerely,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911

PE18-012

GM

3-27-2019

Q3

[redacted]

Lorena Velasquez (C)

From: Lorena Velasquez (C)
Sent: Friday, June 10, 2016 12:37 PM
To: 'Jonathan Menge'
Subject: RE: [redacted] vs GM [redacted]

Good morning,

Were you able to find the Sales docs for this vehicle 1GNSCBKCXFR[redacted]

Lorena

From: Jonathan Menge [mailto:jonathan.menge@hoomanautomotive.com]
Sent: Tuesday, June 07, 2016 5:52 PM
To: Lorena Velasquez (C)
Subject: RE: [redacted] vs GM [redacted]

It is very hard to get those documents. Vehicle was sold under Bunnin... we are now Hooman. Ill see what I can do.

From: Lorena Velasquez (C) [mailto:lorena.velasquez@gm.com]
Sent: Tuesday, June 07, 2016 1:12 PM
To: Jonathan Menge
Subject: [redacted] vs GM [redacted]

Good afternoon,

I received your fax on June 3rd regarding the sales documents for customer [redacted] however I did not receive the sales contract where all the charges are listed. Can you please fax or email me the sales contract for this purchase?
Vin: 1GNSCBKCXFR[redacted], 2015 Chevrolet Tahoe.

Thank you,

Lorena

Lorena – BRC Advisor
General Motors LLC
Business Resource Center
Phone: 800-231-1841, Ext. 5913911
FAX: 586-920-0742

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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

[redacted]

Customer

[redacted]

Vehicle

Chevrolet Silverado 2014
1GCRCREC0EZ[redacted]
Mileage Now: 33500 mi
Warranty Start: 09/18/2014

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 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: Belva Davis --> 1-866-790-5700 Ext # 5921575

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

[redacted]

PRINT

HERTZ LOCAL EDITION
Phone: 800-654-4181
Fax:
Web: www.hertz.com

Direct All Inquiries To:
HERTZ LOCAL EDITION
PO BOX 26120
OKLAHOMA CITY, OK 73126-0120

TAX Id: [redacted]

[redacted]

Hertz
LOCAL EDITION

REPRINT

Rental Agreement No: [redacted]
Invoice Date: 06/23/2016
Document: 0050677653948

Renter: [redacted]
Account No.: **********2093 VIS

RENTAL REFERENCE
Rental Agreement No: [redacted]
Reservation ID: 000000000000

BILLING INFORMATION
Repair Facility: SERRA CHEVROLET BODY

RENTAL DETAILS

Rate Plan:	IN: CNVC	OUT: CNV
Rented On:	06/12/2016 10:26	LOC# 569120
	NASHVILLE, TN	
Returned On:	06/18/2016 11:07	LOC#94525835
	MARION, OH	
Car Description:	ELANTRA SDN	
Vehicle No/VIN:	[redacted]/5NPDH4AE3GH[redacted]	
CAR CLASS Charged:	C	MILEAGE In: 10,114
Rented:	C	Out: 17,351
Reserved:	99	Driven: 762

RENTAL CHARGES

DAYS	6 @	25.00	150.00
EXTRA HRS	1 @	8.33	8.33
SUBTOTAL			158.33
DAMAGE WAIVER (CDW/LDW)			131.94
PERSONAL ACCIDENT INS.			41.70
TAX		12.75%	37.01
TOTAL CHARGES			368.98 USD
AMOUNT DUE			368.98 USD

[redacted]

6/27/2016

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 GMC Yukon	A GM Dealer has diagnosed the current concern
[redacted]	1GKS2BKC8FR[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 78000 mi	Vehicle is currently inoperable/down

Key Points

Customer sts when she puts her veh in reverse she has brake issues. Customer sts the veh was taken to the dealership and she was adv a pump system has failed and the repair cost is $1000. Customer also sts the driver side mirror needs to be replaced again due to the motor going out again. Customer sts the sensor on the passenger side mirror has gone out as well

Customer seeks cost assistance with all repairs needed

CRS apologized for veh concern and adv customer the CEM will be made aware of the concern and what you are seeking and will reach out in 24-48 business hours. CRS adv there is no guarantee on the outcome but case will be reviewed.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 1 day(s)	
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 (verified): 2015 GMC Yukon

Reference

CAC SR#: [redacted]

CAC advisor: Angel--> (866) 790-5700, Ext # 5921537

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

[redacted]

Customer

[redacted]
Any time

Vehicle

Chevrolet Silverado 2014
3GCUKREC3EG[redacted]
Mileage Now: 46000 mi
Warranty Start: 12/19/2014

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

customer seeking cost assistance for brake repairs .

1. original owner
2. Loyal GM customer
3GCUKREC3EG[redacted]
1GNEL19W2YB[redacted]

Ashley Tapia/ A TX/ T2

Supporting Factors	Limiting Factors
Original Owner 2 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: 3GCUKREC3EG[redacted] 1GNEL19W2YB[redacted]

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Ashley Tapia --> 1-866-790-5700 Ext # 5921331

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer

[redacted]
Weekdays any time

Vehicle

Chevrolet Tahoe 2015
1GNSKBKC8FR[redacted]
Mileage Now: 46000 mi
Warranty Start:

Status of vehicle/concern

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

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner High-Dollar or Premium Vehicle Vehicle was inop/down due to this concern: 1 or more days	Current or former fleet vehicle Vehicle was purchased used at 23000 miles
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 Tahoe

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Elizabeth Junker --> 1-866-790-5700 Ext # 5913224

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

[redacted]

Respondent Report - 1031538886 - CONFIDENTIAL

Demographics

Resp #: 1031538886
Age:
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: Replaced Prior
Brand Replaced: Ford

L kely Recommend

Brand : 7
Model : 7

Mobile Phone

Carrier: Verizon Wireless
Brand: Samsung
Model: Samsung Galaxy S6

Majority Drv Cond.

Rural

Vehicle Information

Vehicle

Vin : 3GTU2NEC1GG[redacted]
Model Year: 2016
Build Date: 3/31/2016
Sold Date: 5/27/2016
Miles/KM: 1600/2575
MPG/KPL: 19/8.1
Model: GMC150PU
Body: Crew Cab
Engine: 5.3
Trans: A
Plant: Silao
Series: SLT
Drive: 4X4
Doors: 4
GVW: 7001 - 8000

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 M5U-AUTO 8 SPD, 8L90
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Exterior Trim/Moldings/Badge/Emblem - Corr oded/rusted
PPH Exterior Rust/Corrosion
SMT Paint
QRD 5X-Paint

running boards corroding and rusting already

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 Other Body Part Q:Side of Vehicle - Both

Checkbox Side Steps/Running Boards - unspecified
PPH Side Steps/Running Boards-Unspecified
SMT Body
QRD 5E-Exterior Trim

Running boards rusting and corroding chrome is deterioting

Q:When First Noticed - Within the first month Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Excessive Brake Pressure Required - Too m uch effort required/hard
PPH Brakes Don't Have Enough Stopping Power
SMT Chassis
QRD 2A-Brake System

Seems as though it needs alot of brake pressure to stop

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No

Checkbox Wireless Phone Charging - Broken/NW
PPH Wireless Phone Charging Broken/NW
SMT Electrical
QRD 7A-Body Electronics

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Does Phone Have a

	Cover - Yes, Q:Phone Screen Placement - Facing up Q:Running Any Apps On Phone - No Q:Phone Charge Rate - Yes Q:Is Vehicle Running? - Yes Q:Did your Phone come with Wireless Charging? - Yes Q:Does the vehicle charging indicator? - Turns on but does not stay on Q:Items on Charging Surface? - No
Checkbox Warning Lights/Messages/Chimes - other **PPH** Warning Lights-Other/Unspecified **SMT** Electrical **QRD** 7A-Body Electronics	Chimes are to loud 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
Checkbox Front Door Squeaks/Rattles - While driving **PPH** Front Doors-Squeak/Abnormal Noises **SMT** Body **QRD** 5K-Side Closures	Seems as though rattle inside somewhere under back or passenger side seat or seat beltsi made sure they are harrnessed in position Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Most of the Time Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Side of Vehicle - Right Q:Noise Type (Vib/Rub/Both) - Parts vibrating
Checkbox Interior Compartment Squeaks/Rattles - Glov ebox **PPH** Glove Box-Squeak/Rattle **SMT** Interior **QRD** 4B-IP	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No

Other Verbatims on the Survey

Question: Like Most About Vehicle	milage and ride
Question: Reason for Brand Score	Its not peppy from start sluggish off lights

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	7
Vehicle quality (overall)	7
Level of technology and innovation	8
Value for the money	8
Cost of maintenance and repair	5
Condition of vehicle upon delivery	10
Overall feeling of safety while driving	8
Overall vis bility for driver	8
Security features	8
Vehicle feels solidly built	8
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	3

Attribute	1-10 Rating
Handling/stability on curves or winding roads	4
Vehicle ground clearance	4
Maneuverability in traffic and tight spaces	8
Rides smooth	9
Transmission smoothness when shifting	7
Overall sound of the engine	6
Overall power and acceleration	5
Overall rating of audio/entertainment system	9
Front seat roominess	9
Storage spaces for driver and passengers	6
Overall rating of trunk or rear cargo area	8
Rear seat roominess	8
Ease of getting into and out of the vehicle	8
Interior quietness	3
Overall rating of seats	8
Overall rating of heater, ventilation and A/C	8
Overall attractiveness of your vehicle interior	6
Quality of interior materials	9
Overall attractiveness of your vehicle exterior	9
Fuel economy	8
Driving range on full tank / full charge	5

PE18-012

GM

3-27-2019

Q3

[redacted]

Respondent Report - 1031290248 - CONFIDENTIAL

Demographics

Resp #: 1031290248
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: Replaced Prior
Brand Replaced: Ford

L kely Recommend

Brand : 7
Model : 7

Mobile Phone

Carrier: Other
Brand: Apple
Model: Apple iPhone 5S

Majority Drv Cond.

Rural

Vehicle Information

Vehicle

Vin : 1GCVKREC8GZ[redacted]
Model Year: 2016
Build Date: 2/23/2016
Sold Date: 5/27/2016
Miles/KM: 2800/4506
MPG/KPL: 16/6.8
Model: SILVER15
Body: Extended/King Cab
Engine: 5.3
Trans: A
Plant: Fort Wayne
Series: LT
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 AZ3-FRT SPLIT, DRIVER, PASS, FULL FEATURE CENTER
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

Hard shift when warm sometimes a sluggish shift

Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 2000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - 15 minutes to 1 hour Q:Occur When Accel/Decel - At steady speeds Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox Excessive Brake Pressure Required - Spongy Brakes/Too soft
PPH Brakes Spongy/Too Soft
SMT Chassis
QRD 2A-Brake System

Acts as if the abs is activated

Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 1500 Q:How Often Trouble Occurs - Most of the Time Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No

Checkbox Air Conditioner - Slow to cool or not cold enough
PPH AC Doesn't Get Cold Enough-Fast Enough-At all
SMT Thermal
QRD 3R-Refrigerant/AC

It senses inside temp but does not keep up with radiant temp

Q:When First Noticed - Within the first week after delivery Q:Trouble Occurs At All Temperatures Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - Yes Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox	Air Conditioner - Does not maintain temperature	Q:When First Noticed - Within the first week after delivery Q:Trouble Occurs At All Temperatures Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - Yes Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No
PPH	AC Doesn't Get Cold Enough-Fast Enough-At all	
SMT	Thermal	
QRD	3R-Refrigerant/AC	
Checkbox	Cell Phone Connection - Loses connection	Keeps looking for connection
PPH	Hands-Free Communication-Won't Connect/ Slow/Loses Connect	
SMT	Electrical	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	7G-Infotainment	
Checkbox	Voice Recognition/Communication Trouble	Keeps connecting and disconnecting
PPH	Hands-Free Communication-Doesn't Recognize Command	
SMT	Electrical	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Noticed Issue Using Cell Phone Q:Noticed Issue Using Navigation system
QRD	7G-Infotainment	
Checkbox	Android Auto/Apple CarPlay - other	
PPH	Android Auto/Apple CarPlay Other	
SMT	Electrical	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
QRD	7G-Infotainment	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Get it into the dealer to solve the issue Without me having to take up my time
Question: Like Most About Vehicle	The handling
Question: Reason for Brand Score	Not fully comfortable with the truck yet

Performance Attributes

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

Attribute	1-10 Rating
Overall rating of vehicle driving dynamics	9
Braking responsiveness and effort	6
Handling/stability on curves or winding roads	9
Vehicle ground clearance	9
Maneuverability in traffic and tight spaces	9
Rides smooth	10
Transmission smoothness when shifting	6
Overall sound of the engine	9
Overall power and acceleration	7
Overall rating of audio/entertainment system	8
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	8
Interior quietness	9
Overall rating of seats	9
Overall rating of heater, ventilation and A/C	7
Overall attractiveness of your vehicle interior	9
Quality of interior materials	9
Overall attractiveness of your vehicle exterior	9
Fuel economy	8
Driving range on full tank / full charge	8

PE18-012

GM

3-27-2019

Q3

[redacted]

System [5:00:19 PM]:

Welcome to chat.

Laura [5:00:39 PM]:

Thank you for contacting General Motors Customer Assistance [redacted] My name is Laura, how can I assist you today?

[redacted] [5:00:50 PM]:

I own a 2014 Silverado which I have been experiencing my brakes becoming less responsive and I would describe as squishy. I brought it into George Chevrolet this morning to take a look at it, and to deal with two recalls at the same time.

[redacted]

I just received a phone call from the the service consultant and he is saying that it is not a fault of the vehicle, but that the brake fluid they believe is contaminated. They have no idea what its contaminated with, but state that I need to have them replace the seals in the system, and its going to cost me...$$$. Seems like someone trying to pull a fast one on me.

Laura [5:03:50 PM]:

[redacted] I am sorry that you are having this concern. Could you please provide your VIN and current mileage?

[redacted] [5:06:27 PM]:

The VIN 1GCRCREC3EZ[redacted] They didn't put the mileage on the paperwork, but when I dropped it off, he said it was on borderline for the mileage for the warranty, but that he thought it would be covered.

[redacted] [5:07:22 PM]:

Actually they show the mileage for the last time they worked on it as '32539' on 4/15/16, and they show '5' for today.

[redacted] [5:08:32 PM]:

My mistake the '5' they put on there was dated for 6/2/14, which was the date I purchased it.

Laura [5:10:56 PM]:

Is your vehicle currently at the dealership?

[redacted] [5:11:07 PM]:

after looking closer, the mileage they put is 37573

[redacted] [5:11:41 PM]:

After looking closer, I found the mileage they put for today of 37,573

[redacted] [5:11:47 PM]:

After looking closer, I found the mileage they put for today of 37,573

[redacted] [5:11:51 PM]:

After looking closer, I found the mileage they put for today of 37,573

[redacted] [5:12:13 PM]:

After looking closer, I found the mileage they put for today of 37,573

[redacted] [5:12:28 PM]:

After looking closer, I found the mileage they put for today of 37,573

[redacted] [5:13:19 PM]:

After looking closer, I found the mileage they put for today of 37,573

Laura [5:13:27 PM]:

[redacted] I can reach out to the dealership to verify the diagnosis for you. The dealerships have factory trained technicians and we rely on them to perform these types of diagnostics and determine the cause of a concern and how to correct it. If you disagree with the diagnosed you can take it somewhere else for a second opinion.

[redacted] [5:14:41 PM]:

Sorry, for sending the same thing multiple times. It wasnt showing on my send, then i refreshed and it showed

Laura [5:15:21 PM]:

I was wondering about that. No worries.

[redacted] [5:15:23 PM]:

Yes, the truck is currently at George Chevrolet. The service consultant Ive been speaking with is Andy Lopez

Laura [5:16:31 PM]:

[redacted] I will get everything documented for you. I will need to transfer this case to one of our advisors in your area.

[redacted] [5:17:39 PM]:

Thank you for your assistance. This is still a new truck, and this thing is really fishy.

Laura [5:18:27 PM]:

You are very welcome. I understand your apprehension for this repair.

Laura [5:19:26 PM]:

Is there anything else I can assist you with today/

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

[redacted]

Pharard Gray (C)

From: Rod Gasperik
Sent: Monday, August 22, 2016 10:53 AM
To: Pharard Gray (C)
Subject: RE: URGENT – CA CEC Early Response Approval; Last 8 of VIN: FR[redacted] Chevrolet Of Montebello, SR: [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

First time was an issue, second was for noise but the pad was worn.

Rod Gasperik
BRSM Western Region
661-618-1847

From: Pharard Gray (C)
Sent: Friday, August 19, 2016 11:46 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: URGENT – CA CEC Early Response Approval; Last 8 of VIN: FR[redacted] Chevrolet Of Montebello, SR: [redacted]

Dear Rod,

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

Involved Dealership: Chevrolet Of Montebello, BAC 261[redacted] MONTEBELLO, CA
Dealership Contact: KARLA LEON
VIN: 1GNSKKKC2FR[redacted]
Vehicle: 2015 Chevrolet Suburban
Mileage: 20,439
Summary of vehicle concern: Loss of Brakes
Facts supporting recommendation: Cust have 3 days down, 3 total visits, 2 pertaining to the Brake concern. Cust has had to have vehicle towed in due to loss of breakes. Vehicle concern does impair safety
Vehicle Transaction History:

08/03/2016 212294	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	20,439 MI
08/03/2016 212294	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	20,439 MI

04/25/2016	205153	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	11,601 MI
03/30/2016	92126	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	10,059 MI
03/30/2016	92126	ZFAT----Field Action Recall	9101975 - 15577 - Install New Fuse Block Label	10,059 MI
07/10/2015	186698	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
06/30/2015	A22801	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 866-790-5600, ext. 5913579.

Sincerely,

Mr. Pharard Gray
General Motors | California Customer Engagement Center
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

PE18-012

GM

3-27-2019

Q3

[redacted]

Pharard Gray (C)

From: Pharard Gray (C)
Sent: Friday, August 19, 2016 2:46 PM
To: Rod Gasperik
Subject: URGENT – CA CEC Early Response Approval; Last 8 of VIN: FR[redacted], Chevrolet Of Montebello, SR: [redacted]
Attachments: [redacted] SHORT ASSESSMENT.xls

Dear Rod,

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

Involved Dealership: Chevrolet Of Montebello, BAC 261230, MONTEBELLO, CA
Dealership Contact: KARLA LEON
VIN: 1GNSKKKC2FR[redacted]
Vehicle: 2015 Chevrolet Suburban
Mileage: 20,439
Summary of vehicle concern: Loss of Brakes
Facts supporting recommendation: Cust have 3 days down, 3 total visits, 2 pertaining to the Brake concern. Cust has had to have vehicle towed in due to loss of breakes. Vehicle concern does impair safety
Vehicle Transaction History:

08/03/2016	212294	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	20,439 MI
08/03/2016	212294	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	20,439 MI
04/25/2016	205153	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	11,601 MI
03/30/2016	92126	ZREG----Regular Vehicle Transaction	2420150 - Front Disc Brake Pads Replacement	10,059 MI
03/30/2016	92126	ZFAT----Field Action Recall	9101975 - 15577 - Install New Fuse Block Label	10,059 MI
07/10/2015	186698	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
06/30/2015	A22801	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 866-790-5600, ext. 5913579.
Sincerely,
Mr. Pharard Gray

General Motors | California Customer Engagement Center
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JON M. PINEDO JR. 4252	[redacted]	04/26/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,601	BLK/COCOA/M	[redacted]

YEAR/ MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	11/18/15	15

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K K K C 2 F R [redacted]	100	

F.T.E. NO.	R.O. NO.	R.O. DATE
		04/25/16

COMMENTS

MO: 11602

JOB# 1 CHARGES----------

LABOR----------

J# 1 OOCVZLOF-WT 24/24 GM OIL CHANGE HOURS: TECH(S):4143 15.11

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4143	04/25/16	9.80	9.80	0.00	0.00	FINISHED
4143	04/25/16	0.00	0.00	0.00	0.50	FINISHED
			TOTAL TECH TIME	0.00	0.50	

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
2 YEAR MAINTANCE
CHANGE ENGINE OIL AND ROTATE TIRES

D APR 2 6 PAID

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		19330000	FILTER 1.836 Y	4.30	4.30	4.73	4.73
	8		19259487	OIL 8.800 N	3.43	27.44	3.77	30.16
					COST TOTAL	31.74		
						TOTAL - PARTS		34.89

JOB# 1 TOTALS----------

LABOR	15.11
PARTS	34.89
JOB# 1 JOURNAL PREFIX CVZS JOB# 1 TOTAL	50.00
R/O TAX	0.00
R/O TOTALS	50.00

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	50.00
CLAIM TOTALS	50.00

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTWVE
SF680096 O (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JON M. PINEDO JR. 4252	TAG NO. [redacted]	INVOICE DATE: 04/26/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 11,601	COLOR: BLK/COCOA/M	STOCK NO. [redacted]
	YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE: 11/18/15		DELIVERY MILES: 15
	VEHICLE I.D. NO.: 1 G N S K K K C 2 F R [redacted]		SELLING DEALER NO.: 100		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 04/25/16		
	COMMENTS				MO: 11602

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSKKKC2FR[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/25/2016
ODOMETER	11601	SERVICE ADVISOR GMIN	292782028
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001286308563	0002

JOB COMPLETION DATE: 04/25/2016
TECHNICIAN GMIN: 669255940

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

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

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 10:37am

The Reynolds and Reynolds Company ERAINTINVC
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JON M. PINEDO JR. 4252	[redacted]	04/26/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,601	BLK/COCOA/M	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	11/18/15	15

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K K K C 2 F R [redacted]	100	

F.T.E. NO.	P.O. NO.	R.O. DATE
		04/25/16

COMMENTS

MO: 11602

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSKKKC2FR[redacted]	REPAIRING BAC	261[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/25/2016
ODOMETER	11601	SERVICE ADVISOR GMIN	292782028
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[redacted]	001286308563	0002

JOB COMPLETION DATE: 04/25/2016
TECHNICIAN GMIN: 669255940

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014- 2015 TRUCKS

CAUSE CODE: 9098
CAUSE DESCRIPTION: 2 YEAR MAINTANCE

CORRECTION DESCRIPTION: CHANGE ENGINE OIL AND ROTATE TIRES

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
50.00	NIM			2YEARMAINTANCE		

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

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 10:37am

The Reynolds and Reynolds Company ERAINTWVE
SF680096 O (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JON M. PINEDO JR. 4252	TAG NO. [redacted]	INVOICE DATE 04/25/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 11,601	COLOR BLK/COCOA/M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE 11/18/15	DELIVERY MILES 15	
	VEHICLE I.D. NO. 1 G N S K K K C 2 F R [redacted]		SELLING DEALER NO. 100	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/25/16		
	COMMENTS			MO: 11602	

JOB# 1 CHARGES

LABOR 06000723 $50.00

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4143 WARRANTY
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS
CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19330000	FILTER 1.835 Y			WARRANTY
	8	19259487	OIL 8.800 N			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

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

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR [redacted]

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 10:19am

The Reynolds and Reynolds Company (Canada) Limited
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JON M. PINEDO JR. 4252	TAG NO. [redacted]	INVOICE DATE: 04/25/16	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 11,601	COLOR: BLK/COCOA/M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE: 11/18/15	DELIVERY MILES: 15	
	VEHICLE I.D. NO.: 1 G N S K K K C 2 F R [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R. O. DATE: 04/25/16		
	COMMENTS			MO: 11602	

JOB# 1 CHARGES

LABOR

J# 1 00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4143 WARRANTY
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.835 Y			WARRANTY
	8		19259487	OIL 8.800 N			WARRANTY

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

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

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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X _____
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CUSTOMER SIGNATURE

The Reynolds and Reynolds Company (CHAINTRVC)
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/NI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/10/15	[redacted]	3	4288	3717 3717 3717	I W I	75CV201 25CV2 61CV2	PDI PDI EXTERIOR TRIM

SALESPERSON NO. 4285 MITCHELL C VALLEJO

SERVICE

STATE REG# [redacted]

VEHICLE I.D. NO. 1GNSKKKC2FR[redacted] | YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO.

[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT ALLY | DELIVERY DATE 11/18/15 | DELIVERY MILES 15 | SELLING DEALER NO. 100 | R. O. DATE 04/25/16

COLOR BLK/COCOA/MAHOGAN | CONTRACT NO. [redacted] | EXPIRATION DATE 11/18/22 | EXPIRATION MILES 70,000 | TAG NO. [redacted]

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	11,601	4252	JON M. PINEDO JR.

TIME RECEIVED 08:48am | DATE/TIME PROMISED 04/25/16 10:30am | PRIORITY 4

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

LABOR RATE

ADJUSTMENT X [redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein 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 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. The dealership is not responsible for damages from freezing due to lack of antifreeze. SMOG WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR [redacted] HAVE THIS RIGHT.

JCB

[redacted]

OTAL
0.00

X

W OIL CHANGE

PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-2015 TRUCKS

DONE 4143

WAITER

Master Level Technician

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PAGE 1 OF 1

TECH COPY

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

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

X _____ CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee | Phone Number

E-Mail Address | Fax Number

Customer's Signature | Date

X _____

Bill - Counsel
Rt inner pad
comes out Chalipers
Replace to pads
Rotors.

[redacted]

The Reynolds and Reynolds Company (Form) CC725088 Q (02/15)

SF680171 Q (02/15)

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

CC725068 Q

Vehicle Report

Printed on: 04/25/2016 11:46:58

WORKBENCH Service

VIN: 1GNSKKKC2FR[redacted] **Vehicle Model:** 2015 SUBURBAN 1500 4WD **Delivery Date:** 11/18/2015

Service Consultant : jon pinedo **Mileage :** 116010

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	8WR0E3MA

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	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet 2 Year Scheduled Maintenance	11/18/2015	14 MI	11/18/2017	24014 MI	Expired
Corrosion Limited Warranty	11/18/2015	14 MI	11/18/2021	100014 MI	Expired
Emission Select Component Ltd Wty	11/18/2015	14 MI	11/18/2023	80014 MI	Expired
Bumper to Bumper Limited Warranty	11/18/2015	14 MI	11/18/2018	36014 MI	Expired
Emission Select State Component Ltd Wty	11/18/2015	14 MI	11/18/2022	70014 MI	Expired
Emission Limited Warranty	11/18/2015	14 MI	11/18/2018	50014 MI	Expired
Powertrain Limited Warranty	11/18/2015	14 MI	11/18/2020	100014 MI	Expired

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
03/30/2016	[redacted]	ZFAT	9101975	15577 - Install New Fuse Block Label	10059 MI	Warranty
07/10/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
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
	04/07/2016	[redacted]	NV		3	W	10059 MI
	08/21/2015	[redacted]	CA	PDI	3	I,W	3 MI

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

Your Name Goes Here – Vehicle Inspection Form

Estimate of Repairs & Invoice of Repairs – Exterior Detail Only

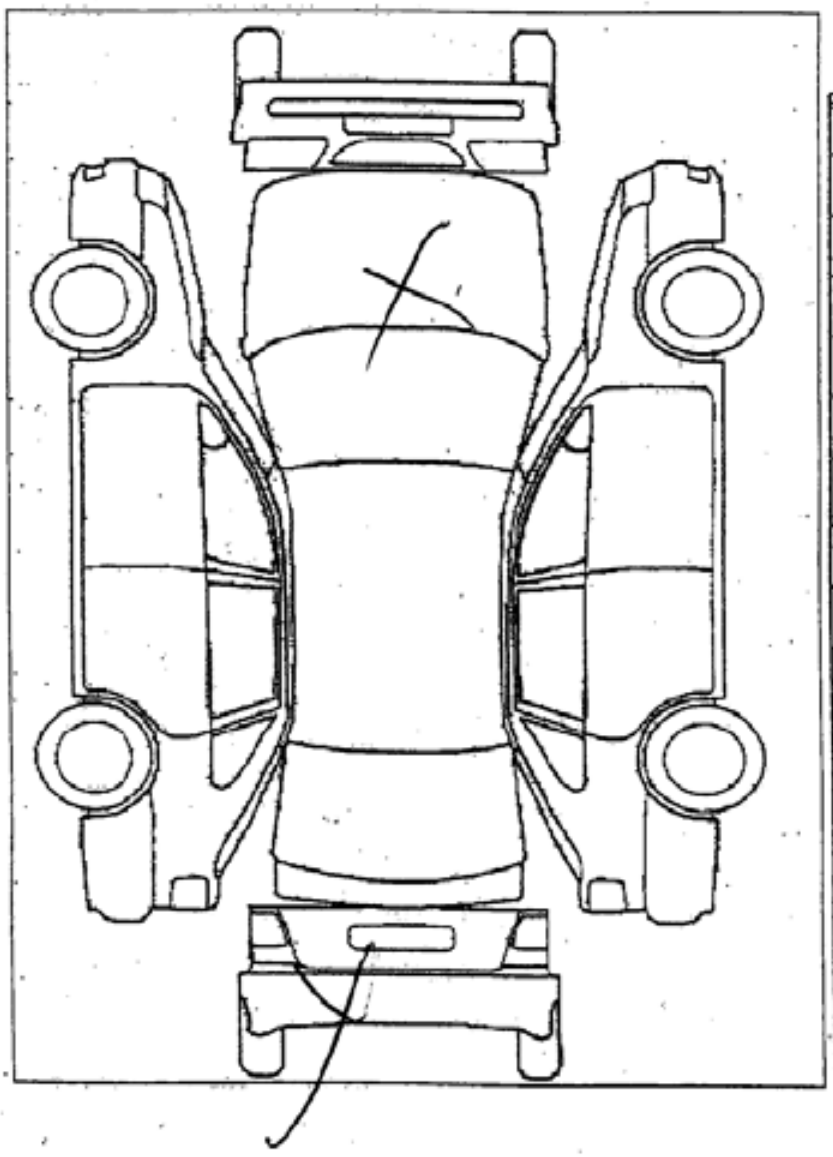
Date of Estimate:_____ Original Estimate: $_____

Name:_____ Phone:_____ E-mail:_____

Year:_____ Make:_____ Model:_____ VIN: FR[redacted]

Service Recommended: _____ Service Accepted: 11621

Inspect vehicle with customer. Point out and mark on diagram any current damage or issues.



Legend	
SH	Swirls/Holograms
WS	Water Spots
OX	Oxidation
CF	Clearcoat Failure
DS	Deep Scratch
BD	Bird Dropping
RP	Rough Paint
UD	Unknown Defect
PT	Paint Transfer
PC	Pant Chip
GS	Glass Scratch
GC	Glass Chip
DD	Dents/Dings
SS	Side Swipe
CR	Curb Rash
WD	Wheel Damage
GC	Gouges/Crease
LM	Loose Molding

[redacted] 2/18/2015

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JON M. PINEDO JR. 4252	TAG NO. [redacted]	INVOICE DATE: 04/25/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 11,602	COLOR: BLK/COCOA/M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE: 11/18/15	DELIVERY MILES: 15	
	VEHICLE I.D. NO.: 1 G N S K K K C 2 F R [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE	
	F.T.E NO.	P.O. NO.	R.O. DATE: 04/25/16		
	COMMENTS			MO: 11603	

JOB# 1 CHARGES

LABOR

J# 1 51CVZ BODY ELECTRICAL TECH(S):4200 INTERNAL

CUSTOMER STATES RADIO SCREEN INOP -- DO DISPLAY
FOUND RADIO TAMPERED WITH WHILE IN VALET MODE
WAITED 15 MINUTES AND THEN ENTERED 4 DIGIT UNLOCK CODE.
RADIO RESUMED NORMA OPERATION.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

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

TOTALS

[ ] 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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTAVE
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO
310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]		JON M. PINEDO JR. 4252		[redacted]	04/25/16	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE 11,602	COLOR BLK/COCOA/M	STOCK NO. [redacted]
		YEAR/ MAKE / MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD			DELIVERY DATE 11/18/15	DELIVERY MILES 15
		VEHICLE I.D. NO. 1GNSKKKC2FR[redacted]			SELLING DEALER NO. 100	PRODUCTION DATE
		F.T.E NO.	P.O. NO.		R.O. DATE 04/25/16	
		COMMENTS				MO: 11603

JOB# 1 CHARGES----------

LABOR----------

J# 1 51CVZ BODY ELECTRICAL TECH(S):4200 INTERNAL

CUSTOMER STATES RADIO SCREEN INOP -- DO DISPLAY
FOUND RADIO TAMPERED WITH WHILE IN VALET MODE
WAITED 15 MINUTES AND THEN ENTERED 4 DIGIT UNLOCK CODE.
RADIO RESUMED NORMA OPERATION.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE----------

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

TOTALS----------

****

* [ ] 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**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 12:04pm

The Reynolds and Reynolds Company ERANTINVC
SF680096 O (02/15)

Boyar

CHEVROLET of MONTEBELLO

[redacted]

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/25/16	[redacted]	11601	4252	4143	W	00CVZLOF-WT	24/24 GM OIL CHANGE
07/10/15		3	4288	3717	I	75CVZ01	PDI
				3717	W	75CVZ	PDI
				3717	I	61CV2	EXTERIOR TRIM

SALESPERSON NO. 4285 MITCHELL C VALLEJO **S E R V I C E** STATE REG# AR[redacted]

VEHICLE I.D. NO. 1GNSKKKC2FR[redacted] | YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT ALLY | DELIVERY DATE 11/18/15 | DELIVERY MILES 15 | SELLING DEALER NO. 100 | R. O. DATE 04/25/16

COLOR BLK/COCOA/MAHOGAN | CONTRACT NO. [redacted] | EXPIRATION DATE 11/18/22 | EXPIRATION MILES 70,000 | TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ			A	11,602	4252	JON M. PINEDO JR.

TIME RECEIVED 10:59am | DATE/TIME PROMISED 04/25/16 12:00pm | PRIORITY 1

APPOINTME ☐ Yes ☒ No [redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or dam[redacted] of fire, theft or any other cause beyond your control or for any delays caused by unavail[redacted] the supplier or transporter. I hereby grant you and/or your employees permission to operat[redacted] vs or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is [redacted] the amount of repairs thereto. The dealership is not responsible for damages from freezin[redacted] UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUS[redacted] S RIGHT.

X [redacted]

JOB

[redacted]

X

1 [redacted] TRICAL

CUSTOMER STATES RADIO SCREEN INOP -- DO DISPLAY

4200
Done

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE $	REVISED TOTAL $

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____ .

X _____

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

X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee	Phone Number
E-Mail Address	Fax Number
Customer's Signature X _____	Date

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PAGE 1 OF 1

TECH COPY

The Reynolds and Reynolds Company (800)735-3571 CC725388 Q (02/15)

SF580171 Q (02/15)

[redacted]

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

CC725088 Q

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DAVID D. SALDATE 4230	[redacted]	08/04/16	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			20,439	BLK/COCOA/M	[redacted]

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	11/18/15	15

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	1 G N S K K K C 2 F R [redacted]	100	

	F. T. E. NO.	P. O. NO.	R. O. DATE
NONE			08/03/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 20440

JOB# 1 CHARGES----------

LABOR----------
J# 1 40CVZ BRAKES TECH(S):4224 WARRANTY
CUSTOMER STATES FRT BRAKES MAKING NOISE + 27 POINT VEHICLE
INSPECTION
FOUND LF INNER PADS WORN
REPLACE FRT PADS AND ROTORS PER PI 5377

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		22742382	PAD KIT 5.017 Y			WARRANTY
	2		22950036	ROTOR 5.809 Y			WARRANTY
						TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	512546		08/04/16	RENTAL LNR97	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+00CVZLOF-WT 24/24 GM OIL CHANGE TECH(S):4224 WARRANTY
PERFORM OIL CHANGE AND ROTATE AND TOP OFF FLUIDS ON 2014-
2015 TRUCKS
CHANGE ENGINE OIL AND ROTATE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19330000	FILTER 1.836 Y			WARRANTY
	8		19259487	OIL 8.800 N			WARRANTY
						TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

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

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

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_____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (02/15)

CHEVROLET of MONTEBELLO

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Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: DAVID D. SALDATE 4230	TAG NO. [redacted]	INVOICE DATE: 08/04/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 20,439	COLOR: BLK/COCOA/M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD			DELIVERY DATE: 11/18/15	DELIVERY MILES: 15
	VEHICLE I.D. NO.: 1 G N S K K K C 2 F R 7 [redacted]			SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 08/03/16	
	COMMENTS				MO: 20440

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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X _____
CUSTOMER SIGNATURE

[redacted]

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_____
CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 12:03pm

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted] CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ISAIAH R. ARENAS 4288	[redacted]	08/21/15	[redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3	BLK/COCOA/M	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K K K C 2 F R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/10/15

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	323-728-9181	MO: 5

JOB# 2 CHARGES

LABOR

J# 2 75CVZ PDI HOURS: 0.50 TECH(S):3717 52.92

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3717	08/19/15	9.40	9.40	0.00	0.00	FINISHED
3717	08/19/15	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

PDI ADDS
INSTALLED RAILS AND SHADE

JOB# 2 TOTALS

LABOR		52.92
JOB# 2 JOURNAL PREFIX CVWP	JOB# 2 TOTAL	52.92
	R/O TAX	0.00
	R/O TOTALS	52.92

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	52.92
CLAIM TOTALS	52.92

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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_____
CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE] 07:07am

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ISAIAH R. ARENAS 4288	[redacted]	08/21/15	[redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3	BLK/COCOA/M	[redacted]

YEAR MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSKKKC2FR[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/10/15

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	323-728-9181	MO: 5

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSKKKC2FR[redacted]	REPAIRING BAC	261230
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/10/2015
ODOMETER	3	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	EPA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZPDI		[redacted]	001256654496	0002

JOB COMPLETION DATE: 08/19/2015
TECHNICIAN GMIN: 077371818

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	0.5

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	52.92	0.00	52.92
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	52.92	0.00	52.92

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

WARRANTY COPY

[END OF INVOICE] 07:07am

The Reynolds and Reynolds Company, DEALERSHIP
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	[redacted]	ADVISOR	ISAIAH R. ARENAS 4288	TAG NO.	[redacted]	INVOICE DATE	08/21/15	[redacted]
		LABOR RATE	LICENSE NO.	MILEAGE	3	COLOR	BLK/COCOA/M	STOCK NO. [redacted]
CHEVROLET OF MONTEBELLO 310 W WHITTIER BLVD MONTEBELLO, CA 90640-5324		YEAR / MAKE / MODEL	15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD			DELIVERY DATE		DELIVERY MILES
		VEHICLE I.D. NO.	1 G N S K K K C 2 F R [redacted]			SELLING DEALER NO.		PRODUCTION DATE
reach@chevroletofmontebello.com		F.T.E. NO.		P.O. NO.		R.O. DATE	07/10/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE 323-728-9181	COMMENTS						MO: 5

JOB# 2 CHARGES

LABOR

J# 2 75CV2 PDI HOURS: 0.50 TECH(S):3717 52.92

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3717	08/19/15	9.40	9.40	0.00	0.00	FINISHED
3717	08/19/15	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

PDI ADDS
INSTALLED RAILS AND SHADE

JOB# 2 TOTALS

LABOR		52.92
JOB# 2 JOURNAL PREFIX CVWP	JOB# 2 TOTAL	52.92
	R/O TAX	0.00
	R/O TOTALS	52.92

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	52.92
CLAIM TOTALS	52.92

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:07am

The Reynolds and Reynolds Company (RANNTHAVE
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: ISAIAH R. ARENAS 4288	TAG NO. [redacted]	INVOICE DATE: 08/21/15	[redacted]	
CHEVROLET OF MONTEBELLO 310 W WHITTIER BLVD MONTEBELLO, CA 90640-5324 reach@chevroletofmontebello.com	LABOR RATE	LICENSE NO.	MILEAGE: 3	COLOR: BLK/COCOA/M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N S K K K C 2 F R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T. E.NO.	P.O. NO.		R.O. DATE: 07/10/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE: 323-728-9181	COMMENTS			MO: 5

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GNSKKKC2FR[redacted]	REPAIRING BAC	Z61[redacted]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/10/2015
ODOMETER	3	SERVICE ADVISOR GMIN	611827399
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZPDI		[redacted]	001256654496	0002

JOB COMPLETION DATE: 08/19/2015
TECHNICIAN GMIN: 077371818

LABOR OPERATION	BASE HOURS	ADD PUB.
0590032	0.0	0.5

OTHER LABOR OPS (Y/N) N

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	52.92	0.00	52.92
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	52.92	0.00	52.92

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 07:07am

The Reynolds and Reynolds Company (Quantrive)
SF680096 Q (02/15)

[redacted]

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00251498 EPA #CAL000351998

[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ISAIAH R. ARENAS 4288	[redacted]	08/19/15	[redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3	BLK/COCOA/M	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K K K C 2 F R [redacted]		

R.T.S. NO.	P.O. NO.	R.O. DATE
		07/10/15

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	323-728-9181	MO: 5

JOB# 1 CHARGES

LABOR

J# 1 75CVZ01	PDI	HOURS: 1.40 TECH(S):3717	148.18

PERFORM NEW VEHICLE INSPECTION
NEW VEHICLE PREP COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO.	
	PDI	PDI REC	FR[redacted]	-148.18
			TOTAL - MISC	-148.18

JOB# 1 TOTALS

LABOR	148.18
MISC	-148.18
JOB# 1 JOURNAL PREFIX CVIP JOB# 1 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3 61CVZ	EXTERIOR TRIM	HOURS: TECH(S):3717	0.00

ADD ETCH: IAS A06814525

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
N1916		

TOTAL LABOR....	148.18
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	-148.18
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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_____
CUSTOMER SIGNATURE

ACCOUNTING COPY-I

[END OF INVOICE] 01:37pm

The Reynolds and Reynolds Company ERAINTINVE
SF680096 Q (02/15)

[redacted]

CHEVROLET of MONTEBELLO

310 West Whittier Blvd.
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# ARD[redacted]

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNSKKKC2FR[redacted]	15/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		[redacted]		[redacted]

CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

reach@chevroletofmontebello.com

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					07/10/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLK/COCOA/MAHOGAN				[redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					3	4288	ISAIAH R. ARENAS

RESIDENCE PHONE [redacted]
BUSINESS PHONE 323-728-9181

TIME RECEIVED 12:28pm | DATE/TIME PROMISED 07/10/15 07:00pm | PRIORITY 10

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

CELL: [redacted]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss [redacted] theft or any other cause beyond your control or for any delays caused by [redacted] ...lier or transporter. I hereby grant you and/or your employees permission to [redacted] ...sewhere for the purpose of testing and/or inspection. An express mechanic's [redacted] ...ount of repairs thereto. The dealership is not responsible for damages from [redacted] ...STAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR [redacted] ...NT.

[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 75CVZ01 PDI 1.4
PERFORM NEW VEHICLE INSPECTION
3D 059007M

2 W 75CVZ PDI .5
PDI ADDS
3D 059007M

3 I 61CVZ EXTERIOR TRIM
ADD ETCH: IAS A06814525
DONE

.4 Rails
.1 shade

[redacted]

SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$
REASON			HAZ WASTE	REVISED TOTAL
			$	$

I understand that my Engine/Transmission will be reassembled within _____ days on the date above. If I choose not to authorize repairs recommended the charge for reassembly will be $ _____.

X _____

"I acknowledge noise and oral approval of an increase in the original estimate."

$ _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature:	Date:
X _____	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PAGE 1 OF 1

TECH COPY

[redacted]

The Reynolds and Reynolds Company ENAINTWOHE CC7295068 Q (02/15)

SF680171 Q (02/15)

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 2

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 3

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 4

Date _____

Rec. By: _____

WARRANTY PARTS RETURNED JOB 5

Date _____

Rec. By: _____

HARBOR
AUTO TRANSPORT
Broker No: MC-510604-B

5611 Farquhar Ave.
Los Alamitos, CA 90720
562-430-4100 Phone
562-742-2001 Fax
claims@harborautotransport.com

Delivery Receipt # [redacted]

GM

GM - MIRA LOMA
4500 ETIWANDA AVENUE
Mira Loma CA, 91752

# Units	Move Number	Dealer	Driver	Tractor	Time	Date
3	[redacted]	GM 1320501	MHAUT		23:29	7/8/2015

GM - MIRA LOMA 4500 ETIWANDA AVENUE Mira Loma CA, 91752	Terminal Number: 951-360-0707	Special Instructions:
CHEVROLET OF MONTEBELLO 310 W WHITTIER BLVD Montebello CA, 90640	Phone No: 323-726-9181	Special Instructions:

					Exception or Damage			
Bay	Color	Year	Model	VIN	Area	Type	Severity	Reference Number
S1	BLACK	2015	SUB4WD	* 1GNSKKKC2FR[redacted]	04	09	2	[redacted]
P65	WHITE	2015	SUB4WD	* 1GNSKKKC9FR[redacted]	04	04	1	
D82	BLACK	2015	SUB2WD	* 1GNSCJKC2FR[redacted]	28	29	5	

* Accessories to be installed

SIGNATURES	Date/Time	TIE_DOWNS INSPECTED
Warehouse/agent		BY SIGNATURE
Carrier / Agent MH Auto Eric Garcia	7-7-15	Remarks
Dealer / A[redacted]	7-9-15 4:30 PM	
[redacted]		No Units / Rate / Total Due

WAREHOUSE/OTHER 3

For Exceptions or Damages, contact Claims Dept.
Fax: (562) 742-2001
Email: claims@harborautotransport.com
For Delivery Questions, contact Terminal Phone No.

AIAG

DAMAGE AREA CODES

(M-22, Version 1, Dated 10/12)

01	ANTENNA / ANTENNA BASE
02	BATTERY / BOX
03	BUMPER / COVER / EXTERIOR - FRONT
04	BUMPER / COVER / EXTERIOR - REAR
05	BUMPER GUARD / STRIP - FRONT
06	BUMPER GUARD / STRIP - REAR
07	DOOR - BACK CARGO - RIGHT
08	DOOR - BACK CARGO - LEFT
09	DOOR - CARGO - RIGHT
10	DOOR - LEFT FRONT
11	DOOR - LEFT REAR
12	DOOR - RIGHT FRONT
13	DOOR - RIGHT REAR
14	FENDER - LEFT FRONT
15	QTR PANEL / PICK UP BOX - LEFT
16	FENDER - RIGHT FRONT
17	QTR PANEL / PICK UP BOX - RIGHT
18	FLOOR MATS - FRONT
19	FLOOR MATS - REAR
20	WINDSHIELD
21	GLASS - REAR
22	GRILLE
23	ACCESSORY BAG / BOX
24	HEADLIGHT / COVER / TURN SIGNAL
25	LAMPS - FOG / DRIVING / SPOT LIGHT
26	HEADLINER
27	HOOD
28	KEYS
29	KEYLESS REMOTE
30	MIRROR - OUTSIDE LEFT
31	MIRROR - OUTSIDE RIGHT
32	OPEN
33	AUDIO / VIDEO PLAYER
34	TV / DVD SCREEN
35	ROCKER PANEL / OUTER SILL - LEFT
36	ROCKER PANEL / OUTER SILL - RIGHT
37	ROOF
38	RUNNING BOARD / STEP - LEFT
39	RUNNING BOARD / STEP - RIGHT
40	SPARE TIRE / WHEEL
41	OPEN
42	SPLASH PANEL / SPOILER - FRONT
43	OPEN
44	GAS TANK
45	TAIL LIGHT / HARDWARE
46	OPEN
47	OPEN
48	TRIM PANEL - FRONT LEFT
49	CD CHANGER - SEPARATE UNIT
50	TRIM PANEL - FRONT RIGHT
51	OPEN
52	DECK LID / TAILGATE / HATCHBACK
53	SUNROOF / T-TOP
54	UNDERCARRIAGE - OTHER
55	CARGO AREA - OTHER
56	VINYL / CONVERTIBLE TOP TONNEAU COVER
57	WHEEL COVERS / CAPS / RINGS
58	RADIO SPEAKERS
59	WIPERS - ALL
60	OPEN - SPECIAL USE CODE
61	PICK UP BOX - INTERIOR
62	OPEN
63	RAILS, TRUCK BED / LIGHT BAR
64	SPOILER / DEFLECTOR - REAR
65	LUGGAGE RACK (STRIPS) / DRIP RAIL
66	DASH / INSTRUMENT PANEL
67	CIGARETTE LIGHTER / ASH TRAY
68	CARPET - FRONT
69	CENTER POST - RIGHT
70	CENTER POST - LEFT
71	CORNER POST
72	LEFT FRONT TIRE
73	LEFT FRONT WHEEL / RIM
74	LEFT REAR TIRE
75	LEFT REAR WHEEL / RIM
76	RIGHT REAR TIRE
77	RIGHT REAR WHEEL / RIM
78	RIGHT FRONT TIRE
79	RIGHT FRONT WHEEL / RIM
80	COWL
81	GAS CAP / COVER
82	FENDER - REAR LEFT
83	FENDER - REAR RIGHT
84	TOOLS / JACK / SPARE TIRE MOUNT & LOCK
85	COMMUNICATION / GPS UNIT
86	PARKING SONAR SYSTEM
87	OPEN
88	OPEN
89	TRAILER HITCH / WIRING HARNESS / TOW HOOKS
90	FRAME
91	EXHAUST SYSTEM
92	LICENSE PLATE BRACKET
93	STEERING WHEEL / AIRBAG
94	SEAT - FRONT LEFT
95	SEAT - FRONT RIGHT
96	SEAT - REAR
97	CARPET - REAR
98	INTERIOR - OTHER
99	ENGINE COMPARTMENT - OTHER

DAMAGE TYPE CODES

14	DENTED - PAINT / CHROME NOT DAMAGED
34	PANEL EDGE CHIPPED
01	BENT
02	BROKEN
03	CUT
04	DENTED - PAINT BROKEN
05	CHIPPED - EXCEPT GLASS & PANEL EDGE
06	CRACKED EXCEPT GLASS
07	GOUGED
08	MISSING EXCEPT MOLDING / EMBLEM
09	SCUFFED
10	INTERIOR STAINED / SOILED
11	PUNCTURED
12	SCRATCHED - EXCEPT GLASS
13	TORN
18	MOLDING / WEATHER STRIP / EMBLEM DAMAGED
19	MOLDING / WEATHER STRIP / EMBLEM MISSING
20	GLASS - CRACKED
21	GLASS - BROKEN
22	GLASS - CHIPPED
23	GLASS - SCRATCHED
24	MARKER LIGHT / TURN LIGHT DAMAGE
25	DECAL / PAINT STRIPE DAMAGED
29	CONTAMINATION - EXTERIOR
30	FLUID SPILLAGE - EXTERIOR
36	PART / OPTION NOT AS INVOICED
37	HARDWARE EXTERIOR - DAMAGED
38	HARDWARE EXTERIOR - LOOSE / MISSING
39	JUMPED CHOCKS

DAMAGE SEVERITY CODES

1	LESS THAN & INCLUDING 1"	LESS THAN 3 cm
2	OVER 1" UP TO & INCLUDING 3"	3 cm UP TO 8 cm
3	OVER 3" UP TO & INCLUDING 6"	8 cm UP TO 15 cm
4	OVER 6" UP TO & INCLUDING 12"	15 cm UP TO 30 cm
5	OVER 12"	30 cm & OVER
6	MISSING	

[redacted]

VEHICLE ACCESSORY CENTER
10863 JERSEY BLVD., UNIT 101
RANCHO CUCAMONGA, CA 91730-5113
PHONE (909) 987-8237
FAX (909) 476-1928

GMC

ACCESSORIES

ONLINE ORDER: *WWW.VEHICLEACCESSORYCENTER.COM* N1916

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]	SRAA [redacted]	46177036	RTE:9W08	CHARGE	RUSSELL HOYT	06/20/15	[redacted] CVW

[redacted]

BILL TO
CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640

SHIP TO
1GNSKKKC2FR[redacted]

DEALER ID# 261230

QUANTITY SHIP	QUANTITY B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	23256564P RAIL PKG	SP-ORD	0.00	0.00	0.00

RETURN POLICY: **NO RETURNS AFTER 90 DAYS.** Bedliners, Electrical and Special Order items are NOT RETURNABLE.
DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, VAC, hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and VAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any limitation contained herein does not apply where prohibited by law.

RECEIVED BY_____

SUBTOTAL	0.00
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	0.00

The Reynolds and Reynolds Company (Form) SH675/85 Q (03/14)

[redacted]

VEHICLE ACCESSORY CENTER
10863 JERSEY BLVD., UNIT 101
RANCHO CUCAMONGA, CA 91730-5113
PHONE (909) 987-8237
FAX (909) 476-1928

GMC

ACCESSORIES

ONLINE ORDER: WWW.VEHICLEACCESSORYCENTER.COM

N1916

CUST. NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]	[redacted]	46176654	RTE:9W08	CHARGE	RUSSELL HOYT	06/20/15	[redacted] CVW

[redacted]

BILL TO
CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640

SHIP TO
1GNSKKKC2FR[redacted]

DEALER ID# 261230

QUANTITY SHIP	QUANTITY B.O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	22964395P SHADE PKG		0.00	0.00	0.00

RETURN POLICY: **NO RETURNS AFTER 90 DAYS.** Bedliners, Electrical and Special Order items are NOT RETURNABLE.
DISCLAIMER OF WARRANTIES; All warranties on the products sold hereby are those made by the manufacturer. The seller, VAC, hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and VAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any limitation contained herein does not apply where prohibited by law.

RECEIVED BY_____

SUBTOTAL	0.00
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	0.00

The Reynolds and Reynolds Company (ERA/RPTC) SF675765 Q (03/14)

GlobalConnect

ISAIAH ARENAS

July 10, 2015

Update My Profile
Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Vehicle Information

VIN: 1GNSKKKC2FR[redacted] Model: CK15906-2015 SUBURBAN 1500 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Inactive

XM Equipped: Y XM Radio ID: 8WR0E3MA XM Status: Inactive

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	06/19/2015	0 MI	06/19/2018	50,000 MI
	Corrosion Limited Warranty	06/19/2015	0 MI	06/19/2021	100,000 MI
	Bumper to Bumper Limited Warranty	06/19/2015	0 MI	06/19/2018	36,000 MI
	Emission Select State Component Ltd Wty	06/19/2015	0 MI	06/19/2022	70,000 MI
	Emission Select Component Ltd Wty	06/19/2015	0 MI	06/19/2023	80,000 MI
	Powertrain Limited Warranty	06/19/2015	0 MI	06/19/2020	100,000 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/30/2015	A22801	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

7/10/2015

2015 Suburban
Pre-Delivery Inspection Form

CHEVROLET

Vehicle Identification Number: 1GNSKKKC2FR[redacted] Dealer/BAC Code: [redacted]

Stock # [redacted] Repair Order # [redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:
- ☑ Leave door edge protection and other shipping/storage materials on until customer delivery
- ☑ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 20 °F ☐ °C ☐

Tires: LF 35 RF 35 LR 35 RR 35

Spare ____ (if equipped)
- ☑ Install loose shipped parts and all accessories (torque as needed)

Interior:
- ☑ Power mirrors (if equipped)
- ☑ Seats, all: Check material, operation and that removable seats are properly secured
- ☑ Seat belts, all: material, operation, routing and latches
- ☑ Displays, gauges, interior and exterior lights

Exterior:
- ☑ Doors, locks, all keys/fobs and keyless entry system
- ☑ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Fit/Function removable top/panel convertible top (if equipped)
- ☑ Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- ☑ Check antenna mast installation

Under Hood:
- ☑ Remote hood release, latch and hood safety latch
- ☑ Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- ☑ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☑ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ☑ Fluid levels: Add as required

Under Vehicle:
- ☑ Visually inspect underbody; check all fluid systems for leaks
- ☑ Brake/fuel lines secured in clips

Road Test:

ODOMETER Before 5 After 10

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:
- ☑ Check Automatic Transmission Shift lock control
- ☑ Check electronic steering column lock (PEPS vehicles only) (if equipped)
- ☑ Remote start (if equipped)
- ☑ Engine Performance: Cold start, idle quality
- ☑ Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- ☑ Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☑ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ☑ Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- ☑ Steering wheel – center position
- ☑ Steering for leads, pulls, vibration at idle, vibration while driving
- ☑ Wipers, delay, RainSense and washers, front and rear (if equipped)
- ☑ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☑ Unusual wind noise
- ☑ Unusual noise/vibration/squeak/rattle
- ☑ Cruise/adaptive cruise (if equipped)
- ☐ Transfer case operation, all ranges (if equipped)
- ☑ Transmission shifter, clutch, noise, shift smoothness
- ☑ Engine performance: Hot start, idle quality
- ☑ Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)
- ☑ Verify OnStar indicator light is green
- ☐ Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- ☐ Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.

Special Inspection Items
- ☐ **Initial Preparation** – 'Transport Mode On' may display on the DIC or the red battery light may flash. To turn the mode off, refer to TSB 11-08-49-001L.
- ☐ **Initial Preparation** – Ensure all GM Accessories have been installed. Examples: Cargo hooks, roof cross rails, etc. Refer to Accessory Installation Manual in SI.
- ☐ ***NEW*** **Interior** – Place cleaning cloth (from loose shipped parts) in Integrated Center Stack behind the faceplate (if equipped). Otherwise, place in glove box.
- ☐ ***NEW*** **Interior** – Inspect Power Assist Step Switch Icon (if equipped). Refer to PI1331.
- ☐ ***NEW*** **Exterior** – Install the side door latch plate covers on LTZ models. Refer to PIT5259A.
- ☐ **Note** – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002J
- ☐ **Final Inspection & Prep** – Restore Radio to Factory settings. In the settings menu, Select Restore Radio Settings. A screen displays stating all personalized radio settings will be restored back to the factory
- ☐ **Final Inspection & Prep** – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:

Perform just prior to delivery.
- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install and secure the floor mat retainers to the carpet side retainers (if equipped)
- ☐ Check heated/cooled seats/steering wheel (if equipped)
- ☐ Set NAV to correct region (if required)
- ☐ Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- ☐ Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces, use plain water on interior glass
- ☐ Recheck tire pressures (including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- ☐ Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by:

DP71267

Technician (Print Name) _____ Service Manager (Signature) _____ Date _____

File With Repair Order

PE18-012

GM

3-27-2019

Q3

[redacted]

Pharard Gray (C)

From:	Pharard Gray (C)
Sent:	Wednesday, August 03, 2016 2:48 PM
To:	'kleon@chevroletofmontebello.com'
Cc:	'cosuna@chevroletofmontebello.com'
Subject:	SR: [redacted] VIN: 1GNSKKKC2FR[redacted]

August 3, 2016

KARLA LEON
CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSKKKC2FR[redacted]
Customer Relationship Specialist: Pharard

Dear Karla Leon:

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
Mr. Pharard Gray
General Motors | California Customer Engagement Center
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

PE18-012

GM

3-27-2019

Q3

[redacted]

Pharard Gray (C)

From: Pharard Gray (C)
Sent: Friday, August 05, 2016 8:56 PM
To: 'kleon@chevroletofmontebello.com'
Cc: 'cosuna@chevroletofmontebello.com'
Subject: RE: SR: [redacted] VIN: 1GNSKKKC2FR[redacted]

Please follow up with me as soon as possible with requested documents. Thank you.

If you have further questions, please contact at the telephone number and extension above Monday through Friday between 12:00 p.m. and 9:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,
Mr. Pharard Gray
General Motors | California Customer Engagement Center
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

From: Pharard Gray (C)
Sent: Wednesday, August 03, 2016 2:48 PM
To: 'kleon@chevroletofmontebello.com'
Cc: 'cosuna@chevroletofmontebello.com'
Subject: SR: [redacted] VIN: 1GNSKKKC2FR[redacted]

August 3, 2016

KARLA LEON
CHEVROLET OF MONTEBELLO
310 W WHITTIER BLVD
MONTEBELLO, CA 90640-5324

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSKKKC2FR[redacted]
Customer Relationship Specialist: Pharard

Dear Karla Leon:

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- 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.

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Sincerely,

Chevrolet
Mr. Pharard Gray
General Motors | California Customer Engagement Center
Phone (866) 790-5700 x 5913579
Fax (586) 920-0529

PE18-012

GM

3-27-2019

Q3

[redacted]

Respondent Report - 1031858376 - CONFIDENTIAL

Demographics

Resp #: 1031858376
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: Jeep

L kely Recommend

Brand : 3
Model : 3

Mobile Phone

Carrier: AT+T
Brand: Samsung
Model: Samsung Other

Majority Drv Cond.

Highway,Rural

Vehicle Information

Vehicle

Vin : 3GTU2NEC7GG[redacted]
Model Year: 2016
Build Date: 3/8/2016
Sold Date: 5/31/2016
Miles/KM: 1200/1931
MPG/KPL: 19/8.1
Model: GMC150PU
Body: Crew Cab
Engine: 5.3
Trans: A
Plant: Silao
Series: SLT
Drive: 4X4
Doors: 4
GVW: 7001 - 8000

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 AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Auto Trans Shift While Driving - Shifts take to o long to complete
PPH Auto Trans-Hesitation/Shifts At Wrong Time
SMT Propulsion Systems
QRD TB-Controls

same as before

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 350 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved 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 Auto Trans Shift While Driving - Shifting is ro ugh/not smooth
PPH Auto Trans-Shifts Roughly-Normal Driving
SMT Propulsion Systems
QRD TB-Controls

same as before

Q:When First Noticed - Upon vehicle delivery Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved 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 Auto Trans Shift While Driving - Shifts at the wrong time
PPH Auto Trans-Hesitation/Shifts At Wrong Time
SMT Propulsion Systems
QRD TB-Controls

same as before

Q:When First Noticed - Upon vehicle delivery Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All

		the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved 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	Auto Trans Shift While Driving - other	same as before
PPH	Auto Trans Shift While Driving-Other/Unspecified	
SMT	Propulsion Systems	Q:When First Noticed - Upon vehicle delivery Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved 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
QRD	TB-Controls	
Checkbox	Paint chipped/scratched at dlvry	Paint is chipped on both front doors. Looks l ke they opened them into something.
PPH	Paint/Sheet Metal Problems At Delivery	
SMT	Paint	Q:When First Noticed - Within the first week after delivery Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Location Is Front Door
QRD	5X-Paint	
Checkbox	Paint chipped/scratched too easily	Same as before. This should not be so easy to chip/ding. Opening the door in to things happens sometimes but I do not feel they would have hit anything hard enough to warrant the chips it has.
PPH	Sheet Metal Dings/Scratches Too Easily	
SMT	Paint	Q:When First Noticed - Within the first week after delivery Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Location Is Front Door
QRD	5X-Paint	
Checkbox	Excessive Brake Pressure Required - Too much effort required/hard	seems very stiff. Harder to push the pedal than it should be. Less responsive also.
PPH	Brakes Don't Have Enough Stopping Power	
SMT	Chassis	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always 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	Same as before
PPH	Brakes Travel Too Long	
SMT	Chassis	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always 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	Stopping Distance	they just seem very stiff and do not stop very well. They lent me another identical Sierra 1500 when they put the bed liner in mine. The one they lent me did not have this issue whatsoever.
PPH	Stopping Distance	
SMT	Vehicle Performance	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 350 Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:How Hard Brakes Applied - Occurs all the time Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Every time I push the pedal Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Occurs In City Q:Trouble Occurs In Rural Area Q:Trouble Occurs In Highway Q:Trouble Occurs In Mountains Q:Vehicle Speed (Low) - Over 10 mph/20 kph
QRD	I5-Ride & Handling	
Checkbox	Android Auto/Apple CarPlay - other	When I got the truck they said there was an update coming to allow android auto. Then I got home and read that it was already supposed to be in there and ready. It is at the shop now and they still had no idea what I was ta king about but they said they would look in to it.
PPH	Android Auto/Apple CarPlay Other	
SMT	Electrical	
QRD	7G-Infotainment	

	Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No
Checkbox Outside Rear View Mirror - unspecified **PPH** Outside Rear View Mirror-Unspecified **SMT** Body **QRD** 5H-Mirrors	there is a setting to have the mirrors fold in automatically. This setting does not work. They just stay open when the setting is on or off. Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
Checkbox Other Automatic Transmission Troubles **PPH** Other Transmission **SMT** Propulsion Systems **QRD** TN-Transmission Diagnostics	Te truck shifts very poorly. It seems to be between gears 1-3. It seems like it is confused on when to shift. I can feel it in the pedal and it just does not feel good at all. Occasional hard shifting while at a slow steady speed (you can actually hear a clang). Again, they lent me an identical truck while spraying the bed liner in mine, it shifted like a dream. Absolutely night and day to mine. 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 - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved 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

Other Verbatims on the Survey

Question: Like Most About Vehicle	the 4 door roominess
Question: Reason for Brand Score	My Truck has well under 2000 miles and already needs service. It is shifting terrible, seems to be confused on gears 1-3. This should never happen on a brand new vehicle. The dealership said it is a software issue for the computer system. It seems to me that a lot more than just a software update will be needed. It also went in to get the bed liner sprayed on and when I got it back it had several scratches and chips on the front driver and passenger door as if someone had hit something opening them. They never even said anything, I had to ask them to give me some touch up paint. They said they will order it for me, we will see if that is even true.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	9
Vehicle (Overall)	5
Vehicle quality (overall)	5
Level of technology and innovation	7
Value for the money	5
Cost of maintenance and repair	5
Condition of vehicle upon delivery	1
Overall feeling of safety while driving	7
Overall vis bility for driver	8
Security features	8

Attribute	1-10 Rating
Vehicle feels solidly built	5
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	7
Vehicle ground clearance	7
Maneuverability in traffic and tight spaces	7
Rides smooth	2
Transmission smoothness when shifting	1
Overall sound of the engine	5
Overall power and acceleration	1
Overall rating of audio/entertainment system	9
Front seat roominess	9
Storage spaces for driver and passengers	5
Overall rating of trunk or rear cargo area	8
Rear seat roominess	9
Ease of getting into and out of the vehicle	9
Interior quietness	7
Overall rating of seats	7
Overall rating of heater, ventilation and A/C	7
Overall attractiveness of your vehicle interior	7
Quality of interior materials	7
Overall attractiveness of your vehicle exterior	9
Fuel economy	7
Driving range on full tank / full charge	7

PE18-012

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[redacted]

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Any Time	Chevrolet Suburban 2015 1GNSKJKC8FR[redacted] Mileage Now: 61200 mi Warranty Start: 06/17/2014	A GM Dealer has not diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer states his vehicle is currently being diagnosed for the brake assist system. Customer believes he should not have to pay because he has been having this concern since 50,000 miles. Customer seeks coverage or cost assistance for this concern. Advised customer we cannot confirm what the cause of this concern is until the vehicle has been officially diagnosed. Also advised customer if this concern is considered maintenance, there is no assistance available or if this concern would have been covered under the Bumper to Bumper warranty, I cannot guarantee any assistance would be offered due to the mileage on your vehicle. Advised customer would reach out to the CEM once the vehicle has been diagnosed to review our options.

Supporting Factors	Limiting Factors
First Time Vehicle Owner High-Dollar or Premium Vehicle Vehicle has been serviced for this concern: 1 time	Current or former fleet vehicle Vehicle was purchased used at miles
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 Suburban

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Ashley Tiglas --> 1-866-790-5700 Ext # 5913606

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[redacted]

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

Caller English

System [10:24:39 AM]:

Welcome to chat.

Ashley [10:24:44 AM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Ashley, how may I assist you today?

[redacted] [10:25:06 AM]:

Hi my name is [redacted] i currently own a chevy suburban 2015 lt 1500 4wd

[redacted] [10:25:51 AM]:

I want to know if i have warranty on my vehichle my vin # is 1gnskjkc8fr[redacted]

[redacted] [10:26:08 AM]:

Service: brake assits

Ashley [10:26:14 AM]:

I would be happy to check into this for you, [redacted] Can you please provide me with the current mileage on the vehicle?

[redacted] [10:26:30 AM]:

61,200

Ashley [10:27:01 AM]:

Thank you, [redacted] While I pull up your vehicle information, can you please verify your phone number and e-mail address for documentation purposes?

[redacted] [10:27:14 AM]:

[redacted]

[redacted] [10:27:29 AM]:

[redacted]

[redacted] [10:27:38 AM]:

[redacted]

Ashley [10:28:24 AM]:

Thank you very much, [redacted] May I ask if you are currently experiencing a concern with your Suburban?

[redacted] [10:28:57 AM]:

Yes is sets it need service: BRAKE ASSITS

[redacted] [10:29:06 AM]:

Assist

Ashley [10:29:45 AM]:

Okay, have you been in contact with a Chevrolet dealership at this point?

[redacted] [10:29:53 AM]:

Yes

[redacted] [10:30:02 AM]:

I made a appoitmnet

Ashley [10:30:21 AM]:

Thank you for clarifying that information, [redacted]. Has your vehicle been officially diagnosed at this point?

[redacted] [10:30:29 AM]:

Not yet

Ashley [10:30:51 AM]:

Thank you for that information, [redacted]. Please allow me 2-6 minutes to gather your vehicle information.

[redacted] [10:31:01 AM]:

Ok

Ashley [10:37:07 AM]:

Thank you for holding, [redacted]. The Bumper to Bumper warranty on your vehicle has expired by mileage. However, the Powertrain warranty is valid until 6/17/2019 or 100,009 miles whichever comes first, the Emission Select warranty is valid until 6/17/2022 or 80,009 miles, whichever comes first and the Corrosion Limited Warranty is valid until 6/17/2020 or 100,009 miles, whichever comes first. Brake systems are usually considered maintenance or are covered under the Bumper to Bumper warranty. I

am unable to verify if this concern will be covered until officially diagnosed by a Chevrolet dealership. Once the vehicle is diagnosed by your Chevrolet dealership, they will be able to determine if coverage is available for this repair.

[redacted] [10:38:59 AM]:

The car has this problems since it had 50,000 miles i took it to a dealer service la sorsa in the bronx and they said the car didnt have anything but the brakes this is not fair

[redacted] [10:39:29 AM]:

If you check my vehicle you will see i took it

Ashley [10:40:03 AM]:

May I ask when you took it into the dealership for this concern?

[redacted] [10:41:39 AM]:

About 4 months ago or more no service message was showing but my car had that problem

Ashley [10:42:08 AM]:

Is your diagnosis appointment scheduled with the same dealership?

[redacted] [10:43:10 AM]:

No i came to a new one because i know that one was not going to help and i end up paying 150 dollars for nothing

[redacted] [10:43:26 AM]:

I am at the englewood chevy in new jersey

[redacted] [10:43:55 AM]:

I did took my car before the 60,000 miles i had warranty this is not fair

Ashley [10:44:14 AM]:

Did you purchase any extended warranties on the vehicle, [redacted]

[redacted] [10:44:30 AM]:

No

Ashley [10:46:21 AM]:

I do apologize for the inconvenience of this, [redacted] However, your Bumper to Bumper warranty expired at 36,000 miles. Most brake work is considered maintenance. However, without a recent official diagnosis by a Chevrolet dealership, we are unable to confirm if there is any coverage for this repair.

[redacted] [10:46:58 AM]:

Ok

Ashley [10:47:15 AM]:

May I ask when your diagnosis appointment is with Englewood Chevrolet?

[redacted] [10:47:22 AM]:

Now

Ashley [10:50:16 AM]:

Thank you for clarifying that, [redacted]. What I would like to do is reach out to Englewood to see where we are currently at. However, I do have to make you aware you are outside of your Bumper to Bumper warranty by approximately 30,000 miles. If this work is considered maintenance or would have been covered under the Bumper to Bumper warranty, I cannot guarantee coverage will be available. Can you please hold while I reach out to the dealership?

[redacted] [10:51:26 AM]:

Ok

Ashley [10:51:46 AM]:

Thank you, [redacted]. Please allow me 2-6 minutes to do so.

[redacted] 10:55:12 AM]:

Ok

Ashley [10:59:08 AM]:

Thank you very much for holding, [redacted]. I was able to speak with Lenny, your Service Writer at Englewood Chevrolet. At this time, your vehicle has not yet been diagnosed for the concern you are currently experiencing. What I would like to do is follow up with the dealership later today to verify the diagnosis results. However, if this concern is considered maintenance or if the concern would have been covered under the Bumper to Bumper warranty, I cannot guarantee any coverage or assistance can be provided due to the mileage on the vehicle.

[redacted] [10:59:38 AM]:

Ok

Ashley [10:59:53 AM]:

Can you be reached any time at the phone number you provided?

[redacted] [11:00:09 AM]:

Yes

[redacted] [11:00:16 AM]:

Thank you

Ashley [11:01:33 AM]:

You are very welcome, [redacted]! The Service Request number for this concern is, [redacted], this is for your reference with us here at the Customer Assistance center. Once your vehicle has been officially diagnosed, I will reach out to the Customer Experience Manager at the dealership to review our options. Is there anything else I can assist you with at this time?

[redacted] [11:02:04 AM]:

No thank you

Ashley [11:02:22 AM]:

You're welcome, [redacted] Thank you for chatting in with us here at Chevrolet. I hope you have a wonderful day!

Caller [redacted] left the call.

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.

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[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Jose L. Milan 800-248-6238 jose.milan@gm.com
Created Date: 08/11/2016

Vehicle Info

***VIN:**	1GYS3PKJ7FR[redacted]	**MSRP:**	92100.0	***TAC #:**	
Year:	2015	**Make:**	Cadillac	**Model:**	Escalade

Vehicle Comments & TAC Explanation:
Tech found and followed PIT5361A for repair.

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	4124
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	New
Stipend Amount:	$9,200.00		

Vehicle Owner(s)

Entity Type Person
*** Names(s) on Title:** [redacted]
*** Primary Owner:** [redacted]
*** Address**
*** City** *** State** *** ZIP Code:**
*** Day Phone:** [redacted] *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase** brakes not responding

UCC Codes

State

Vehicle Lien Holder

Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address
City **State** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

Repurchasing Dealer: -

*** Dealer #:**	119239	**Dealer Name:**	TOM PEACOCK CADILLAC INC.		
Region:	20	**District:**	2312		
*** Phone:**	(281) 443-7700	**Fax:**	(281) 230-4450		
*** Contact Name:**	Larry Campbell	*** Contact Title**		**E-Mail:**	

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
Address:
City **ZIP Code:**

Case Number: [redacted]

Originator Name: Jose L. Milan 800-248-6238 jose.milan@gm.com
Created Date: 08/11/2016

Transaction Details

Siebel Request #:		*** Disposition:**	
State:		*** Type:**	
Source:			
Replacement VIN:	1GYS4DKJ3GR[redacted]	Year: 2016 Make: Cadillac Model: Escalade	
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:**

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

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[redacted]

CAC Business Case

8/11/2016 version

Customer's name:	[redacted]			**Today's Date:**	8/22/16
Model Year & Model:	2015 Yukon	**VIN:**	1GKS2GKC3FR[redacted]	**CAC SR#:**	[redacted]
The customer requested:					
CEM's initial response to the customer's $$ request:					
My position:	Initial response to the customer's $$ request doesn't seem fair/appropriate - Would like to discuss options with the CEM				
My rationale:					
My recommendation:					

The CAC advisor requests all blue field information from the Customer Experience Manager.

Repair cost at warranty rates	**Job card (Repair Order) date**	**Mileage on day of repair:**
$720.00	8/22/2016	46,000

GM Policy Calculator Results

Vehicle Make:	GMC
Minimum Customer/Dealer Participation:	$100.00
Maximum GM Participation:	$620.00

	Applicable Warranty	**Applicable Special Coverage #**	**Applicable Service Contract**
Name or Number:	Bumper - to - Bumper		
End date:	12/31/2017		
End odometer:	36,313		
# of **DAYS** after expiration:	-496		
# of **MILES** after expiration:	9,687		

Out-of-Warranty

Supporting Factors	Y/N	Key Details	Factor Type
Close to any applicable expiration limit?	No		Warranty terms
Repeat repairs related to current vehicle issue?	No		Inconvenience
Was vehicle inoperable/down for a high # of days as a result of current vehicle issue?			Inconvenience
Has cust spent a lot of $$ out-of-pocket on repairs related to the current vehicle issue?	No		Inconvenience
Has cust spent a lot of $$ out-of-pocket repairing out-of-warranty issues?	No		Inconvenience
Loyal GM customer (has owned at least 2 GM vehicles)?	No		Loyalty
Loyal GM service customer to the involved GM Dealership?	**Yes**		**Loyalty**
Loyal GM service customer to other GM Dealerships?	No		Loyalty
High-dollar or premium vehicle?	**Yes**		**Value to GM**
First time GM buyer?	**Yes**		**Value to GM**
Discontinued brand vehicle?	No		Value to GM
Conquest buyer?	**Yes**		**Value to GM**
Original owner?			Investment
GM Certified Pre-Owned (used) vehicle?			Investment
Cust purchased extended service contract, but it's expired or doesn't cover the repair?			Investment

Limiting Factors	Y/N	Key Details	Factor Type
Branded Title?			Warranty terms
Warranty Block?			Warranty terms
Vehicle is > 8 years old?			Warranty terms
Vehicle has > 100,000 miles?			Warranty terms
Current or former fleet vehicle?			Warranty terms / Usage
Way beyond all applicable expiration limits?			Warranty terms
Cause is not normally covered by warranty?			Warranty terms
Vehicle has an active Extended Service Contract (GM, Divisional, or Aftermarket)?			Warranty terms
Expenses incurred due to damage from an accident that insurance will not cover?			Warranty terms
Expenses incurred due to damage done by an independent repair facility?			Lack of Loyalty
Customer does not appear to take good care of the vehicle?			Lack of Investment
Customer recently purchased the vehicle used (< 3,000 miles ago)?			Lack of Investment
Vehicle was purchased (used) outside the applicable warranty limits?			Lack of Investment

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[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 2014	MAKE Chevrolet	MODEL SILVERADO C1500	VEHICLE IDENTIFICATION NUMBER 3GCPCPEH9EG[redacted]	
ODOMETER READING 47937	AGREEMENT PURCHASE DATE 9/14/2016	VEHICLE IN-SERVICE DATE 2/6/2015	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: $ $232

YOUR AGREEMENT EXPIRES ON 4/13/2018
OR WHEN YOUR VEHICLE'S ODOMETER READS 62937
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 9/14/2016

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 performance 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 #01913.

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

[redacted]

Cindy Wagner (C)

From: Dino Picanzo <dpicanzo@markchristopher.com>
Sent: Tuesday, September 20, 2016 4:29 PM
To: Cindy Wagner (C)
Subject: [EXTERNAL] RE: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Not at this time.

From: Cindy Wagner (C) [mailto:cindy.wagner@gm.com]
Sent: Tuesday, September 20, 2016 1:10 PM
To: Dino Picanzo
Subject: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Dino:

Did we find anything else wrong with Mr. [redacted] brakes?

Let me know.

Thank You

Cindy Wagner

California Customer Engagement Center

866-790-5700 Ext. 5921255

FAX: 866-266-1789

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

[redacted]

Dave McWhorter (C)

From: Barbara Sage <Barbara.Sage@gmrvdchq.com>
Sent: Tuesday, October 25, 2016 4:52 PM
To: Cindy Wagner (C); Dave McWhorter (C)
Subject: [EXTERNAL] [redacted] SR [redacted] Case # [redacted]

Good afternoon,

Just a quick note to let you know the gentleman is taking his case to an attorney; I'll be closing the case tomorrow without repurchase.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

PE18-012

GM

3-27-2019

Q3

[redacted]

2017 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
GBA BLACK /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. TQBGPN/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE C9 H[redacted] VEHICLE INVOICE [redacted]
**********1782******13*20095S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15743 SILVERADO 1500 2WD LT CRE	40275.00	37657.13	INVOICE 08/23/16
A95 FRONT CLOTH BUCKET SEATS WITH HEATED SEAT CUSHIONS AND BACKS PWR SEAT ADJUST, FRT PASSENGER, CENTER CONSOLE, FLOOR W/ USB PORTS AND WIRELESS CHARGING	980.00	891.80	SHIPPED 08/23/16 EXP I/T 09/06/16 INT COM 09/06/16 PRC EFF 08/23/16 KEYS V1575 V1575
C5W GVW RATING - 7,000 LBS	N/C	N/C	WFP-S QTR OPT-1
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	BANK: ALLY - 061
JL1 TRAILER BRAKE CONTROLLER	275.00	250.25	CHG-TO 20-095
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	SHIP WT: 5186
PDU ALL STAR EDITION * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * LED FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * STEERING COLUMN, TILT & TELESCOPING * REMOTE VEHICLE START * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC	2180.00	1983.80	HP: 45.7 GVWR: 7000 GAWR.FT: 3850 GAWR.RR: 3950 EMPLOY: 40184.12 SUPPLR: 41800.33 NTR: 1/2 EMPINC: 2454.69 SUPINC: 838.48
RIA ALL-WEATHER FLOOR LINER (DEALER INSTALLED)	200.00	182.00	
VQZ POLISHED EXHAUST TIP (DEALER INSTALLED)	135.00	122.85	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-	
TOTAL MODEL & OPTIONS	43295.00	40405.33	ACT 237 40301.48
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1298.85
DEALER IMR CONTRIBUTION		432.95	ADV 261 432.95
LMA GROUP CONTRIBUTION		432.95	EXP 65A 432.95
TOTAL	44490.00	42466.23	PAY 310 42466.23
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		40563.25	

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

MARK CHRISTOPHER AUTO CENTER

REMIT TO ALLY NO. 061
VIN 3GCPCREC9HG[redacted]
$ 42466.23 INV [redacted]
DUE 09/06/16 DEALER 20-095

PE18-012

GM

3-27-2019

Q3

[redacted]

2017 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
GBA BLACK /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. TQBGPN/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE C9 HG[redacted] VEHICLE INVOICE [redacted]
**********1782******13*20095S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15743 SILVERADO 1500 2WD LT CRE	40275.00	37657.13	INVOICE 08/23/16
A95 FRONT CLOTH BUCKET SEATS WITH HEATED SEAT CUSHIONS AND BACKS PWR SEAT ADJUST, FRT PASSENGER, CENTER CONSOLE, FLOOR W/ USB PORTS AND WIRELESS CHARGING	980.00	891.80	SHIPPED 08/23/16 EXP I/T 09/06/16 INT COM 09/06/16 PRC EFF 08/23/16 KEYS V1575 V1575
C5W GVW RATING - 7,000 LBS	N/C	N/C	WFP-S QTR OPT-1
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	BANK: ALLY - 061
JL1 TRAILER BRAKE CONTROLLER	275.00	250.25	CHG-TO 20-095
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	SHIP WT: 5186
PDU ALL STAR EDITION	2180.00	1983.80	HP: 45.7
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL			GVWR: 7000 GAWR.FT: 3850 GAWR.RR: 3950
* PWR SEAT ADJUSTER, DRIVER			EMPLOY: 40184.12
* LED FRONT FOG LAMPS			SUPPLR: 41800.33
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			NTR: 1/2 EMPINC: 2454.69
* STEERING COLUMN, TILT & TELESCOPING			SUPINC: 838.48
* REMOTE VEHICLE START			
* REAR WINDOW DEFROSTER			
* POWER OUTLET, 110-VOLT AC			
RIA ALL-WEATHER FLOOR LINER (DEALER INSTALLED)	200.00	182.00	
VQZ POLISHED EXHAUST TIP (DEALER INSTALLED)	135.00	122.85	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-	
TOTAL MODEL & OPTIONS	43295.00	40405.33	ACT 237 40301.48
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1298.85
DEALER IMR CONTRIBUTION		432.95	ADV 261 432.95
LMA GROUP CONTRIBUTION		432.95	EXP 65A 432.95
TOTAL	44490.00	42466.23	PAY 310 42466.23
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		40563.25	

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

MARK CHRISTOPHER AUTO CENTER

REMIT TO ALLY NO. 061
VIN 3GCPCREC9HG[redacted]
$ 42466.23 INV [redacted]
DUE 09/06/16 DEALER 20-095

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - anytime	Chevrolet Silverado 1500 2015 3GCPCREC7FG[redacted] Mileage Now: 30000 mi Warranty Start: 07/09/2015	A GM Dealer has not diagnosed the current concern Repairs have not been scheduled Vehicle is inoperable for this concern and cannot be driven

Key Points

Cust sts: Customers brakes went out while pulling 1700lb boat. Contacted the Selling dealer who contacted a nearby dealer in Laughlin Nevada--Findlay Chevy Buick GMC who states that they will not be able to get the veh repaired or serviced until Tuesday 8/30/16. Customer is trying to get home today and to get the veh fixed today.

Cust sks: Would like the veh towed back to California and the Boat to be towed as well. He would like the dog to be towed back also.

Supporting Factors	Limiting Factors
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: Lawren Lipscomb --> 1-866-790-5700 Ext # 5913225

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

[redacted]

October 18, 2016

Dealer Confirmation Letter-Straight

MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CTR WAY STE A
ONTARIO, CA 91764

Subject: 2015 Chevrolet Silverado
Customer: [redacted]
VIN: 3GCPCREC7FG[redacted]
Ref SR: [redacted]

Dear Jeff Rizzi:

General Motors will issue a check in the amount of **$8,812.00** made payable t[redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $17,716.31 to **Ally Financial**. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday October 21, 2016. If you have any questions you may reach me at866-802-6625 x1202.

[redacted] SERVICE DIRECTOR
CENTER 114568 Management Agent's Signature and Title.

[redacted] Rizzi SERVICE DIRECTOR
CENTER 114568 Management Agent's Printed Name and Title.

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 10/12/2016

Vehicle Info

***VIN:**	3GCPCREC7FG[redacted]	**MSRP:**	41210.0	***TAC #:**	8[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Silverado

Vehicle Comments & TAC Explanation:
Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
Replaced the vacuum pump, hose, booster, and master cylinder on the last visit

***Date Reviewed with Customer:**	09/28/2016	***Repurchase Mileage:**	31327
Original Purchase Date:	07/09/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	[redacted]		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	[redacted]	***State**	[redacted]	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**	[redacted]	***Cell Phone:**	[redacted]
***E-mail:**	[redacted]	***Fax Phone:**		***Exec Init Repurchase:**	N

***Reason Repurchase** Brakes getting hard & not stopping

UCC Codes (H0106) Brakes - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Ally Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	877-247-2559	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	114580	**Dealer Name:**	M. K. SMITH CHEVROLET		
Region:	10	**District:**	1114		
***Phone:**	(909) 628-8961	**Fax:**	(909) 628-6637		
***Contact Name:**	Don Harshfield	***Contact Title:**	Service Manager	**E-Mail:**	don@mksmithchev..

Repurchasing Dealer: -

***Dealer #:**	114568	**Dealer Name:**	MARK CHRISTOPHER AUTO CENTER		
Region:	10	**District:**	1114		
***Phone:**	(909) 390-2900	**Fax:**	(909) 390-6962		
***Contact Name:**	Jeff Rizzi	***Contact Title**	Service Manager	**E-Mail:**	jrizzi@markchristo..

Repair

***Contact Name:**	Jeff Rizzi	***Contact Title:**	Service Manager

Vehicle Location: -

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 10/12/2016

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:		-	
Compliance Date:	2016-11-11	**Compliance Type:**	Promised Date
MSRP:	0.0	**Order #:**	CA CEC

Repurchase:

Repurchase with usage set at 31, 326 per BRM/Rod Gasperik

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

[redacted]

Friday, October 21, 2016
[redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 Chevrolet Silverado
VIN: 3GCPCREC7FG[redacted]
Ref SR: [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Silverado, VIN **3GCPCREC7FG**[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$26,528.31.** This offer was calculated by using the following figures:

Total Repurchase Amount (includes $2974.40 sales tax)	$26,528.31
Down Payment/Trade-in	$12,000.00
Payments: 15 @ various	$6,496.96
Total Payments	**$18,496.96**
Less Usage on 31,326 miles	$9,684.96
Total Deductions	**$9,684.96**
Total Amount to Customer	**$8,812.00**
Less Payoff of Original Vehicle-Good until 11/18/16	$17,716.31

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 x 1202 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

*[redacted]

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage -** vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A "Power of Attorney" form -** supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes)*
- ⇒ **An "Odometer Disclosure Statement" form -** supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment –** needs to be intact and functional.
- ⇒ **Title –** if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives–** no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number ***866-802-6668*** *by* Friday October 21, 2016

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

A Public Service Agency

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.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 07/31/2016 TO: 07/31/2017

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	KM	32P	31	[redacted]

BODY TYPE MODEL	HP	MO	AX	MC	UNLADEN/G/CGN	VEHICLE ID NUMBER
PK	G	XX	2	E	05173	3GCPCREC7FG[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	10/11/16	33	10/11/16	8	D0895059

PR EXP DATE: 07/31/2016

AMOUNT PAID
$ 472.00

REGISTERED OWNER
[redacted]

AMOUNT DUE
$ 472.00

AMOUNT RECVD
CASH :
CHCK :
CRDT : 472.00

LIENHOLDER
ALLY BANK
PO BOX 8128

COCKEYSVILLE
MD 21030

M01 C54 3X 0047200 0004 CS M01 101116 21 24420M1 206

PE18-012

GM

3-27-2019

Q3

[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
Barbara Sage

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
3GCPCREC7FG[redacted]

Date:
November 17, 2016

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$12,000.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (15 @ various)	$6,496.96
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$37,100.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	31,326	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	120,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$9,684.96**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$18,496.96**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$9,684.96**	12	*** Usage/Depreciation**	**$9,684.96**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$9,684.96**	22	**Total Deductions**	**$9,684.96**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$9,684.96**	24	**Total Refund to Customer**	**$8,812.00**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$17,716.31
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$9,684.96**	26	(GMAC=DL quote) good thru 11/18/16	
27	**"Actual Price Paid" (Pmt/Lease)**	**$36,213.27**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**-$9,684.96**	28	**Total Repurchase**	**$26,528.31**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**-$9,684.96**	31	**Projected Loss**	**$26,528.31**

	PURCHASE PRICE (before t/t/t)	$ 37,100.00		TRADE ALLOWANCE	$ 11,000.00		PURCHASE PRICE	$ 37,100.00
	MSRP (FROM BARS INVOICE)	$ 42,405.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ 6,250.00
	DIFFERENCE	$ (5,305.00)		DIFFERENCE	$ 11,000.00		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 30,850.00
				TRADE ALLOWANCE	$ 11,000.00			
				ACV OF TRADE	$ 11,000.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

				Sales tax: 2974.40				
	17653.71 + [20*3.13] 62.60 = 17716.31							
	thru 11/17							

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From: Rod Gasperik
Sent: Wednesday, September 28, 2016 1:12 PM
To: Cindy Wagner (C)
Subject: RE: CA CEC / [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Yes I agree but,
California is pretty specific on safety issues. In this case we have 1 unable to duplicate then a major brake components repair.

Repurchase approved
31048 miles use,, that's first issue.

Rod Gasperik
BRSM Western Region
661-618-1847

From: Cindy Wagner (C)
Sent: Wednesday, September 28, 2016 9:38 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: RE: CA CEC / [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Sorry I was really not wanting to send this over but.....

From: Rod Gasperik
Sent: Wednesday, September 28, 2016 12:27 PM
To: Cindy Wagner (C)
Subject: RE: CA CEC / [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

And?
Assessment or mini assessment, your recommendation, reason ,Etc
Any ro's not listed in IVH? \
You need to give me a little more here

Rod Gasperik
BRSM Western Region
661-618-1847

From: Cindy Wagner (C)
Sent: Wednesday, September 28, 2016 9:16 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: CA CEC / [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Rod:

Customer Last Name: [redacted]
Service Request: [redacted]
Vehicle Identification: 3GCPCREC7FG[redacted]
Year Make Model: 2015 Chevrolet Silverado 1500

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

Involved Dealership: Mark Christopher Auto Center
VIN#: 3GCPCREC7FG[redacted]
Vehicle: 2015 Chevrolet Silverado 1500

Vehicle History:

09/16/2016	0028995583	ZREG----Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	31,327 MI
09/01/2016	922897	ZREG----Regular Vehicle Transaction	2480118 - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	31,326 MI
09/01/2016	0028820725	ZREG----Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	31,050 MI
08/26/2016	0028748258	ZREG----Regular Vehicle Transaction	0600672 - Roadside - Concierge Minutes	30,244 MI
08/26/2016	559421	ZREG----Regular Vehicle Transaction	2419919 - Brakes - Customer Concern Not Duplicated (CCND)	31,048 MI
08/26/2016	0028748258	ZREG----Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	30,244 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	7023350 - Front Seat Cushion Cover and Pad Replacement	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	7022000 - Front Seat Back Cushion Finish Panel Replacement	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	8469959 - Automatic Transmission - Customer Concern Not Duplicated (CCND)	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	5430130 - Fuse Replacement	30,243 MI
04/27/2016	549551	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	22,616 MI
01/06/2016	330355	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	15,020 MI
09/30/2015	326437	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	7,116 MI
03/19/2015	313737	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
03/11/2015	A08395	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 1-866-790-5700, extension #5921255.

Sincerely,

Cindy Wagner

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From: Dino Picanzo <dpicanzo@markchristopher.com>
Sent: Wednesday, September 28, 2016 11:59 AM
To: Cindy Wagner (C)
Subject: [EXTERNAL] RE: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

We were not able to find anything wrong during the last visit. The vehicle is gone, I sent the latest repair order over Monday.

From: Cindy Wagner (C) [mailto:cindy.wagner@gm.com]
Sent: Tuesday, September 27, 2016 9:22 AM
To: Dino Picanzo
Subject: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Dino:

Did we find anything else wrong with [redacted]' brakes & is it still at the dealership? Can you send me the repair order if completed since he does not feel safe in his vehicle?

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From: Jeff Rizzi <jrizzi@markchristopher.com>
Sent: Wednesday, September 28, 2016 3:33 PM
To: Cindy Wagner (C)
Subject: [EXTERNAL] RE: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Hi Cindy,

Yes I will host the repurchase [redacted] , he will be coming to our store tomorrow to look at vehicles.

From: Cindy Wagner (C) [mailto:cindy.wagner@gm.com]
Sent: Wednesday, September 28, 2016 11:07 AM
To: Jeff Rizzi
Subject: [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Jeff Rizzi:

I offered a repurchase to [redacted] on his 2015 Chevrolet Silverado 1500. He purchased the vehicle thru M K Smith Chevrolet but prefers to do business with you. Would you be willing to host the repurchase trade request? If you can please give [redacted] a call at [redacted] and let him know that he can work with you. MSRP for his old vehicle is $41,210.00.

Let me know if you have any questions.

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

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PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From: Cindy Wagner (C)
Sent: Wednesday, September 28, 2016 12:16 PM
To: Rod Gasperik
Subject: CA CEC / [redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Rod:

Customer Last Name: [redacted]
Service Request: [redacted]
Vehicle Identification: 3GCPCREC7FG[redacted]
Year Make Model: 2015 Chevrolet Silverado 1500

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

Involved Dealership: Mark Christopher Auto Center
VIN#: 3GCPCREC7FG[redacted]
Vehicle: 2015 Chevrolet Silverado 1500

Vehicle History:

09/16/2016	0028995583	ZREG----Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	31,327 MI
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08/26/2016	0028748258	ZREG----Regular Vehicle Transaction	0600672 - Roadside - Concierge Minutes	30,244 MI
08/26/2016	559421	ZREG----Regular Vehicle Transaction	2419919 - Brakes - Customer Concern Not Duplicated (CCND)	31,048 MI
08/26/2016	0028748258	ZREG----Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	30,244 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	7023350 - Front Seat Cushion Cover and Pad Replacement	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	7022000 - Front Seat Back Cushion Finish Panel Replacement	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	8469959 - Automatic Transmission - Customer Concern Not Duplicated (CCND)	30,243 MI
08/17/2016	342777	ZREG----Regular Vehicle Transaction	5430130 - Fuse Replacement	30,243 MI
04/27/2016	549551	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	22,616 MI
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09/30/2015	326437	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	7,116 MI

03/19/2015	313737	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	3 MI
03/11/2015	A08395	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 1-866-790-5700, extension #5921255.

Sincerely,

Cindy Wagner

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Friday, September 16, 2016 1:25 PM
To:	'dpicanzo@markchristopher.com'
Subject:	[redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado

Dino Picanzo:

The above customer contacted me this morning that he drove his truck about 50-60 miles yesterday & the brakes are still doing the same thing. I advised him to bring it back to the dealership to see if you can duplicate any problem that he is having. Can you please send me the repair order you have for him?

Let me know if you have any questions.

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Friday, December 02, 2016 4:37 PM
To:	'cheri@mksmithchevy.com'; 'dina@mksmithchevy.com'
Subject:	[redacted] / [redacted] / [redacted] / 2015 Chevrolet Silverado 1500

Cheri Hendricksen or Dina Castanon:

The above customer was awarded a trade repurchase. He purchased the vehicle thru M K Smith Chevrolet so he would like to know if M K Smith Chevrolet would be willing to host the trade & if he would be able to order the vehicle of his choice. Let me know & if the dealership is willing to do it who would he need to speak with when he comes to the dealership?

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Wednesday, September 07, 2016 7:25 PM
To:	'dpicanzo@markchristopher.com'
Subject:	[redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Dino Picanzo:

Can you please let me know what the dealership did with the above customers brake repair? Customer feels like it is still doing it but just checking since he is requesting a repurchase. Also can you please send me the repair order for the repair?

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-17489

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Wednesday, September 28, 2016 2:07 PM
To:	'jrizzi@markchristopher.com'
Subject:	[redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Jeff Rizzi:

I offered a repurchase to [redacted] on his 2015 Chevrolet Silverado 1500. He purchased the vehicle thru M K Smith Chevrolet but prefers to do business with you. Would you be willing to host the repurchase trade request? If you can please give [redacted] a call at [redacted] and let him know that he can work with you. MSRP for his old vehicle is $41,210.00.

Let me know if you have any questions.

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

PE18-012

GM

3-27-2019

Q3

[redacted]

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Friday, September 23, 2016 2:48 PM
To:	'dpicanzo@markchristopher.com'
Subject:	[redacted] / [redacted] / 3GCPCREC7FG[redacted] / 2015 Chevrolet Silverado 1500

Dino Picanzo:

Can you please send me the final repair order since nothing was found so I can process his request to Rod to look at for repurchase?

Thank You

Cindy Wagner

California Customer Engagement Team

866-790-5700 Ext. 5921255

FAX: 866-266-1789

PE18-012

GM

3-27-2019

Q3

[redacted]

FedEx Office

Fax Cover Sheet

Date 9-30-16 Number of pages 6 (including cover page)

To:

Name Cindy

Company G.M.

Telephone (866) 790-5700 #5921255

Fax (866) 266-1789

From:

Name [redacted]

Company

Telephone

Comments Please Call me and Let me know you got this.

[redacted]

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RETAIL INSTALLMENT SALE CONTRACT AND SECURITY AGREEMENT

Proceeds of Loan From N/A (or Down Payment)

Amount $ N/A Finance Charge $ N/A

Total $ N/A Total $ N/A

Installments of $ N/A $ N/A

[redacted]

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

and us relating to this contract. Any change to the Contract must be in writing and signed by you and us. You must sign it. No oral agreement is binding.

Buyer Signs X [redacted]

Co-Buyer Signs X N/A

SELLER [redacted] 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

X

Buyer

X N/A

Co-Buyer

Agreement to Arbitrate: By initialing 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. You may learn additional information concerning the agreement to arbitrate.

Buyer Signs X [redacted]

Co-Buyer Signs X N/A

OPTION: [redacted] and in full, on or before N/A for 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 ADV[redacted] IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYE[redacted] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-In Payoff Agreement: Seller is relying 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. [redacted] shown in 6B, Seller will refund to you any overage Seller received from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this [redacted] agreed to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X [redacted] 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 [redacted] unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X N/A

The Annual [redacted] 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 07/09/15 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 _____ _____

Seller Signs [redacted] K SMITH CHEVRO[redacted] Date 07/09/15 By [redacted] Title _____

LAW FORM NO. 563-CA-ARB [redacted]

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CUSTOMER/TRUTH IN LENDING COPY

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR $ 29.00 (K)

L. (Optional) Service Contract (to whom paid) N/A $ N/A (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) N/A $ N/A (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) $ 40183.40 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 241.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED $ 256.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other N/A $ N/A (D)

Total Official Fees (A through D) $ 505.75 (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) $ 40689.15 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2006 Make CHEVROLET TR $ 11000.00 (A)
Model SILVERADO 1500 Odom 130631
VIN 2GCEC13TG61117801

B. Less Prior Credit or Lease Balance (e) $ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ 11000.00 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 6250.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ 1000.00 (G)

Total Downpayment (C through G) $ 18250.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6) $ 22439.15 (7)

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
You want t

Date Buyer Signature Age

N/A X N/A N/A
Date Co-Buyer Signature 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 N/A Months N/A
Name of Gap Contract

I want to buy a g

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 N/A
Term N/A Months or N/A Miles

1M Company N/A
Term N/A Months or N/A Miles

1N Company N/A
Term N/A Months or N/A Miles

1O Company N/A
Term N/A Months or N/A Miles

1P Compa
Term N/A Months 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 we must sign it.

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

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

Buyer Signs X

Co-Buyer Signs X N/A

OPTIONAL: You may pay no finance charge on the Amount Financed. It is paid in full on or before N/A Year N/A Months N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY 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 A VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE THIS COVERAGE, SUCH DAMAGE OR LOSS 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 ADDI IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYC DERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X N/A

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	H K SMITH CHEVROLET 12845 CENTRAL CHINO CA 91710 SAN BERNARDINO

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	21	3GCPCREC7FG[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 $ 18250.00 (S)
6.60 %	$ 4379.29 (e)	$ 22439.15	$ 26818.44 (e)	$ 45068.44 (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
65	406.34	Monthly beginning 08/09/2015
N/A	N/A	N/A
One final payment	406.34	DUE ON 01/09/2021

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 charge, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories		$ 37100.00 (A)
1. Cash Price Vehicle		$ 37100.00
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) N/A		$ N/A (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 Option (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 2914.44 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR		$ 29.00 (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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGES 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 [redacted]

Buyer _____
Co-Buyer _____
Seller _____

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. Mos.	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

Insurance Company Name N/A
Home Office Address N/A
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 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

CHEVROLET

2015 SILVERADO 1500 2WD LT CREW

Scan for vehicle info

STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

- CHEVROLET COMPLETE CARE
- SEE WWW.CHEVY.COM OR DEALER FOR TERMS, DETAILS & LIMITS
- 2 YR / 24,000 MILE SCHEDULED MAINTENANCE OIL & FILTER CHANGE 4-WHEEL TIRE ROTATION 27 POINT INSPECTION
- 3 YR/36,000 MILES BUMPER-TO-BUMPER WARRANTY
- 5 YR/100,000 MILES POWERTRAIN LIMITED WARRANTY
- ROADSIDE ASSISTANCE
- COURTESY TRANSPORTATION

MECHANICAL

- ENGINE, 4.3L V6 ECOTEC3
- TRANSMISSION, 6 SPD AUTOMATIC
- ELECTRIC POWER STEERING
- REAR AXLE, 3.23 RATIO

SAFETY & SECURITY

- AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN
- AIRBAG SENSING SYSTEM, PASSENGER
- STABILITRAK-STABILITY CONTROL W/ TRAILER SWAY CONTROL & HILL START ASSIST
- ANTILOCK BRAKES, 4 WHEEL DISC WITH DURALIFE ROTORS (TM)
- TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
- DAYTIME RUNNING LAMPS
- 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY,SECURITY & NAV) (SEE ONSTAR.COM)
- ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL

EXTERIOR

- EZ LIFT AND LOWER TAILGATE
- LOCKING TAILGATE
- GLASS, DEEP-TINTED
- WHEELHOUSE LINERS, REAR
- POWER HEATED OUTSIDE MIRRORS
- WHEELS, 17" BRIGHT - MACHINED ALUMINUM
- TIRES, ALL SEASON
- SPARE TIRE LOCK
- BED RAIL PROTECTORS
- FRONT BUMPER, CHROME
- REAR BUMPER, CHROME
- CORNERSTEP, REAR BUMPER

INTERIOR

- SEATS, FRONT 40/20/40 BENCH
- SEAT 60/40 REAR FOLDING BENCH
- REMOTE KEYLESS ENTRY
- POWER WINDOWS, DRIVER EXPRESS
- POWER DOOR LOCKS
- COLOR KEYED CARPET
- FLOOR MATS, FRONT

EPA DOT Fuel Economy and Environment

Gasoline Vehicle

Fuel Economy

19 MPG

combined city/hwy

16 city

23 highway

5.3 gallons per 100 miles

Standard pickup trucks range from 13 to 21 MPG. The best vehicle rates 119 MPGe.

You **spend $2,750** more in fuel costs over 5 years compared to the average new vehicle.

G H 7

Annual fuel cost $2,750

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

4

1 — 10 Best

Smog Rating (tailpipe only)

6

1 — 10 Best

This vehicle emits 476 grams CO_2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and costs $11,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $3.50 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

Smartphone QR Code™

GOVER

Overall Vehicle S
Based on the combine
Should ONLY be compa

Frontal Crash
Based on the risk of inj
Should ONLY be compa

Side Crash
Based on the risk of inj

Rollover
Based on the risk of ro

Star ratings range
Source: Natio

4G WiFi

Scan for vehicle info

EXTERIOR: VICTORY RED
INTERIOR: JET BLACK

ENGINE, 5.3L V8 ECOTEC3
TRANSMISSION, 6 SPD AUTOMATIC

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- FLOOR MATS, REAR
- AIR CONDITIONING
- VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
- CRUISE CONTROL
- DRIVER INFO - COLOR DISPLAY
- STEERING COLUMN, TILT
- LEATHER WRAP STEERING WHEEL
- STEERING WHEEL AUDIO CONTROLS
- CHEVROLET MYLINK AUDIO SYSTEM 4.2" DIAGONAL COLOR DISPLAY
- SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
- SINGLE-SLOT CD/MP3 PLAYER
- USB PORTS
- BLUETOOTH FOR PHONE

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE	**$36,745.00**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

LT CONVENIENCE PACKAGE:	1,730.00
• PWR SEAT ADJUSTER, DRIVER	
• FRONT FOG LAMPS	
• AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	
• STEERING COLUMN, TILT & TELESCOPING	
• REMOTE VEHICLE START	
• CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH	
• REAR VISION CAMERA	
• REAR WINDOW DEFROSTER	
• POWER OUTLET, 110-VOLT AC	
SPORT PACKAGE	1,965.00
• WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	
• TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL	

ENGINE, 5.3L V8 ECOTEC3	1,095.
UNDERSEAT STORAGE (DEALER INSTALLED)	230.
POLISHED EXHAUST TIP (DEALER INSTALLED)	135.
LED LIGHTING, CARGO BOX	60.
GVW RATING - 7,000 LBS	IN
REAR AXLE 3.42 RATIO	IN
TOTAL OPTIONS	$5,215.0
TOTAL VEHICLE & OPTIONS	$41,960.0
DESTINATION CHARGE	1,195.0
TOTAL BEFORE SAVINGS	$43,155.0
SPORT PACKAGE DISCOUNT	-750.0
TOTAL VEHICLE PRICE*	**$42,405.00**

ERNMENT 5-STAR SAFETY RATINGS

cle Score ★★★★★
ibined ratings of frontal, side and rollover,
compared to other vehicles of similar size and weight.

Driver ★★★★★
Passenger ★★★★★
of injury in a frontal impact.
compared to other vehicles of similar size and weight.

Front seat ★★★★★
Rear seat ★★★★★
of injury in a side impact.

★★★★
of rollover in a single-vehicle crash.

ge from 1 to 5 stars (★★★★★) with 5 being the highest.
ational Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 45%
MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 52%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
SILAO, GJ MEXICO
COUNTRY OF ORIGIN:
ENGINE: UNITED STATES
TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

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ORDER NO SJMHP SALES CODE E
SALES MODEL CODE CC15543
DEALER NO 20486
FINAL ASSEMBLY:
SILAO, GJ MEXICO
VIN 3GCPCREC7FG[redacted]

DEALER TO WHOM DELIVERED
M. K. SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710-4120

LMI[redacted]

PE18-012

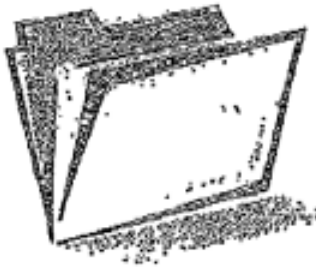
GM

3-27-2019

Q3

[redacted]

AUTO CENTER
2131 Convention Center Way
Ontario, Ca. 91764



A FAX

From: Mark Christopher
Auto Center
BUSINESS OFFICE
Phone No.: 909-390-2900
Fax No.: 909-390-2956

Date: 9-8-16

To: Cindy Wagner

Fax No.: 866-266-1789

From: Dino Picanzo

Number Of Pages:

☐ Urgent ☐ For Your Review ☐ Reply ASAP ☐ Please Comment

Remarks: [redacted]

If you do not receive all pages, please call 909-390-2900

SEP 7, 2016 R/O CLOSE 001 Store 01 SERVC01 657/5233 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1 PR 68 ST K	11. ADVISOR	845
1. CUSTOMER [redacted]		12. DATE IN	09/01/2016
		13. TIME IN	05:39pm
		14. DATE PR	09/06/2016
PHONE(B)	PHONE(H)	15. TIME PR	06:00pm
		16. TAG NO.	[redacted]
2. SERIAL# 3GCPCREC7FG[redacted]	PROD DT	17. MI I/O	31326/31328
LICENSE#	STK# DEL 07/09/2015	18. PO NO.	
DESC. CT SILVERADO 1500	15	19. COMMENTS	Y
		20. RECOMMEN	
		21. JRNL PFX	PICKUP
3. JOBS (J#) 1 2		22.	
STATUS F F			

4. LABOR	0.00		305.96		0.00
5. PARTS	0.00		501.86		0.00
6. SUBLET	0.00		0.00		0.00
7. G.O.G.	0.00		0.00		0.00
8. MISC	0.00		0.00		0.00
9. TAX	0.00		0.00		0.00
10. EST $ [ ] TOTALS C	0.00	W	807.82	I	0.00

REPAIR ORDER CLOSED ON 09/07/2016 REVIEW (Y/N)

COMPLAINT CAUSE AND CORRECTION Store of Service 6577233 3651

JOB#: 1 OPERATION: 06CVZ DESCRIPTION: BRAKES/FRONT END

1. COMPLAINT : CUSTOMER STATES AT TIMES THE BRAKE PEDAL GETS HARD AND THE VEHICLE DOES NOT STOP. FIRST STARTED WHEN GOING FROM PARK TO REVERSE AND BACKING UP. WILL ALSO DO IT FROM PARK TO DRIVE AND GOING FORWARD THEN BRAKING. IT HAS DONE IT AFTER DRIVING 300 MILES,25 MILES AND ALSO 10-15 FEET. TOWED IN

2. CAUSE ORIG : ENGINE OIL RESIDUE IN VACUUM SUPPLY LINE TO VACUUM BRAKE BOOSTER,PIT5361B NEED TO REPLACE VACUUM PUMP,LINE,BELT, MASTER CYLINDER AND VACUUM BOOSTER,TAC CASE [redacted] ALSO VACUUM PUMP WAS AT 67KPA VACUUM AT ILDE,SHOULD BE AT 90KPA VACUUM PER SI

3. CORRECTION: PER PIT5361B REPLACED VACUUM PUMP,BRAKE MASTER CYLINDER, ORIG VACUUM BRAKE BOOSTER,VACUUM LINE AND BLED SYSTEM

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

JOB#: 2 OPERATION: 06CV2SPSAFETY DESCRIPTION: SERV PLUS INSPECTION

1. COMPLAINT : SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION,ALL FLUID LEVELS,UNDER CHASSIS,
BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING,
AND REQUIRED MAINTENANCE.

2. CAUSE : MAINTENANCE ITEM.
ORIG

3. CORRECTION: PERFORMED SAFETY INSPECTION.
ORIG SET TIRE PRESSURES TO 35PSI

(E=ENTER) (M=MORE LINES) (CC=GM CONF CODE) (O=ORIG ENTRY)

COMMENTS R/O [redacted]

1. DINO CEC
2. 9.2.16 1:57PM 9519664805 SPOKE TO CHRIS. WE HAVE DRIVEN THE VEHICLE
3. A FEW TIMES UNABLE TO DUPLICATE CONCERN, WE CHECKED FOR BRAKE FLUID
4. IN BOOSTER(NONE) UNABLE TO SEE ANYTHING AT THIS TIME. WE WILL LOOK
5. FOR BULLETINS AND CALL TAC FOR ASSISTANCE.
6. 9.2.16 3:28PM SPOKE TO CHRIS STILL UNABLE TO DUPLICATE CONCERN
7. CALLED TAC, PERFORMED RECOMMENDED CHECK AND FOUND LOW VACUUM TO
8. BOOSTER. WAS ADVISED TO REPLACE SECONDARY BOOSTER AND SUPPLY LINE.
9. WILL UPDATE ON TUESDAY.
10. 9.6@11:45 SPOKE TO CHRIS ON CELL WHEN DONE

(E=ENTER) (P=PAGE)

PE18-012

GM

3-27-2019

Q3

[redacted]

AUTO CENTER
2131 Convention Center Way
Ontario, Ca. 91764

FAX

From: Mark Christopher
Auto Center
BUSINESS OFFICE
Phone No.: 909-390-2900
Fax No.: 909-390-2950

Date: 9-16-16

To: Cindy Wagner

Fax No.: 866-206-1769

From: Dino Picanzo

Number Of Pages:

☐ Urgent ☐ For Your Review ☐ Reply ASAP ☐ Please Comment

Remarks:

If you do not receive all pages, please call 909-390-2900

SEP 16, 2016 R/O CLOSE OUT Store 01 SERVC01 657/5180 3651

X. R/O NO. [redacted]	TYPE SERVICE D# 1	PR 68 ST K	11. ADVISOR	845	
1. CUSTOMER [redacted]			12. DATE IN	09/01/2016	
			13. TIME IN	05:39pm	
			14. DATE PR	09/06/2016	
			15. TIME PR	06:00pm	
PHONE(B)	PHONE(H)		16. TAG NO.	[redacted]	
2. SERIAL#	3GCPCREC7FG[redacted]	PROD DT	17. MI I/O	31326/31328	
LICENSE#	STK#	DEL 07/09/2015	18. PO NO.		
DESC.	CT SILVERADO 1500 15		19. COMMENTS	Y	
			20. RECOMMEN		
3. JOBS (J#)	1 2		21. JRNL PFX		PICKUP
STATUS	F F		22.		

4. LABOR		0.00		305.96		0.00	
5. PARTS		0.00		501.86		0.00	
6. SUBLET		0.00		0.00		0.00	
7. G.O.G.		0.00		0.00		0.00	
8. MISC		0.00		0.00		0.00	
9. TAX		0.00		0.00		0.00	
10. EST $ [ ]	TOTALS C	0.00	W	807.82	I	0.00	

REPAIR ORDER CLOSED ON 09/07/2016 REVIEW (Y/N)

SEP 16, 2016 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 657/5180 3651

JOB#: 1 OPERATION: 06CV2 DESCRIPTION: BRAKES/FRONT END

1. COMPLAINT : CUSTOMER STATES AT TIMES THE BRAKE PEDAL GETS HARD AND THE VEHICLE DOES NOT STOP. FIRST STARTED WHEN GOING FROM PARK TO REVERSE AND BACKING UP. WILL ALSO DO IT FROM PARK TO DRIVE AND GOING FORWARD THEN BRAKING. IT HAS DONE IT AFTER DRIVING 300 MILES,25 MILES AND ALSO 10-15 FEET. TOWED IN

2. CAUSE : ENGINE OIL RESIDUE IN VACUUM SUPPLY LINE TO VACUUM BRAKE
ORIG BOOSTER,PIT5361B NEED TO REPLACE VACUUM PUMP,LINE,BELT, MASTER CYLINDER AND VACUUM BOOSTER,TAC CASE [redacted] ALSO VACUUM PUMP WAS AT 67KPA VACUUM AT ILDE,SHOULD BE AT 90KPA VACUUM PER SI

3. CORRECTION: PER PIT5361B REPLACED VACUUM PUMP,BRAKE MASTER CYLINDER,
ORIG VACUUM BRAKE BOOSTER,VACUUM LINE AND BLED SYSTEM

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE) (O=ORIG ENTRY)

SEP 16, 2016 COMPLAINT CAUSE AND CORRECTION Store 01 SERV01 657/5180 3651

JOB#: 2 OPERATION: 06CVRSPSAFETY DESCRIPTION: SERV PLUS INSPECTION

1. COMPLAINT : SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION,ALL FLUID LEVELS,UNDER CHASSIS,
BELTS, HOSES, EMHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING,
AND REQUIRED MAINTENANCE.

2. CAUSE : MAINTENANCE ITEM.
ORIG

3. CORRECTION: PERFORMED SAFETY INSPECTION.
ORIG SET TIRE PRESSURES TO 35PSI

(E=ENTER) (M#=MORE LINES) (CC=GM COMP CODE) (O=ORIG ENTRY)

SEP 16, 2016 COMMENTS R/O [redacted] 3651

1. DINO CEC
2. 9.2.16 1:57PM 9519664805 SPOKE TO CHRIS. WE HAVE DRIVEN THE VEHICLE
3. A FEW TIMES UNABLE TO DUPLICATE CONCERN, WE CHECKED FOR BRAKE FLUID
4. IN BOOSTER(NONE) UNABLE TO SEE ANYTHING AT THIS TIME. WE WILL LOOK
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(E=ENTER) (P=PAGE)

PE18-012

GM

3-27-2019

Q3

[redacted]

February 15, 2017

MARK CHRISTOPHER AUTO CENTER
Jeff Rizzi
2131 CONVENTION CTR WAY STE A
ONTARIO, CA 91764

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer [redacted]

dealer # [redacted]

Vehicle: 2015 Chevrolet Silverado
VIN: 3GCPCREC7FG[redacted]
Ref SR[redacted]

Dear Jeff Rizzi:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$23,913.83** to MARK CHRISTOPHER AUTO CENTER. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $7,164.43 to Ally Financial.
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	✓ 1GCPCRECXHF[redacted]
New Vehicle Sales Price:	**$40,455.33**
Used Vehicle Trade Value:	**$29,601.32**
Trade Difference:	**$10,854.01**
Taxes:	**$841.19**
Reg/Lic/Title Fees:	**$518.00**
State Fees:	**$37.75**
Doc Fees	**$80.00**
Cash Paid on Delivery	**$1,476.94**
Dealer Processing Fee:	$ 200.00 (Paid by check, after receipt of documents)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday February 20, 2017. If you have any questions you may reach me at 866-802-6625 x 1180.

[redacted] Management Agent's Signature and Title.

SERVICE DIRECTOR

[redacted] Management Agent's Printed Name and Title.

Jeff Rizzi SERVICE DIRECTOR

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 12/09/2016

Vehicle Info

***VIN:**	3GCPCREC7FG[redacted]	**MSRP:**	44490.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Silverado

Vehicle Comments & TAC Explanation:
Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
Replaced the vacuum pump, hose, booster, and master cylinder on the last visit

***Date Reviewed with Customer:**	12/05/2016	***Repurchase Mileage:**	31327
Original Purchase Date:	07/09/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	[redacted]		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	[redacted]	***State**	[redacted]	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**	(951) 966-4805	***Cell Phone**	[redacted]
***E-mail:**	[redacted]	***Fax Phone:**		***Exec Init Repurchase:**	N
***Reason Repurchase**	Brakes failing & not stopping at times				

UCC Codes (H0106) Brakes - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Ally Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	877-247-2559	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	114568	**Dealer Name:**	MARK CHRISTOPHER AUTO CENTER		
Region:	10	**District:**	1114		
***Phone:**	(909) 390-2900	**Fax:**	(909) 390-6962		
***Contact Name:**	Jeff Rizzi	***Contact Title:**	Service Manager	**E-Mail:**	jrizzi@markchristo..

Repurchasing Dealer: -

Repair

***Contact Name:**	Jeff Rizzi	***Contact Title:**	Service Manager

Vehicle Location: -

Case Number: [redacted]

Originator Name: Cindy Wagner 866-790-5700 cindy.wagner@gm.com
Created Date: 12/09/2016

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Trade - New Finance
Source:	CA-CEC Voluntary		
Replacement VIN:	3GCPCREC9HG[redacted]		Year: 2017 Make: Chevrolet Model: Silverado
Compliance Date:	2017-01-24	**Compliance Type:**	Promised Date
MSRP:	43295.0	**Order #:**	

Repurchase:

Trade repurchase with usage set at 31,048 miles at first brake repair attempt

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

[redacted]

TO PROPERLY RELEASE YOUR LIABILITY, PLEASE READ AND FOLLOW INSTRUCTIONS ON REVERSE SIDE

SECTIONS A-J MUST BE COMPLETED IN FULL PRINT IN CAPITAL LETTERS – USE BLACK OR BLUE INK

NOTICE OF TRANSFER AND RELEASE OF LIABILITY

MAIL THIS PORTION TO DMV-OR-FILE ONLINE AT dmv.ca.gov

A. NEW OWNER'S LAST NAME (OR) COMPANY NAME FIRST

B. NEW OWNER'S ADDRESS APT NUMBER

C. ODOMETER READING (NO TENTHS)

D. CITY STATE ZIP CODE

E. DATE OF SALE OR LEASE RETURN MO DAY YR

F. SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME FIRST

G. SELLING PRICE (NO CENTS) WHOLE DOLLARS

H. SELLER'S OR LESSEE'S ADDRESS APT NUMBER

I. SELLER'S OR LESSEE'S SIGNATURE

X

J. CITY STATE ZIP CODE

VEHICLE ID NUMBER YR MODEL MAKE PLATE NUMBER

3GCPCREC7FG[redacted] 2015 CHEV [redacted]

REG 138A (REV. 10/2012)

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

STATE OF CALIFORNIA

[redacted]

CERTIFICATE OF TITLE

VEHICLE HISTORY

COMMERCIAL

VEHICLE ID NUMBER	YR MODEL	MAKE	PLATE NUMBER
3GCPCREC7FG[redacted]	2015	CHEV	[redacted]

BODY TYPE MODEL	AX	UNLADEN WEIGHT	FUEL	TRANSFER DATE	FEES PAID	REGISTRATION EXPIRATION DATE
PK	2	05173	G		$497	07/31/2016

YR 1ST SOLD	CLASS	YR	MO	EQUIPMT/TRUST NUMBER	ISSUE DATE
2015	KM		WU		07/24/15

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE: 07/09/2015 ODOMETER READING: 21 MI

ACTUAL MILEAGE

[redacted]

I certify (or declare) under penalty of perjury under the laws of the State of California that **THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.**

1a. _____ DATE X _____ SIGNATURE OF REGISTERED OWNER

1b. _____ DATE X _____ SIGNATURE OF REGISTERED OWNER

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 [ ][ ][ ], [ ][ ][ ] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING ☐ Odometer reading is **not** the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFEREE/BUYER SIGNATURE(S)
	X		X

PRINTED NAME OF SELLER OR AGENT SIGNING FOR A COMPANY	PRINTED NAME OF BUYER OR AGENT SIGNING FOR A COMPANY

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

ALLY BANK
PO BOX 8128
COCKEYSVILLE
MD 21030

2. X _____
Signature releases interest in vehicle. (Company names must be countersigned)

Release Date _____

[redacted]

REG. 17.30RS (REV. 10/2012)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

PE18-012

GM

3-27-2019

Q3

[redacted]

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Christian
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
3GCPCREC7FG[redacted]	**3GCPCREC9HG[redacted]**	**December 19, 2016**

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$40,221.48	G	40301.48	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$890.72	N	8.00%	
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$364.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Doc Fee	$80.00	L		
State Fees	$191.75	M	154 weight and 29 elect file fee +8.75	
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$0.00	R		
Transportation Fees	$0.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$41,747.95**			
State Sales Tax	$0.00			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$9,599.01	M	(31048/1200000) x 37100	
Damage	$0.00	E		
MSRP Upgrade	$1,455.00	R	New MSRP: 44490	
MSRP Downgrade (deducted)	$0.00		Old MSRP: 42405	
Reimb. of Aft. Mkts on Old Unit	$0.00		MSRP diff waived	
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00		front cloth seats - 980	
			trailer brake cont- 275	
Total Customer Cost	**$11,054.01**		Floor Liner: 200	
Trade Repurchase Amount	**$30,693.94**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$30,693.94**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$17,076.10			
Good Through 01/15/17				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$13,617.84**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$30,693.94**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$40,221.48
State Sales Tax	$890.72
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$364.00
New Aftermarket Items	$0.00
State Fees	$191.75
Fees	$80.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$41,747.95
Trade-In Allowance	$29,167.47
Loan Payoff	$17,076.10
Net Allowance	$12,091.37
Cash on Delivery (Paid by GM)	$1,526.47
Total Balance Due	$28,130.11
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
3GCPCREC9HG[redacted]	
Form Rev 11/11/2005	

PE18-012

GM

3-27-2019

Q3

[redacted]

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: 341828000000
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 114[redacted]

Service Agent: QUIRK CHEVROLET

Contact Name: [redacted]

Phone Number:

Fax Number: 781-843-0306

Contact Email Address: powen@quirkcars.com

Job Card*: [redacted]

Job Card Date: 08/31/2016

Reference Number: [redacted]

VIN: 3GCUKTEC1FG[redacted] Investigate Vehicle History

Odometer: 25743

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: 2 Supp Time: 0 OLH Time: 0

Labour Rate: 118.09 Common GM Division - Mechanical

Labour Total: 236.18

Parts Total: 0

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 236.18

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Sep 26 11:24:56 EDT 2016	Please include your 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
3GCUKTEC1FG[redacted]	341828000000	2016-09-26

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3

[redacted]

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are access ble using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	3GCUKTEC1FG[redacted]
User	[redacted]
Case Number	[redacted]
EDR Data Imaging Date	09/02/2016
Crash Date	08/25/2016
Filename	3GCUKTEC1FG[redacted] ACM.CDRX
Saved on	Friday, September 2 2016 at 11:07:02
Collected with CDR version	Crash Data Retrieval Tool 16.6
Reported with CDR version	Crash Data Retrieval Tool 16.6
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

No comments entered.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events for Front, Side, and Rear (FSR) Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH [8 km/h]. A Non-Deployment Event contains Pre-Crash and Crash data. The oldest Non-Deployment event can be overwritten by a Deployment Event, if all three records are full and the Non-Deployment Event is not locked. A Non-Deployment Event can be overwritten by a more recent Non-Deployment Event if all three records are full and the Non-Deployment is older than approximately 250 ignition cycles. Also, a Non-Deployment event can be recorded if one of the following occurs without the Deployment of any of the frontal air bags, side air bags, or roll bars:

-Pretensioner(s) only Deployment
-Head Rest Deployment
-Battery Cut-Off Deployment

The second type of SDM recorded crash event for FSR Events is the Deployment Event. It also contains Pre-Crash and Crash data. Deployment Events cannot be overwritten or cleared by the SDM.
Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR Deployment events. The SDM can store up to three Events.

Data:

For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.
For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.
-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.
-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.
-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
    -Significant changes in the tire's rolling radius
    -Final drive axle ratio changes
    -Wheel lockup and wheel slip
-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
-Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
-Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
    -No data is received from the module sending the pre-crash data
-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engines.
-Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
-The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
-Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
-Dynamic Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
-Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
-For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
-Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
-In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, the module may have been operating on its energy reserve.
-The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
-The reported range of the longitudinal and lateral acceleration values is approximately ± 105 g.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted by the Body Control Module, via the vehicle's communication network.
-The Belt Switch Circuit is wired directly to the SDM.

Data Element Sign Convention:
The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. Directional references to sign notation are all from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

Data Element Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Longitudinal Velocity Change	Forward
Lateral Acceleration	Left to Right
Lateral Velocity Change	Left to Right
Vertical Acceleration	Downward
Roll Rate	Clockwise Rotation

Hexadecimal Data:
Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01050_SDM30-delphi_r012

System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	0
Dynamic OnStar Notification Event Counter	0
Vehicle Identification Number (VIN)	3GCUKTEC1FG[redacted]
Ignition Cycle, Download (Ignition Cycles at Investigation)	3651
End Model Part Number	00CF6F22
System Type	N/A
Software Module Identifier 1	00CF6F21
Software Module Identifier 2	016214F4
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, Component Identifier	K1
Manufacturing Traceability Data, Part Number/Broadcast Code	1433
Manufacturing Traceability Data, Supplier Code	7
Manufacturing Traceability Data, Traceability Number	3M166P000
ESS # 1 Traceability Data, Component Identifier	AU
ESS # 1 Traceability Data, Part Number/Broadcast Code	8677
ESS # 1 Traceability Data, Supplier Code	D
ESS # 1 Traceability Data, Traceability Number	P00000000
ESS # 2 Traceability Data, Component Identifier	AT
ESS # 2 Traceability Data, Part Number/Broadcast Code	8677
ESS # 2 Traceability Data, Supplier Code	D
ESS # 2 Traceability Data, Traceability Number	P00000000
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	8676
ESS # 3 Traceability Data, Supplier Code	D
ESS # 3 Traceability Data, Traceability Number	A00000000
ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	8676
ESS # 4 Traceability Data, Supplier Code	D
ESS # 4 Traceability Data, Traceability Number	A00000000
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	8678
ESS # 5 Traceability Data, Supplier Code	D
ESS # 5 Traceability Data, Traceability Number	A00000000
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	8678
ESS # 6 Traceability Data, Supplier Code	D
ESS # 6 Traceability Data, Traceability Number	A00000000
ESS # 7 Traceability Data, Component Identifier	??
ESS # 7 Traceability Data, Part Number/Broadcast Code	0000
ESS # 7 Traceability Data, Supplier Code	D
ESS # 7 Traceability Data, Traceability Number	A00000000
ESS # 8 Traceability Data, Component Identifier	??
ESS # 8 Traceability Data, Part Number/Broadcast Code	0000
ESS # 8 Traceability Data, Supplier Code	D
ESS # 8 Traceability Data, Traceability Number	A00000000

Hexadecimal Data

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DPID $11
FF F0 00 FC C6 7C 04

DPID $15
01 02 03 04 05 06 07

DPID $16
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DPID $17
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DPID $32
FA FF 0E 43 00 00 00

DPID $35
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DID $01
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DID $03
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DID $05
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DID $07
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DID $09
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DID $9A
0B 11

DID $B4
4B 31 31 34 33 33 37 33 4D 31 36 36 50 30 30 30

DID $C1
00 CF 6F 21

DID $C2
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DID $C3
01 62 1D 42

DID $CB
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Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted] GM Product Assistance - Claims Department (PAC) Request
Al Difalco to: Al Difalco 08/31/2016 01:43 PM

PAC Information Provided:
PAR Record Number:
undefined : undefined

Provided Information:
PAC File Number : [redacted]

Customer Information:
Customer First Name : [redacted]
Customer Last Name : [redacted]
Customer Address : [redacted]
Customer City : [redacted]
Customer State : [redacted]
Customer Zip Code [redacted]
Customer Home Phone : [redacted]
Customer Work Phone :
Customer Cell Phone :

Vehicle Information:
VIN : 3GCUKTEC1FG[redacted]
Vehicle Year : 2015
Vehicle Make : Chevrolet
Vehicle Model : Silverado
Vehicle Mileage : 24000

Vehicle Location Information:
Dealer/Salvage/Other : Dealer
POC Name : Patrick service manager
POC Phone : 781-843-4800
POC Email :
POC Cell Number :
Dealer BAC : 114[redacted]
Rental Authorized : Yes
Towing Authorized : No
Vehicle At Dealership : Yes
Name of Business : Quirk Chevrolet
Vehicle Location Address : 444 Quincy Avenue
Vehicle Location City : Braintree
Vehicle Location State : MA
Vehicle Location Zip Code : 02185
Location Comments : at the dealer

Customer Concerns:
Air Bag Deployment Concern - In a Collision : false
Air Bag Deployment Concern - No Collision : false
Air Bag Dealer Inspect - RRAB Concern : false
Accelerator/Throttle Concern : false
Brakes ABS Concern : true
Engine/Transmission/Drivetrain Concern : false
Fire/Flame Concern : false
Melt Concern : false
Smoke Concern : false
Seats/Seat Belt Concern : false
Steering/Suspension/Tire/Wheels Concern : false
Water/Moisture/Odor Concern : false
Additional Information Concern : Customer stated that he was at his yard and customer started to drive the vehicle. Customer stated that there was no power in brake pedal and the customer hit one of his garbage trucks.Customer stated that when he turns on the vehicle that there is no power to the brakes. Customer stated that the concern only happens at very low speeds, and this concern has happen a dozen of times. Customer is seeking to have the brakes fixed and the body damaged repaired.

CSR Information:
Requestor Name : Matthew Thomas
Requestor Email : matthew.3.thomas@gm.com
Requestor Phone : (866) 446-6963 X 5921603
Requestor Fax :

Ref:MSGRPS01711821

PE18-012

GM

3-27-2019

Q3

[redacted]

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Inspector (First and last name): Susan Fuller
Number of photos below: 60

Section 1. Description

Photo #	Description Only	Damage (Yes/No)
	Vehicle ID Information	
1	Vin plate	No
2	Odometer	No
3	Door plate (GVWR)	No
4	Tire plate	No
5	RPO plate	No
	Exterior	
6	Front (Exterior)	No
7	LH View perpendicular to A pillar	No
8	LH View perpendicular to B pillar	No
9	LH View perpendicular to C pillar	No
10	Rear (Exterior)	No
11	RH View perpendicular to A pillar	Yes
12	RH View perpendicular to B pillar	No
13	RH View perpendicular to C pillar	No
14	Tailgate down	No
15	Aftermarket equipment	No
	Under Vehicle	
16	LH front tire/wheel	No
17	LH rear tire/wheel	No
18	RH front tire/wheel	No
19	RH rear tire/wheel	No
20	Underbody - front	No
21	Underbody - mid	No
22	Underbody - rear	No
23	LF brake, steering and suspension systems	No
24	LR brake, steering and suspension systems	No
25	RF brake, steering and suspension systems	No
26	RR brake, steering and suspension systems	No
27	Right front suspension	No
28	Left front suspension	No
29	EBCM	No
30	Left front brake line	No
31	Left rear brake line	No
32	Right front brake line	No
33	Right rear brake line	No
	Under Hood	
34	Under hood/engine compartment	No
35	Under hood/engine compartment	No
36	Under hood/engine compartment	No
37	Under hood/engine compartment	No
38	Battery	No
39	Underhood Electrical Center (UBEC, fuses/relays)	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description Only	Damage (Yes/No)
40	Fluid level/condition (brake and/or PS if not EPS)	No
41	Brake booster and hose (if applicable)	No
42	Brake Vacuum reading 8 in.	Yes
	Interior	
43	IP Cluster / odometer	No
44	Driver's side	No
45	Passenger's side	No
46	Rear seats	No
47	Brake pedal travel check 22.5 inches	No
48	Brake pedal travel check 24.0 inches	No
49	Right fuse panel	No
50	Left fuse panel	No
51	DTC's	Yes
52	Diagnostic data display	Yes
53	Right front fender damage	Yes
54	Right front fender damage	Yes
55	Right front fender damage	Yes
56	Right front fender damage	Yes
57	Left rear damage	Yes
58	Left rear damage	Yes
59	Left rear damage	Yes
60	Left rear damage	Yes

Section 2.

Description and Photos

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
1	Vin Plate (Example) 	No
2	IP Cluster / Odometer 	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

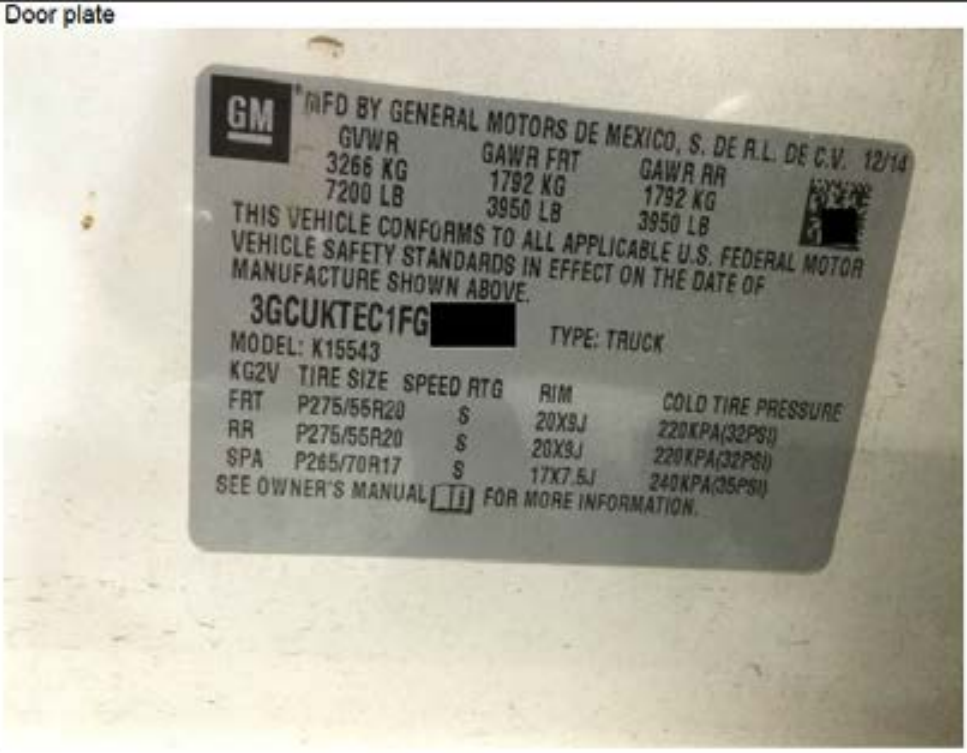
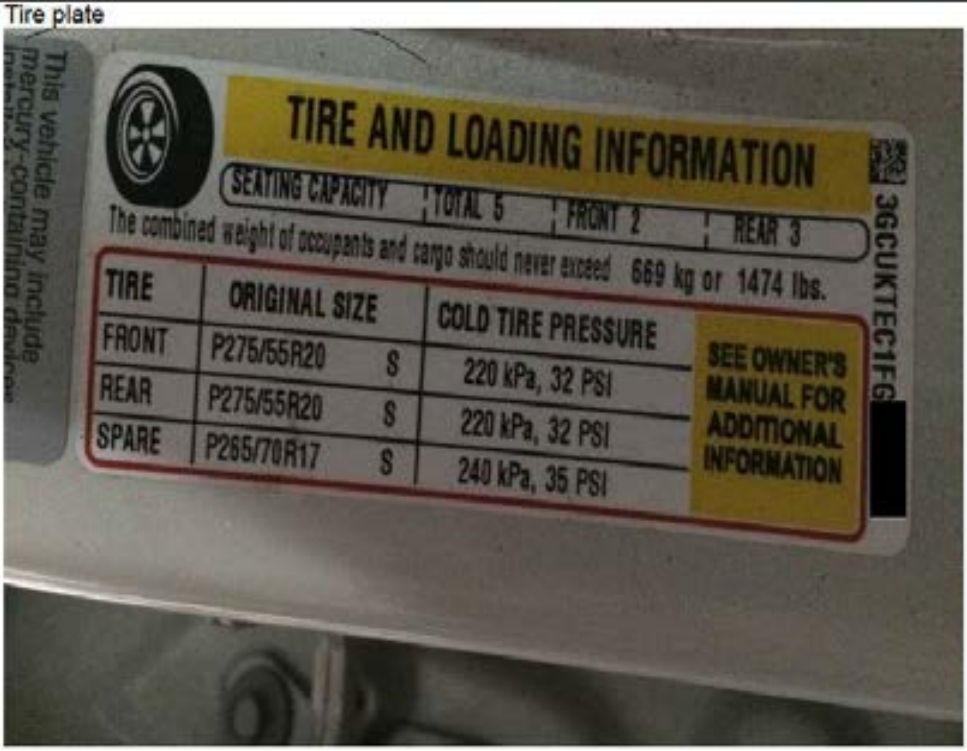
Photo #	Description / Photo	Damage (Yes/No)
3	Door plate 	No
4	Tire plate 	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
5	RPO 	No
6	Front (Exterior) 	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
7	LH View perpendicular to A pillar	No
8	LH View perpendicular to B pillar	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
9	LH View perpendicular to C pillar/tail light damage	Yes
10	Rear/ LH tail light damage	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
11	RH View perpendicular to A pillar	Yes
12	RH View perpendicular to B pillar	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
13	RH View perpendicular to C pillar	No
14	Tailgate down	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
15	Aftermarket equipment	No
16	LH front tire/wheel	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
17	LH rear tire/wheel	No
18	RH front tire/wheel	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
19	RH rear tire/wheel	No
20	Underbody – front	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
21	Underbody – mid	No
22	Underbody – rear	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
23	LF brake, steering and suspension systems	No
24	LR brake, steering and suspension systems	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
25	RF brake, steering and suspension systems	No
26	RR brake, steering and suspension systems	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
27	RF suspension systems	No
28	LF suspension systems	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
29	EBCM	No
30	Brake lines- left front	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
31	Brake lines-left rear	No
32	Brake lines-right front	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
33	Brake lines-right rear	No
34	Under hood/engine compartment	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
35	Under hood/engine compartment	No
36	Under hood/engine compartment	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
37	Under hood/engine compartment	No
38	Battery	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
39	Underhood Electrical Center	No
40	Fluid level/condition	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
41	Brake booster and hoses	No
42	Engine vacuum reading/ 8 in.	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
43	IP Cluster / odometer	No
44	Driver's side (interior)	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
45	Passenger's side (interior) 	No
46	Rear (interior) 	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
47	Brake pedal depleted 22.5 inches	No
48	Brake pedal 24.0 inches	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
49	Right fuse panel	No
50	Left fuse panel	No

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

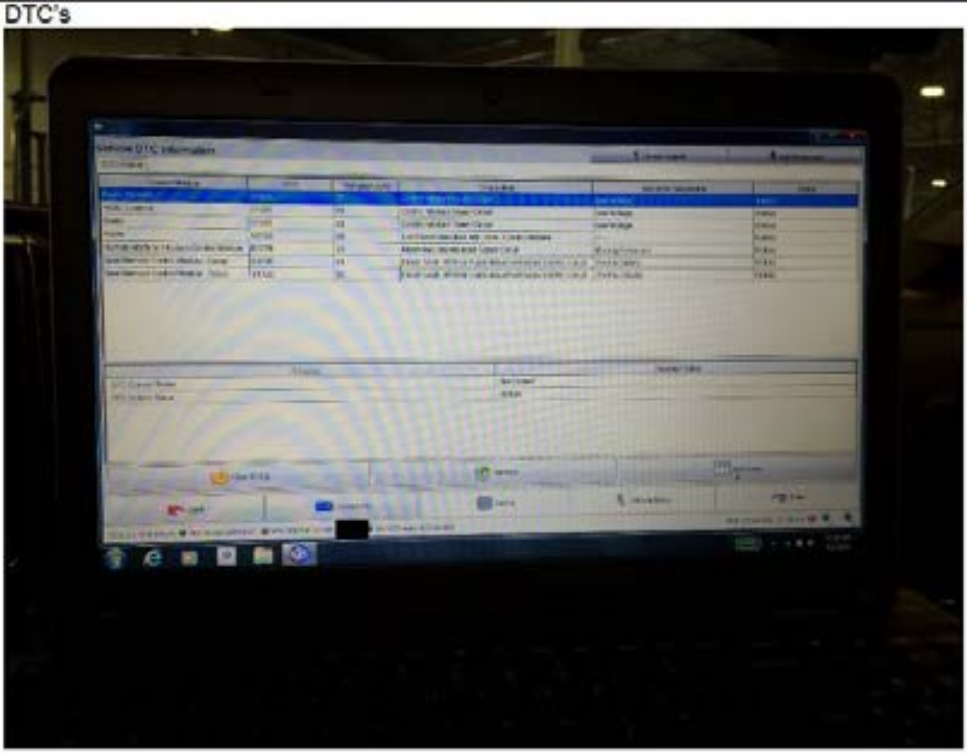
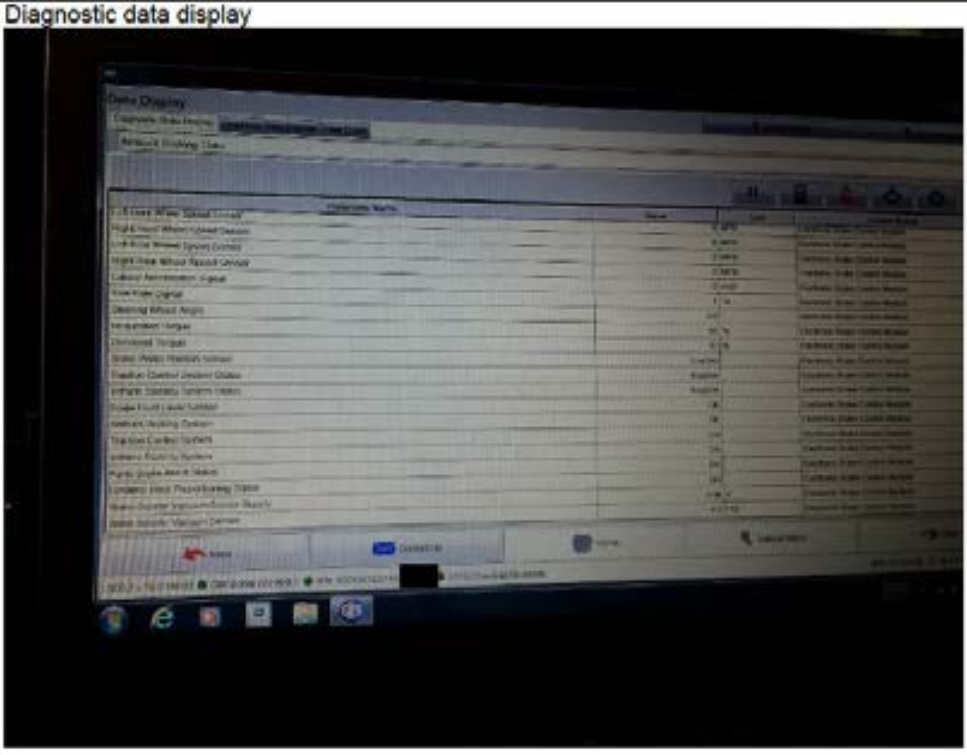
Photo #	Description / Photo	Damage (Yes/No)
51	DTC's 	Yes
52	Diagnostic data display 	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
53	Right front fender damage	Yes
54	Right front fender damage	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

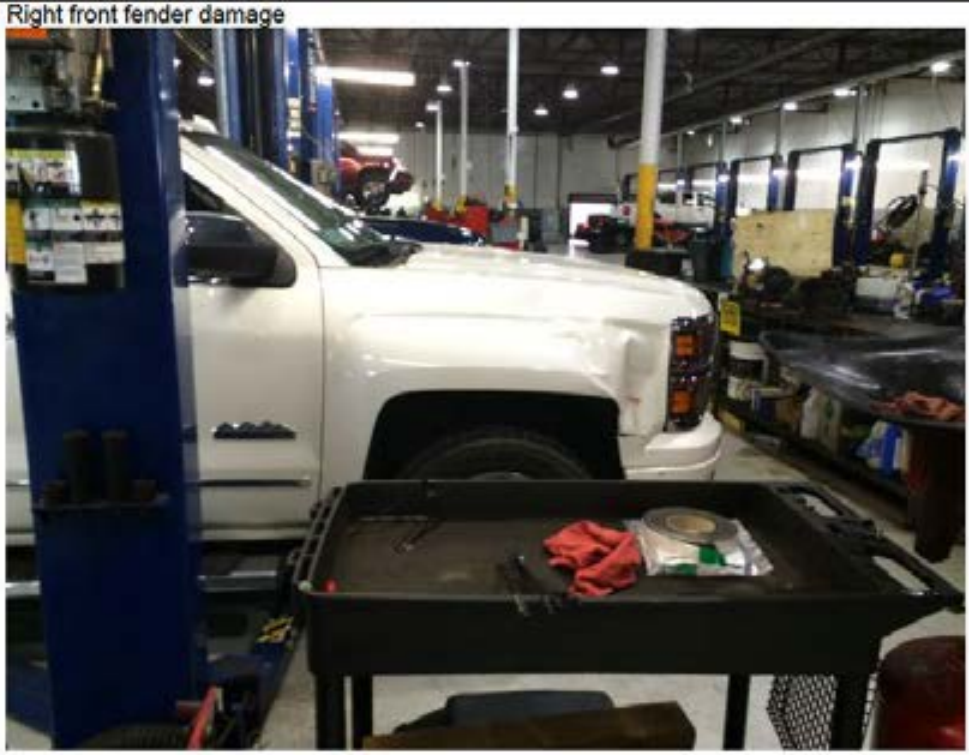
Photo #	Description / Photo	Damage (Yes/No)
55	Right front fender damage	Yes
56	Right front fender damage 	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	Inspection Date:	09/01/2016
Vehicle brand	Chevrolet	Year/Model:	2015/Silverado
File Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

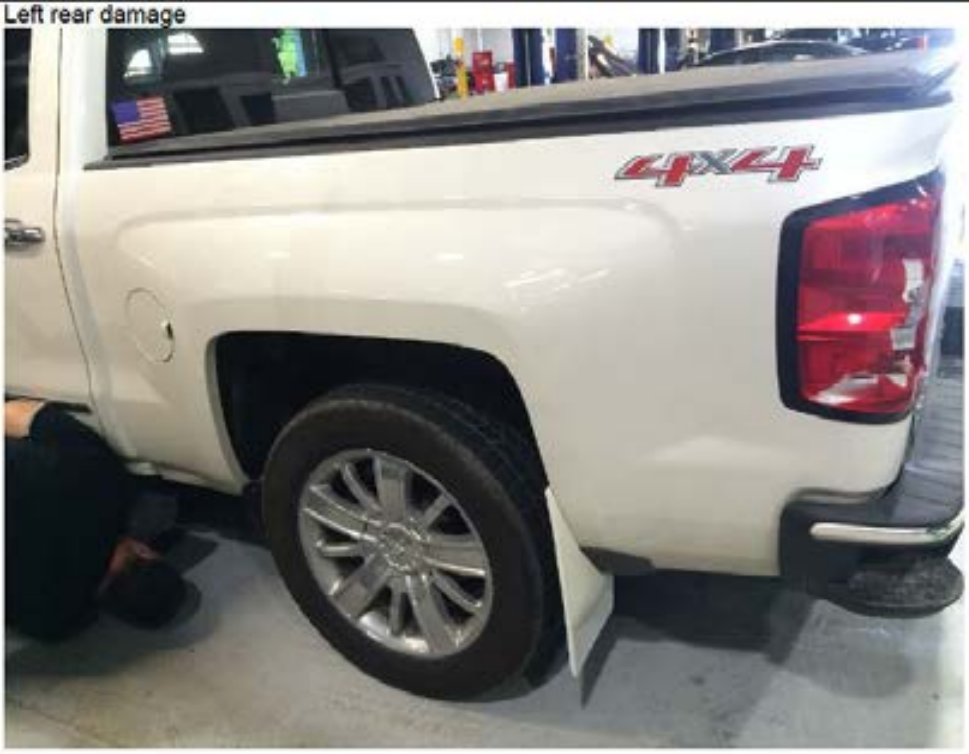
Photo #	Description / Photo	Damage (Yes/No)
57	Left rear damage 	Yes
58	Left rear damage	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

Photo #	Description / Photo	Damage (Yes/No)
59	Left rear damage	Yes
60	Left rear damage	Yes

Photo Log and Photos for Preliminary Inspection v. 5			
Customer's last name	[redacted]	**Inspection Date:**	09/01/2016
Vehicle brand	Chevrolet	**Year/Model:**	2015/Silverado
File Case #:	[redacted]	**VIN:**	1GCUKTEC1FG[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] 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

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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: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] 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

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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: [redacted] 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,
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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: [redacted] / 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,

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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,

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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.

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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?

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Please see attached.

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Re: [redacted]

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.

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re [redacted] / 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.

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VIN: 1GNSCJKC6FR[redacted]

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PE18-012

GM

3-27-2019

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[redacted]

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To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: [redacted] 2015 Suburban Service invoice..pdf

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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: [redacted] / 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: [redacted]

Vehicle: 2015 Chevy Suburban

VIN: 1GNSCJKC6FF[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

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--

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

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Paralegal

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Maritza Izquierdo

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Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Monday, June 12, 2017 4:16 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: FW: Re: Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

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

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General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted]/ 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: [redacted]

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

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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.

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--

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

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Fax: (888) 809-7010
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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Maritza A <maritza@lemonlawgrouppartners.com>
Sent:	Thursday, June 15, 2017 4:14 PM
To:	Monica1 Vara1 (C)
Subject:	[EXTERNAL] Re: FW: Re: Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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

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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: [redacted] / 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

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P: 1-866-790-5700 EXT 5921293

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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: [redacted] / 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 $3,500 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

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General Motors

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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: [redacted] 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

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F: 1-586-920-0689

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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F: 1-586-920-0689

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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: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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Paralegal

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Hector Villalobos <hectorv@lemonlawgrouppartners.com>
Sent:	Monday, June 26, 2017 12:46 PM
To:	Monica1 Vara1 (C)
Cc:	Stacy Konstam; Maritza A; Aaron Todd
Subject:	[EXTERNAL] Re: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

Good afternoon Monica,

The client hasn't had the release for a week yet. As soon as I have it I will forward it to your attention.

Thanks,

On Mon, Jun 26, 2017 at 11:41 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

Good Morning Rachel,

I would like to follow up on the signed executed documents for the above client.

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

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From: Maritza A [mailto: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]

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

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From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] / 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

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General Motors

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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: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] 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

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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: [redacted] / 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

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted]/ 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

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F: 1-586-920-0689

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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: [redacted] / 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

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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: [redacted] / 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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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.

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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:[redacted]

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

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--

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

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maritza@lemonlawgrouppartners.com

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maritza@lemonlawgrouppartners.com

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--

Hector Villalobos

Case Manager
Lemon Law Group Partners, PLC
Phone (888) 415-0610 Ext. 118
Fax (888) 809-7010
hectorv@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Friday, June 02, 2017 3:59 PM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam
Subject: [EXTERNAL] Re: Re [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

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

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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: [redacted] / 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

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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: [redacted] / 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 $3,500 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

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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F: 1-586-920-0689

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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: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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Sincerely,
General Motors

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--

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

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maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Maritza A <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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] 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

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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: [redacted] / 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

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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: [redacted] / 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

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Legal Department

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'

Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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Sincerely,
General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re:[redacted]/ 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: [redacted]

Vehicle: 2015 Chevy Suburban

VIN: 1GNSCJKC6FF[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.

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--

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

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Fax: (888) 809-7010
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maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Maritza A <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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re:[redacted] / 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

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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: [redacted] 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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F: 1-586-920-0689

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted]/ 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: [redacted]

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

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Legal Department

Southeast & South Central Region

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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Maritza A <maritza@lemonlawgrouppartners.com>
Sent: Monday, May 22, 2017 2:28 PM
To: Monica1 Vara1 (C)
Cc: Stacy Konstam; Andres Pino
Subject: [EXTERNAL] Re: [redacted] 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: [redacted] 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 $3,500 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

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General Motors

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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: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] 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

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Sincerely,
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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A

Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted]/ 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 Bonnin 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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 Bonnin 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

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Sincerely,
General Motors

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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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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Sincerely,
General Motors

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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

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Maritza Izquierdo

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Maritza Izquierdo

Paralegal

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Todd Yorlano
Sent: Tuesday, February 28, 2017 12:28 PM
To: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

I am sitting in the airport. I will send the formal email tomorrow. Schedule the customer for Tuesday, 3/21/17 at Bomnin West Kendall.

Formal email to follow.

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
631 873 6176
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Tuesday, February 28, 2017 11:09 AM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Hello Todd,

Here is another FRA I'm needing a date for as well. If you can provide me with one, I would greatly appreciate it.

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

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From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 12:52 PM
To: Todd Yorlano
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

o Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or

o ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 9:07 AM
To: Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C); Joe Chan
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]
Attachments: 2. Demand Letter.pdf

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Todd Yorlano
Sent:	Wednesday, March 01, 2017 9:07 AM
To:	TACHelp
Cc:	Joe Chan; Monica1 Vara1 (C)
Subject:	FSE Request 1GNSCJKC6FR[redacted]
Attachments:	FSE Request 1GNSCJKC6FR[redacted]

Scheduled for Thursday 3/21/17 with Joe Chan, BAC 297[redacted]

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
631 873 6176
todd.yorlano@chevrolet.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Joe Chan
Sent:	Friday, March 24, 2017 10:36 AM
To:	Timothy Dobrynski; Monica1 Vara1 (C)
Cc:	Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com); Wes M. Preece
Subject:	RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

I'm available on April 18 for this second attempt, please reply with confirmation on this date. Have a great weekend.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

From: Timothy Dobrynski
Sent: Friday, March 24, 2017 11:15 AM
To: Monica1 Vara1 (C) <monica.vara@gm.com>
Cc: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>; Joe Chan <joe.chan@gm.com>; Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Joe can you give the BRC another day thanks again

Sent from my iPhone

On Mar 24, 2017, at 10:32 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

> Good Morning Timothy,
>
> I was informed that the above customer did not make it in for the FRA that was schedule for March 21st. Can you please provide me with another date.
>
> 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

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From: Todd Yorlano
Sent: Wednesday, March 01, 2017 9:07 AM
To: Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C); Joe Chan
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com
<image001.jpg><image002.png><image003.png>

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Maritza A <maritza@lemonlawgrouppartners.com>
Sent:	Friday, April 21, 2017 8:58 AM
To:	Monica1 Vara1 (C)
Cc:	Stacy Konstam
Subject:	[EXTERNAL] Re: Re: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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--

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
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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

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Maritza A <maritza@lemonlawgrouppartners.com>
Sent:	Monday, May 08, 2017 10:44 AM
To:	Monica1 Vara1 (C)
Cc:	Stacy Konstam
Subject:	[EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] 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.

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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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] SR1[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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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F: 1-586-920-0689

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] 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: [redacted]

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

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--

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

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Ruben Garcia <rg1@bomninauto.com>
Sent: Tuesday, April 25, 2017 11:12 AM
To: Monica1 Vara1 (C)
Cc: ja@bomninauto.com
Subject: [EXTERNAL] RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

GOOD AFTERNOON NO AFTERMARKECT OR ACCIDEN I WILL HAVE DOCUMENTS SEND TO YOU.

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, April 25, 2017 12:08 PM
To: Ruben Garcia (rg@bomninauto.com)
Cc: JA@BOMNINAUTO.COM
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Hello Ruben,

I would like to follow up on an email sent on 4/21 regarding a copy of the FRA repair order for the above customer. If you can please provided me with the needed information as soon as possible. Also, Can you provide me with accurate days down on the below repair order and during the visit did you notice any aftermarket parts or accidents with the vehicle?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

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

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From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 8:32 AM
To: Ruben Garcia (rg@bomninauto.com)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Ruben,

Can you please send me a copy of the FRA repair order for the above customer. During this visit did you notice any aftermarket parts or accidents with the vehicle? If you can please provided me with the needed information as soon as possible.

Thank you,

Monica Vara
General Motors Business Resource Center
Legal Department
Southeast & South Central Region
Email: monica.vara@gm.com
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From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted] 8-[redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted] 8-[redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

BOMNIN CHEVROLET
CASHIER DEPARTMENT
11701 SW 152nd STREET
KENDALL, FLORIDA 33177
(305) 235-8200 Extension (347)

FAX

Pages: 3

To: MR. Monica Veral, GM

Fax: (586) 920-0689
1-(866) 990-5700 #4592193

Date: 3/7/17

Ref: [redacted] Service Request #[redacted]

From: Marilyn Records Custodian

Fax: 305-256-3171

Phone: (305) 235-8200 Extension (347)
PLEASE LET ME KNOW IF I CAN BE OF ANY FURTHER ASSISTANCE.
THANK YOU,

- [ ] Urgent
- [X] For Review
- [ ] Please Comment
- [✓] Please Reply
- [ ] Please Recycle

Comments: As requested I [redacted] Did not purchase the vehicle here, his only been here for service!
Please let me know if you need any further assistance.
Thank you,
Marilyn

Ruben Garcia

ATTN: Dora
Thanks,
Marilyn

From: Monica1 Vara1 (C) <monica.vara@gm.com>
Sent: Thursday, March 02, 2017 9:49 AM
To: Ruben Garcia
Cc: JA@BOMNINAUTO.COM
Subject: RE: [EXTERNAL] RE: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/SR[redacted]

Good Morning Ruben,

I would like to let you know I have received the service documents via fax however I'm still needing sales documents.

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
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From: Ruben Garcia [mailto:rg1@bomninauto.com]
Sent: Tuesday, February 28, 2017 11:05 AM
To: Monica1 Vara1 (C)
Cc: JA@BOMNINAUTO.COM
Subject: [EXTERNAL] RE: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/SR[redacted]

GOOD afternoon I also spoke to Marilyn she is working on getting it send to you.

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, February 28, 2017 11:06 AM
To: Ruben Garcia
Subject: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/SR[redacted]

Good Morning Ruben,

Reached out to you on 2/22 via phone, spoke with Marilyn. I also sent letter with a list of needed documents via fax on 2/23 and have yet to receive any documents for the above customer's legal case. If you can please send those documents as soon as possible, I would greatly appreciate it.

ATTN: DORA

Ruben Garcia

Thanks, marilyn

From:	Monica1 Vara1 (C) <monica.vara@gm.com>
Sent:	Thursday, March 02, 2017 9:49 AM
To:	Ruben Garcia
Cc:	JA@BOMNINAUTO.COM
Subject:	RE: [EXTERNAL] RE: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

MAR - 6 2017

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From: Ruben Garcia [mailto:rg1@bomninauto.com]
Sent: Tuesday, February 28, 2017 11:05 AM
To: Monica1 Vara1 (C)
Cc: JA@BOMNINAUTO.COM
Subject: [EXTERNAL] RE: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]

GOOD afternoon I also spoke to Marilyn she is working on getting it send to you.

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, February 28, 2017 11:06 AM
To: Ruben Garcia
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]

Good Morning Ruben,

I reached out to you on 2/22 via phone, spoke with Marilyn. I also sent letter with a list of needed documents via fax on 2/23 and have yet to receive any documents for the above customer's legal case. If you cab please send those documents as soon as possible, I would greatly appreciate it.

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Ruben Garcia <rg1@bomninauto.com>
Sent: Friday, April 28, 2017 2:12 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] RE: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

The dates out of service you have are correct .

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Thursday, April 27, 2017 3:07 PM
To: Ruben Garcia
Cc: ja@bomninauto.com
Subject: RE: [EXTERNAL] RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Ruben,

I would like to see if you had any luck gathering the needed documents and verifying accurate days out of service on the below repair orders?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

Monica Vara
General Motors Business Resource Center
Legal Department
Southeast & South Central Region
Email: monica.vara@gm.com
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Sincerely,
General Motors

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From: Ruben Garcia [mailto:rg1@bomninauto.com]
Sent: Tuesday, April 25, 2017 11:12 AM
To: Monica1 Vara1 (C)
Cc: ja@bomninauto.com
Subject: [EXTERNAL] RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

GOOD AFTERNOON NO AFTERMARKECT OR ACCIDEN I WILL HAVE DOCUMENTS SEND TO YOU.

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, April 25, 2017 12:08 PM
To: Ruben Garcia (rg@bomninauto.com)
Cc: JA@BOMNINAUTO.COM
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Hello Ruben,

I would like to follow up on an email sent on 4/21 regarding a copy of the FRA repair order for the above customer. If you can please provided me with the needed information as soon as possible. Also, Can you provide me with accurate days down on the below repair order and during the visit did you notice any aftermarket parts or accidents with the vehicle?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

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.

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From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 8:32 AM
To: Ruben Garcia (rg@bomninauto.com)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Ruben,

Can you please send me a copy of the FRA repair order for the above customer. During this visit did you notice any aftermarket parts or accidents with the vehicle? If you can please provided me with the needed information as soon as possible.

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

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From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales

South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM

To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

Monica1 Vara1 (C)

From: Timothy Dobrynski
Sent: Friday, March 24, 2017 10:15 AM
To: Monica1 Vara1 (C)
Cc: Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com); Joe Chan; Todd Yorlano
Subject: Re: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Joe can you give the BRC another day thanks again

Sent from my iPhone

On Mar 24, 2017, at 10:32 AM, Monica1 Vara1 (C) <monica.vara@gm.com> wrote:

> Good Morning Timothy,
>
> I was informed that the above customer did not make it in for the FRA that was schedule for March 21st. Can you please provide me with another date.
>
> 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
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From: Todd Yorlano
Sent: Wednesday, March 01, 2017 9:07 AM
To: Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C); Joe Chan
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com
<image001.jpg><image002.png><image003.png>

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

June 16, 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 Ms. Cichowic:

We have received your counter-offer, dated 05/26/17. After further review, we do not believe that additional adjustment of our settlement offer, dated 05/22/17 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

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,

General Motors

cc: FILE

PE18-012

GM

3-27-2019

Q3

[redacted]

May 22, 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 Ms. Cichowic:

We regret that your client(s) is dissatisfied with his 2015 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 4,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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,

General Motors

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

PE18-012

GM

3-27-2019

Q3

[redacted]

May 22, 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 Ms. Cichowic:

We regret that your client(s) is dissatisfied with his 2015 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 4,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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Please refer to the service request number above when contacting 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,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, February 28, 2017 3:24 PM
To: 'info@LemonLawGroupPartners.com'
Subject: RE: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

Hello Rachel,

I would like to inform you that a final repair attempt has been set for Tuesday, March 21st for the above client 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 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

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Sincerely,
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From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 12:21 PM
To: 'info@LemonLawGroupPartners.com'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] 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
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F: 1-586-920-0689

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted]/ 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: [redacted]

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

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General Motors

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--
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

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, June 30, 2017 10:31 AM
To: 'Stacy Konstam'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: Release of Claim.pdf; Offer 5-22-17.pdf

Good Morning Rachel,

Any luck on getting the signed executed documents for the above client?

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, June 21, 2017 9:46 AM
To: Stacy Konstam
Cc: Maritza A
Subject: FW: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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

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From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] 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
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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: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] 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

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Sincerely,
General Motors

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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:[redacted]/ 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

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Sincerely,
General Motors

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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General Motors

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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

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Best regards,

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Thursday, April 27, 2017 2:07 PM
To: 'Ruben Garcia'
Cc: ja@bomninauto.com
Subject: RE: [EXTERNAL] RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Ruben,

I would like to see if you had any luck gathering the needed documents and verifying accurate days out of service on the below repair orders?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

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

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Sincerely,
General Motors

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From: Ruben Garcia [mailto:rg1@bomninauto.com]
Sent: Tuesday, April 25, 2017 11:12 AM
To: Monica1 Vara1 (C)
Cc: ja@bomninauto.com
Subject: [EXTERNAL] RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

GOOD AFTERNOON NO AFTERMARKECT OR ACCIDEN I WILL HAVE DOCUMENTS SEND TO YOU.

From: Monica1 Vara1 (C) [mailto:monica.vara@gm.com]
Sent: Tuesday, April 25, 2017 12:08 PM
To: Ruben Garcia (rg@bomninauto.com)
Cc: JA@BOMNINAUTO.COM
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Hello Ruben,

I would like to follow up on an email sent on 4/21 regarding a copy of the FRA repair order for the above customer. If you can please provided me with the needed information as soon as possible. Also, Can you provide me with accurate days down on the below repair order and during the visit did you notice any aftermarket parts or accidents with the vehicle?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

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From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 8:32 AM
To: Ruben Garcia (rg@bomninauto.com)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Ruben,

Can you please send me a copy of the FRA repair order for the above customer. During this visit did you notice any aftermarket parts or accidents with the vehicle? If you can please provided me with the needed information as soon as possible.

Thank you,

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From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, May 15, 2017 8:34 AM
To: 'info@lemonlawgrouppartners.com'
Cc: 'Maritza A'; 'Stacy Konstam'
Subject: Re: Re: Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: Initial offer 5-10.pdf

Importance: High

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.

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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: [redacted] / 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.

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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.

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted]/ 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: [redacted]

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

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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

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

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Fax: (888) 809-7010
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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, July 11, 2017 9:05 AM
To: 'Stacy Konstam'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

Good Morning Rachel,

I would like to follow up on the signed executed documents for your above client's case.

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

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From: Monica1 Vara1 (C)
Sent: Thursday, July 06, 2017 8:48 AM
To: 'Stacy Konstam'
Subject: RE: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]

7/06/2017

Rachel Cichowic

Lemon Law Group Partners PLC

2775 Sunny Isles Boulevard, Suite 150

North Miami Beach, Florida 33160

RE:[redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Business Resource Center Advisor: Monica

Dear Ms. Cichowic:

On 6/21/2017, General Motors received an acceptance email accepting the settlement offer to resolve the above-referenced matter. To date, we have not received a copy of the executed offer and release agreement from you or your client(s).

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this timeframe. If your client has not returned the executed settlement agreement within this timeframe, GM will temporarily close the matter pending receipt of the completed agreement. If the offer involves a repurchase, please provide the most updated lien information with reply.

Once received, GM will immediately take steps to process the settlement in order to conclude the matter.

Please refer to the service request number above when contacting 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,

General Motors

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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, June 30, 2017 10:31 AM
To: 'Stacy Konstam'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

Good Morning Rachel,

Any luck on getting the signed executed documents for the above client?

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
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From: Monica1 Vara1 (C)
Sent: Wednesday, June 21, 2017 9:46 AM
To: Stacy Konstam
Cc: Maritza A
Subject: FW: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR: [redacted]

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
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From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] / 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
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Sincerely,
General Motors
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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: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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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:[redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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.

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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.

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Sent: Friday, March 24, 2017 10:53 AM
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Subject: RE: [EXTERNAL] Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted]/ 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.

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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.

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Best regards,

Maritza Izquierdo

Paralegal

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Monica1 Vara1 (C)
Sent:	Thursday, February 23, 2017 12:21 PM
To:	'info@LemonLawGroupPartners.com'
Subject:	[redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments:	Atty Ack.pdf

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

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[redacted]

Monica1 Vara1 (C)

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Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted]/ SR:[redacted]

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CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Re:[redacted]

Vehicle: 2015 Chevy Suburban

VIN: 1GNSCJKC6FR[redacted]

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PE18-012

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Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

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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

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, June 26, 2017 10:41 AM
To: 'Stacy Konstam'; 'Maritza A'
Cc: Aaron Todd; Hector Viallalobos
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

Good Morning Rachel,

I would like to follow up on the signed executed documents for the above client.

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

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From: Maritza A [mailto: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]

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

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From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] / 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

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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: [redacted] / 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

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General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] / 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

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General Motors

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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: [redacted] / 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 $3,500 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

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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: [redacted] / 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

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General Motors

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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: [redacted] / 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

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Sincerely,
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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] 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: [redacted]

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.

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--

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

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maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, June 09, 2017 9:52 AM
To: 'Maritza A'
Subject: FW: [EXTERNAL] Re: Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]

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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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

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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: [redacted] / 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

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] / 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

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General Motors

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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: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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F: 1-586-920-0689

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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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

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F: 1-586-920-0689

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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Sincerely,
General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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.

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--

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

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Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, March 20, 2017 9:56 AM
To: 'Rachel Cichowic'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

Good Morning Rachel,

I would like to remind you that a final repair attempt is tomorrow Tuesday, March 21st for the above client 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 today Monday, March 20, 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

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From: Monica1 Vara1 (C)
Sent: Thursday, March 02, 2017 8:31 AM
To: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] March 21st repair

Client[redacted]

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

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From: Rachel Cichowic [mailto:rcichowic@lemonlawgrouppartners.com]
Sent: Wednesday, March 01, 2017 12:24 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] March 21st repair

Which client is this [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR:[redacted]
first name please

--

Rachel Cichowic
Florida Licensed Attorney
Lemon Law Group Partners, PLC
Phone: (888) 415-0610 Ext. 103
Fax: (888) 809-7010
rcichowic@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, April 14, 2017 8:28 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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
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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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F: 1-586-920-0689

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 12:52 PM
To: Todd Yorlano
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for Martin [redacted]
Attachments: 2. Demand Letter.pdf

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:32 AM
To: Timothy Dobrynski; Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com)
Cc: Joe Chan; Todd Yorlano
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Timothy,

I was informed that the above customer did not make it in for the FRA that was schedule for March 21st. Can you please provide me with another date.

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

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From: Todd Yorlano
Sent: Wednesday, March 01, 2017 9:07 AM
To: Juan Aleman (ja@bomninauto.com); Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C); Joe Chan
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

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Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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.

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, February 28, 2017 10:09 AM
To: Todd Yorlano
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]
Attachments: 2. Demand Letter.pdf

Hello Todd,

Here is another FRA I'm needing a date for as well. If you can provide me with one, I would greatly appreciate it.

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

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General Motors

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From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 12:52 PM
To: Todd Yorlano
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Wednesday, July 19, 2017 3:15 PM
To: 'todd.yorlano@gm.com'
Subject: BRC-Legal Notification of Resolution [redacted]

Service Request: [redacted]
Customer Last Name [redacted]
Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL
Dealership Contact: Ruben Garcia
VIN: 1GNSCJKC6FR[redacted]
Vehicle: 2015 Chevrolet Suburban
Mileage: 39,026

Dear Todd Yorlano,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $4,500.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension #5921293.

Sincerely,

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

FAX

To: **Ruben Garcia**
Company:
Fax: 305-256-3171
Phone:

From: **Monica**
Fax: 586-920-0689
Phone: 866-790-5700
E-mail:

NOTES:

Good Morning Ruben,

Attached is a list of needed documents for [redacted] legal case on a 2015 Suburban last 8 of the VIN FR[redacted] if you can please send me these documents as soon as possible I would greatly appreciate it.

Monica.

Date and time of transmission: 2/24/2017 10:39:34 AM
Number of pages including this cover sheet: 2

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

[redacted]

FAX

To: **Ruben Garcia**
Company:
Fax: 305-256-3171
Phone:

From: **Monica**
Fax: 586-920-0689
Phone: 866-790-5700
E-mail:

NOTES:

Good Morning Ruben,

Attached is a list of needed documents for [redacted] legal case on a 2015 Suburban last 8 of the VIN FR[redacted] if you can please send me these documents as soon as possible I would greatly appreciate it.

Monica.

Date and time of transmission: 2/24/2017 10:39:34 AM
Number of pages including this cover sheet: 2

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

[redacted]

Monica1 Vara1 (C)

From:	Monica1 Vara1 (C)
Sent:	Tuesday, March 07, 2017 10:12 AM
To:	'mbrownlee@loubachrodt.com'
Cc:	'casey@loubachrodt.com'
Subject:	[redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] /SR[redacted]
Attachments:	Dlr Ltr Lou.pdf

Good Morning Maria,

I received a legal case for the above customer. I am needing sales and any service documents to move this case forward. If you can please see attachment and send documents to the below information as soon as possible.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Thursday, July 06, 2017 8:48 AM
To: 'Stacy Konstam'
Subject: RE[redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

7/06/2017

Rachel Cichowic

Lemon Law Group Partners PLC

2775 Sunny Isles Boulevard, Suite 150

North Miami Beach, Florida 33160

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Suburban
Vehicle Identification Number: 1GNSCJKC6FR[redacted]
Business Resource Center Advisor: Monica

Dear Ms. Cichowic:

On 6/21/2017, General Motors received an acceptance email accepting the settlement offer to resolve the above-referenced matter. To date, we have not received a copy of the executed offer and release agreement from you or your client(s).

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this timeframe. If your client has not returned the executed settlement agreement within this timeframe, GM will temporarily close the matter pending receipt of the completed agreement. If the offer involves a repurchase, please provide the most updated lien information with reply.

Once received, GM will immediately take steps to process the settlement in order to conclude the matter.

Please refer to the service request number above when contacting 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,

General Motors

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
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From: Monica1 Vara1 (C)
Sent: Friday, June 30, 2017 10:31 AM
To: 'Stacy Konstam'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

Good Morning Rachel,

Any luck on getting the signed executed documents for the above client?

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

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From: Monica1 Vara1 (C)
Sent: Wednesday, June 21, 2017 9:46 AM
To: Stacy Konstam
Cc: Maritza A
Subject: FW: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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.

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From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] / 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
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Email: monica.vara@gm.com
P: 1-866-790-5700 EXT 5921293
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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: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] 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

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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: [redacted] / 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

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General Motors

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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: [redacted] 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] 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.

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General Motors

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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: [redacted] / 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,
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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted]/ 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

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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: [redacted] 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.

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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: [redacted] / 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

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Legal Department

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] 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: [redacted]

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

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--

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

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: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: Initial offer 5-10.pdf

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.

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Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR:[redacted]

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Subject: [EXTERNAL] Re: Re: Re: [redacted] / 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.

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Any updates?

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We are confirmed.

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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,

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To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] 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,

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To: Rachel Cichowic
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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] 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

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F: 1-586-920-0689

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General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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Sincerely,
General Motors

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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
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Fax: (888) 809-7010
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Maritza Izquierdo

Paralegal

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Best regards,

Maritza Izquierdo

Paralegal

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maritza@lemonlawgrouppartners.com

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, June 16, 2017 9:33 AM
To: 'Stacy Konstam'; 'Andres Pino'
Cc: 'Maritza A'
Subject: [redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: NFA.pdf; Release of Claim.pdf; Offer 5-22-17.pdf

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
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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: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Thursday, June 08, 2017 4:18 PM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: Re: [redacted] / 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

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General Motors

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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: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] / 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 $3,500 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

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Sincerely,
General Motors

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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: [redacted] 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

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General Motors

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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: [redacted] / 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

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Sincerely,
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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] 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

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Sincerely,
General Motors

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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: [redacted] 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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.

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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

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--

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

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maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, May 22, 2017 8:35 AM
To: Stacy Konstam
Cc: Andres Pino; 'Maritza A'
Subject: [redacted] 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] / SR[redacted]
Attachments: Offer 5-22.pdf

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.

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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: [redacted] 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 $3,500 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

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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: [redacted] / 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

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Sincerely,
General Motors

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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: [redacted] 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

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From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: Maritza A
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] / 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

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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: [redacted] / 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

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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: [redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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Legal Department

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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Sincerely,
General Motors

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] 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: [redacted]

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.

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--

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 9:59 AM
To: 'Maritza A'
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re[redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] SR[redacted]

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.

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General Motors

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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:[redacted] / 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

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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

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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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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.

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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:

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Please see attachment.

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Monday, May 08, 2017 7:31 PM
To: 'Maritza A'
Cc: Stacy Konstam
Subject: RE: [EXTERNAL] Re: Re: Re: [redacted] 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
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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: [redacted] / 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

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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: [redacted] 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

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Legal Department

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From: Monica1 Vara1 (C)
Sent: Wednesday, April 05, 2017 9:31 AM
To: 'Rachel Cichowic'
Cc: 'Maritza A'
Subject: RE: [EXTERNAL] Re: [redacted] / 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,

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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,

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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.

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Sincerely,
General Motors

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] 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: [redacted]

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

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--

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

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Best regards,

Maritza Izquierdo

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Wednesday, July 19, 2017 3:24 PM
To: Mary Livingston (C)
Cc: Nora Valverde (C)
Subject: FW: BRC-Legal Notification of Resolution [redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL
Dealership Contact: Ruben Garcia
VIN: 1GNSCJKC6FR[redacted]
Vehicle: 2015 Chevrolet Suburban
Mileage: 39,026

Dear Todd Yorlano,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $4,500.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension #5921293.

Sincerely,

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From:	Monica1 Vara1 (C)
Sent:	Tuesday, February 28, 2017 10:06 AM
To:	'Ruben Garcia'
Subject:	[redacted] / 2015 Chevrolet Suburban/ VIN:1GNSCJKC6FR[redacted] /SR[redacted]
Attachments:	Dlr Ltr.pdf

Good Morning Ruben,

I reached out to you on 2/22 via phone, spoke with Marilyn. I also sent letter with a list of needed documents via fax on 2/23 and have yet to receive any documents for the above customer's legal case. If you cab please send those documents as soon as possible, I would greatly appreciate it.

Please see attachment.

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 8:32 AM
To: Ruben Garcia (rg@bomninauto.com)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Ruben,

Can you please send me a copy of the FRA repair order for the above customer. During this visit did you notice any aftermarket parts or accidents with the vehicle? If you can please provided me with the needed information as soon as possible.

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

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From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami

[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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.

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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

From: Monica1 Vara1 (C)
Sent: Tuesday, April 25, 2017 11:08 AM
To: 'Ruben Garcia (rg@bomninauto.com)'
Cc: JA@BOMNINAUTO.COM
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Hello Ruben,

I would like to follow up on an email sent on 4/21 regarding a copy of the FRA repair order for the above customer. If you can please provided me with the needed information as soon as possible. Also, Can you provide me with accurate days down on the below repair order and during the visit did you notice any aftermarket parts or accidents with the vehicle?

RO#
[redacted] 12/21/16-12/26/16 6 days

[redacted] 01/02/17-02/16/17 35 days

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
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From: Monica1 Vara1 (C)
Sent: Friday, April 21, 2017 8:32 AM
To: Ruben Garcia (rg@bomninauto.com)
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Good Morning Ruben,

Can you please send me a copy of the FRA repair order for the above customer. During this visit did you notice any aftermarket parts or accidents with the vehicle? If you can please provided me with the needed information as soon as possible.

Thank you,

Monica Vara
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From: Joe Chan
Sent: Wednesday, April 19, 2017 6:39 AM
To: Todd Yorlano; Ruben Garcia (rg@bomninauto.com)
Cc: Monica1 Vara1 (C)
Subject: RE: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

All,

Here is the TAC case closing for this FRA. Feel free to contact me if you have any questions.

Condition: customer with a repeated concern of DVD inoperative, this is a Final repair attempt, but during the drop off the vehicle at dealer on April 17, customer states DVD concern been repair since the last dealer visit. Now customer has a new concern on the FRA RO: brake pedal goes to the floor when at a stop at times.

Correction: FSE road tested vehicle with technician for 10 miles, unable to duplicate customer concern of brake pedal goes to the floor, vehicle brake system working as design, for customer satisfaction, DMA and FSE recommend to replaced brake booster assembly.

Thanks.

Joe Chan
Field Service Engineer
GM Customer Care & Aftersales
South Florida and Caribbean
Cell: [redacted]

GENERAL MOTORS

From: Todd Yorlano
Sent: Wednesday, March 01, 2017 10:07 AM
To: Juan Aleman (ja@bomninauto.com) <ja@bomninauto.com>; Ruben Garcia (rg@bomninauto.com) <rg@bomninauto.com>
Cc: Monica1 Vara1 (C) <monica.vara@gm.com>; Joe Chan <joe.chan@gm.com>
Subject: FW: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Monica,

Schedule the customer for Tuesday 3/21/17. If the customer requires courtesy transportation they may pick it up the day before if they need to.

Juan and Ruben,

Please have courtesy transportation available for the customer either Monday 3/20/17 or Tuesday 3/21/17. Joe Chan will be out to inspect the vehicle.

Lemon Law Group Partner's case

1 Entertainment system
2 Overall system check of all vehicle systems

Regards

Todd Yorlano
District Manager-Aftersales, DMA
Chevrolet Miami
[redacted]
todd.yorlano@chevrolet.com

From: Monica1 Vara1 (C)
Sent: Thursday, February 23, 2017 1:52 PM
To: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: URGENT! BRC-Legal Final Repair Attempt (FRA) FL Initial Notification for [redacted]

Involved Dealership: Bomnin Chevrolet West Kendall, 297695, Miami, FL

Dealership Contact: Ruben Garcia

VIN: 1GNSCJKC6FR[redacted]

Vehicle: 2015 Chevrolet Suburban

Mileage: 27,839

Dear Todd,

This email is being sent to notify you of an FRA for your region per the Demand Letter received on 2/21/2017 and which is attached for your information. The state mandated timelines for the repair appointment are as follows:

Appointment Must be Scheduled by: 3/03/2017

Repair Attempt Must be Conducted by: 10 days to schedule/10 days to repair

Due to time constraints, a response to this e-mail is required within 24 hours in order to contact the Attorney and Dealership to schedule the repair appointment.

Below is a summary of the Customer's vehicle complaint:

Per IHV customer's recent concern is with the entertainment system.

Please reply to this email indicating:

1) A date prior to the deadline listed above when you (or your designee – provide name) are available to participate in the repair appointment at 11701 SW 152nd St. Miami, FL 33177;
2) If you will be dispatching a field service engineer (FSE) to assist in the repair; and
3) When you would like the Customer to deliver the vehicle to the dealership. Options are:

- Drop off ***one day before*** the scheduled repair appointment (and indicate your position on a rental); or
- ***The day of*** the scheduled repair, ***and two hours before the appointment***.

As soon as I hear back from you, I will contact the Attorney/Customer and Dealership to confirm their availability on the date you've requested. I may need to reach back out to you to offer a new date if the Attorney/Customer requests a postponement or delay.

Thank you for your attention to this repair attempt request, I look forward to your response. Please feel free to contact me at the phone number provided below should you have any additional questions or concerns.

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General Motors Business Resource Center
Legal Department
Southeast & South Central Region
Email: monica.vara@gm.com
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PE18-012

GM

3-27-2019

Q3

[redacted]

Monica1 Vara1 (C)

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

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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 10:53 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: RE: [EXTERNAL] Re: [redacted] / 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
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From: Monica1 Vara1 (C)
Sent: Friday, March 24, 2017 9:04 AM
To: 'Maritza A'
Cc: 'Rachel Cichowic'
Subject: FW: [EXTERNAL] Re: [redacted] / 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

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From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, March 21, 2017 10:08 AM
To: Monica1 Vara1 (C)
Subject: [EXTERNAL] Re: [redacted] / 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: [redacted]

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,

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Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

PE18-012

GM

3-27-2019

Q3

[redacted]

Ad HSMV 5020

IMPORTANT INFORMATION

Section 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide the protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. For limited exceptions, see s. 316.613, F.S.

S. 320.0605, F.S., requires the registration certificate, or true copy of a rental or lease agreement, issued for any motor vehicle to be in the possession of the operator or carried in the vehicle while the vehicle is being used or operated on roads of this state.

S. 320.02 and 627.733, F.S., requires personal injury protection and property damage liability to be continuously maintained throughout the registration period. Failure to maintain the mandatory coverage may result in the suspension of your driver license and registration.

Mail To:

[redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: DHSMV, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

FLORIDA VEHICLE REGISTRATION

CO/AGY 1 / 5 T# [redacted] B#

PLATE [redacted] DECAL **16208397** Expires **Midnight Fri 10/20/2017**

YR/MK	**2015/CHEV**	BODY	**UT**	COLOR	**SIL**	Reg. Tax	Class Code 9
VIN	**1GNSCJKC6FR[redacted]**			TITLE	**120507078**	Init. Reg.	Tax Months
Plate Type	**RGS**	NET WT	**5567**			County Fee 3.00	Back Tax Mos
						Mail Fee	Credit Class
DL/FEID	**M635079693800**					Sales Tax	Credit Months
Date Issued	**11/9/2016**	Plate Issued	**8/16/2007**			Voluntary Fees	
						Grand Total 3.00	

[redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE

RECEIVED
FEB 16 2017
BY

RECEIVED
FEB 20 2017
BY:

PE18-012

GM

3-27-2019

Q3

[redacted]

RELEASE OF CLAIM

I, [redacted] , (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $4,500.00 paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2015 Chevrolet Suburban bearing Vehicle Identification Number 1GNSCJKC6FR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Brian Wesley Martin.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	Chevrolet Silverado 2014 3GCUKREC7EG[redacted] Mileage Now: 65000 mi Warranty Start:	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's Concern: Customer's spouse [redacted] called.
Brakes go to the floor.

Customer stated she had to get her brakes fixed quickly. She usually has service at Jeff Wyler.

Customer's Request: Reimbursement

Tier 2 Advised the Customer: SA will research and follow up.

Brenda Benning/WMI Tier 2

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner High-Dollar or Premium Vehicle Vehicle has been serviced for this concern: 1 time Customer has incurred costs due to this concern	Vehicle was purchased used at miles
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: 2014 Chevrolet Silverado

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Brenda Benning --> 1-866-790-5700 Ext # 5914421

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Joe Giacomin Chev., Inc. dba

Martin Chevrolet

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE SHIFT INDICATOR SHIFTED TO PARK AND STALLED WHILE AT A STOP WITH BRAKES APPLIED. CHECK ND ADVISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
60362 Performed diagnostic test, no codes found at this time. Road Tested vehicle for a stalling concern, and was unable to duplicate customer concern at this time. Operating within specifications at this time.

****

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		1266	IP				(N/C)

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

****

D TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
0418 TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
1266 IP (N/C)

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

****

E** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)

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

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN. OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.

****

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.

****

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
185 IP (N/C)
1 19287401 CLEANER (N/C)
1 23135915 (S)PAD KIT (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	HOURS						LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:						0.00

60362 front brakes were 0 mm left warning sensors on rotors 2.00
replaced front brake pads with gm product quality resurfaced rotors
test drive 60362 to 60365 ok'

****

H** NOTE: ADD ON CONCERN PER CUSTOMER 2-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted] CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.

OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

733 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

RENTAL RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

150 IRC (N/C)

SUBL ONE DAY RENTAL PER BEN GUETTERMAN PO#1252

IRC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

****

J** OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.

INFO INFORMATION ONLY

733 IP (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 4

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

[redacted]

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE J:		0.00

****

K** CUSTOMER DECLINED: REAR BRAKES AT THIS TIME. REAR BRAKES ARE AT 3MM LEFT. QUOTE: $338.00

DECL CUSTOMER DECLINED RECOMENDATION

185 IP (N/C)

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

****

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252

CONTACT: [redacted] [redacted]

AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

INFORMATION:REAR BRAKES ARE AT 3MM LEFT. CUSTOM ER DECLINEDROAD TESTED TO 60,369 MILES

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISC. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3

[redacted]

JOE GIACOMIN CHEVROLET, INC.
DBA

Martin CHEVROLET

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 6:00 PM
SAT 8:00 AM - 2:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

BUS: CELL: SERVICE ADVISOR: 942 SUMERA,ALVIN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC[redacted]FG[redacted]	[redacted]	61433/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			18:00 08MAR[redacted]	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS
08MAR2017 09:26		SOLD-STK: [redacted] DLR:20-306

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		2032	WP	CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE
# B	0108	2032	IP	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
# C	0401	2032	IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# D	0420	2032	IP	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorizes the repair work herein set forth to be done along with the necessary material and agree that you are not responsible 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 the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE $

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF $

AUTHORIZED BY: X _____

BAR # ARD213877 EPA # CAD029540226

Comments/Authorization

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"Where it all starts with the right attitude towards you."

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE

METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING: CASH, CHECK, AMEX, MASTERCARD, VISA, COMPANY OR PERSONAL[illegible]CHECK WITH THE FOLLOWING: 1) APPROVAL FROM OUR CHECK GUARANTEE COMPANY 2) VALID DRIVERS LICENSE # 3) NAME AND ADDRESS (NO P.O. BOX) MFR. NAME ON CHECK. PLEASE DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME. WE CANNOT BE RESPONSIBLE FOR THEIR LOSS - STEREO TAPES, SPECIAL KEY CHAINS, ETC.

CUSTOMER COPY

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PE18-012

GM

3-27-2019

Q3

[redacted]

Jason Lui (C)

From: Rod Gasperik
Sent: Thursday, March 23, 2017 1:45 PM
To: Jason Lui (C)
Subject: RE: CA CEC Early Response Approval,FG[redacted], [redacted] , SR [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: Jason Lui (C)
Sent: Thursday, March 23, 2017 11:38 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Rojelio Hernandez (C) <rojelio.1.hernandez@gm.com>
Subject: CA CEC Early Response Approval,FG[redacted] , SR [redacted]

Rod

This email is being sent to obtain your 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: Martin, BAC 173[redacted],Torrance, CA
Dealership Contact Ben Guetterman/CEM

VIN: 3GCUKREC4FG[redacted]

Vehicle: 2015 Chevrolet Silverado

Mileage: 60,354 miles

Summary of vehicle concern: issues with transmission and brake pedal noise

Facts supporting recommendation: Customer asking for repurchase due to several issues with brake pedal noise and shift gear shifting on own when at stop. Only repairs done were under goodwill from DMA and CEM approval to attempt to correct concerns. Dealership never able to duplicate issues. No significant loss of use value or safety

Vehicle Transaction History:

Jason Lui
CA CEC District Specialist
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630

Jason.lui@gm.com

PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]1	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.										
	CAUSE: GROUND REPAIRS										
	CONCERN CODE: OJ										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		2032	WP	2.86	2.70	8100	37878			378.78	378.78
	FC: 6596 PART#: COUNT:					0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						8100	37878		TLABOR		
	60731 5430010 2.70 WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLE RELATED BULLETINS. OK PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY. AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 218. INSPECT STARTER SOLENOID B+ BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT B+ BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .100 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8. BATTERY TEST GOOD. PER PIT 5307E: INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SILL PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK. AFTER PERFORMING TEST'S AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM. OPERATING										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.										
B	OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x										
	QC QUALITY CONTROL ROAD TEST										
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.										
C	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
	CAUSE: CHECK TIRE PRESSURES										
	0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
		2032	IP	0.00	0.00	0	0			0.00	0.00
D	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
	0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.										
E	OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.										

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL CLERICAL										
	2032		CP	0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
			CP			3000	3250			32.50	32.50
F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)										
	2032		IP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL CLERICAL										
	2032		IP	0.00	0.00	0	0			0.00	0.00

EST: 0.00 22FEB17 11:43 SA: 942

EST: 32.50 01MAR17 09:06 SA: 942
CONTACT: [redacted]

TOTAL MILES ROAD TEST WAS 21

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032F E D C B		
	09:39	10:19	0.67	W	2032	A	

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 4

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		10:19	10:21	0.03		W	2032	A			
		10:21	10:28	0.12		W	2032	A			
		11:03	11:43	0.67		W	2032	A			
		11:43	11:43	0.00		W	2032C D E F G				

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	37878	8100		46000	0	0	
49100	3250	3000		26300	37878	*******	
6704	0	*******		22500	3250	*******	

COST, SALE, & COMP TOTALS 11100 41128 0

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	32.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	32.50
DISC. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	32.50

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PE18-012

GM

3-27-2019

Q3

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE										
	OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME										
		2032	IP	0.00	0.00	0	0			0.00	0.00
	61433 PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED. RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE SYMPTOMS. VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.										
B	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
	0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
		185	IP	0.35	0.00	0	0			0.00	0.00
	61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE MISSING AT RIGHT SIDE WHEELS										
C	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
	CAUSE: CHECK TIRE PRESSURES										
	0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

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MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		185	IP	0.00	0.00	0	0			0.00	0.00
61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI											
D TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)									
		185	IP	0.00	0.00	0	0			0.00	0.00
E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.											
CAUSE: Maintenance											
	0040072	Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.									
		185	CP	0.00	0.80	1400	2380			23.80	23.80
	OILFEE	OIL HAZARDOUS WASTE DISPOSAL FEE									
						0	161			1.61	1.61
	1 19330000	(S)FILTER				430	801	0	8.60	8.01	8.01
	8 19352900	0W20 F/SYN OIL				2696	3224	0	5.91	4.03	32.24
61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM											
EST: 67.00			08MAR17 09:30		SA: 942						
EST: 70.00			10MAR17 17:40		SA: 942						
CONTACT: TAX											

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 3

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MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ROAD TESTED TO 61477, 44 MILES ROAD TEST						THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-17	10:09	10:09	0.00	W	185	E D C B	
	10:20	10:20	0.00	W	185	B C D E	
	11:18	11:39	0.35	W	185	B C D E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	2380	1400		6904	161	0	
46700	801	430		49100	3224	2696	
32400	352	0		6704	0	*******	
22500	6918	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4526	6566	0

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	23.80
PARTS AMOUNT	40.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.61
TOTAL CHARGES	65.66
DISC. / INS.	0.00
SALES TAX	3.52
PLEASE PAY THIS AMOUNT	69.18

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PE18-012

GM

3-27-2019

Q3

[redacted]

Connecting... An agent will be with you shortly.

Caller English

System [8:29:02 AM]:

Welcome to chat.

Shakevia [8:29:25 AM]:

Thank you for contacting GM Customer Assistance today [redacted] My name is Shakevia. How may I assist you?

[redacted] [8:29:38 AM]:

I am still having concern with my engine

Shakevia [8:30:17 AM]:

I am sorry that you are having a concern with your engine. Have you taken your vehicle to a GM Dealership to be diagnosed?

[redacted] [8:30:33 AM]:

Yes they said they cannot locate the problem

Shakevia [8:30:49 AM]:

Is your vehicle currently at the dealership?

[redacted] [8:30:52 AM]:

I told them have mechanic sit in car with me so I can show them the issue

[redacted] [8:31:04 AM]:

No it is not

Shakevia [8:31:33 AM]:

When was your vehicle taken to the dealership? Also, can you tell me what concern you are experiencing with the engine?

[redacted] [8:31:44 AM]:

It's about 2 weeks ago

[redacted] [8:31:53 AM]:

I can't recall exact dates

[redacted] [8:32:22 AM]:

My accelerator doesn't give me accurate speed it keeps giving a kick

[redacted] [8:32:31 AM]:

I don't feel safe

[redacted] [8:32:43 AM]:

And my brakes not responding properly

[redacted] [8:32:52 AM]:

I bought new brakes installed

Shakevia [8:33:12 AM]:

I am sorry that you are having this concern, and that it has caused you to feel unsafe driving the vehicle. Did you schedule an appointment at the dealership to have a ride along?

[redacted] [8:33:30 AM]:

They said I have to pay diagnosistic

[redacted] [8:33:36 AM]:

I cannot afford to

[redacted] [8:33:45 AM]:

I put so much work into this vehicle

Shakevia [8:34:27 AM]:

I do apologize, if the vehicle is out of warranty, the dealership does charge a diagnosis fee. I am happy to verify your warranty information and document this complaint. In order for me to better assist you, can you please verify your VIN, mileage, address, phone number and e-mail address?

[redacted] [8:34:45 AM]:

U need full vin?

[redacted] [8:35:21 AM]:

1GNSKJKCXFR[redacted]

[redacted] [8:35:37 AM]:

95,122 mileage

[redacted] [8:35:50 AM]:

[redacted] lorton va [redacted]

[redacted] [8:36:04 AM]:

Phone number [redacted]

[redacted] [8:36:22 AM]:

Email is [redacted]

[redacted] [8:37:11 AM]:

You got it ?

Shakevia [8:37:29 AM]:

Yes, thank you for that information.

Shakevia [8:39:50 AM]:

I see that you were working with a Senior Adviser Craig for this concern. He attempted to reach out to you to see if you in regards to this concern. Being as though the dealership wasn't able to duplicate an issue with the vehicle at the time, you would need to have a new diagnosis performed in order to move forward.

Shakevia [8:40:09 AM]:

I am happy to inform Craig that you wish to continue the case.

[redacted] [8:40:25 AM]:

Ok but I cannot afford to pay for diagnosis

Shakevia [8:41:15 AM]:

I will inform your Senior Adviser of this information and request that he contact you to follow up.

[redacted] [8:41:34 AM]:

Can he reach me out on my cell [redacted]

[redacted] [8:41:46 AM]:

This is my best contact number

Shakevia [8:41:51 AM]:

Yes, I will request that you are contacted within 24 business hours.

[redacted] [8:42:13 AM]:

I need to have mechanic sit in my car

[redacted] [8:42:25 AM]:

Drive with me in order for him to see the problem

Shakevia [8:43:47 AM]:

I understand, that is an option, although may be a diagnostic fee would be charged in order for the dealership to diagnose the vehicle.

Shakevia [8:44:52 AM]:

I will inform your Senior Adviser that you do not want to pay for the diagnosis fee, although I am unable to make a guarantee that the diagnosis fee won't be charged.

[redacted] [8:45:08 AM]:

Pls have him call me

[redacted] [8:45:38 AM]:

Thanks bye

Shakevia [8:46:06 AM]:

It will be noted in your case for him to reach out to you. You are welcome. Thank you for contacting GM Customer Assistance. We appreciate your business. Please feel free to contact us if assistance is needed in the future. Have a great day!

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

[redacted]

Kevin Carver (C)

From: Kevin Carver (C)
Sent: Monday, March 27, 2017 3:50 PM
To: 'srisher@rydells.com'
Cc: 'eflores@rydells.com'
Subject: CA CEC-NO Prior Relationship, [redacted] [redacted] FR[redacted]

Shannon Risher,

Customer has requested help investigating their vehicle repair/service concern described in the summary below and in the attached data share. It is my understanding that this Customer has not contacted you previously or made you aware of their concern.

Below is the case summary.

- **Customer Name:** [redacted]
- **Vehicle Information:** 2015 Chevrolet Suburban
- **VIN:** 1GNSCHKC3FR[redacted]
- **Brief Description of Concern:** Customer already paid for $500 repair to change the cylinder. The problem with the brakes are not resolved and now dealer is asking for $350 to repair it again. Stated he already paid money and did not get the repair he needs. Wants the other $350 repair to be performed as customer satisfaction by the dealership.
- *Expectations:* Vehicle is completely outside of warranty, and this would be at a customer expense. This is between you and dealer. We will reach out to the service manager but it is highly unlikely of any further assistance.
- **Customer Preferred Contact Method:** [redacted]

Please contact this Customer within four (4) hours of receipt of this message to begin addressing their vehicle repair/service concern. There will be no additional follow-up with the Customer on this case from Customer Engagement Center at this time, but I do need to receive confirmation from you that you have contacted this Customer so I can close the file. Feel free to respond to this email (Reply with History) or call me directly at *(866) 790-5600 extension 5913577*, whichever works best for you.

Thank you for your assistance with addressing this Customer's concern and your help with creating long-term customer satisfaction and loyalty!

If you have further questions, please contact CA CEC District Specialist Kevin at (866) 790-5600 extension 5913577 or by fax at (586) 920-0818. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Kevin Carver
General Motors | California Customer Engagement Center
Phone (866) 790-5600 ext. 5913577
Fax (586) 920-0818

PE18-012

GM

3-27-2019

Q3

[redacted]

BBB AUTO LINE
Customer Claim Form

Case number:	[redacted]
Contact date:	03/14/17
Start date:	03/15/17

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: [redacted] State: CA Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Yukon XL Year: 2016 Current mileage: 4467

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: SIMPSON BUICK GMC OF BUENA PARK, BUENA PARK, CA

Primary Servicing dealer/city/state: simpson buick gmc of buena par,

Acquired as ☐ new ☐ used ☐ demo ☒ leased

Is the vehicle in your possession? ☒ yes ☐ no

Date of sale or termination of lease:

Purchase/lease date: 06/25/16

Mileage at purchase/lease:

First repair attempt date: 02/28/17

First repair attempt mileage: 4239

How often is the vehicle used for business purposes (percentage): 0 %

Number of vehicles registered in California by vehicle owner/lessee:

Transmission type: ☐ Automatic ☒ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no

Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

asap I fear for my life and my family , its not just any problem, its a safety issue . I will like to have another one

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GKS1GKC6GR[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

CACCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
brakes to hard to apply vehicle does not respond		1		yes
brake pedal will stick in the down position		1		yes
brakes to hard to apply vehicle does not respond		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

PE18-012

GM

3-27-2019

Q3

[redacted]

Samantha Garcia

From: Daniel Leal (C) <daniel.leal@gm.com>
Sent: Thursday, March 16, 2017 8:02 AM
To: Samantha Garcia
Cc: Tom Marshall
Subject: BBB case for Andrade
Attachments: Dlr Letter; Andrade.doc

Service Request: [redacted]

Customer Last Name: [redacted]

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Samantha,

The purpose of this email is to advise you that the above reference customer has filed a claim with the BBB. Attached you will find a letter requesting documents that I need in order for me to move forward with the case. I need to gather the documents within the next 24 business hours. I would like to thank you ahead of time for your assistance to this matter.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

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.

Samantha Garcia

From: Dalila Lopez (C) <dalila.lopez@gm.com>
Sent: Tuesday, March 14, 2017 12:10 PM
To: Samantha Garcia
Cc: Tom Marshall
Subject: CA CEC, [redacted] GR[redacted]1 Request for Documents and I need ASAP

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.

Kind regards,

General Motors
CA CEC District Specialist
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.

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ALL ROADS LEAD TO
Simpson
of Buena Park
SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENT DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CUSTOMER NO. [redacted]	ADVISOR JAY A MALLOY 0102	TAG NO. [redacted]	INVOICE DATE 06/27/16	INVOICE NO. [redacted]	
[redacted]	LICENSE NO.	MILEAGE 3	COLOR ONYX BLK/JE	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. SRAD99-450773	P.O. NO.	R.O. DATE 06/23/16		
	COMMENTS				

LABOR & PARTS----------

J#				
1	76BUZNVID	NEW CAR INSPECTION	HOURS: TECH(S):017	111.54

PREDELIVERY INSPECTION

INSPECT VEHICLE FOR DELIVERY. CHECK ALL BODY FITS, CHECK ALL FLUID LEVELS. CHECK TIRE PRESSURE. INSPECT LIGHTS, ROAD TEST

JOB # 1 TOTAL LABOR & PARTS 111.54

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	22	NEW CAR PDI GET READY	[redacted]	22.31
JOB # 1	83	NVI DELIVERY INSPECTION		-133.85
			TOTAL - MISC	-111.54

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT
[redacted]		

TOTAL LABOR....	111.54
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	22.31
TOTAL MISC.DISC	-133.85
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company GM06072 O (12/14)
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 10:12am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO
Simpson
of Buena Park
SINCE 1951
BUICK GMC
SimpsonGM.com

[redacted]
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted] | YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. [redacted]

SIMPSON BUICK GMC
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621

DO NOT CHANGE NAME.....

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 06/23/16

COLOR ONYX BLK/JET BLK | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO | MFMC | AIR COND. | P.S. | TRANS | MILEAGE 3 | ADVISOR NO. 0102 | ADVISOR JAY A MALLOY

RESIDENCE PHONE | BUSINESS PHONE 1-714-690-6200

REVISED ESTIMATE (1) | PERSON CONTACTED

TIME RECEIVED 09:34am | DATE/TIME PROMISED 06/23/16 06:00pm | PRIORITY

DATE | TIME | YES PHONE IN PERSON | CONTACTED BY

2ND REVISED ESTIMATE (2) | PERSON CONTACTED

DATE | TIME | YES PHONE IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB		AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
X [redacted]	TOTAL								
1	76BUZNVID NEW CAR INSPECTION PREDELIVERY INSPECTION								

[redacted]

SHOP COPY

PAGE 1 OF 1

[redacted]

The Reynolds and Reynolds Company BRUZRWOSE GM35874 Q (06/15)

ALL ROADS LEAD TO

Simpson

of Buena Park SINCE 1961

BUICK GMC

SimpsonGM.com

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# ARD [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1GKS1GKC6GR[redacted]	16/GMC/YUKON XL/YUKON XL 1500 2WH		[redacted]	[redacted]

SIMPSON BUICK GMC
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621

DO NOT CHANGE NAME.....

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					06/23/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
ONYX BLK/JET BLK				[redacted]

TURBO	MM/C	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					3	0102	JAY A MALLOY

RESIDENCE PHONE | BUSINESS PHONE: 1-714-690-6200

TIME RECEIVED: 10:00am | DATE/TIME PROMISED: 06/23/16 06:00pm | PRIORITY: 1

REVISED ESTIMATE (1) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

2ND REVISED ESTIMATE (2) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB

[redacted] MATE: TOTAL

X [redacted]

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 W 86BUZ *ACCESSORIES*

ADD SFE WHEEL LOCKS, ADD VRS CARGO SHADE

[redacted]

The ReynoMas and Reynolds Company 8NA2R9002E GM2558274 O (06/16)

SHOP COPY

[redacted]

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951 BUICK GMC

SimpsonGM.com

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# ARD-[redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted] | YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R.O. DATE 06/23/16

SIMPSON BUICK GMC
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621

DO NOT CHANGE NAME.....

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO.

COLOR: ONYX BLK/JET BLK | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | VAN NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					3	0102	JAY A MALLOY

RESIDENCE PHONE | BUSINESS PHONE 1-714-690-6200

TIME RECEIVED 10:00am | DATE/TIME PROMISED 06/23/16 06:00pm | PRIORITY 1

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. **PLEASE READ REVERSE SIDE.**

X _____ CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 86BUZ *ACCESSORIES*

ADD SFE WHEEL LOCKS, ADD VRS CARGO SHADE

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

OUR CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME, BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY TIME ALLOWANCES OR OUR OWN JUDGEMENT OF THE TIME TO BE CHARGED.

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.

SERVICE & PARTS HOURS
MONDAY - FRIDAY 7:00 A.M. to 6:00 P.M.
SATURDAY 8:00 A.M. to 3:00 P.M.

IMPORTANT: REMOVE **ALL** PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO **NOT** ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951 BUICK GMC

6600 AUTO CENTER DRIVE • BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200 • SERVICE DEPT. (714) 690-6220
SimpsonGM.com

[redacted]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
SERVICE FILE COPY
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

The Reynolds and Reynolds Company (DALER9/08) GM3568875 Q (08/14)

ALL ROADS LEAD TO
Simpson
of Buena Park
SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/16	[redacted]	3	0102	017	W	86BUZ	ACCESSORIES
06/23/16		3	0102	017	I	76BUZNVID	NEW CAR INSPECTION

SALESPERSON NO. 869 LUIS RICHARD GARCIA **S E R V I C E** STATE REG# ARD [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted] YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 06/25/16 | DELIVERY MILES 5 | SELLING DEALER NO. | P. O. DATE 07/16/16

COLOR ONYX BLK/JET BLK | CONTRACT NO. [redacted] | EXPIRATION DATE 06/25/20 | EXPIRATION MILES 60,000 | TAG NO. [redacted]

TURBO | M/MC | AIR COND. | P.S. | TRANS | MILEAGE 355 | ADVISOR NO. 39 | ADVISOR TED DIESEL

[redacted]

08:04am | 07/16/16 | 11:00am | PRIORITY 4

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SIGNED X _____

ORIGINAL CUSTOMER ESTIMATE
PRELIMINARY ESTIMATE $ 0.01 | ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

X _____

COMMENTS :
++WAITER++

1 C 04BUZINFLATION *TIRE INFLATION SERVI*
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.

2 I 99BUZGRANTCOM *FINISHING TOUCH*
AS PER DUE BILL PERFORM FINISHING TOUCH

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

[redacted]

The Reynolds and Reynolds Company ERMSTP0145 GM35874 Q (05/16)

SHOP COPY

332206

ALL ROADS LEAD TO
Simpson
SINCE 1951
of
Buena Park
BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TED DIESEL 39	TAG NO. [redacted]	INVOICE DATE: 07/18/16	INVOICE NO. [redacted]
[redacted]		LICENSE NO.	MILEAGE: 355	COLOR: ONYX BLK/JE
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE: 06/25/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 07/16/16	
	COMMENTS			

TOTALS----------

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

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.
THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGERS

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**

PLEASE POST A REVIEW - [redacted]

CUSTOMER SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (DALLAS,TX) GM439872 Q (12/14)

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

END OF INVOICE 10:18AM

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENT DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	TED DIESEL 39	[redacted]	07/18/16	[redacted]
[redacted]	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		355	ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	16/GMC/YUKON XL/YUKON XL 1500 2WH	06/25/16	5	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1GKS1GKC6GR[redacted]			
	F. T. E. NO.	P. O. NO.	R. O. DATE	
			07/16/16	
	COMMENTS			

LABOR & PARTS----------

J# 1 04BUZINFLATION TIRE INFLATION SERVI TECH(S):0102 0.00

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99BUZGRANTCOM FINISHING TOUCH TECH(S):0102 INTERNAL

AS PER DUE BILL PERFORM FINISHING TOUCH
APPLIED FINISHING TOUCH INTERIOR AND EXTERIOR SEALANT TO TO VEHICLE.

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 1	200294	2015		07/16/16	DETAIL	INTERNAL
JOB # 1	200294A			07/18/16	H&D	INTERNAL
JOB # 2	200294	2015		07/16/16	DETAIL	INTERNAL
					TOTAL - SUBLET	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.01 (+TAX)

COMMENTS----------
++WAITER++

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (DEALERVUE) GM35872 O (12/14)

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE]

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR 39 TED DIESEL	TAG NO. [redacted]		INVOICE DATE 07/18/16	IN [redacted]
[redacted]		LICENSE NO.	MILEAGE 355	COLOR ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH			DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKS1GKC6GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/16/16	
	COMMENTS				

LABOR & PARTS

J# 2 99BUZGRANTCOM FINISHING TOUCH HOURS: TECH(S):0102 0.00

AS PER DUE BILL PERFORM FINISHING TOUCH
APPLIED FINISHING TOUCH INTERIOR AND EXTERIOR SEALANT TO
TO VEHICLE.

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 1	200294	2015		07/16/16	DETAIL	98.50
JOB # 1	200294A			07/18/16	H&D	-98.50
JOB # 2	200294	2015		07/16/16	DETAIL	98.50
					TOTAL - SUBLET	98.50

COMMENTS
++WAITER++

TOTALS

CONTROL# [redacted] ACCOUNT NUMBER AMOUNT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	98.50
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**98.50**

APPROVED BY SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERM2mmt GM5887Z Q (12/14)

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 10:45am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO

Simpson

of Buena Park

SINCE 1951

BUICK GMC

SimpsonGM.com

[redacted]

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# ARD-[redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PROG APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.: 1GT12UE81GF[redacted]

YEAR/MAKE/MODEL: 16/GMC/SIERRA 2500/PU 4X4 CREW CAB

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

SIMPSON BUICK GMC
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621

DO NOT CHANGE NAME.....

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 10/24/16

COLOR: SUMMIT WHT/JET BL | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO | MMC | AIR COND. | P.S. | TRANS | MILEAGE 3 | ADVISOR NO. 0102 | ADVISOR JAY A MALLOY

RESIDENCE PHONE | BUSINESS PHONE 1-714-690-6200

TIME RECEIVED 03:09pm | DATE/TIME PROMISED 10/24/16 06:00pm | PRIORITY 1

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.

TU[redacted] STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOS[redacted] FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SIGN[redacted]

ORIGINAL CUSTOMER ESTIMATE

PRELIMINARY ESTIMATE $ | ENVIRONMENTAL DISPOSAL

JOB

[redacted]OMER ESTIMATE: TOTAL

X[redacted]

AUTH	OC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 W 86BUZ *ACCESSORIES*

ADD SFE WHEEL LOCKS, ADD VXH 6" TUBULAR CHROME ASSIST STEPS

[redacted]

SHOP COPY

337957

The Reynolds and Reynolds Company GMMTWD14E GM2B0874 D (05/16)

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951 BUICK GMC

SimpsonGM.com

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205138

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# ARD-[redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GT12UE81GF[redacted] | YEAR/MAKE/MODEL 16/GMC/SIERRA 2500/PU 4X4 CREW CAB | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R.O. NO. [redacted]

SIMPSON BUICK GMC
6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621

DO NOT CHANGE NAME.....

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 10/24/16

COLOR SUMMIT WHT/JET BL | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					3	0102	JAY A MALLOY

RESIDENCE PHONE | BUSINESS PHONE 1-714-690-6200

TIME RECEIVED 03:09pm | DATE/TIME PROMISED 10/24/16 06:00pm | PRIORITY 1

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. **PLEASE READ REVERSE SIDE.**

X _____ CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 868UZ *ACCESSORIES*

ADD SFE WHEEL LOCKS, ADD VXH 6" TUBULAR CHROME ASSIST STEPS

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

OUR CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME, BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY TIME ALLOWANCES OR OUR OWN JUDGEMENT OF THE TIME TO BE CHARGED.

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.

SERVICE & PARTS HOURS
MONDAY - FRIDAY 7:00 A.M. to 6:00 P.M.
SATURDAY 8:00 A.M. to 3:00 P.M.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951 BUICK GMC

6600 AUTO CENTER DRIVE • BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200 • SERVICE DEPT. (714) 690-6220
SimpsonGM.com

[redacted]

The Reynolds and Reynolds Company (ENGLEWOOD) GM250875.Q (05/14)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
SERVICE FILE COPY
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

[redacted]

ALL ROADS LEAD TO **Simpson** of Buena Park SINCE 1951

BUICK GMC

SimpsonGM.com

[redacted]

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

WATER

Appointment

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/10/16	[redacted]	2266	826	855	W	04BUZINFLATION	TIRE INFLATION SERVI
				855	W	49BUZZ16007	FRONTAL AIRBAG
07/16/16		355	39	0102	C	04BUZINFLATION	TIRE INFLATION SERVI
				0102	I	99BUZGRANTCOM	FINISHING TOUCH
06/23/16		3	0102	017	W	86BUZ	ACCESSORIES
06/23/16		3	0102	017	I	76BUZNVID	NEW CAR INSPECTION

SALESPERSON NO. 869 LUIS RICHARD GARCIA

S E R V I C E

STATE REG# ARD-[redacted]

Appointment

TERMS
[redacted] CARD
[redacted]
[redacted] APPROVED
[redacted]
SAVE REMOVED PARTS FOR CUSTOMER
[X] YES
[ ] NO
APPOINTMENT
[X] Yes
[ ] No

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]
YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH
PRODUCTION DATE
STOCK NO. [redacted]
LICENSE NO.
R.O. NO.
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 06/25/16
DELIVERY MILES 5
SELLING DEALER NO.
R.O. DATE 12/31/16
COLOR ONYX BLK/JET BLK
CONTRACT NO. [redacted]
EXPIRATION DATE 06/25/20
EXPIRATION MILES 60,000
P.O. NO. [redacted]
TURBO | MMC | AIR COND. | P.S. | TRANS
MILEAGE 3,016
ADVISOR NO. 826
ADVISOR GEORGE GUZMAN

TIME RECEIVED 08:33am
DATE/TIME PROMISED 12/31/16 10:30am
PROMISED [redacted]

I HEREBY AUTHORIZE THE FOREGOING WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES AND WILL IN NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR UNDERSTANDING ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH RATES NOR THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL APPLY. LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CELL: [redacted]

ORIGINAL CUSTOMER ESTIMATE
PRELIMINARY ESTIMATE $ 0.01
ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

X _____

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 W *04BUZINFLATION *TIRE INFLATION SERVI*
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.
35

2 W 35BUZZGM2 *GMC MAINTENANCE PLAN*
GM MAINTENANCE PLAN. CHANGE OIL AND FILTER, ROTATE TIRES, PERFORM MULTI POINT VEHICLE INSPECTION
IF DIESEL, TOP OFF DEF FLUID
.5

[redacted]

The Reynolds and Reynolds Company 8R8B7R0145 GM3358-0 (05/16)

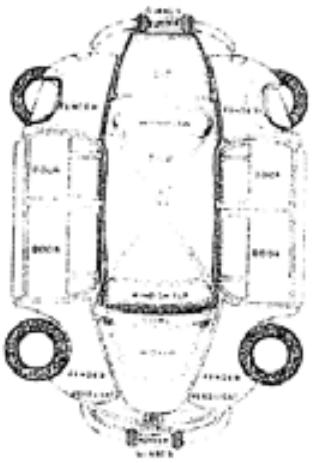
SHOP COPY

341653

TRANSMISSION _____ ENGINE SIZE _____

COMPRESSOR _____ A/T P/S A/C C/C P/W D/L W/L

VEHICLE DAMAGE



PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	2	TIME	OFF
		OPER. NO.			Dec 31 9 21
		EMP. NO.			ON Dec 31 9 06

STRAIGHT TIME (HOURS)	FLAT RATE	R/O [redacted] E	OFF
	1.0	OPER. NO. 855	12/31
		EMP. NO.	ON

OFF

ON

OFF

ON

OFF

JOB 1 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 2 COMPLAINT Rears 0W20 oil change 8.5 qts

CAUSE

Tire Rotation

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 3 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 4 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

ALL ROADS LEAD TO
Simpson
of Buena Park
SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENT. . DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

12/31

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE GUZMAN 826	TAG NO. [redacted]	INVOICE DATE: 12/31/16	[redacted]
[redacted]	LICENSE NO.	MILEAGE: 3,016	COLOR: ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE: 06/25/16	DELIVERY MILES: 5
	VEHICLE I.D. NO.: 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE: 12/31/16	
	COMMENTS			

TOTALS----------

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

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.
THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGERS

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**

PLEASE POST A REVIEW [redacted]

CUSTOMER SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (ID#LZNRWE) GM156872 Q (12/14)

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 10:11am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GEORGE GUZMAN 826	[redacted]	12/31/16	[redacted]
	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3,016	ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	16/GMC/YUKON XL/YUKON XL 1500 2WH		06/25/16	5
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKS1GKC6GR[redacted]			
	P. T. E. NO.	P. O. NO.	R. O. DATE	
			12/31/16	
	COMMENTS			

LABOR & PARTS

J# 1 04BUZINFLATION TIRE INFLATION SERVI TECH(S):855 WARRANTY

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR,
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35 35 35 35

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

J# 2 353UZZGM2 GMC MAINTENANCE PLAN TECH(S):855 WARRANTY

GM MAINTENANCE PLAN, CHANGE OIL AND FILTER, ROTATE TIRES,
PERFORM MULTI POINT VEHICLE INSPECTION
IF DIESEL, TOP OFF DEF FLUID
.5
PER GENERAL MOTORS MAINTENANCE PLAN
CHANGED OIL AND FILTER, ROTATED TIRES, PERFORMED MULTI POINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	19330000	FILTER 1.836 Y		WARRANTY
JOB # 2	9	19259487	OIL 0W20 8.800 N		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.01 (+TAX)

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (ENALDRIVE) GM326872 Q (12/14)

THE PRINTED MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE]

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

WATER

ALL ROADS LEAD TO Simpson SINCE 1951
of Buena Park BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/16/16	[redacted]	355	39	0102	C	04BUZINFLATION	TIRE INFLATION SERVI
				0102	I	99BUZGRANTCOM	FINISHING TOUCH
06/23/16		3	0102	017	W	86BUZ	ACCESSORIES
06/23/16		3	0102	017	I	76BUZNVID	NEW CAR INSPECTION

SALESPERSON NO. 869 LUIS RICHARD GARCIA **S E R V I C E** STATE REG# ARD[redacted]

TERMS: CASH ☐ CREDIT CARD ☐ C.O.D. ☐ (PRIOR APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☒ Yes ☐ No

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]
YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH
PRODUCTION DATE
STOCK NO. [redacted]
LICENSE NO.
R. O. NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 06/25/16
DELIVERY MILES 5
SELLING DEALER NO.
R. O. DATE 11/10/16
COLOR ONYX BLK/JET BLK
CONTRACT NO. [redacted]
EXPIRATION DATE 06/25/20
EXPIRATION MILES 60,000
TAG NO. [redacted]
TURBO | M/MC | AIR COND. | P. S. | TRANS
MILEAGE 2,266
ADVISOR NO. 826
ADVISOR GEORGE GUZMAN

[redacted]

TIME RECEIVED 09:58am
DATE/TIME PROMISED 11/12/16 03:00pm
PRIORITY

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, 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. ALL LABOR CHARGES ARE FIXED PRICES AND REPAIR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE

[redacted]

TESTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ORIGINAL CUSTOMER ESTIMATE
PRELIMINARY ESTIMATE $ 0.01
ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTA[redacted]
0.01

X _____

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 W *04BUZINFLATION *TIRE INFLATION SERVI*
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.

38

2 W 49BUZZ16007 *FRONTAL AIRBAG*
PRODUCT SAFETY RECALL - 16007 FRONTL AIRBAG AND PRETENSIONER NON DEPLOY.
9102276 .2 INSPECT INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE.
ADD: .1 INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING.
ADD : REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE.
9102561 - USE LABOR TIME GUIDE

[redacted]

The Reynolds and Reynolds Company (Form) GM6S6874 Q (05/16)

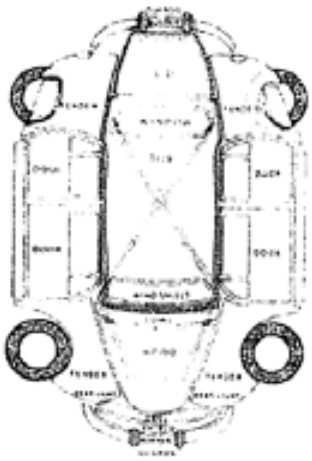
SHOP COPY

338983

TRANSMISSION ENGINE SIZE

COMPRESSOR A/T P/S A/C C/C P/W P/L W/C

VEHICLE DAMAGE



PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	2	TIME	OFF
		OPER. NO.			NOV 0 11 42
		EMP. NO.			ON NOV 0 11 31

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	OFF
	.3	OPER. NO. 885	11/10
		EMP. NO.	ON

JOB 1 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 2 COMPLAINT Reset Frontal Air Bag and Retensioner Non Repeat

CAUSE Engaged Intl Intermittable Restraint Sensor and Body Wiring Harness

CORRECTION Reprogrammed Air Bag Sensor and Body Wiring Harness WC 83063

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 3 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

JOB 4 COMPLAINT

CAUSE

CORRECTION

WARRANTY PARTS RETURNED

JOB #

DATE

INITIAL

ALL ROADS LEAD TO Simpson of Buena Park SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENTE.. DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE GUZMAN 826	TAG NO. [redacted]	INVOICE DATE 11/10/16	[redacted]
[redacted]	LICENSE NO.	MILEAGE 2,266	COLOR ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/10/16	
	COMMENTS			

TOTALS----------

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

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.
THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGERS

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/BUENAPARKREVIEWS

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

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company 5HMLZ0STR GM35972 Q (12/14)

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO
Simpson
of Buena Park
SINCE 1951
BUICK GMC
SimpsonGM.com

6600 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	SERVICE GEORGE GUZMAN 826	TAG NO. [redacted]	INVOICE 11/10/16 [redacted]
[redacted]	LICENSE NO.	MILEAGE 2,266	ONYX BLK/JE [redacted]
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH	DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. I G K S 1 G K C 6 G R [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. NO. 11/10/16
	COMMENTS		

LABOR & PARTS----------

J# 1 04BUZINFLATION TIRE INFLATION SERVI TECH(S):855 WARRANTY

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE
PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY
SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE
SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS
NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY
+/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.
STATE LAW
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING
PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
38 38 38 38

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 49BUZZ16007 FRONTAL AIRBAG TECH(S):855 WARRANTY

PRODUCT SAFETY RECALL - 16007 FRONTL AIRBAG AND PRETENSIONER
NON DEPLOY.
9102276 .2 INSPECT INFLATABLE RESTRAINT SENSING AND
DIAGNOSTIC MODULE.
ADD: .1 INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
REPROGRAMMING.
ADD : REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE.
9102561 - USE LABOR TIME GUIDE
PER GENERAL MOTORS
PERFORMED RECALL 16007
9102276 .2
PROGRAM .1

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------			
JOB # 2	62	SHUTTLE RIDE 338983	WARRANTY
		TOTAL - MISC	0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.01 (+TAX)

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (RAJ)Rev# GM35872 O (12/14)

THE PARTIES MAKE NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

(CONTINUED ON NEXT PAGE) 11:48am

ALL PARTS ARE NEW UNLESS OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO Simpson SINCE 1951
of Buena Park BUICK GMC

6600 AUTO CENTER DRIVE [redacted]
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/31/16	[redacted]	3016	826	855	W	04BUZINFLATION	TIRE INFLATION SERVI
				855	W	35BUZZGM2	GMC MAINTENANCE PLAN
11/10/16		2266	826	855	W	04BUZINFLATION	TIRE INFLATION SERVI
				855	W	49BUZZ16007	FRONTAL AIRBAG
07/16/16		355	39	0102	C	04BUZINFLATION	TIRE INFLATION SERVI
				0102	I	99BUZGRANTCOM	FINISHING TOUCH

SALESPERSON NO. 869 LUIS RICHARD GARCIA SERVICE STATE REG# ARD-[redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☐ No X

VEHICLE I.D. NO. 1GKS1GKC6GR[redacted] | YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH | PRODUCTION DATE | STATE NO. [redacted] | LICENSE NO. | [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 06/25/16 | DELIVERY MILES 5 | SELLING DEALER NO. | R.O. DATE 02/27/17

COLOR ONYX BLK/JET BLK | CONTRACT NO. [redacted] | EXPIRATION DATE 06/25/20 | EXPIRATION MILES 60,000 | TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					4,239	672	JOSE VINAS

TIME PROMISED 09:57am | DATE/TIME PROMISED 02/27/17 12:45pm | PRIORITY 1

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND I HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE WHEN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NOT IN SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ROAD # _____ | ORIGINAL CUSTOMER ESTIMATE | PRELIMINARY ESTIMATE $ | ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

	AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1	W			04BUZINFLATION				

TIRE INFLATION SERVI

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT 4243
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.
35

LATE PICK UP

2	W			08BUZ				

BRAKES

CUSTOMER STATES THE BRAKES ARE HARD TO APPLY, WON'T STOP CORRECTLY
No code for BCM - Need Scan

4023850.14
6581

3	W			67BUZ				

EXTERIOR TRIM

CUSTOMER STATES THE RT FRONT BUMPER PROXIMITY SENSOR SEAL CAME OFF

6420260 17
6011

[redacted]

SHOP COPY

The Reynolds and Reynolds Company (BMWRR) GM35874 © (12/16)

4023850 NO power brake assist
low engine vacuum output to brake booster

6420260 17
604 front / RIGHT side alarm sensor seal came loose
some loose for unknown reason
Mec: Remove sensor + inspect O ring seal
o Reinstall sensor

ALL ROADS LEAD TO
Simpson
SINCE 1951
of Buena Park BUICK GMC

6600 AUTO CENTE DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSE VINAS 672	TAG NO. [redacted]	INVOICE DATE 02/28/17	[redacted]
[redacted]	LICENSE NO.	MILEAGE 4,239	COLOR ONYX BLK/JE	[redacted]
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/27/17	
	COMMENTS			

TOTAL - SUBLET 0.00

TOTALS.....

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

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.
THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGERS

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/BUENAPARKREVIEWS

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

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (ERA-2010) GM35972 Q (1216)
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
* END OF INVOICE * 05.06pm
NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO
Simpson
SINCE 1951
of Buena Park BUICK GMC

6600 AUTO CENTE. DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSE VINAS 672	TAG NO. [redacted]	INVOICE DATE 02/28/17	[redacted]
[redacted]		LICENSE NO.	MILEAGE 4,239	COLOR ONYX BLK/JE
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/27/17	
	COMMENTS			

LABOR & PARTS----------

J# 1 048UZINFLATION TIRE INFLATION SERVI TECH(S):700 WARRANTY

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.
35 ALL
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35,35,35,35.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08BUZ BRAKES TECH(S):700 WARRANTY

CUSTOMER STATES THE BRAKES ARE HARD TO APPLY, WON'T STOP CORRECTLY THE PEDAL STAY DOWN
CODE C025E/5A - LOW ENGINE VACUUM SUPPLY TO BRAKE BOOST[redacted]
NEC" SCAN & TEST AND REPLACED ENGINE VACUUM PUMP - CLEA[redacted]
CODE - ROAD TEST - 4023850 1.4 -CODE 6581
TAC" CASE #[redacted]

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2	1	12669488	PUMP 3.280 Y		WARRANTY
JOB # 2	1	12658178	BELT KIT 1.066 Y		WARRANTY
JOB # 2	1	12658179	BELT 1.066 Y		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 67BUZ EXTERIOR TRIM TECH(S):700 WARRANTY

CUSTOMER STATES THE RT FRONT BUMPER PROXIMITY SENSOR SE[redacted]
CAME OFF
SENSOR SEAL IS LOOSE FOR UNKNOWN REASON
NEC: REMOVE SENSOR - INSPECT SENSOR AND SEAL - NO DAMAG[redacted] INSPECTED
FOUND - REINSTALL SENSOR - 6420260 1.7 FAIL CODE 6011

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 2	205108		02/28/17 GM FACTORY WARRANTY	WARRANTY

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ENA2RWE 6U435872 O (12/15)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE] 05.06pm

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

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PE18-012

GM

3-27-2019

Q3

[redacted]

Dealer Number _____ Contract Number _____

[redacted]

Co-Buyer's Name and Address: N/A

Co-Buyer's Birth Month: N/A

Dealer (Name and Address): 2020 BRIZE CHEVROLET [illegible] STREET [illegible] 33177

You, the Buyer, (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract you agree 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") the amount financed and finance charge in the amounts according to the payment schedule below. We will figure your finance charge on a daily basis at the Rate of [illegible]% per year. The Truth-in-Lending Disclosures below are part of this contract.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLE [illegible]	5207	2C [illegible] [redacted]	Personal, family, or household unless otherwise indicated below
					Business

You agree that we have a security interest in the vehicle and may file it as a fixture. Unless prohibited by law, you grant us a security interest in any vehicle that is repaired or sold under this contract. You will keep the vehicle free from all liens, security interests, or claims until you have paid us all you owe under this contract. You will not remove the vehicle from the U.S. mainland (Alaska, Hawaii, Canada, Mexico, and U.S. territories and possessions excepted) without our written permission. You will keep the vehicle at the address we list above or at another address after we tell you in writing. You will tell us in writing before you change your name, address, or location of the vehicle. You will keep the vehicle in good condition and will not remove it from the U.S. mainland (Alaska, Hawaii, Canada, Mexico, and U.S. territories and possessions excepted) without our written permission. You will pay all taxes and charges connected with the vehicle when they are due. If you do not, we may pay them and add what we pay to what you owe us. You will not sell or transfer any interest in the vehicle without our written permission. You will not allow anyone else to have any rights in the vehicle that are superior to ours. You will not use the vehicle illegally or carelessly or allow it to be used illegally or carelessly. You will not use the vehicle in any way that would void any insurance. You will pay us any money you owe us under this contract. You will do what this contract says you must do. You may do anything this contract does not forbid. We may do anything this contract does not require us to do. We may delay enforcing our rights under this contract without losing them. If any part of this contract is unenforceable, all other parts will remain enforceable. This contract shall be governed by the laws of the state where you reside.

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 $6500.00.
9.14 %	$ 5141.44	$ 41010.56	$ 46700.00	$ 52700.00

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
84	$ 550.00	06/09/2016
N/A	$ N/A	N/A

Late Charges: N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of [illegible]% of each installment.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information. See this contract for more information about nonpayment, default, acceleration, prepayment penalty, and security interest.

Itemization of Amount Financed:

1. Cash Price (including $ [illegible] sales tax)		$ 45909.61
2. Total Downpayment		
Gross Trade-In Allowance	$ N/A	
Less Pay-Off Made By Seller (3)	$ N/A	
Equals Net Trade-In	$ N/A	
+ Cash	$ 6220.00	
+ Other: GM CONSUMER CASH	$ 6500.00	
(If total downpayment is negative, enter 0 and see 4 below)	$ 12720.00	(3)
3. Unpaid Balance of Cash Price (1 minus 2)	$ 33189.61	(4)
4. Other Charges Including Amounts Paid to Others on Your Behalf:		
(seller may keep part of these amounts)		
A - Cost of Optional Credit Insurance Paid to Insurance Company or Companies:		
Life $ N/A		
Disability $ N/A	$ N/A	
B - Vehicle Service Contract Paid to (Name of Company)	$ N/A	
C - Other Amounts Paid to Others on Your Behalf: [illegible]	$ N/A	

Optional Credit Insurance

Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

N/A

Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

N/A

Premium

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name: N/A

N/A

Home Office Address: N/A

N/A

You do not need credit disability insurance to get credit. Credit life insurance is not required to obtain credit, and we will not provide it unless you sign and agree to pay for it. Your decision to buy or not to buy credit insurance will not affect our decision to extend credit to you. Credit insurance is not available in your state unless you sign and agree to pay for it. If you choose credit insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Check the insurance or insurances you want and sign below. Your payment schedule will be the same whether or not you buy insurance. The insurance may not pay all you owe on this contract. Your sale price includes the premium. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance or credit disability insurance, or both, we are providing it according to the terms of the policies or certificates. You understand that you have the option of accepting any other policy of insurance that may be available to you for the purpose of obtaining the extension of credit and that the policy that we are providing is not available from us unless we approve the extension of credit.

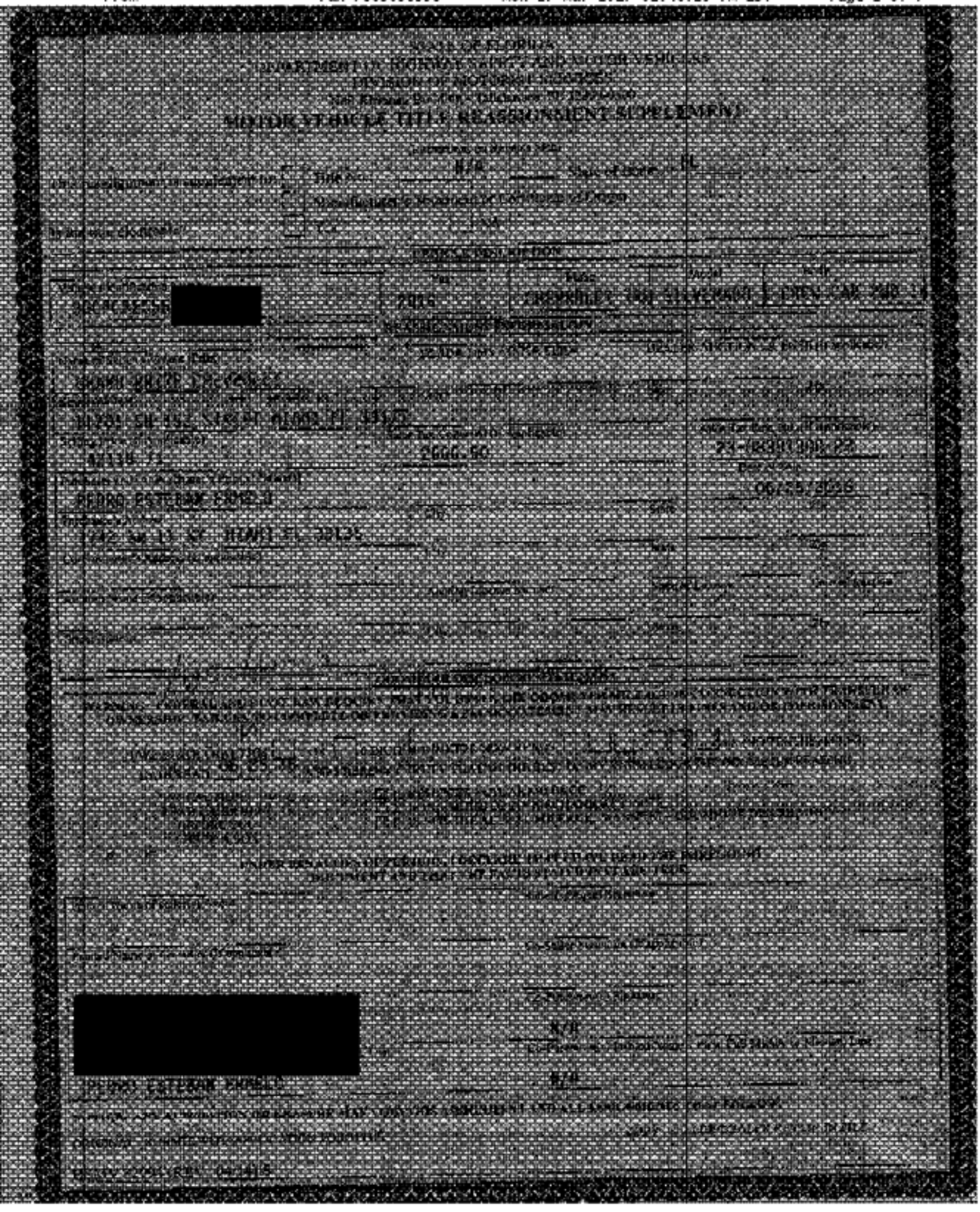
X N/A Buyer — Date N/A

X N/A Co-Buyer — Date N/A

2. You understand that this credit life coverage may be declined, or the term of coverage you are choosing to engage in employment or other income-producing activities of a person of the age and sex you specify. You need not sign this agreement for us to process your life insurance policy does not contain this exclusion.

X N/A Buyer — Date N/A

X Co-Buyer — Date



CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my installment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 8143
Cockeysville, MD 21030

BR # _____

NAMED INSURED:	[redacted]	MIDDLE	LAST
ADDRESS	[redacted]	CITY	STATE ZIP CODE
TEL. NO.	[redacted]	DRIVER'S LICENSE NO.	

ALLY ACCOUNT NUMBER

NAMED PURCHASER:	[redacted]	MIDDLE	LAST
ADDRESS	[redacted]	CITY	STATE ZIP CODE
TEL. NO.	[redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2016	CHEVROLET TRU	CREW CAB 2WD	SILVERADO 150	3GCPCREC5GG[redacted]

VEHICLE USE: ☒ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME	GEICO DIRECT
MAILING ADDRESS	1 GEICO WAY
CITY STATE ZIP CODE	MACON GA 31604
AGENT'S TELEPHONE NUMBER	(800) 841-3000

AGENTS COMMENT

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	GEICO INS CO
POLICY NUMBER	[redacted]
DATE THIS VEHICLE COVERED	FROM 06/25/16 TO 06/25/17
	COVERAGE

☒ Collision $ 500.00 Deductible
Type: ☐ BROAD FORM OR STANDARD ☐ LIMITED (NOT ACCEPTABLE)
☒ Comprehensive $ 500.00 Deductible
☐ Fire-Theft

NAMED INSURED SIGNS [redacted] 06/25/2016 DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER — NAME OF PERSON CONTACTED: CUSTOMER SERVICES
Confirmed By — 06/25/2016 DATE

LOSS PAYEE
LOSS PAYEE CONFIRMED ( ) Yes ( ) No
☐ Ally Financial ☐ Ally Bank
☐ _____;
and in each case its successors and assigns.

DEALER SIGNS [redacted] DEALER GRAND PRIZE CHEVROLET

PURCHASER

9860 7/2013
Copyright 2013 Ally Financial. All Rights Reserved.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

[redacted]

CUSTOMER NAME: [redacted]

VIN: 3 / G / C / P / C / N / E / C / 5 / G / G / [redacted]

Customer Incentive Acknowledgement

1. 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) XX to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale will show 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 CONSUMER CASH	$1000.00	NCO
GM INCREMENTAL	$1000.00	LJH
CHEVROLET BONUS CASH	$2000.00	DRH
CHEVROLET SELECT MODE	$2500.00	KCK
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$6500.00	

2. 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 06/25/16 I acknowledge receipt of incentive (s) as described in item(s) ____ and release GM from any future claim or obligation for incentive (s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 0625/16

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.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

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 automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at www.onstar.com.

Purchaser/Lessee Signature: [redacted] Date: 06/25/16

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 Terms and Conditions, Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] Date: 06/25/16

Dealership Name: GRAND [redacted] LET Dealer Code: _____

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. (GMS7350-0601201A) Rev. 06-01-2014

CUSTOMER

CHEVROLET

GRAND PRIZE

11701 SW 152ND ST. • KENDALL, FL 33177 • PH (305) 235-8200 • FAX (305) 235-8258
11855 SW 152ND ST. • KENDALL, FL 33177 • PH (305) 445-7711 • FAX (305) 445-5158

Spot Delivery Affidavit

I, [redacted] am in the process of purchasing a certain vehicle from Grand Prize Motors, Inc. d/b/a Grand Prize Chevrolet and Grand Prize Lincoln Mercury, LLC, further referred to as a Grand Prize, described as follows:
Make CHEVROLET Model SILVERADO 150 Serial # 3GCPCREC5GG[redacted]
In connection with such a sale, I have entered into a retail contract and understand that such retail contract will be discounted with a finance institution upon Grand Prize receiving approval as to my credit. I acknowledge that I specifically requested that Grand Prize grant me possession of the vehicle and to consider the purchase finalized subject to my credit being approved and by my signature herein below. I do, once again, affirm that all credit data supplied by me is true and correct. I acknowledge receipt of such vehicle in now perfect condition and agree that in the event that Grand Prize does not receive bonafide approval of my credit within a time satisfactory to Grand Prize same shall be considered a default under the retail contract as same is contemplated by Florida Statutes, and I will then return said vehicle to Grand Prize in such perfect condition within 24 hours of receiving notice from Grand Prize and such notice shall be referred to as "Return Notice". It is understood that I shall be considered to have received the return notice upon the earlier of the following events: (1) my acknowledgement of receipt of the return notice, (2) 48 hours after the posting to me of certified mailing setting forth the return notice, delivery of same to be licensed messenger service taking part in such activity in the State of Florida, and it is understood that I shall be deemed to have received such writing if same is posted on the front door at the address set by me.

In the event I fail to return the vehicle in the promised condition or at the time as promised, I hereby agree that Grand Prize may repossess/recover such vehicle using any means whatsoever, and I hereby waive any form of legal process for same, it being acknowledged that I will at that point not have provided an adequate lawful means for payment of the consideration as promised for the vehicle. I understand that any documents, agreements necessary to be executed for this purchase will be provided to me prior to or after delivery of such vehicle. I further agree to grant Grand Prize with power of attorney on this vehicle to secure proper finance institution funding, title, registration and correct lien information on my behalf. In such event, I agree that I shall be liable for all cost of such repossession/recover, $500.00 for each day I have had possession of such vehicle, and any all cost necessary to restore the vehicle to the promised condition, legal fees, and court costs. Any deposit made by me at time of purchase, or credit resulting from a trade-in, may be applied toward these damages. I further release and otherwise acquit any claims of any nature or sort that I might have against Grand Prize, its employees, and third parties with whom Grand Prize has contracted, as a result of my credit application not being approved or any default on my part, further agree to hold such third parties harmless against any claim for damages by me or their parties in connection with such recovery or possession, including but not limited to damages for the loss of articles, if any, in the vehicle at the time of recovery or repossession.

[redacted]

[redacted]

Wit[redacted] Co-Buyer

Delivery Summary

Date: 06/25/2016

Buyer/Lessee Name and Address	Co-Buyer/Co-Lessee Name and Address	Seller/Lessor Name and Address
[redacted]	N/A	CARGO PRIME CARRIAGE 11701 SW 132 STREET MIAMI FL 33177

Vehicle Description

Year	Make	Model	Mileage	Vehicle Identification Number (VIN)
2016	Chevrolet	Tahoe 2WD 4dr LT	23	[redacted]
Used or Certified or Preowned	Door	Body	Stock Number	
New	4 Door	SUV	[redacted]	

We want to provide you the best purchase/lease experience. We also want you to understand the terms and conditions of the buyers order, lease order, credit sale contract or lease agreement you have with us. So that we may meet your expectations, as well as our own, kindly review the statements below prior to leaving our lot in your vehicle. The summary below outlines the terms you and we have agreed to in the documents you and we signed as part of your vehicle purchase or lease. In the following statements, "you" and "your" mean the dealer. "I," "me," and "my" mean the buyer(s). Vehicle means the vehicle described above.

Buyer/Co-Buyer Lessee/Co-Lessee Initials	If you agree with these statements with respect to the purchase or lease of the vehicle described above, please initial each line. If you disagree with any of these statements, DO NOT sign this delivery summary.
[redacted]	You have answered all of my questions about the transaction.
	You gave me sufficient opportunity to read all the documents that I signed.
	The documents were completed when I signed them and accurately stated the terms of the sale or lease of the vehicle as I understood them.
	I have received completed copies of the following documents (checked, as applicable): [ ] Buyer's Order [ ] Lease Order [ ] Retail Installment Sales Contract [ ] Lease Agreement.
	I understand that you do not provide free loaner vehicles when the vehicle is being serviced.
	I understand that you relied on payoff amount information from me and/or the lienholder or lessor of any trade-in vehicle. If the actual payoff amount is more than the amount shown in my retail installment contract or lease, I agree to pay you the excess on demand. If the actual payoff amount is less than the amount, you will refund any overage you receive from the prior lienholder(s) or lessor(s).
	I understand and agree that, except in limited circumstances, any claim or dispute which arises out of or relates to my credit application, purchase or condition of the vehicle, any buyer's order, lease order, retail installment contract or lease agreement or any resulting transaction or relationship will, at your or my election, be submitted to binding arbitration.
	I understand that I have waived any right I have to trial by jury.
	Unless you provide me a written warranty, or enter into a service contract with me within 90 days from the date of the sale, I understand that the vehicle is sold "AS IS" and "WITH ALL FAULTS." You made no warranties, express or implied, on the vehicle, and there are no implied warranties of merchantability or of fitness for a particular purpose. Note that this provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.
	I bought or leased this vehicle primarily for [X] personal, family or household use [ ] business use [ ] agricultural use.
	I have not received any oral promises from you. I also understand and acknowledge that all dealership employees are prohibited from making oral promises about this transaction.
	I understand and agree that you may try to contact me in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. I also understand and agree that you may try to contact me in these and other ways at any address or telephone number I provide you, even if the telephone number is a cell phone number or the contact results in a charge to me. Home No. [redacted] Cell No. _____ Email Address NONE
	Unless specific goods or services are disclosed below, I have thoroughly inspected, accepted and approved the vehicle. If specific goods or services are listed below, the goods or services are owed to me and must be installed or performed within thirty days from the date of delivery. I will make an appointment with your service department for installation or service.
	I visited the dealership because of the following: [redacted] General Reputation [redacted] Prior Relationship with Dealer [redacted] Advertisement - circle one (internet ad, e-mail, mobile app, text, direct mail) [redacted] Word of Mouth [redacted] Location [redacted] Other

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
SUBMIT THIS FORM TO YOUR LOCAL TAX COLLECTOR OFFICE
www.flhsmv.gov/offices/

SEPARATE ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGMENT

VEHICLE DESCRIPTION

Vehicle Identification Number	Year	Make	Color	Body	Title Number
3GCPCREC5GG[redacted]	2016	CHEVRO	SUMMIT	CREW C	

ODOMETER DISCLOSURE STATEMENT

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines and/or imprisonment.

WE STATE THAT THIS ☐ 5 or ☐ 6 DIGIT ODOMETER NOW8 READS . 22 XX (NO TENTHS) MILES.
DATE READ 06 / 25 / 2016 AND WE HEREBY CERTIFY THAT TO THE BEST OF OUR KNOWLEDGE THE ODOMETER READING:

CAUTION: Read carefully before checking a box.

- ☒ 1. REFLECTS ACTUAL MILEAGE.
- ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS. (EXCESS OF ITS MECHANICAL LIMITS APPLIES TO 5 DIGIT ODOMETERS)
- ☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING – ODOMETER DISCREPANCY

UNDER PENAL[redacted] I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Seller's Signature	Seller's Printed Name
[redacted]	GRAND PRIZE CHEVROLET

Seller's Street Address	City	State	Zip
11701 SW 1[redacted]	MIAMI	FL	33177

Buyer's Signature	Buyer's Printed Name	State	Zip
[redacted]	[redacted]	[redacted]	[redacted]

WHO IS AUTHORIZED TO COMPLETE THIS FORM?
ANY PERSON WHO IS BUYING OR SELLING A MOTOR VEHICLE AND WHO MUST MAKE OR ACKNOWLEDGE AN ODOMETER DISCLOSURE, IN ORDER TO COMPLY WITH STATE OR FEDERAL ODOMETER DISCLOSURE LAW.

WHEN SHOULD THIS FORM BE USED?
1. WHEN A MOTOR VEHICLE, FOR WHICH AN ODOMETER DISCLOSURE IS REQUIRED, HAS BEEN SOLD.
2. WHEN A MOTOR VEHICLE, FOR WHICH AN ODOMETER DISCLOSURE IS REQUIRED, HAS BEEN PURCHASED.
3. WHEN AN ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGMENT BETWEEN THE BUYER AND THE SELLER IS REQUIRED, BUT NO ODOMETER DISCLOSURE STATEMENT HAS BEEN MADE ON ANOTHER STATE OR FEDERAL FORM.

WHEN SHOULD THIS FORM NOT BE USED?
1. WHEN A FLORIDA TITLE WHICH WAS ISSUED ON OR AFTER APRIL 29, 1990 IS AVAILABLE.
2. WHEN A FORM HSMV 82994, MOTOR VEHICLE DEALER TITLE REASSIGNMENT SUPPLEMENT, HAS BEEN USED.
3. WHEN A FORM HSMV 82995, MOTOR VEHICLE DEALER POWER OF ATTORNEY/ODOMETER DISCLOSURE, HAS BEEN USED.
4. WHEN AN OUT-OF-STATE TITLE, WHICH CONFORMS TO FEDERAL LAW, IS USED TO TRANSFER A MOTOR VEHICLE.

FILING:
1. COPIES SHOULD BE EXCHANGED BETWEEN THE SELLER AND THE BUYER. DEALERS MUST RETAIN THIS DOCUMENT IN THEIR RECORDS FOR A PERIOD OF FIVE YEARS.
2. IT IS NOT NECESSARY TO FILE THIS FORM OR ANY COPY OF THIS FORM WITH THE STATE OF FLORIDA, UNLESS REQUESTED TO DO SO BY THE DIVISION OF MOTOR VEHICLES.

Check your local phone book government pages or visit the following website for current mailing addresses: http://www.flhsmv.gov/offices/

PE18-012

GM

3-27-2019

Q3

[redacted]

2016 YUKON XL - 2WD SLT GENERAL MOTORS LLC
GBA ONYX BLACK /V8G
H2X JET BLACK RENAISSANCE CENTER
ORDER NO. TKQKFS/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK S1GK C6 GR[redacted] VEHICLE INVOICE [redacted]
**********3010******48*08177S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15906 YUKON XL - 2WD SLT	59700.00	55521.00	INVOICE 06/01/16
C6A GVW RATING - 7,300 LBS	N/C	N/C	SHIPPED 06/01/16
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	EXP I/T 06/15/16 INT COM 06/15/16 PRC EFF 06/01/16
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS V1550 V1550
NHT MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * SUSPENSION PACKAGE	580.00	527.80	WFP-S QTR OPT-1 BANK: GM FINANCIA CHG-TO 08-177
PCJ SUN & ENTERTAINMENT PACKAGE: * POWER SUNROOF * 9 ADDITIONAL MONTHS OF XM RADIO * AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES * REAR SEAT ENTERTAINMENT SYSTEM	3355.00	3053.05	SHIP WT: 5583 HP: 45.7 GVWR: 7300 GAWR.FT: 3500 GAWR.RR: 4300 EMPLOY: 59150.52 SUPPLR: 61557.00 NTR: 1/2 DAN: 4SA20 EMPINC: 3742.13 SUPINC: 1335.65
RD5 WHEELS, 20" POLISHED ALUMINUM (REPLACES STANDARD WHEEL)	1400.00	1274.00	
SFE WHEEL LOCKS (DEALER INSTALLED)	70.00	63.70	
VRS CARGO SHADE (DEALER INSTALLED)	195.00	177.45	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	
TOTAL MODEL & OPTIONS	64800.00	60162.00	ACT 237 59413.00
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1944.00
DEALER IMR CONTRIBUTION		648.00	ADV 261 648.00
LMA GROUP CONTRIBUTION		648.00	EXP 65A 648.00
TOTAL	65995.00	62653.00	PAY 310 62653.00
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		59813.50	

****
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.
****

SIMPSON BUICK GMC OF BUENA PARK

PE18-012

GM

3-27-2019

Q3

[redacted]

BBB AUTO LINE

March 28, 2017

[redacted]

Re: [redacted] vs Pontiac/GMC Division 1GKS1GKC6GR[redacted]

Dear Madam/Sir:

We have determined that your case is outside the jurisdiction of the BBB AUTO LINE program because we have not received your signed *Customer Claim Form.* Your case has been closed.

Please refer to the booklet *How BBB AUTO LINE Works* for further explanation of the jurisdictional requirements. If you wish to proceed through BBB AUTO LINE, please return your *Customer Claim Form*, and a new case will be opened.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
3033 Wilson Blvd
Suite 600
Arlington, VA 22201

You may fax your appeal to our office at 1.703.247.9700.

When your appeal is received in our office it will be forwarded to the manufacturer representative, who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your claim is potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if the arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in you case and may decide that the

evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Santiago Gonzalez at Extension 530

CC: Daniel Leal

PE18-012

GM

3-27-2019

Q3

[redacted]

GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

Octb er [illegible]

Samantha Garcia
Simpson Buick GMC of Buena Park
6600 Auto Center Drive
Buena park, CA 90621

Re: [redacted]
Service Request: [redacted]
Vehicle Identification Number: 1GKS1GKC6GR[redacted]
2016 GMC Yukon XL
Customer Relationship Specialist: Daniel

Samantha,

Th s is a letter fo n ification reg rd ng a Better Bs in ss Bn eau case inv v g th a v referen ed cs t m er.

In o rd r fo s t a deq ately research h backg od d h s sita tip ease provide copies of all dealer sales ads eriv ce d cm en s reg rd ng th s v h cle with n4h s. T h sp cific d m en s n eded are:

- All sales,p ch se ad f in n e agreemen s,i n ld ig a cv rsin iv ce (if ap b icab e)
- Th in en iv s ack leg emen form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All serv ce add y sh p r ep ir o ders in ld ng all in era l,c s t m er p y,a d arran y repair o d rs. (Please in ld fr n ad ck of th sh p p es).

Please fax th m to 6 -9 8 . If th re are any fax d ffic ties, th do m en s exceed 6 p ges o any q stin arise, p ease cn act me as so as p sib e at 6 -3 8 4 ad p m p ,1 extensin 8

Yn cp ratin s g eatly ap eciated

Sincerely,

GMC

PE18-012

GM

3-27-2019

Q3

[redacted]

Daniel Leal (C)

From:	Daniel Leal (C)
Sent:	Thursday, March 16, 2017 11:09 AM
To:	'jason.runcie@gm.com'
Subject:	Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted] Customer: [redacted], SR# [redacted]
Attachments:	CCF; [redacted]df

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2016 GMC Yukon XL. The customer has stated brakes are hard to apply and will stick in the down position and is seeking a replacement vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

PE18-012

GM

3-27-2019

Q3

[redacted]

MANUFACTURER RESPONSE FORM
(CALIFORNIA ARBITRATION POSITION STATEMENT)

Case Number: [redacted]

Vehicle: 2016 GMC Yukon XL

Customer Name: [redacted]

VIN: 1GKS1GKC6GR[redacted]

Probable Hearing Location: Orange

Manufacturer's Position:

General Motors regrets that [redacted] is dissatisfied with his 2016 GMC Yukon XL. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have and will continue to address all concerns per the terms of the warranty.

We do not believe [redacted] 2016 GMC Yukon XL meets the criteria of the California Lemon Law, or the General Motors Program Summary as there have been no more than 4 repairs to any one concern. Mr. [redacted] 2016 GMC Yukon has also been out of service for less than 30 days for warranty repairs.

All of the concerns that [redacted] has brought to the attention of the dealer in regards to his 2016 GMC Yukon XL for brakes are hard to apply have been corrected. The last time the vehicle was in a General Motors dealer on 2/27/17 with 4,239 miles all concerns were addressed by replacement of engine vacuum pump, and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

We respectfully ask that [redacted] request for repurchase of his 2016 GMC Yukon XL be denied and that [redacted] continue to work with General Motors per the terms of our written warranty coverage.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

GM will participate in a hearing ☑ By phone ☐ In person ☐ In writing

Form completed by: Daniel Date: 3/27/17

Future Contact: Daniel

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Phone: 866-790-5700 Fax: 866-592-1369

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

PE18-012

GM

3-27-2019

Q3

[redacted]

Daniel Leal (C)

From: Daniel Leal (C)
Sent: Wednesday, April 05, 2017 3:32 PM
To: Jason Runcie
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted] Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR# [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

The purpose of this email is to advise you that the case for the above reference customer has been closed. However the customer refilled with the BBB so here shortly I will be sending another email with the update case number and information.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Jason Runcie
Sent: Tuesday, April 04, 2017 6:47 PM
To: Daniel Leal (C)
Subject: Re: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted] Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR# [redacted]

Please send to CA cec. Thanks

Jason Runcie
District Manager-Aftersales
Buick GMC - Southern CA
[redacted]

Jason.Runcie@BuickGMC.com

On Apr 4, 2017, at 8:45 AM, Daniel Leal (C) <daniel.leal@gm.com> wrote:

Service Request: [redacted]

Customer Last Name [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

After our last conversation I was informed by the customer that he indeed has been in for another service dated 3/10/17 for the brake concern. I have update the case assessment and having that RO added and to avoid customer opening another claim, will you approve of a trade through the California guidelines for the 2 repair attempts for a safety concern?

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Jason Runcie
Sent: Tuesday, March 28, 2017 11:55 AM
To: Daniel Leal (C)
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer:[redacted], SR# [redacted]

I agree with the recommendation.

Thanks,

Jason Runcie
District Manager - Aftersales
Buick GMC - Southern CA
[redacted]
Jason.Runcie@BuickGMC.com

From: Daniel Leal (C)
Sent: Tuesday, March 28, 2017 7:34 AM
To: Jason Runcie <jason.runcie@buickgmc.com>
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted] SR# [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason

I previously contacted you to notify you that [redacted] filed a complaint with the Better Business Bureau for their 2016 GMC Yukon XL. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend further inspection and repairs. The vehicle has not had no more than 2 repair attempts for any safety concern nor no more than 4 repairs attempts and no more than 30 days out of service.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your agreement or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Daniel Leal (C)
Sent: Thursday, March 16, 2017 11:09 AM
To: 'jason.runcie@gm.com'
Subject: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted] Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR# [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2016 GMC Yukon XL. The customer has stated brakes are hard to apply and will stick in the down position and is seeking a replacement vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

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Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

<1. Case Assessment.xls>

PE18-012

GM

3-27-2019

Q3

[redacted]

Daniel Leal (C)

From: Daniel Leal (C)
Sent: Tuesday, April 04, 2017 11:45 AM
To: Jason Runcie
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted] Simpson Buick GMC Of Buena Park, BAC: 172[redacted] Customer: [redacted], SR# [redacted]
Attachments: 1. Case Assessment.xls

Service Request: [redacted]

Customer Last Name [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

After our last conversation I was informed by the customer that he indeed has been in for another service dated 3/10/17 for the brake concern. I have update the case assessment and having that RO added and to avoid customer opening another claim, will you approve of a trade through the California guidelines for the 2 repair attempts for a safety concern?

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Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Jason Runcie
Sent: Tuesday, March 28, 2017 11:55 AM
To: Daniel Leal (C)
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR# [redacted]

I agree with the recommendation.

Thanks,

Jason Runcie

District Manager - Aftersales
Buick GMC - Southern CA
(805) 208-3235
Jason.Runcie@BuickGMC.com

From: Daniel Leal (C)
Sent: Tuesday, March 28, 2017 7:34 AM
To: Jason Runcie <jason.runcie@buickgmc.com>
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted] Customer [redacted], SR# [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason

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Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Daniel Leal (C)
Sent: Thursday, March 16, 2017 11:09 AM
To: 'jason.runcie@gm.com'
Subject: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted]
Customer: [redacted], SR# [redacted]

Service Request [redacted]

Customer Last Name [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2016 GMC Yukon XL. The customer has stated brakes are hard to apply and will stick in the down position and is seeking a replacement vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

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Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

PE18-012

GM

3-27-2019

Q3

[redacted]

Daniel Leal (C)

From: Daniel Leal (C)
Sent: Thursday, March 16, 2017 11:02 AM
To: 'sgarcia@simpsongm.com'
Cc: 'tmarshall@simpsongm.com'
Subject: BBB case for [redacted]
Attachments: Dlr Letter; Andrade.doc

Service Request: [redacted]

Customer Last Name: [redacted]

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Samantha,

The purpose of this email is to advise you that the above reference customer has filed a claim with the BBB. Attached you will find a letter requesting documents that I need in order for me to move forward with the case. I need to gather the documents within the next 24 business hours. I would like to thank you ahead of time for your assistance to this matter.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

PE18-012

GM

3-27-2019

Q3

[redacted]

Simpson
at Buena Park
GMC
[redacted]
TOTAL INVOICE $ 0.00
Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.
Please see your Service Consultant or a Sales Associate for further details.
ALL PARTS ARE NEW UNLESS
NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK
Simpson
at Buena Park
GMC
[redacted]
Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.
Please see your Service Consultant or a Sales Associate for further details.
ALL PARTS ARE NEW
NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

PE18-012

GM

3-27-2019

Q3

[redacted]

ALL ROADS LEAD TO Simpson SINCE 1951

BUICK GMC

Fax Cover Sheet

Date: 3/31/17

Subject: RO # [redacted]

To: DANIEL

Phone:

Fax: (866) 597-1369

From: SAMANTHA FLORES

Phone: (714) 690-4211

Fax:

No. of pages:

Message:

6600 Auto Center Drive, Buena Park, California 90621

Main (714) 690-6200 Fax (714) 690-5036 www.simpsongm.com

Simpson SINCE 1951 GMC
of Buena Park BUICK®
[redacted] AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000205136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSE VINAS 672	TAG NO. [redacted]	INVOICE DATE 03/14/17	INVOICE NO. [redacted]
[redacted]	LICENSE NO.	MILEAGE 4,467	COLOR ONYX BLK/JE	STOCK NO. [redacted]
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKS1GKC6GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/10/17	
	COMMENTS			

LABOR & PARTS

[redacted]

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR,
35 ALL
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35,35,35,35

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

[redacted]

CUSTOMER STATES THE BRAKE PEDAL WILL STICK IN THE DOWN POSITION AND THE VEHICLE WILL NOT STOP
CODE C025E/5A - INTERMITTENT LOSS POWER BRAKE ASSIST - ENGINE VACUUM PUMP OUTPUT OK @ - 22IN HZ - PERFORM INSPECTION BRAKE BOOSTER DEPLETE TEST AND LEAK DOWN TEST AND BOOSTER IS NOT RECOVER FAST TO SUPPLY VACUUM TO ASSIST - INTERNAL BY PASS IN BOOSTER - DOC# 2913329 - 3416418
NEC: SCAN & TEST AND REPLACED POWER BRAKE BOOSTER - CASE # [redacted] - 2441580 1.0

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	23135220	BOOSTER 4.805 Y		
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

[redacted]

CUSTOMER STATES THE L REAR BUMPER CORNER HIT A WALL WHEN BRAKES FAILED TO STOP . PAINT IS CRACKED AND L REAR BUMPER IS PUSHED OUT OF BODY ALIGNMENT
CUSTOMER NEEDS TO CONTACT GENERAL MOTORS FOR AUTHORIZATION TO REPAIR
NONE AT THIS TIME

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

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (Ver.) GN136872 Q (12/16)

THE PARTIES HAVE NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR THE PURPOSE OF BASIS. IF YOU CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

Simpson SINCE 1941 GMC
of Buena Park BUICK
8100 AUTO CENTER DRIVE
BUENA PARK, CA 90621-2927
MAIN NUMBER (714) 690-6200
SERVICE DEPT. (714) 690-6220
SimpsonGM.com
BAR # ARD-177313 • EPA # CAL000209136

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSE VINAS 672	RO NO. [redacted]	INVOICE DATE 03/14/17	[redacted]	
[redacted]	LICENSE NO.	MILEAGE 4,467	COLOR ONYX BLK/JE	[redacted]	
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/YUKON XL 1500 2WH		DELIVERY DATE 06/25/16	DELIVERY MILES 5	
	VEHICLE I.D. NO. 1GKS1GKC6GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.Y.E. NO.	P.O. NO.	R.O. DATE 03/10/17		
	COMMENTS				

SUBLET	P/O#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	205285	99611	03/14/17	1 DAY - G9156379	
				TOTAL - SUBLET	WARRANTY 0.00

TOTALS

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

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.
THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGERS

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/BUENAPARKREVIEWS

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 **********

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company (Ohio) GM05672 G (12/15)

USE PRINTED NAMED NOWARRANTY, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

PE18-012

GM

3-27-2019

Q3

[redacted]

Daniel Leal (C)

From: Daniel Leal (C)
Sent: Tuesday, March 28, 2017 10:33 AM
To: 'jason.runcie@gm.com'
Subject: RE: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted], Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR#[redacted]
Attachments: CA - [redacted].xls; CCF; Andrade.pdf

Service Request [redacted]

Customer Last Name [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason

I previously contacted you to notify you that [redacted] filed a complaint with the Better Business Bureau for their 2016 GMC Yukon XL. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend further inspection and repairs. The vehicle has not had no more than 2 repair attempts for any safety concern nor no more than 4 repairs attempts and no more than 30 days out of service.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your agreement or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

From: Daniel Leal (C)
Sent: Thursday, March 16, 2017 11:09 AM
To: 'jason.runcie@gm.com'
Subject: Initial Notification of BBB Case VIN: 1GKS1GKC6GR[redacted] Simpson Buick GMC Of Buena Park, BAC: 172[redacted], Customer: [redacted], SR# [redacted]

Service Request: [redacted]

Customer Last Name [redacted]

Involved Dealership: Simpson Buick GMC Of Buena Park

Dealership Contact: CEM Samantha Garcia

VIN: 1GKS1GKC6GR[redacted]

Vehicle: 2016 GMC Yukon XL

Mileage: 4,467

Jason,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2016 GMC Yukon XL. The customer has stated brakes are hard to apply and will stick in the down position and is seeking a replacement vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

Daniel
General Motors
BRC Mediation Liaison ATX
Phone (866) 790- 5700 x 5921180 | Fax (866) 592-1369

PE18-012

GM

3-27-2019

Q3

[redacted]

X _____

1 W *04BUZINFLATION **TIRE INFLATION SERVI**

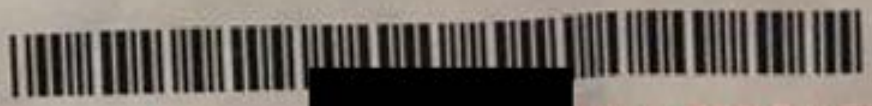
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
MILEAGE OUT
OFFSITE EPA # CAL000391243
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
RIGHT FRONT, LEFT FRONT, RIGHT REAR, LEFT REAR.

2 W *08BUZ **BRAKES**

CUSTOMER STATES THE BRAKE PEDAL WILL STICK IN THE DOWN POSITION AND THE VEHICLE WILL NOT STOP

3 W 69BUZ **PAINT**

CUSTOMER STATES THE L REAR BUMPER CORNER HIT A WALL WHEN BRAKES FAILED TO STOP , PAINT IS CRACKED AND L REAR BUMPER IS PUSHED OUT OF BODY ALINGMENT



ALL PARTS ARE NEW UNLESS SPECIFIED OTHER

SERVICE FILE COPY

PAGE 1 OF 1

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORM

AUTHORIZED BY

ESTIMATES DO NOT INCLUDE SALES TAX

REASON

AUTHORIZED BY

OUR CHARG
MECHANICS
OUR RETAIL
OUR OWN J

BY LAW Y
FACILITY T
WHICH TH

IMPOR
FROM
LOSS

660
MAIN

The Reynolds and Reynolds Company EPALZRMOSE GM35875 O (12/16)

PE18-012

GM

3-27-2019

Q3

[redacted]

Simpson
of Buena Park
BUICK
GMC
BUENA PARK, CA 90621-3927
SimpsonGM.com
Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.
Please see your Service Consultant or a Sales Associate for further details.
ALL PARTS ARE NEW UNLESS SPECIFICALLY NOTED
NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK
TOTAL INVOICE $ 0.00

PE18-012

GM

3-27-2019

Q3

[redacted]

LOMBINO · MARTINO

A PROFESSIONAL SERVICES CORPORATION

ATTORNEYS AT LAW

10009 59th Ave SW
Lakewood, WA 98499
Telephone: (253) 830-2700
Facsimile: (253) 444-4010
Wadocs@LombinoMartino.com
Website: www.lm-wa.com

Sandra Kindig Adams
Russell J. Atkatsh
John Barry
James Burnett •
Jimmy Garg +
Sally A. Hiserman
Wendy Howe
Aaron A. Jennings
Jessica Jozefowicz
Jessi L. Kalmen
Joseph J.M. Lombino, P.S. • ◊ ∞
Randall S. Martino * ∞
Leann K. Paluck, LLM

Deanna Durall-Payton
Ernesto Jack Piza, LLM
Gail R. Pruitt
Michael Schmidt
Richard D. Smith
◊ Larry Spokoiny
Jonathan A. White
Joseph M. Woodland

Of Counsel:
∧ ∞ Birney B. Bervar
John Messina
∞ Laurie Ault-Sayan
Chad Smithson

March 10, 2017

Jet Chevrolet Inc.
35700 Enchanted Parkway South
Federal Way, WA 98003

GMC
P.O. Box 33172
Detroit, MI 48232-5171

Re: [redacted]

To Whom It May Concern:

We are writing on behalf of Mr. and Mrs. [redacted] regarding a 2016 Chevrolet Suburban they purchased in August of 2016. They have experienced multiple safety defects since purchasing the vehicle less than a year ago. They have taken the vehicle into the shop 3 times to repair safety issues. The safety defects include:

- code brake system C-025E-06
- brake booster vacuum switch had to be repaired
- SDM recall to reprogram the sensing diagnostic model for the airbag.
- rear view camera is failing
- transmission while turning a corner, engine idled high
- front turn signals not working
- back top left brake light

UCC 2-314 provides an implied warranty of merchantability promising that the goods are fit for the ordinary purpose which they were designed for. Mr. and Mrs. [redacted] were attempting to purchase a vehicle free of any defect, especially free of any safety defects. RCW

46.37.010 prohibits anyone from allowing a vehicle that is unsafe to drive to be driven on a highway. RCW 46.70.101 prohibits a dealer from selling a vehicle that is unsafe to drive. Despite multiple repair attempts, the defects and safety concerns still remain. This is in direct violation of the Consumer Protection Act RCW 19.86.020. This act clearly states unfair methods of competition and *unfair or deceptive acts or practices in the conduct of any trade or commerce* are declared unlawful.

Due to the multiple problems with the Suburban, Mr. and Mrs. [redacted] are asking for a full refund of the purchase price or new defect free black Suburban. Further, if you fail to work out an amicable solution to these problems, Mr. and Mrs. [redacted] will be forced to file a lemon law arbitration complaint under RCW 19.118. Ultimately, if forced to pursue this matter, they may seek reimbursement for triple damages under the Consumer Protection Act, including attorney fees and costs. Please respond to Mr. and Mrs. [redacted] within 30 days upon receipt of this letter as we are not yet retained beyond the scope of this letter. They will be sending their own lemon law demand letter under separate cover. We are consulting with Mr. and Mrs. [redacted] of their legal rights and they are prepared to proceed accordingly.

Sincerely yours,

LOMBINO · MARTINO

[redacted]

Jessi L. Kalmen tmc

JLK:tmc
cc: [redacted]

WrightM759790.jlk

PE18-012

GM

3-27-2019

Q3

[redacted]

AUBURN CHEVROLET

1600 Auburn Way North
Auburn, WA 98002
(253) 833-2000
www.auburnchevrolet.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Monday - Friday
PARTS DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Monday - Friday 9:00 a.m. - 3:00 p.m. Saturday
BODY SHOP HOURS
8:00 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number
4/14/17	[redacted]
R/O Close Date	**Status**
4/15/17	Pre-Invoice
Mileage In	**Mileage Out**
9019	9020
Service Advisor / Tag #	
Matt Carreno [redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GNSKHKC5GR[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2016	CHEVROLET	SUBURBAN	4WD 4DR 1500 LT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 16: INTERIOR/EXTERIOR	
CUSTOMER STATES WATER LEAK PRESENT.SEES WATER COMI	
NG DOWN ONT CENTER CONSOLE.CK AND ADVISE	
Caused by	
INSPECTED AND FOUND LEAK FROM HIGH FREQUENCY ANTEN	
NA.	
Work performed by Jordan Lyons (JOR)	Warranty
Installed 84081915 :N-ANTENNA (09645-CT) Qty: 1	Warranty
REMOVED ANTENNA AND RESEALED.INSPECTED FOR WATER D	
AMAGE AND FOUND.NEED TO REPLACE ANTENNA-ANTENNA WI	
LL GET PAINTED AND WILL CALL CUSTOMER WHEN ANTENNA	
IS PAINTED.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

[illegible] Copyright [illegible] Group (800) 643-3003

PE18-012

GM

3-27-2019

Q3

[redacted]

JET CHEVROLET
35700 Enchanted Parkway South
P.O. Box 4986 • Federal Way, Washington 98063
(253) 838-7600 • (253) 952-8200 • Fax: (253) 874-7060

COMPANY: General Motors

DATE: 3-17-17

DELIVER TO: Diane - customer Relationship

TIME: 2:40pm

FROM: Jet Chevrolet

NO. OF PAGES: 13 incl. cover

REMARKS OR INSTRUCTIONS: Fax to 586-920-0760

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

March 17, 2017

Jon Christensen
Jet Chevrolet, Inc.
35700 Enchanted Pky S.
Federal Way, WA 98003

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC5GR[redacted]
Customer Relationship Specialist: Diane

Dear Jon Christensen:

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 **586-920-0760**. 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

JET CHEVROLET

35700 Enchanted Parkw [redacted]
Federal Way, Washington 98003
(253) 939-7600 Tacoma Area (253) 952-8200
1-877-Jet-Chev (538-2438)

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 8:30 AM - 4:00 PM

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	WORK	SAVE	OPERATION	OPERATION DESCRIPTION	MOVE	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/23/17	[redacted]	5576	590	972	W	51CVZ01	BODY ELECT CONCERN
11/21/16		5266	590	935	W	60CVZ05	INT SQUEAK/RATTLES
				935	W	99CVZ	RECALL

SALESPERSON NO. 882 PHILIP BARBER SERVICE STATE [redacted]

1GNSKHKC5GR [redacted] 16/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

[redacted]

08/17/16 03/03/17

BLK/JET BLK LEATH

TOWED - DLVG	AIR COND.	P.S.	TRANS	MILEAGE	ADV. SERVICE	C.S.R.
CVZZ				8,099	852	AXEL JOHNSON

10:47am 03/04/17 09:30am

SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 6:00 PM
SATURDAY
8:30 AM - 4:00 PM

*SHOP SUPPLIES: A TOKEN CHARGE EQUIVALENT TO 6% OF THE LABOR CHARGES IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE, BUT NOT LIMITED TO, NUTS BOLTS, MISC. FASTENERS, CHEMICALS (SOLVENT, DEGREASER, CLEANER, LUBRICANTS, RAGS, BRAKE PARTS CLEANER, WINDOW SEALER, CHASSIS AND/OR BEARING GREASE, SEAT DRESSING ETC.

*ENVIRONMENTAL $.50-4.00 A HAZARDOUS CHARGE ($.50 - $4.00) TO BE USED TOWARDS DISPOSAL OF HAZARDOUS MATERIALS AND RECYCLING OF HAZARDOUS MATERIALS. THIS CHARGE IS NOT SUBJECT TO TAX AND DOES NOT APPLY TO CUSTOMERS WHO SUPPLY THEIR OWN OIL.

LABOR INSTRUCTIONS

1 W 01CVZ2 24LOF 2-24 WARRANTY LOF
CUSTOMER REQUEST PREMIUM QUALITY OIL CHANGE SERVICE AND VEHICLE INSPECTION
8.0 QTS OF 0W-20 942

2 W *51CVZ01 BODY ELECT CONCERN
CUSTOMER STATES THAT TURN SIGNAL IS OUT.
942
2043260

3 W *51CVZ01A BODY ELECT CONCERN 744
CUSTOMER STATES THAT SERVICE REAR CAMERA MESSAGE CAME ON.
4420180 5
-B Diag

4 W 30CVZ AUTO TRANSMISSION 744
CUSTOMER STATES THAT TRANMISSION WENT INTO OVERDRIVE AND REVVED UP VERY HIGH.

Case# [redacted]

SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS CREDIT AGREEMENTS MADE PRIOR

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to my vehicle if it is not in the vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unusual delays in parts shipments by the above mentioned. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. Warranties on products sold hereby are those made by the manufacturer. The seller hereby disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of its products. Any limitation contained herein does not apply where prohibited by law. ©1993 ADP/CDK Application Group (800) 945-1022

Customer Signature

1. _____ I request an estimate before any repairs are made. Contact me if the price will exceed this estimate by more than ten percent.

2. _____ Proceed with repairs but contact me if price will exceed $ _____

REVISED ESTIMATE AUTHORIZED

DATE TIME

[redacted]

The Reynolds and Reynolds Company (Form) CDK6810.0 (0/99)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA

TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH.	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
[redacted]	942			14 24	.7	3 17MAR 611.7 ON 17MAR 611.0

COMPLAINT: LOF, MPVI

CAUSE: 1

CORRECTION

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
[redacted]	942	JC	.1	L2	.1	4 17MAR 611.9 ON 17MAR 611.8

COMPLAINT: Left rear turn, upper, Signal Out

CAUSE: Burnt Out 2

CORRECTION: Installed new bulb

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
-3 [redacted]	728		.3	W	.3	17MAR 7 9.8 ON 17MAR 7 9.5

COMPLAINT:

CAUSE: HMI code B127B-28 Hunter Rear view camera input signal Circuit Ran through 3 Doc # 3800727 all circuits

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
L-3 [redacted]	728		.4	W	.4	17MAR 7 10.2 ON 17MAR 7 9.8

CORRECTION: check good called tech Assistance they say check X275 for poor traction or bad terminals if ok apply dielectric

COMPLAINT: terminals. all check ok applied dielectric Check operation no failure

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
L-3 Tech Assistance [redacted]	728		.4	W	.4	17MAR 710.6 ON 17MAR 710.2

CAUSE: Scanned no trans codes 4 Trans cooler Test Drive & verify no failures no battery

CORRECTION

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
L4 [redacted]	728		.4	W	.4	17MAR 711.0 ON 17MAR 710.6

COMPLAINT:

CAUSE: 5

CORRECTION

GEAR OIL

REFRIGERANT

MISCELLANEOUS

00519413.0

R..

03-17-17;11:33AM;Jet Chevrolet ;Jet Chevrolet # 9/ 13

JET CHEVROLET
35700 Enchanted Parkway [redacted]
Federal Way, Washington [redacted]
(253) 838-7600 Tacoma Area (253) 952-8200
1-877-JetChev (538-2438)
SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 8:30 AM - 4:00 PM

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	[illegible]	[illegible]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/21/16	[redacted]	3086	590	935 935	W W	60CVZ05 99CVZ	INT SQUEAK/RATTLES RECALL

SALESPERSON NO. 882 PHILIP BARBER

SERVICE

STATE REG# 3

Courtesy Transportation
☐ RENTAL
☐ LOANER
☐ SHUTTLE
☐ ENTERPRISE

VEHICLE I.D. NO. [redacted] YEAR/MAKE/MODEL [redacted] FT TRUCK/SUBURBAN/4DR 4WD

COLOR BLK/1FT BLK LEATH

TURBO	MISC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				3[redacted]	590	DEAN GAIDIES

IN SERVICE DATE	STOCK NO.	LICENSE NO.
	[redacted]	[redacted]

DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
08/17/16	55	

CONTRACT NO. [redacted] EXPIRATION DATE [redacted]

07:38am 01/23/17 05:01 pm

APPOINTMENT ☐ Yes ☒ No

SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 6:00 PM
SATURDAY
8:30 AM - 4:00 PM

*SHOP SUPPLIES: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE, BUT NOT LIMITED TO, NUTS, BOLTS, MISC. FASTENERS, CHEMICALS, SOLVENT, DEGREASER, LUBRICANTS, RAGS, SOLDER, BATTERY CLEANER, WINDOW CLEANER, CHASSIS AND/OR BEARING GREASE, MACHINING ETC.

*ENVIRONMENTAL SURCHARGE: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR THE DISPOSAL AND/OR RECYCLING OF HAZARDOUS MATERIALS GENERATED BY THE REPAIR ORDER OF YOUR VEHICLE.

LABOR INSTRUCTIONS

1 W 51CVZ01 BODY ELECT CONCERN
CUSTOMER STATES SERVICE BRAKE SYSTEM MESSAGE ON [redacted]

-2

814 A

SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR

"I hereby authorize the repair work above 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 the vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you 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 hereto." Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. ©1998 ARKONA, Inc. - Dealership Application Group (800) 945-1028

[redacted]
Customer Signature

1. _____ I request an estimate before you begin repairs. Contact me if the price will exceed this estimate by more than ten percent.

2. _____ Proceed with repairs but contact me if the price will exceed $ _____

REVISED ESTIMATE	AUTHORIZED BY
DATE	TIME

TECHNICIAN COPY

[redacted]

[redacted]	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF / ON	
	92		.3	diag	.3	17JAN23 17JAN23	8.3 8.0

[redacted]	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF / ON	
	92		.4	Replace	.4	17JAN23 17JAN23	10.8 10.4

[redacted]	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF / ON	
	92		.1	Road Test	.1	17JAN23 17JAN23	10.9 10.8

QUANTITY	TECH [redacted]	CAUSE	DATE RETURN
			Rpt

COMPLAINT: Code 0256 Bleed booster Vacuum Main

CAUSE: 1 Ryan Customs concern code above after checking circuits diagnose leads to

CORRECTION: Broke booster sensor replace

COMPLAINT:

CAUSE: 2 replace booster pipe clear codes & test drive

CORRECTION:

COMPLAINT:

CAUSE: 3

CORRECTION:

COMPLAINT:

CAUSE: 4

CORRECTION:

COMPLAINT:

CAUSE:

03-17-17;11:33AM;Jet Chevrolet

;Jet Chevrolet # 11/ 13

JET CHEVROLET
35700 Enchanted Parkway [redacted]
Federal Way, Washington [redacted]
(253) 838-7600 Tacoma Area (253) 952-8200
1-877-JetChev (538-2436)
SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 8:30 AM - 4:00 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 882 PHILIP BARBER — SERVICE — STATE REG# 3

Courtesy Transportation: ☐ RENTAL ☐ LOANER ☐ SHUTTLE ☐ ENTERPRISE

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	IN SERVICE DATE	STOCK NO.	LICENSE NO.
1GNSKHKC5GR[redacted]	16/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	DELIVERY DATE 08/17/16	[redacted]	[redacted]

COLOR	TRIM	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
BLK/JET BLK LEATH	CVZZ		3,086	590	DEAN GATDIES

APPOINTMENT: ☐ Yes ☒ No — 09:19am 11/21/16 05:01pm

SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 6:00 PM
SATURDAY
8:30 AM - 4:00 PM

*SHOP SUPPLIES: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE, BUT NOT LIMITED TO: NUTS, BOLTS, MISC. FASTENERS, CHEMICALS, CARBURETOR CLEANER, LUBRICANTS, RAGS, SOLDER, BATTERY CLEANER, WINDOW SEALER, CHASSIS AND/OR BEARING GREASE, BELT DRESSING ETC.

*ENVIRONMENTAL SURCHARGE: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR THE DISPOSAL AND/OR RECYCLING OF HAZARDOUS MATERIALS GENERATED BY THE REPAIR ORDER OF YOUR VEHICLE.

LABOR INSTRUCTIONS

1. W 60CVZ06 INT SQUEAK/RATTLES 945
CUSTOMER STATES HAS RATTLE IN DRIVERS DOOR [redacted] .2
ASAP!

2 W 99CVZ RECALL 945
RECALL 16007

SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR

"I hereby authorize the repair work above 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 the vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you 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 hereto." Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. ©1996 ARKONA, Inc. - Dealership Application Group (800) 945-1028

[redacted]

1. _____ I request an estimate before you begin repairs. Contact me if the price will exceed this estimate by more than ten percent.

2. _____ Proceed with repairs but contact me if the price will exceed $ _____

REVISED ESTIMATE AUTHORIZED BY

DATE TIME

TECHNICIAN COPY

[redacted]

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
[redacted]	935		.4	IW	.4	ON

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH	FLAT RATE TIME	CODE	REPAIR ORDER TIME	OFF
[redacted]	935		.3	IW	.3	ON

1. COMPLAINT: customer states has Rattle on Drivers door. test Drove verified customers concern
CAUSE: Rattle coming from Drivers door Panel
CORRECTION: around handle area found 2 screws

2. COMPLAINT: at door handle loose toghtened screws
CAUSE: verified Rattle fixed
CORRECTION:

3. COMPLAINT: IW. Recall 16007 Frontal Airbag & pretensioner
CAUSE: non Deploy Reprogrammed SDM per Recall
CORRECTION: Warranty code # $300E cleared DTC's

4. COMPLAINT: verified repair
CAUSE:
CORRECTION:

5. COMPLAINT:
CAUSE:

QUANTITY	TECH. NO.	PARTS INITIAL	PARTS RETURN

03-17-17;11:33AM;Jet Chevrolet

;Jet Chevrolet # 13/ 13

PE18-012

GM

3-27-2019

Q3

[redacted]

(WITH ARBITRATION PROVISION)

Lease Date: 03/17/2016

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
1113 [illegible] JET CHEVROLET 25700 ENCHANTED PKWY S FEDERAL WAY WA 98003	[redacted]	[redacted]

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
N/A	N/A County: Principal Driver: N/A (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	2016	CHEVROLET	SUBURBAN	4DR 4WD	1GNSKHKC5GR[redacted]	55	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(Itemized in Item 6)
$ 15000.00

3. Scheduled Payments
A. Your first monthly payment of $ 510.94 is due on 04/17/2016, followed by 38 payments of $ 510.94, N/A payments of $ N/A, N/A payments of $ N/A due on the 17th of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 23825.66.

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)
$ 38610.72
(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	$ 14389.06
2. Taxes on capitalized cost reduction	$ N/A
3. First monthly payment	$ 510.94
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	$ N/A
9. Sales/use tax	$ N/A
10. N/A	$ N/A
11. N/A	$ N/A
12. Total	$ 15000.00

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	$ N/A
3. Amount to be paid in cash	$ 15000.00
4. Other N/A	$ N/A
5. Total	$ 15000.00

7. Your scheduled payment is determined as shown below:

A. **Gross capitalized cost.** The agreed upon value of the Vehicle ($ 57161.95) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 59360.56
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.	–	$ 14389.06
C. **Adjusted capitalized cost.** The amount used in calculating your base scheduled payment.	=	$ 44971.50
D. **Residual value.** The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 33378.00
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.	=	$ 11512.72
F. **Rent charge.** The amount charged in addition to the depreciation and a[redacted]	+	$ 9787.27
G. **Total of base scheduled payments.** The depreciation and any amortiz[redacted]	=	$ 21299.99

Lienholder Name: WELLS FARGO BANK, N.A. AS COLLATERAL AGENT
Assignee Name: ACAR Leasing Ltd.

By: [redacted]
Type[redacted]
Type[redacted]

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I. **Base scheduled payment.** = $ [illegible]

J. **Sales/use tax (a).** + $ [illegible]

K. N/A + $ [illegible]

L. N/A + $ [illegible]

M. **Total Scheduled Payment.** = $ [illegible]

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 [illegible] 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 $ [illegible] 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

Sales Tax Exemption for Agreed Value of Trade-In Vehicle $ N/A

Reduction in Total of your Scheduled Payments Resulting from Application of Sales Tax Exemption: $ N/A

A. Gross Amount of Trade-In Allowance	$	N/A
B. Prior Credit or Lease Balance	− $	[illegible]
C. Net Trade-In Allowance (if less than 0 then enter 0)	= $	[illegible]

12. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle:	$	[illegible]	
Other amounts included in the gross capitalized cost:			
B. Taxes	$	[illegible]	
C. Title, license, and registration fees	$	[illegible]	
D. Lease acquisition fee	$	[illegible]	
E. Documentary service fee	$	[illegible]	
(THE DOCUMENTARY SERVICE FEE IS A NEGOTIABLE FEE. Documentary service fees are not required by the state of Washington.)			
F. Prior credit or lease balance	$	N/A	
G. N/A	$	N/A	
H. N/A	$	N/A	

Optional Products and Services:

I. N/A	$	N/A
J. N/A	$	N/A
K. N/A	$	N/A
L. N/A	$	N/A
M. N/A	$	N/A
N. N/A	$	N/A
O. N/A	$	N/A
P. Total Gross Capitalized Cost:	$	[illegible]

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: $ [illegible](e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or tax 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 $ 30.00 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 $ 25.00 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 it has.

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.

☐ If this box is checked, the disclaimer above does not apply.

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
				Lessee

N/A	N/A	N/A	N/A	Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

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 METROPOLITAN — Insurance Agency Name METROPOLITAN

Agency Address — Agency Phone Number 1(800)954-6011

Agent's Name — Policy Number 478501160

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 Lease must be in writing and both you and we must sign it. No oral changes are binding.

Lessee Signs X [redacted]

Co-Lessee Signs [redacted]

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIO[redacted]RSION.

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 neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs X — Co-Lessee Signs X

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

Lessee Signature [redacted] **Date** 03/17/17 — **Co-Lessee Signature** [redacted]

Type/Print Lessee Name [redacted] — Type/Print Co-Lessee Name [redacted]

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee N/A — **Date** N/A — **By** N/A

Type/Print Name N/A — **Type/Print Title** N/A

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: [redacted]

Lienholder Name: WELLS FARGO BANK, N.A. AS COLLATERAL AGENT

Assignee Name: ACAR Leasing Ltd.

By: [redacted]

Type/Pri[redacted]

Type/Pri[redacted]

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e. Total of lease scheduled payments. The depreciation and any amortized amounts plus the rent charge. = $ 21699.99

Ally SmartLease® Worksheet

Dealership Name JET CHEVROLET

Lessee Name MICHAEL J WRIGHT CELESTE N DIANA WRIGHT

New ☒ Used ☐ Prior Deal# 00 PEPCW** ☐ Employee ☐ Low Mileage Lease ☐

Monthly ☐ Single ☐ Term (Months) _____ Effective Rate (To be completed by Ally) _____

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount

(Lines 1,2,3 and 5 Apply Only to New Vehicles)

	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	$ 59685.20	$ 59685.20
A. Times Markup Factor 110	x 65585.52 %	
B. Marked Up MSRP	= $	
2. Preferred Equipment Group Discount (PEG)		+ $ N/A
3. Dealer Installed Options:		
A. Capitalized and Residualized	+ $ N/A 199.20	+ $ N/A
B. Capitalized Only	+ $ N/A	N/A
C. MSRP of Removed Equipment	- $ 199.20	- $
D. Total of Dealer Installed Options	= $	
4. Maximum Agreed Upon Value (Lines 1B + 3D for New Vehicle, Line B3 or B7 if Used)	= $ 65764.50	
5. Max. Residualizable Amount		= $ 59685.00

Net Trade-in Value

6. Gross Trade-in Value	$ N/A
A. Less Payoff	- $ N/A
B. Net Trade-in Value (Positive or Negative)	= $ N/A
C. Less Amount Used Towards Fees/Taxes/1st Pmt/Sec Dep	- $ N/A
D. Less Amount Allocated To Capitalized Cost Reduction	- $ N/A
E. Amount Retained by Lessee	= $

Capitalized Cost

7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	$ 57809.20
8. Ally Administrative Fee (if Capitalized)	+ $ 595.20
9. A. Optional Service Contract (if Capitalized)	+ $ N/A
B. Optional Maintenance Contract (if Capitalized)	+ $ N/A
10. Optional Life Insurance (if Capitalized)	+ $
11. Optional Disability Insurance (if Capitalized)	+ $ N/A
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery	+ $ N/A

A. Title Fees	$ 9.00	
B. License Fees	+ $ 349.00	
C. Registration Fees	+ $ 2.50	
D. Sales/Use Tax	+ $ 486.26	
E. Other Tax (describe) N/A	+ $ N/A	
F. Other (describe) [illegible]	+ $ 150.00	
G. Total	→ + $	1921.56
13. Gross Capitalized Cost	= $	60325.62
14. Less Capitalized Cost Reduction		
A. Cash	$ 14367.98	
B. Trade-in Value Allocation (Line 6D)	+ $ N/A	
C. Other (describe) N/A	+ $ N/A	
D. Total Capitalized Cost Reduction	→ - $	14367.98
15. Adjusted Capitalized Cost	= $	45957.64

Mileage Factors

	Extra Mileage Calculation	Mileage Mileage
16. Starting Odometer Mileage		
A. Expected Miles to be Driven for Term	48750	48750
B. Standard or Low Mileage Allowance for Term	- N/A	+ N/A
C. Extra Mileage for Term	= N/A	+
D. Refundable Extra Mileage Cost (per mile)	x $ N/A	
E. Total Refundable Extra Mileage Cost	= $	
17. Total Allowed Lease End Odometer Mileage		48805
18. Annual Mileage ((Line 16A ÷ Term) x 12)		= N/A

Residual Value

19. Maximum Residualizable Amount (New Vehicles Only, Line 5)	59685.00 $
20. Times Residual Percentage (New Vehicle Only) N/A Base _____ % + Low Mileage _____ % =	x 56.00 %
21. Base Residual Value (for Used Vehicles obtain from Line B10 if Certified, Line B12 if Non-Certified)	= $ 33378.80
22. Less Total Cost for Refundable Extra Miles (Line 16E)	- $ N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only) N/A	- $ N/A
B. Other Factors Affecting Depreciation (describe) _____	- $ N/A
24. Residual Value	= $ 33378.80

Monthly Payments/Single Periodic Payment (If N/A, Complete B14 - B16 instead)

25. Base Monthly/Single Periodic Payment		$ 575.61
A. Service Charge N/A %	+ $ N/A	
B. Total Base Monthly/Single Periodic Payment	= $ 575.61	
26. Additions to Base Monthly/Single Periodic Payment		
A. Monthly Sales/Use Tax 9.800 N/A %	+ $ 56.41	
B. Personal Property Tax N/A %	+ $ N/A	
C. Other (describe) _____ %	+ $ N/A	
27. Total Monthly/Single Periodic Payment	= $	632.02
28. Total of Monthly Payments (Line 27 x Term)	= $	24648.78

Depreciation and Other Amortized Amounts

29. Adjusted Capitalized Cost (Line 15)	45957.64 $
30. Less Residual Value (Line 24)	- $ 33378.80
31. Depreciation and Other Amortized Amounts	= $ 12578.84

Rent Charge

32. Total Base Monthly/Single Periodic Payment (Line 25B or Line B16)	575.61 $
33. Times Number of Periodic Payments	x 39
34. Total Base Monthly/Single Periodic Payments for Lease Term	= $ 22448.79
35. Less Depreciation and Other Amortized Amounts (Line 31)	- $ 12578.84
36. Total Rent Charge	= $ 9969.95

Amount Due at Lease Signing or Delivery

37. Capitalized Cost Reduction

A. Cash (Line 14A)		$14367.98
B. Trade-In Allocation (Line 8D)	+ $	N/A
C. Capitalized Cost Reduction Allowance	+ $	N/A
D. College Graduate Allowance	+ $	N/A
E. Credit Card Points Rebate	+ $	N/A
F. Other (describe) N/A	+ $	N/A
G. Other (describe) N/A	+ $	

38. Total Capitalized Cost Reduction (equal to Line 14D) → = $14367.98

39. First Monthly/Single Periodic Payment (Line 27) + $ 632.02

40. Refundable Security Deposit + $ N/A

41. Additional Amounts

A. Title Fees	$	N/A
B. License Fees	+ $	N/A
C. Registration Fees	+ $	N/A
D. Ally Administrative Fee	+ $	N/A
E. Selective Due Date Fee	+ $	19.19
F. Sales/Use Tax	+ $	1.88
G. Offset if Negative Trade Equity (equal to Line 6B)	+ $	N/A
H. Total →	+ $	21.07

42. Other (describe) _____ +/- $ -21.07

43. Total Amount Due at Lease Signing or Delivery = $ 15000.00

Purchase Option at End of Lease Term

44. Residual Value (Line 24) = $33378.80

45. Purchase Option Increment + $ N/A

46. Purchase Option at End of Lease Term = $33378.80

Amount Due Dealer From Ally

47. Adjusted Capitalized Cost (Line 15) $45957.64

48. Less Cash Adjustments

A. First Monthly/ Single Periodic Payment (Line 39)	$	632.02
B. Refundable Security Deposit (Line 40)	+ $	N/A
C. Total →	- $	632.02

49. A. Other (describe) CCR TAX/ SELECT DUE DATE FEE& TAX XX +/- $ 21.07
B. Other (describe) N/A +/- $ N/A

50. Less Ally Administrative Fee (Line 8 or 41D) - $ 595.00

51. Amount Due Dealer = $ 44709.55

New Vehicle Beginning Mileage Adjustment if Over 500 Miles

Mileage and Term Parameters:

	Current Series	Prior Model Year
Maximum Term (months)	60	48
Standard Beginning Mileage	0	0
Unadjusted Beginning Miles May Not Exceed	500	500

501 or more	Not Demo or PEP/COVPP	Enter Actual Odometer Mileage on Line 52A
501 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A.
501 - 25,000	PEP/COVPP	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A.

52. Beginning Mileage Adjustment

A. Actual Odometer Mileage		N/A
B. Times Beginning Mileage Adjustment Rate	x $	N/A
C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A)	= $	N/A

Salesperson PHILIP BARBER Submitted to Ally _____ Time 08/17/2016 Date

Approved By _____ Time _____ Date _____ Application Number _____

Vehicle Description: Year 2016 Make CHEVROLET TRUCK Model SUBURBAN VIN 1GNSKHKC5GR[redacted]

Administrative Message # _____

Security Deposit Waiver: No ☐ Yes ☐ If Yes, Customer Rate Increase? No XX Yes ☐ →

Loyalty Program? No ☐ Yes ☐ If Yes, Authorization #: N/A

Other Reason for Security Deposit Waiver (describe) N/A

MEMO:		
Program Lease Factor:	0.00	
Rate Decrement:		
Single Payment Lease Decrement:		
Dealer Lease Factor:	0.00	2598.96
Security Deposit Waiver:		
Federally Tax Exempt:		
Other Increment:	0.00	
Total Lease Factor:		

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R18) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

75-AF LEASE WRKSHT 8/2011

03-17-17;11:33AM;Jet Chevrolet # 7/ 13

PE18-012

GM

3-27-2019

Q3

[redacted]

2016 SUBURBAN 4WD 1/2 TON LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. THSSTS/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SKHK C5 GR[redacted] — VEHICLE INVOICE [redacted]
**********0004******13*19340S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15906 SUBURBAN 4WD 1/2 TON LT	57730.00	53688.90	INVOICE 04/25/16
C6H GVW RATING 7, 500 LBS	N/C	N/C	SHIPPED 04/24/16
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH AND NAVIGATION APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES (REPLACES STD. AUDIO SYSTEM)	495.00	450.45	EXP I/T 05/13/16 INT COM 05/13/16 PRC EFF 04/24/16 KEYS V0032 V0032 WFP-S QTR OPT-1 BANK: GM FINANCIA CHG-TO 19-340
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	SHIP WT: 5671
NE1 50-STATE EMISSIONS	N/C	N/C	HP: 45.7
SFZ BLACK BOWTIE EMBLEMS (DEALER INSTALLED)	185.00	168.35	GVWR: 7500 GAWR.FT: 3600
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	GAWR.RR: 4200 EMPLOY: 53530.39 SUPPLR: 55702.70 NTR: 1/2 EMPINC: 3360.34 SUPINC: 1188.03

TOTAL MODEL & OPTIONS	58410.00	54307.70	ACT 237 53750.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1752.30
DEALER IMR CONTRIBUTION		584.10	ADV 261 584.10
LMA GROUP CONTRIBUTION		876.15	EXP 65A 876.15
TOTAL	59605.00	56962.95	PAY 310 56962.95

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 54344.70

****

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.

****

CHEVROLET CADILLAC OF BELLEVUE

PE18-012

GM

3-27-2019

Q3

[redacted]

April 18, 2017

Jessi Kalmen, Esq.
Lombino Martino Attorneys At Law
10009 59Th Ave Sw
Lakewood, WA 98499

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC5GR[redacted]
Customer Relationship Specialist: Diane

Dear Kalmen:

We regret that your client(s) are dissatisfied with their 2016 Chevrolet Suburban and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $8,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting 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,

General Motors

9020

Odometer

[redacted]

Client's Signature

4/24/17

Date

[redacted]

Client's Signature

4/24/17

Date

PE18-012

GM

3-27-2019

Q3

[redacted]

To:	[redacted], Service Request	From:	[redacted]
Fax:	1 586 920-0760		
Phone:		Date:	5/1/2017

RE: Copy Notarized Release [redacted]

☐ Urgent
☐ For Review
☐ Please Comment
☐ Please Reply

Comments:

ATTN: Diane Rodriquez

Attached is the notarized release form.

Also, note we sought legal advise only on this matter and did not retain Lombino Martino, therefore we were advised to send you our W-9, you received in our previous correspondence.

Please distribute the $8,000.00 payment ASAP, so we can bring closure to this matter, Thank you.

[redacted]

fax cover

[redacted]

[redacted]

RELEASE OF CLAIM

We [redacted] and [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $8,000.00 paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2016 Chevrolet Suburban bearing Vehicle Identification Number 1GNSKHKC5GR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 9520 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYTNG THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: May 1, 2017

[redacted]
Claimant's Signature

[redacted]
Address

[redacted]
City, State, Zip Code

[redacted]
Claimant's Signature

[redacted]
Address

[redacted]
City, State, Zip Code

STATE OF Washington
COUNTY OF Pierce

Sworn to (or affirmed) and subscribed before me this 1st day of May, 2017,
by [redacted] and [redacted]

[redacted]
Signature of Notary Public

[redacted]
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification WA. DL

My commission expires: 03/13/2019

[redacted]
STATE OF WASHINGTON
NOTARY PUBLIC
MY COMMISSION EXPIRES
03-13-19

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, March 17, 2017 12:22 PM
To: 'roy.wright@gm.com'
Subject: Initial Notification of NISM [redacted] - [redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Jet Chevrolet, Inc., 114479, Federal Way, WA.
Dealership Contact: Jon Christensen
VIN: 1GNSKHKC5GR[redacted]
Vehicle: 2016 Chevrolet Suburban
Mileage: 8,099

Dear Roy,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved [redacted] **Due to time constraints, a response to this e-mail is required within 48 hours.**

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, **you should <u>not</u> communicate directly with the customer as we are required to work through their attorney.**

Please reply by email with one of the above options within **48** hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and the email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center

Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

March 17, 2017

Jon Christensen
Jet Chevrolet, Inc.
35700 Enchanted Pky S.
Federal Way, WA 98003

RE: [redacted]
Service Request [redacted]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC5GR[redacted]
Customer Relationship Specialist: Diane

Dear Jon Christensen:

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 **586-920-0760**. 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

[redacted]

March 17, 2017

Jessi Kalmen, Esq.
Lombino Martino Attorneys At Law
10009 59Th Ave Sw
Lakewood, WA 98499

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC5GR[redacted]
Customer Relationship Specialist: Diane

Dear Ms. Kalmen:

This is to advise that General Motors is in receipt of the above referenced case dated March 10, 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: Repair 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

[redacted]

March 26, 2017

GMC
P.O. Box 33172
Detroit, MI 48232-5171
Fax: (586) 920-0760

Dear General Motors:

Please add another issue to our list under Service Request [redacted] You may review the attached pictures of water dripping from the inside of our vehicle onto the console. This issue began today, Sunday, March 26, 2017, while driving this morning.

Our 2016 Chevrolet Suburban is a "lemon" under Washington State lemon law. We hereby are making a written demand for a refund or replacement because the vehicle is unsafe with ongoing issues.

We purchased a 2016 Chevrolet Suburban on, August 17, 2016 from Jet Chevrolet Inc., in Federal Way, Washington.

Since buying this vehicle, we have had to return it to the dealership a total of four times.

Additionally, this past Sunday, March 19, 2017, the transmission went into overdrive again, and we will need to make another appointment.

Our vehicle has been out of service for repairs for a total of 10 calendar days.

Our vehicle has been in Jet Chevrolet on the following dates for repairs of the following defects:

November 21, 2016, January 23, 2017, September 24, 2017 and March 7, 2017

- door rattle found two screws at door handle improper torque, still rattling
- code brake system C-025E-06
- brake booster vacuum switch had to be repaired
- SDM recall to reprogram the sensing diagnostic model for the airbag.
- rear view camera is failing
- transmission went into overdrive while on the freeway twice
- front turn signals not working, oncoming traffic almost hit me
- back top left brake light

We are currently still experiencing the following problems with our vehicle:

- transmission went into overdrive again on Sunday, March 19, 2107

By the time you receive this correspondence, we would have made another appointment for the transmission issue.

Enclosed is a copy of the January 23, 2017 service that was not included in the Service Request [redacted] FAX sent yesterday, March 22, 2017, see attached confirmation and kindly add this to our file for review. Resending our total customer copies in this FAX transmittal.

Please respond within 40 days upon receipt of this letter. Should you fail to respond in writing within this time I will file lemon law arbitration against GMC.

Sincerely,

[redacted]

[redacted]

Address:

[redacted]

Telephone #s:

[redacted]

71
SYNC
REAR
AUTO
69
REAR
CLIMATE
R CTRL

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, April 07, 2017 8:35 AM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted]
Attachments: 10 Day Letter.pdf

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

Please see attachment.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Tuesday, April 18, 2017 9:57 AM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted]
Attachments: 2nd Offer.pdf

Customer Name [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

I am in receipt of the repair order your client provided, after reviewing the provided information GM does not feel this vehicle merits a repurchase at this time. Please see the attached offer for your client's consideration.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Monday, April 03, 2017 8:53 AM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted]
Attachments: Initial Offer Letter.pdf

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on March 28th (see attached). If this offer is acceptable to your client please have him sign the offer letter and return it to us at the fax number below along with a copy of your firms W9. If your client doesn't agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, April 21, 2017 3:43 PM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted]
Attachments: 2nd Offer.pdf

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Afternoon,

This email is being sent to follow up and verify that you received the settlement offer that was emailed on April 18th (see attached). If this offer is acceptable to your client please have [HIM OR HER] sign the offer letter and return it to us at the fax number below along with a copy of your firms W9. If your client doesn't agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Thursday, March 23, 2017 4:06 PM
To: 'jon@jetchevrolet.com'
Subject: [redacted] - [redacted]

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Afternoon,

I am in receipt of the service documents sent for the above referenced vehicle. However, I needed to verify if you may have any notes or knowledge of this vehicle having been in any accidents or having any aftermarket modifications installed.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: [redacted]
Sent: Monday, April 17, 2017 8:00 PM
To: Diane Rodriguez (C)
Cc: [redacted]
Subject: [EXTERNAL] Per your request for Service Request [redacted]
Attachments: Photo 1 Water Service Request [redacted].17.jpg; Photo 2 Water Service Request 8-2820585522_3.26.17.jpg; Photo 3 Water Service Request [redacted] 3.26.17.jpg; ADD Water Damage Service Request [redacted]_4.15.17.pdf

Dear Diane,

Per your request, we scheduled an appointment yesterday, Sat 4/15 at Auburn Chevrolet;please see attached report on the newest issue for the water leak at the interior roof, which will required an additional service appointment.

- We desire to resolve this matter, ASAP and request the following due to the ongoing issues with our 2016 Suburban.

- Due to the most recent water leak, and that GM will not let us out of our lease, we are requesting the $15,000.00 we put down in good faith at the signing of our lease agreement.

- Plus, the $7,000.00 dollars in your original offer.

- Please note, [redacted] has lost revenue for his business (Secure Transportation), due to the ongoing issues with our leased vehicle.

- Please send your counter offer to both addressed below as follows, as we desire to expedite to resolve this matter.

- [redacted]

- [redacted]

Sincerely,

[redacted]

From: [redacted]
To: [redacted]
Sent: Tuesday, April 11, 2017 12:02:15 PM
Subject: Fw: LegalShield Issue No [redacted]

[redacted]

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

In response to the attached letter regarding our settlement offer, GM's cash and keep offer is for your customer's inconvenience with their vehicle. It does not release your client from any contracts or obligations to their vehicle. If your client has further concerns regarding their vehicle we would only ask that they present their vehicle to our authorized dealer service department to have any of their current complaints diagnosed. Please let us know when this is done so we can follow-up on the additional presentation.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

From: [redacted]
Sent: Friday, April 07, 2017 2:49 PM
To: Diane Rodriguez (C)
Cc: [redacted]; wadocs@lombinomartino.com
Subject: [EXTERNAL] Follow Up Service Request: [redacted]

Dear Diane,

You should have received the attached letter, Dated April 4, 2017.

Please note we require more clarity to make our decision.

DO NOT Close our file, we are still reviewing our options. Upon receipt of your response we review with Jessi Kalmen, Esq. at Lombino Martino Attorneys at Law.

Sincerely,

[redacted]

Cc: Jessi Kalmen, Esq. at Lombino Martino Attorneys at Law

From: [redacted]
To: [redacted]
Sent: Friday, April 7, 2017 12:23:42 PM
Subject: Fw: LegalShield Issue No. [redacted]

[redacted]

--- On Fri, 4/7/17, WAdocs <docs@lombinomartino.com> wrote:

> From: WAdocs <docs@lombinomartino.com>
> Subject: LegalShield Issue No. 759790
> To: [redacted]
> Date: Friday, April 7, 2017, 5:13 PM

>
> Dear Valued
> LegalShield Member,
>
> Recently,
> our office received the enclosed correspondence in response
> to a letter written on your behalf by an attorney in our
> office. We are forwarding you this correspondence for your
> review and your files.
>
>
>
>
> If you have
> any questions regarding this issue you may call our office
> at 800-553-8221 or 253-896-5252. When you speak to the
> customer service representative, please provide the
> reference number listed above and
> a brief description of the question you would like the
> attorney to answer. Unless we hear from you, we will
> consider this matter closed.
>
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>
> For your
> convenience, please make sure to retain a copy of this
> document for your records in case you need it in the
> future. Thank you for utilizing your LegalShield Membership.

> We appreciate the opportunity
> to assist you with your legal matter.
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> Sincerely,
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>
>
>
> Customer
> Service,
>
> LOMBINO
> • MARTINO, P.S.
>
> 10009 59th
> Avenue SW.
>
> Lakewood, WA
> 98499
>
> Telephone:
> (253) 830-2700
>
> Facsimile:
> (253) 444-4010
>
> Website:
> [redacted]
>
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>
> Submissions
> By You:
>
> You agree and
> acknowledge that any information (defined as data,
> documents, images, files, and materials) that you or
> individuals acting on your behalf provide to LOMBINO •
> MARTINO, P.S. will immediately become the
> law firm's private property. While the law firm will
> ensure the confidentiality of the information, LOMBINO
> • MARTINO, P.S. reserves the right to exercise
> discretion in retention of or disposal of said information.
> You are encouraged to retain copies of whatever
> information you send to our office. Please DO NOT
> SEND ORIGINALS.
>
>
>

>
> Email
> Disclaimer:
>
> This message
> is confidential and is intended only for the individual or
> company named above. It may also be privileged or
> otherwise protected by work product, immunity, or other
> legal rules.
> If you are not
> the named addressee you should not disseminate, distribute
> or copy this e-mail and should delete this e-mail from your
> system immediately. Please notify this sender
> immediately if you have received
> this e-mail by mistake. The integrity
> and security of this message cannot be guaranteed on the
> Internet. The sender therefore does not accept
> liability for any errors, viruses, faulty transmission
> or omissions in the contents of this message which arise as
> a result of e-mail transmission.
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>
> Customer
> Name: [redacted]
> SR #:
> [redacted]
> Vin:
> 1GNSKHKC5GR[redacted]
> Year/make/model: 2016 Chevrolet Suburban
>
>
>
> Good
> Morning,
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>
>
> Please see
> attachment.
>
>
>
> If you have

> further questions, please contact Business Resource Center
> at 1-800-231-1841, Monday through Friday between 8:00 am and
> 5:00 pm, Eastern Time. Please reference the service
> request number.
>
> Sincerely,
>
> Diane –BRC
> Advisor
> General Motors LLC.
>
> Business Resource Center
>
> Phone: (866) 790-5600 EXT 5914305
> Fax: (586)
> 920-0760
>
>
>
>
>

Customer Name [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

Please see attachment.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

Please see attachment.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor

General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

On Monday, April 10, 2017 12:25 PM, WAdocs <docs@lombinomartino.com> wrote:

Dear Valued LegalShield Member,

Recently, our office received the enclosed correspondence in response to a letter written on your behalf by an attorney in our office. We are forwarding you this correspondence for your review and your files.

If you have any questions regarding this issue you may call our office at 800-553-8221 or 253-896-5252. When you speak to the customer service representative, please provide the reference number listed above and a brief description of the question you would like the attorney to answer. Unless we hear from you, we will consider this matter closed.

For your convenience, **please make sure to retain a copy of this document for your records** in case you need it in the future. Thank you for utilizing your LegalShield Membership. We appreciate the opportunity to assist you with your legal matter.

Sincerely,

Customer Service,
LOMBINO • MARTINO, P.S.
10009 59th Avenue SW.
Lakewood, WA 98499
Telephone: (253) 830-2700
Facsimile: (253) 444-4010
Website: www.lm-wa.com

Submissions By You:
You agree and acknowledge that any information (defined as data, documents, images, files, and materials) that you or individuals acting on your behalf provide to LOMBINO • MARTINO, P.S. will immediately become the law firm's private property. While the law firm will ensure the confidentiality of the information, LOMBINO • MARTINO, P.S. reserves the right to exercise discretion in retention of or disposal of said information. You are encouraged to retain copies of whatever information you send to our office. Please **DO NOT SEND ORIGINALS.**

Email Disclaimer:
This message is confidential and is intended only for the individual or company named above. It may also be privileged or otherwise protected by work product, immunity, or other legal rules. **If you are not the named addressee you should not disseminate, distribute or copy this e-mail and should delete this e-mail from your system immediately. Please notify this sender immediately if you have received this e-mail by mistake.** The integrity and security of this message cannot be guaranteed on the Internet. The sender therefore does not accept liability for any errors, viruses, faulty transmission or omissions in the contents of this message which arise as a result of e-mail transmission.

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

In response to the attached letter regarding our settlement offer, GM's cash and keep offer is for your customer's inconvenience with their vehicle. It does not release your client from any contracts or obligations to their vehicle. If your client has further concerns regarding their vehicle we would only ask that they present their vehicle to our authorized dealer service department to have any of their current complaints diagnosed. Please let us know when this is done so we can follow-up on the additional presentation.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

From: [redacted]
Sent: Friday, April 07, 2017 2:49 PM
To: Diane Rodriguez (C)
Cc: [redacted]; wadocs@lombinomartino.com
Subject: [EXTERNAL] Follow Up Service Request: [redacted]

Dear Diane,

You should have received the attached letter, Dated April 4, 2017.

Please note we require more clarity to make our decision.

DO NOT Close our file, we are still reviewing our options. Upon receipt of your response we review with Jessi Kalmen, Esq. at Lombino Martino Attorneys at Law.

Sincerely,

[redacted]

Cc: Jessi Kalmen, Esq. at Lombino Martino Attorneys at Law

From: [redacted]
To: [redacted]
Sent: Friday, April 7, 2017 12:23:42 PM
Subject: Fw: LegalShield Issue No. [redacted]

[redacted]

--- On Fri, 4/7/17, WAdocs <docs@lombinomartino.com> wrote:

> From: WAdocs <docs@lombinomartino.com>
> Subject: LegalShield Issue No. [redacted]
> To: [redacted]
> Date: Friday, April 7, 2017, 5:13 PM
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> Dear Valued
> LegalShield Member,
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> LOMBINO
> • MARTINO, P.S.
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> Website:
> www.lm-wa.com
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> Submissions
> By You:
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> You agree and
> acknowledge that any information (defined as data,
> documents, images, files, and materials) that you or
> individuals acting on your behalf provide to LOMBINO •
> MARTINO, P.S. will immediately become the
> law firm's private property. While the law firm will
> ensure the confidentiality of the information, LOMBINO
> • MARTINO, P.S. reserves the right to exercise
> discretion in retention of or disposal of said information.
> You are encouraged to retain copies of whatever
> information you send to our office. Please DO NOT
> SEND ORIGINALS.

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> Email
> Disclaimer:
>
> This message
> is confidential and is intended only for the individual or
> company named above. It may also be privileged or
> otherwise protected by work product, immunity, or other
> legal rules.
> If you are not
> the named addressee you should not disseminate, distribute
> or copy this e-mail and should delete this e-mail from your
> system immediately. Please notify this sender
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> Customer
> Name: [redacted]
> SR #:
> [redacted]
> Vin:
> 1GNSKHKC5GR[redacted]
> Year/make/model: 2016 Chevrolet Suburban
>
>
>
> Good
> Morning,
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>

> Please see
> attachment.
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> If you have
> further questions, please contact Business Resource Center
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> request number.
>
> Sincerely,
>
> Diane –BRC
> Advisor
> General Motors LLC.
>
> Business Resource Center
>
> Phone: (866) 790-5600 EXT 5914305
> Fax: (586)
> 920-0760
>
>
>
>
>

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

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Please see attachment.

If you have further questions, please contact Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please reference the service request number.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760

PE18-012

GM

3-27-2019

Q3

[redacted]

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Wednesday, May 03, 2017 12:13 PM
To: 'roy.wright@gm.com'
Subject: Notice of Resolution [redacted] - [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Jet Chevrolet, Inc., 114479, Federal Way, WA.

Dealership Contact: Jon Christensen

VIN: 1GNSKHKC5GR[redacted]

Vehicle: 2016 Chevrolet Suburban

Mileage: 9,020

Dear Roy,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $8,000.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5600, extension #5914305.

Sincerely,

Diane –BRC Advisor
General Motors LLC.
Business Resource Center
Phone: (866) 790-5600 EXT 5914305
Fax: (586) 920-0760